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| A picture of a winding road and trees  Capstone Project  Final Report | Abstract  This Capstone project is all about learning project management practices in real world by securing a sponsor who is a project manager and discussing about how they manage their projects based on ten knowledge areas of PMBOK.  Michael Payne  PRJM1009    Project: TD-Call center application unification program |

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# Executive Summary

This capstone project helps students to learn the project management practices which are used by organizations in real world, this is done by students securing a sponsor who should be a project manager at some organization and can share the information for research purpose. After the approval from executive sponsor and completing the ethics training students can start their research with sponsor by having direct interactions and in my case TD bank project manager is my sponsor were I secured him by professional social media LinkedIn, we are also suppose to make sponsor sign on consent form which means officially sponsor is sharing information about their company for study purpose.

The project we discussed about is Call Centre Application Unification program were this is a solution to provide their customer with better service here they integrate all the applications into one and modified the unnecessary applications to conserve time and employees and the budget of the project is 15 million dollars and we have discussed how they will handle their projects based on ten knowledge areas and gained so much knowledge about project management practices in real world and we also discussed about the challenges faced by them while running their project.

Based on the knowledge gained from college I also recommended some techniques that could solve their problems So in this report I wrote about the audit process, analysis, deficiencies, recommendations, and implementation plans are in detail and after the successful completion of this report it has to be get signed by sponsor and the highlights are displayed in capstone showcase event and this document is also stored in repository for future reference.

# Overview of the Project Audit Process

The concept of Capstone project in Project management course is to know the project management practices in the real world, This course challenges the students to examine project management practices in an organization and compare the real world application of project management practices with the standards learned in the program and for this we have to find a sponsor who is a project manager at some organization willing to share information about there ongoing or completed project for study purpose in this generally involves in meeting with sponsor by student for gaining information on project.

At the inception of course we had a project team initiation work where we will be signing and uploading Non Disclosure Agreement to our executive sponsor the purpose of this document sign off is as a new project team member we are required to ensure that information is kept confidential, To start the audit process we have undergo Research and Ethics Training to get awareness about regulatory requirements in any region that we conduct project management activities, and next we created an effective communication plan to ensure that our stakeholders are well managed and updated if any.

We developed our project schedule using Microsoft project by listing all tasks and is critical to success of our project and finding the sponsor in the desired field where you want to work in future is recommended, I drafted a professional mail and I have sent it to all my connections and as LinkedIn is the best to find a sponsor I tried connecting with project managers all over North America and after a month I found a contact showed willingness to sponsor my capstone project his name is Don Phillips.

Don Phillips is Product Owner at TD and top skilled in change management, Integration, Process Improvements, Vendor Management and he is skilled in transforming agile vision and strategies into actionable initiatives through leadership that fosters open communication. A pro-active leadership style with strong organizational change management and facilitation skills that deliver results. And in past he worked as Product owner at G&K Services and strategic business and project consultant at touch point consulting and project manager at Loblaws Companies Limited and he is certified as Agile Leader, Agile certified practitioner, Certified professional Agile coach, certified scrum master, certified scrum product owner, and a project management professional he is incredibly knowledgeable and privileged to work under him.

The project he gave to me was Call center application unification program it is an internal project owned by TD this project is a solution to a problem faced by staff struggle to manage many devices and software’s separately so this project is to collaborate all the tools and devices into one for easy access and there by serving customers more efficiently than before with reduced ETA and to eliminate some old tools or updating them to be updated with technology and the project which was given to me is related to my previous study field and the field I want to work in future.

About TD - This Capstone project is all about learning project management practices in real world by securing a sponsor who is a project manager and discussing about how they manage their projects based on ten knowledge areas of PMBOK. This project involves in integrating all the service tools into one giant application and modifications or elimination of unwanted tools.

TD is the number one banking service provider in both commercial and personnel banking and customer satisfaction is their priority and it has various give away programs to show gratitude for people who are in part of TD family and acronym of TD is Toronto Dominion Bank it is well reputed Canadian multinational banking and financial service provider with the head quarters located in Toronto, The bank and its subsidiaries have over 85000 employees and TD always think creatively and come up with innovative solutions so it do lot of projects for finding solution to problems and it has 22 million clients world wide.

So the questions are designed to know about the project management practices they used for projects in real world, So as this is for study purpose and I have focused on 10 knowledge areas of PMBOK sixth edition, this Book guides us to know about all project management practices in other words it act as fundamental resource and now a days most of the stakeholders willing to know about agile practices so lot of resources are added into it. So, to be specific about the resources helped to frame question are PMIS, websites, blogs, articles, journals, Blackboard.

The 10 knowledge areas are Project integration management This Knowledge area contains the undertakings that hold the general task together and coordinate it into a brought together entirety. Developing a project charter comes under this knowledge area and this is a formal document which is generally authorized by project sponsor to project manager to utilize resources for this project and this is one of the process done in the initiation phase of the project, and developing project management pan also comes under this knowledge area and it is used as a guiding documents for project manager and distributed along and monitor and control project work is also comes under this knowledge area there are many tools and techniques for monitoring and controlling projects and we have learned in change management and also perform integrated change control this deals with change request forms and project sponsor approval and close project is know the necessary tasks requires for project close.

Project scope management in this learning area includes the project scope, that is, the work that is incorporated inside the project. Since scope changes are one of the top reasons for project changes and distress when all is said in done, it is significant that the limits of the undertaking be very much characterized from the start and observed thoroughly. It is exceptionally simple for individuals to embed unapproved work into the undertaking when the project gives off an impression of being enormous enough to ingest it, yet most projects are evaluated with the minimum costs. In this knowledge area generally plan scope management plan, collect requirements, define scope, create WBS, validate scope, control scope.

Project schedule management: This is typically the most tedious of Knowledge areas. During arranging, the project manager must separation the project into errands and make both a schedule (begin and completion dates for each task) and budget plan for each task. During the project, earned value management decides the project status at normal status interims. Since most project changes include a change to the schedule, it must be continuously re-baselined, and the project management plan updated. The tasks involved in this knowledge area are Plan schedule management, define activities, sequence activities, estimate activity duration, develop schedule, control schedule, control schedule.

Project cost management: The project budget is normally one of the most delicate pieces of a project. Wouldn't it be decent to have project budget that is agreeable, however not many projects have this extravagance. The budget must be built up through evaluating strategies and observed to guarantee there are no pointless changes that make stakeholders despondent.

The activities are plan cost management, estimate costs, Determine Budget, Control Costs.

Project Quality Management: Quality is by-product of the triple constraints that are Time, Cost, and scope. In that capacity, when you need better quality you must invest more time or cost. As a result of this vital nature of the quality expectations, the quality level ought to be set up during the project planning and indicated in the venture the project management plan. At that point when issues emerge regarding specifications, there is a plan to manage it. The activities involved are plan quality management, manage quality, control quality.

Project Resource Management: The Project team is normally one of the most significant factors in the accomplishment of a project. On the off chance that you have a skilled team, you will have successful project outcomes. This knowledge area is worried about getting the right team, guaranteeing their fulfillment, and monitoring their performance. The activities to perform in this knowledge area is to Plan resource management, Estimate Activity Resources, acquire resources, develop team, Manage team, Control Resources.

Project communication management: Communication with stakeholders is always the key factor that enables stakeholders to be fulfilled notwithstanding when sudden changes occur. It is basic to build up a communication plan intend to keep all stakeholders informed and engaged throughout the project and communicate early and frequently when sudden issues happen.

The activities are plan communication management, Manage Communications, Monitor communications.

Project Risk Management: Overseeing Project Risk is one of the most misjudged parts of project management. Major Risk is only sometimes recognized in advance and dissected inside project management plan, however, when they are Project stakeholders will in general excuse the surprising issues a lot speedier. Also, they hold the project manager in high respect for the solid defending of their investments. And the activities for this Knowledge area are very important they are plan risk management, Identify Risks, Perform Qualitative Risk Analysis, perform quantitative Risk Analysis, Plan Risk Response, Implement Risk Responses, Monitor Risks.

Project Procurement Management: Practically all projects have some type of outside acquisition. Employing subcontractors can take care of business faster or with better expertise yet forfeits the capacity to control the quality, schedule, or different elements. Likewise, the fine print regularly brings about budget and schedule overruns that were not imagined. And the activities are plan procurement management, conduct procurements, Control procurements.

Project Stakeholder Management: There is nothing more significant than the project stakeholders. Theoretically announces a project success if the stakeholders are satisfied with the project outcomes yet the project was a calamity. The stakeholders ought to be effectively overseen and tended to inside the project management plan. The activities are Identify stakeholders, Plan stakeholder engagement, manage stakeholder engagement, monitor stakeholder engagement.

# Analysis Overview

The information gained was mostly the answers for the questioners prepared by me based on 10 knowledge areas, this questions are asked to make the comparison of what we actually learned in our course and to what extent project management practices are used in the real world whether they are using any advanced methods or as novice in using project management practices and picking a specific project from an organization is to identify problems through discussion and analysing the problem by any methodology basically Root cause analysis to identify and analyze problems.

So the goal is to identify what happened, how it happened, why it happened, and information gained is described here.

At the very start of our discussion I asked about company and company success the response was they are the no one in banking industry in both personnel banking and business banking in Canada and USA we have 2700 branches with 85000 employees really big, and there companies vision to “Be the Better Bank”, and there purpose is To enrich the lives of our customers communities and colleagues and there companies mission is to be the best run, customer focused, integrated financial institution, with a unique and inclusive employee culture.

And described about Company strategy as strive to be a better bank and customer satisfaction and TD has 10 innovative solutions designed to prepare workers for an inclusive future in this changing world some thing called Ready Commitment it raises money and use it in four areas to support change and nurturer progress and contributing for world development and TD has special event called TD Tree day and the goal is to plan million trees by 2030 ,They have TD Thank You Day where customers gives feedbacks ,show gratitude, TD makes a good connection with people rather than money rotations, TD had connections with colleges like Fanshaw where TD conducts Urban Design Competition for renewing the Environment Design.

They had women empowerment programs and connecting with schools by some STEM programs and many ways to give back to. TD Business strategy is Customer Centric Experiences, One TD, Operational Excellence, Unique and inclusive Employee Culture, Strong risk Culture. And TD Key priorities are Distribution Transformation, End-to End Customer Journeys, Process Simplification, Project Delivery excellence.

As our discussion continues, I asked are they able to achieve company strategy with your projects and the response was They have some thing called TD share commitments that is Innovate with purpose and simplify the way it works, in this changing world we are challenged with technology and innovations so to meet this commitments a team contribution is required, so all the TD project are evaluate for how will they help to this commitments like how are we approving customer experience and stake holder value and how are we giving back to communities so all of the projects are make sure that they ties with company strategy and company share commitments.

And the response when asked has the business needs been clearly defined was that All their project goes through a fully regimental process to define what the high-level strategy of the project is what the business needs are going to be through Business case analysis. And briefed about scope management plan and change management plan that there is scope management plan and change management plan for there project, Scope is clearly defined through business requirements and technical design and which is signed of my multiple stake holders and stored internally with access to stakeholders for referencing them at any time of the project.

When scope creep occurs They will deal with scope creep, and investigate why it occurred and what is the change like whether it is cost change or design change and get the appropriate approvals and get appropriate stake holders involve, they have effective change management plan to deal with changes and if the change is within the confined limits then its acceptable if not an go through the change manage process.

About WBS, In project kick off meeting done with all stake holders when they got requirements then breakdown work further and the WBS is used for scheduling in Microsoft project and based on the size of the project they use the Microsoft project to that extent and latest version is used, and they use office 365 product line extensively like VISIO for depicting important information.

They will first analyze the critical path like what tasks are involved and finding way how to shorten critical path they track and accept to appropriate level when they analyze it deeply, they find the ways to shorten by crashing or analyzing any orphan tasks are involved or not and use this while scheduling as well.

project schedule reviewed by all stakeholders and formally accepted, It is always available for everyone to review and we gather input from the people for schedule most probably people will hit the dates what they gave mostly rather than what we gave and while preparing schedule they generally used Microsoft project and create a PDF of schedule to review by all and periodically updated like for every week if any changes occur in the prepared schedules, schedule PDFs are opted because not all the stakeholders have Microsoft project like technical people so PDFs are generally used.

They have excellent communication plan they have communication plan for internal stake holders and communication plan for implementation it’s a part of change management process and also depending on size of the project they decide whether change manager is required for project or not and making sure we have communication plan for external stake holders and the plan is who we are updating and when and how and different teams have different level of updates and frequency so they will circulate the plan and update based upon their interest it’s a key for setting expectations, the design process of this plan is to select an appropriate template of communication plan from hundreds of template TD have and updating them eventually and saving them for future use when we want to do similar kind of project, and the templates are usually in excel or PowerPoint.

For managing with Change Requests, They do a very regimented change process and the change is analysed based on the impact for example a small cost change may occur but causes delay of 2 days is fairly significant and then set the parameters according change management plan here is the change and need approval from executive sponsor and he can sign up to some dollar threshold and time threshold and if the change is beyond that steering committee get involved and beyond that it will go to a segment committee approval.

For Risks, they have RAID log which is Risk, Assumptions, Issues, and Dependencies log, In this they have risk log or if the project is bigger it might have a separate risk register and in kick off meetings what people see as a biggest Risk and what might be the impact and what is contingency plan and mitigations and what are the trigger events for risk occurrence and who owns that risk and also scale what is the probability and impact and detectability of risk and also have illustrations why it is high or low and these risk score evaluation tells us how contingency and mitigation plans should be having this RAID logs is a key to success and they review constantly, and when risk occurs it is moved into issue log.

About Contingency funds All of our estimates include certain percentage of variability once we get into detail requirements and detail design they will allocate around 20% variance for contingency funds and if when a specific risk is anticipated with the cost impact the amount is approved and funds get released when risk become reality, and always try to reduce the funds allocated because overallocation might stop other projects to start, And the Risks are documented properly for future use to take it as a point of reference when starting with similar projects.

About Human Resource Management Recruitment process is different for different teams some should fill a form and apply and some have to email to managers and TD says that there are more projects than people so recruitment is quit challenging they have to go through process and prioritizing based on skill set is quit challenging and mostly they prefer inhouse full time employees that contract jobs because it cost more to them.

And don’t make assumptions and judgments rather prefer to communicate change and talk personally and ice breakers is always good exercise to make people connected and teams are big and how fast we make the connections with each other it helps to maintain integrity and be optimistic and understand people.

We have a team for deal with all government regulations and compliances, tells what is legal, and any money laundering as we deal with banker information there are some encrypting standards to maintain like PCI Standards and while deploying any software, we do security analysis.

For Cost Management they follow cost very close, Costs are analyzed weekly and report monthly and we meet on quarterly and if the cost are more than baselines then analyze whether project is completing early or any gold plating is there so based on cost they analyze other implications like for schedule and scope, analyzing project costs helps on keeping project on track by knowing whether project should be stopped or do we release more funds or should we scale the project back. For rewards we have TD reward points it is an internal program its about how your actions contribute to TD share commitments there are different reward forms like gift cards, tours etc.

Sponsor involvement is active in financial matters and there will be a two-way communication between Project manager and executive sponsor.

For quality mostly as of agile practices they prefer iterative checks and feedbacks and they use lot of quality metrics for detecting quality issues because the team should provide a defect free product when getting into production, we focus on customer experience and quality experience is positively impacted and they use so many testing tools like selenium, cucumber etc. and mostly when testing team find a bug not only report it but have a two way conversation with developer such that they can analyze and understand clearly to be productive.

We have a procurement process group to deal with any type of procurements called Strategic Sourcing Group these are the ones who are directly involved with vendor make sure we got the right information in bid process and make sure it is equal and fair process.

Stakeholder Management is very important to us we manage stakeholders deliberately, they do Stakeholder Impact Assessment(SIA) is to go through the stakeholders about the involvement and what will be the impact and where do this stakeholders fit in, and then they do 2 by 2 matrix where they will be evaluating what is their impact and influence and to what extent we have to give the information and our communication plan and change management plan all goes back away for stakeholder management it also helps to tell who is going to be in steering committee. While identifying key stakeholders at very beginning of the project the executive business sponsor starts with who will be key stakeholders and evaluate them by stakeholder impact assessment.

There will be regular status reporting to appropriate stakeholder they do weekly, monthly and quarterly status reports.

If the project is to get close due to various reasons like not sufficient funds available we have to wind up early by evaluating project whether to stop or not by looking what is the sunk cost and comparing and get the money back and put into other project to get out of it and using the full time employers to other projects.

Project closure is winding up in 30 days period and financials will be running because employees will be working in close outs and make sure all the documents are stored in repository for future use and after delivering the product the benefits are reviewed for a 1 year period to make sure the expected benefits associated with projects are achieved and all vendor contracts are closed with calculations on committed deliverable and lessons learned reports are stored in repository for future use.

# Summary of Analysis

Analysis of the information gained is the key task, and the information is based on the 10 knowledge areas of PMBOK and this questions are asked to make the comparison of what we actually learned in our course and to what extent project management practices are used in the real world whether they are using any advanced methods or as novice in using project management practices and picking a specific project from an organization is to identify problems through discussion and analysing the problem by any methodology basically Root cause analysis to identify and analyze problems so the goal is to identify what happened ,how it happened, why it happened, and it is challenging at this point to gain insights of the project information and perform root cause analysis because information needed is to be comprehensive to perform this analysis where the information gained is limited to some extent for study purpose.

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| Problems according to 10 knowledge areas. | severity | Priority | Impact |
| Scope management | Critical | Urgent | High |
| Schedule management | Critical | Low | High |
| Communication Management | Non-Critical | Low | Medium |
| Risk Management | Critical | Urgent | High |
| Human Resource Management | Critical | Urgent | High |
| Cost Management | Critical | Urgent | High |
| Quality Management | Critical | Urgent | High |
| Procurement Management | Critical | Low | High |
| Stakeholder Management | Critical | Urgent | High |
| Project Closeout | Critical | Low | Medium |

So, in above table we listed the category of problems and gave priority and impact based on our project and now we will list the problems accordingly.

Scope is defined clearly to avoid scope creep but there are unapproved changes and it is hard to tell that to what extent change can happen without approval as whether to consider it as development practice or should be reported and the causes are not clearly define scope and no capacity to evaluate the change that is negligible or not and unbalance between Scope, Time, Cost.

There are some scheduling problems like Analysis of critical task complexity and managing and updating schedules and the causes are not using Microsoft Project to its fullest and new employees adapt to schedule practices take some time and complexity in using PERT Analysis.

There are no severe problems involved in Communication Management they faced few problems like updating and reviewing the plan has some lag and complexity in selection of appropriate Communication Management Plan template from hundreds the causes might be not using communication Matrix which maps the communication requirements of the project and no standardization of communication plan.

In Risk Management they didn’t face lot of problems, anticipation of contingency funds allocations for some specific tasks is challenging and causes may be speaking professional language while communicating risk which won’t be clear to some stakeholders and Business complexity may outweigh the capability to evaluate Risk.

Human Recourse Management: due to technological changes and integrations involved there is slight resistance to change to embrace technology or get extinct, and at every point security of data is checked so ensuring safety of Business information is challenge for Human Resource and the causes due to lack of motivation and lack of skilled employees.

Cost management: Problem was Costs were higher than planned due to higher than estimated costs to integrate old applications or convert to new technologies and the causes are lack of contingency funds planned before, poor monitoring and auditing financials monthly and QPR and lack of cost comparison calculations.

There are no severe Quality Problems faced they use agile practices where product is checked iteratively.

Procurement management they faced a problem where securing and retaining the talent and the cause may be due to demand in that skill area retention is challenging.

Stakeholder Management: Stakeholder management plan is very important in this project so they design communication and change management plan deliberately there are no problems but there is regular status reporting to appropriate stakeholders where all the stake holders may not understand all the formats and technical terms this is a challenge to project managers to demonstrate thigs clearly to each stakeholder.

# Overview of Deficiencies

In this section I gave overview of deficiencies faced by company and why are they deficient and what particular area have more deficiency.

In identifying issues and find and execute moderation choices during the control and monitor stage, we now and again ignore the utilization of a key document created in the planning phase to help deal with the issues: The Scope Management Plan (SMP). This document is a best practice, however, is frequently overlooked once an undertaking changes from the planning stage to execution or monitoring and controlling phase due to the number of activities requiring a PM's consideration.

There is deficiency in skill resource who can’t use Microsoft Project effectively and efficiently and the technology is changing with a high speed and integration of tools and elimination created a resistance to change it created fear among that their roles where replaced by machine or smart solutions so motivation to perceive the technology by Human resource team is deficient.

Due to unification of applications related to customer service there is a need of technical expertise extensively so hiring and firing is lot and retaining the employees is challenging for HR department as these skills are highly demanded so there is a deficiency in HR Management plan.

They have a problem associate with costs the problem was Costs were higher than planned due to higher than estimated costs to integrate old applications or convert to new technologies So there is deficiency in financial auditing processes and deficiency in using earned value calculations to check the project progress track.

TD manages multiple projects with different sizes of project so in procurement process it has a separate group which deals with all guidelines and information, so as this is separate group and accurate data communication will be challenging.

In computer integration TD bank faced lot of problems and it effected customer service so there is deficiency of effective release and Deployment management.

When writing risk, they illustrate all the parameters and communicate to all related but the depiction of risk on charts and heatmaps to know the severity are not frequently used.

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# Recommendations

In this section recommendations are given to project sponsor that would have better effects in the project with clear explanations.

According to my knowledge I recommend you document the accurate requirements and prioritize by making customer or end user involved, by this customer understand the deliverable benefits. and set smaller milestones apart from the routine stages of the project because there will be chance for rewarding them for smaller achievements which keeps them involved and motivated.

we deal with giant project so expect scope creep and ensure each member of team is aware of change process such that they can avoid resistance to change.

I recommend using Microsoft project to its fullest as it’s a misconception that it cannot handle complex projects, so perform PERT analysis used to analysis the order of the task, tasks involved in critical path and gives 3 possible durations which can be used in many project control simulation tools.

There is a Cost variation in baselined cost and actual costs so I recommend to use Earned Value calculations ,So Earned Value calculations is a technique that measures the current project performance against project baseline, So this is considered by insight to be one of the “critical few” best practice area for continuous monitoring of project cost performance and schedule performance, This calculations give most relevant information to track the project performance by showing project is ahead of schedule or behind schedule and if project is over the budget or under the budget with schedule performance index calculations and cost performance index calculations and Estimated at completion calculation helps to forecast of how much the total project will cost so these calculations and analysis could help to solve the current cost problem incurred by company in that project.

To also keep project schedule on track I recommend using a technique called Milestone Analysis, this tool is helpful in visualizing information about work corresponding to project milestone is ahead or behind or on track of schedule, it is easy to use, and the visualizations are easy to make understand for all stakeholders.

Different stakeholders use different means of communication like some are technically advanced and some are not, So I recommend designing the communication management plan in different formats such that everyone can understand and update plan, the project manager should have a capacity to integrate and understand in all formats.

There are Hundreds of Templates to use for communication plan or MS project and many, so choosing one appropriate template from hundreds for an existing or especially new project manager will be enigmatic and challenging so make an easy process to select from many which will save time and won’t be challenging for new commers.

When the schedules are finalized they are posted to all team members in PDF format and hardcopy, instead I recommend to use a schedule app were we can see our schedules in an more organized ways and with easy access anywhere and also safe so this digital schedule eliminates the risk of losing the schedule information because it is in cloud storage and also we can update our availability and absence this will be with more dynamic response compared with rudimentary PDF schedules, Using this will also keep organization be updated with technological trends.

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# Implementation Plan

This section provides an implementation plan to the sponsor on how to implement the recommended actions and what resources are required to implement.

Effective leadership skills play a key role in keeping team members keep influenced and motivated and creating a short milestone like in software development designing the comprehensive user interface will be a milestone but recognize for completing the layout and the team will now work with more involvement with other parts of User Interface deliverable.

For performing Earned Value calculations we use Microsoft Project, before calculations we need to know some terms they are planned Value is the budgeted amount of how far the project planned work supposed to be at a given point in the project schedule, Actual cost is the actual cost incurred for work done on the project this value is used to compare with planned value and answer the questions like where we have been so far? Where we are now? Where are we going? And schedule performance index is earned value divided by planned value this SPI index measures progress versus the progress planned and if the SPI value is less than 1 then it indicates less work was accomplished than the expected if SPI is more than 1 then more work is finished than planned. Cost Performance Index is earned value divided by actual value if CPI is below the value 1 then it means the costs were higher than budgeted and if CPI is more than 1 then it means costs were under the budget by this we can get rid of unclear cost requirements and overhead rate increase so by this we could solve our cost problem that is costs were higher than planned due to higher than estimated costs to integrate old applications or convert to new technologies.

For implementing milestone analysis, the listed milestones by team members are displayed on vertical axis of MTA chart and the dates of execution of the milestone are displayed on horizontal axis and milestones are colour coded so when the milestones proposed dates are matched then a line is displayed horizontally with small deviations until end and if its deviated we can anticipate adverse effects on project.

To implement a process to select a template from hundreds first categorize templates based on the similarity and size of the project and visualize in a framework with clear descriptions such that project member could select more easily and no need to store the templates as they will be available in cloud storage.

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# Audit Summary

This section is to summarize audit report, So this audit process is helpful for us to know about the project management practices in the real world and mostly how 10 knowledge areas of PMBOK are implemented and also to know about the company success by implementing them, In the scope management we have learned how project scope is defined and communicated and up to what extent customers are involved in making requirements and prioritizing and in project schedule management we have learned how they prepare schedules and how they communicate with all stakeholders and in project cost management I tried to know how deliberately they will manage costs and what tools and techniques they use to manage costs and comparing it with what we studied and discussing with our sponsor about the benefits and recommending any approach to manage costs, now a days many companies are seeking more information about agile for Quality and Risks management so we discussed about the influence of agile methodology in their project management.

About procurement management, I gained knowledge about how all resources are procured and controlled for the tenure of project and how all the stakeholders are managed and to what extent they will get them involved and about how they design communication management plan and how they will share them.

This report may be used for future reference or it might be taken as epitome of good report by upcoming students and after successful completion of this project we will recognize out team for supporting and making it success and take inputs from other experience people who will visit out capstone showcase and make it even better for next upcoming year.

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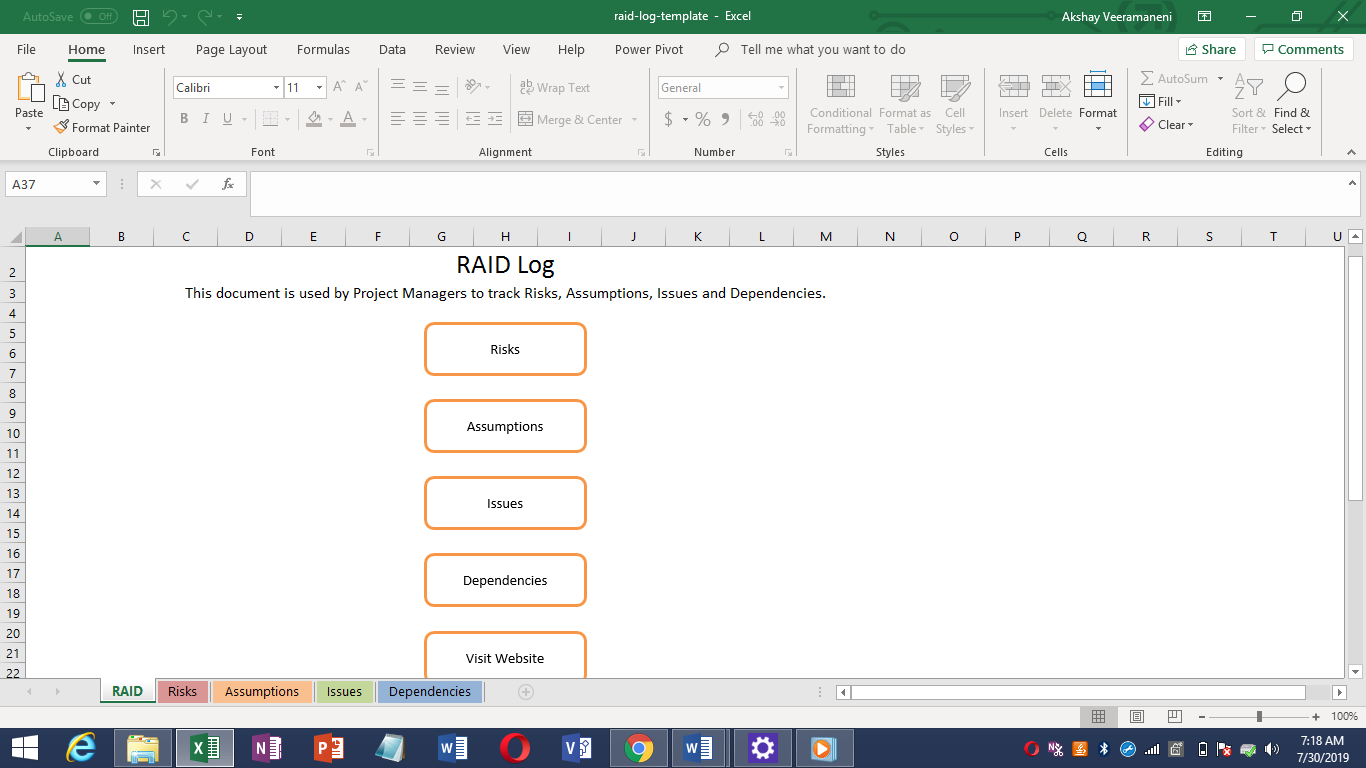
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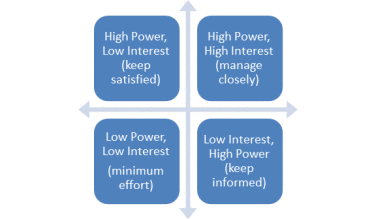
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# Appendix



RAID Log: It is created to know that anything impacting our project in future, RAID log is easy to use and we can simply create it on spreadsheet with one Tab for each area and Acronym of RAID is Risks, Assumptions, Issues, Dependencies.



Stakeholder management strategy

The proposed area of my capstone project focuses on integration of applications where they can be accessed by a single unified interface for better customer support by TD