# Project Management Plan

XYZ Web Development

XYZ Corporation

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# Introduction

Total Software Incorporated (XYZ) has recently approved the WebDev-101 project to move forward for project initiation within the Research and Development (R&D) group. This project will result in the development of a new web interface that supports XYZ's strategy of providing progressive solutions to clients which improve productivity in both the workplace and home environment. While a web interface is currently available, XYZ believes that new technological developments will enable our team to develop a solution far superior to what is currently available.

XYZ has been successful in gaining market share because of its aggressive pursuit of product quality, ease of use, flexibility, and customer service. Additionally, customers understand that our products may be applied to a wide range of uses for business and personal functions. By leveraging our reputation for superior quality and user-friendly products, and capitalizing on new technology, XYZ can position itself as the premier provider of effective and easy to use technology efficient web interface software in today's marketplace.

# Project Management Approach

The Project Manager, Alexis Hall, has the overall authority and responsibility for managing and executing this project according to this Project Plan and its Subsidiary Management Plans. The project team will consist of personnel from the coding and development group, quality control/assurance group, technical writing group, and testing group. The Project Manager will work with all resources to perform project planning. All project and subsidiary management plans will be reviewed and approved by the Project Sponsor. All funding decisions will also be made by the Project Sponsor. Any delegation of approval authority to the Project Manager should be done in writing and signed by both the Project Sponsor and Project Manager.

The project team will be a matrix in that team members from each organization continue to report to their organizational management throughout the duration of the project. The project manager is responsible for communicating with organizational managers on the progress and performance of each project resource.

# Project Scope

The scope of XYZ's WebDev-101 project includes the planning, design, development, testing, and transition of the WebDev-101 to a fully integrated web interface. This software will meet or exceed organizational software standards and additional requirements established in the project charter. The scope of this project also includes completion of all documentation, manuals, and training aids to be used in conjunction with the software. Project completion will occur when the software and documentation package has been successfully executed and transitioned to XYZ;s manufacturing group for production.

All WebDev-101 project work will be performed internally and no portion of this project will be outsourced. The scope of this project does not include any changes in requirements to standard operating systems to run the software, software updates, or revisions.

# Critical Success Factors

The success of the project will be dependent on the following project objectives:
● Successful completion of all specified milestones
● Project delivery within 3-6 months
● All provided XYZ requirements functioning properly

Whereas there will be other critical aspects associated with the completion of this project, the three success factors listed above are the most critical.

# Project Deliverables

Project deliverables for this project will include the following:
● A fully functional website that has been successfully integrated with identified XYZ applications
● The "About" page contains pertinent XYZ information
● The resulting website supports all business, functional, non-functional, and user requirements
● The resulting website meets or exceeds specified performance requirements
● The resulting website meets or exceeds specified supportability, security, and compliance requirements

# Milestone List

The below chart lists the major milestones for the WebDev-101 Project. This chart consists of major project milestones such as completion of a project phase or gate review. There may be smaller milestones which are not included on this chart but are included in the project schedule and WBS. If there are any scheduling delays which may impact a milestone or delivery date, the project manager must be notified immediately so proactive measures may be taken to mitigate slips in dates. Any approved changes to these milestones or dates will be communicated to the project team by the project manager.
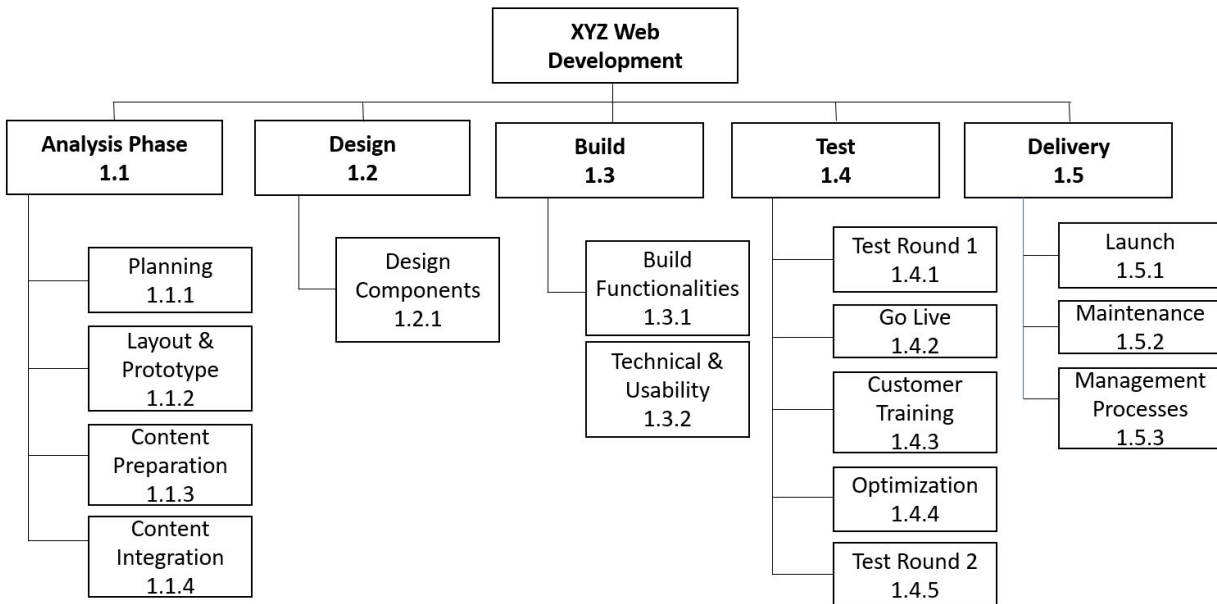
| Phase Milestones | Description | Date |
|---|---|---|
| Complete Requirements Gathering | All requirements for WebDev-101 must be determined to base design upon | 7/20/20 |
| Complete WebDev-101 Design | This is the theoretical design for the software and its functionality | 9/21/20 |
| Complete WebDev-101 Coding | All coding completed resulting in software prototype | 11/24/20 |
| Complete WebDev-101 Testing and Debugging | All functionality tested and all identified errors corrected | 12/22/20 |
| Complete Transition of WebDev-101 to XYZ Production | Completed software and documentation transitioned to operations group to begin production | 1/7/21 |

| Project Milestones | Description | Timing |
|---|---|---|
| Project Launch | Initial project activities have begun | 2 wks from charter accept. |
| Gather and finalize requirements | Finalize project requirements | 3 wks from project launch |
| Draft Design | Complete draft design | 2 wks from final requirements |
| Final Web Design | Final Web design completed | 1 wk from draft design comp. |
| Development Completion | Final Web Development Completion | 7 wks from web design comp. |
| User Testing Complete | Final User acceptance completion | 3 wks from dev. completion |
| Live Beta Completion | Completion of Beta Testing | 4 wks from user test complete |
| Beta Test Updates | Final Beta testing Updates | 3 wks from Beta test Comp. |

# Work Breakdown Structure

The WBS for the WebDev-101 Project consists of work packages which do not exceed 40 hours of work but are at least 4 hours of work. Work packages were developed through close collaboration among project team members and stakeholders with input from functional managers and research from past projects.

```
                          XYZ Web
                        Development
    ┌──────────┬────────────┼────────────┬──────────────┐
Analysis Phase   Design        Build         Test         Delivery
    1.1           1.2           1.3           1.4            1.5

 Planning      Design        Build        Test Round 1    Launch
  1.1.1       Components   Functionalities    1.4.1        1.5.1
               1.2.1          1.3.1
 Layout &                                    Go Live     Maintenance
 Prototype                 Technical &        1.4.2        1.5.2
  1.1.2                      Usability
                              1.3.2          Customer     Management
 Content                                     Training     Processes
 Preparation                                  1.4.3         1.5.3
  1.1.3
                                            Optimization
 Content                                       1.4.4
 Integration
  1.1.4                                     Test Round 2
                                               1.4.5
```

# Schedule

The baseline schedule as established in accordance with several meetings with XYZ leadership has been established as stated below.

| Task Name | Duration | Work | Predecessors | Resource Names | WBS | Start | Finish |
|---|---|---|---|---|---|---|---|
| ▲ XYZ Web Development | | | | | 1 | | |
| ▷ Analysis | 20 days | 275 hrs | | | 1.1 | Mon 7/20/20 | Fri 8/14/20 |
| Finalize Requirements | 1 day | 0 hrs | | | 1.2 | Fri 8/7/20 | Fri 8/7/20 |
| ▷ Design | 23.5 days | 448 hrs | | | 1.3 | Mon 8/17/20 | Fri 9/18/20 |
| Final Design | 1 day | 0 hrs | | | 1.4 | Mon 9/21/20 | Mon 9/21/20 |
| ▷ Build | 46.25 days | 700 hrs | | | 1.5 | Fri 9/18/20 | Mon 11/23/20 |
| Web Development | 1 day | 0 hrs | | | 1.6 | Tue 11/24/20 | Tue 11/24/20 |
| ▷ Test | 18.25 days | 260 hrs | | | 1.7 | Mon 11/23/20 | Mon 12/21/20 |
| ▷ Delivery | 10 days | 120 hrs | | | 1.8 | Mon 12/21/20 | Wed 1/6/21 |

# Budget

The project budget has been established through the creation of a project baseline schedule that has been loaded with required resources and correlated with the established rates for required resources:

| Total Project Cost: | $105,430.00 |
|---|---|
| Add: Contingency Reserve (15%) | $15,814.50 |
| Total Project Cost Baseline | $121,244.50 |
| Add: Management Reserve (10%) | $12,124.45 |
| Total Cost Budget | $133,368.95 |

# Change Management Plan

The following steps comprise XYZ's organization change control process for all projects and will be utilized on the WebDev-101 project:

Step #1: Identify the need for a change (Any stakeholder)
Requestor will submit a completed XYZ Change Request Form to the project manager.
Step #2: Log change in the Change Request Register (project manager)
The project manager will maintain a log of all change requests for the duration of the project.
Step #3: Conduct an evaluation of the change (project manager, project team, requestor)
The project manager will conduct an evaluation of the impact of the change to cost, risk, schedule, and scope.
Step #4: Submit change request to Change Control Board (CCB) (project manager)
The project manager will submit the change request and analysis to the CCB for review.
Step #5: Change Control Board decision
The CCB will discuss the proposed change and decide whether or not it will be approved based on all submitted information.
Step #6: Implement change (project manager)
If a change is approved by the CCB, the project manager will update and re-baseline project documentation as necessary as well as ensure any changes are communicated to the team and stakeholders.

Any team member or stakeholder can submit a change request for the WebDev-101 Project. The WebDev-101 Project Sponsor will chair the CCB and any changes to project scope, cost, or schedule must meet her approval. All change requests will be logged in the change control register by the project manager and tracked through to completion whether approved or not.

# Communications Management Plan

This Communications Management Plan sets the communications framework for this project. It will serve as a guide for communications throughout the lids of the project and will be updated as communication requirements change. This plan identifies and defines the roles of WebDev-101 project team members as they pertain to communications. It also includes a communications matrix which maps the communication requirements of this project, and communication conduct for meetings and other forms of communication. A project team directory is also included to provide contact information for all stakeholders directly involved in the project.

The Project Manager will take the lead role in ensuring effective communications on this project. The communications requirements are documented in the Communications Matrix below. The Communications Matrix will be used as the guide for what information to communicate, who is to do the communicating, when to communicate it, and to whom to communicate.

| Communication Type | Objective of Communication | Medium | Frequency | Audience | Owner | Deliverable |
|---|---|---|---|---|---|---|
| Kickoff Meeting | Introduce the project team and the project. Review project objectives and management approach. | ● Zoom Call | Once | ● Project Sponsor<br>● Project Team<br>● Stakeholders | Project Manager | ● Agenda<br>● Meeting Minutes |
| Project Team Meetings | Review status of the project with the team. | ● Zoom Call | Daily | ● Project Team | Project Manager | ● Agenda<br>● Meeting Minutes<br>● Project schedule |
| Technical Design Meetings | Discuss and develop technical design solutions for the project. | ● Face to Face | As Needed | ● Project Technical Staff | Technical Lead | ● Agenda<br>● Meeting Minutes |
| Monthly Project Status Meetings | Report on the status of the project to management. | ● Zoom Call | Monthly | ● ABC Corp. PMO | Project Manager | ● Slide updates<br>● Project schedule |
| Project Status Reports | Report the status of cost performance, schedule performance, issues, and risks. | ● Email | Weekly | ● Project Sponsor<br>● Project Team<br>● Stakeholders<br>● ABC Corp. PMO | Project Manager | ● Project Status Report<br>● Project schedule |

Project team directory for all communications is:

| Role/Title | Name | Organization | Email | Phone |
|---|---|---|---|---|
| **Project Team** | | | | |
| **Project Manager** | Alexis Hall | ABC Corp. | Alexis.Hall@abcweb.com | (573)555-7940 |
| **Web Designer** | Helen Peters | ABC Corp. | Helen.Peters9@abcweb.com | (462)555-7518 |
| **Senior Developer** | Jason Morris | ABC Corp. | Jason.Morris53@abcweb.com | (686)555-0283 |
| **Senior Web Designer** | Scott Fassett | ABC Corp. | Scott.Fassett3@abcweb.com | (787)555-5937 |
| **Consulting Analyst** | Cindy Lewis | ABC Corp. | Cindy.Lewis@abcweb.com | (975)555-9304 |
| **Project Stakeholders** | | | | |
| **Project Sponsor/ Manager of facilities** | Tom Kane | XYZ Company | Tom.Kane@XYZ.com | (943)555-9683 |
| **CFO** | Roger Wilson | XYZ Company | Roger.Wilson@XYZ.com | (676)555-8783 |
| **Executive Oversight Committee Chairman** | Lisa Sellers | XYZ Company | Lisa.Sellers@XYZ.com | (728)555-2846 |
| **Product Manager** | Edward Speck | XYZ Company | EdSpeck@XYZ.com | (767)555-4395 |
| **Professional Services Manager** | James Pulliam | XYZ Company | James.Pulliam@XYZ.com | (885)555-9278 |
| **Warehouse Manager** | Carol Donners | XYZ Company | C.Donners@XYZ.com | (382)555-0263 |

# Communications Conduct

**Meetings:**
The Project Manager will distribute a meeting agenda at least 2 days prior to any scheduled meeting and all participants are expected to review the agenda prior to the meeting. During all project meetings, the timekeeper will ensure that the group adheres to the times stated in the agenda and the recorder will take all notes for distribution to the team upon completion of the meeting. It is imperative that all participants arrive at each meeting on time and all cellphones should be turned off or set to vibrate to minimize distractions. Meeting minutes will be distributed no later than 24 hours after each meeting is completed.

**Email:**
All email pertaining to the WebDev-101 Project should be professional, free of errors, and provide brief communication. Email should be distributed to the correct project participants in accordance with the communication matrix above based on its content. All attachments should be in one of the organization's standard software suite programs and adhere to established company formats. If the email is to bring an issue forward then it should discuss what the issue is, provide a brief background on the issue, and provide a recommendation to correct the issue. The Project Manager should be included on any email pertaining to the WebDev-101 Project.

**Informal Communications:**
While informal communication is a part of every project and is necessary for successful project completion, any issues, concerns, or updates that arise from informal discussion between team members must be communicated to the Project Manager so the appropriate action may be taken.

# Risk Register

| Category | Name | RBS ID | Probability | Impact | Mitigation | Contingency | Risk Score after Mitigation | Action When |
|---|---|---|---|---|---|---|---|---|
| Server(s) | Server unstable | 1.1. | low | medium | Manage daily | Engage backup server | 2 | within 2hrs |
| Module 23 | Periodic abnormality | 1.2. | medium | low | Track issues weekly | Assign owner | 3 | Immediately |
| Night Ops | Availability | 2.1. | low | high | Assign owner | Weekly status reporting | 3 | 10mins |
| Nature | Fire | 2.2. | low | highest | 911 | Implement the appropriate response plan | 1 | As per plan |
| Technical Support | Availability | 3.1. | medium | high | Ensure adequate assignment | Hire externally | 1 | 30mins |
| Functional Failure | Invalid response | 3.2. | low | highest | Record and restart | Investigate further | 1 | 30mins |

# Cost Baseline

The cost baseline for the WebDev-101 project includes all budgeted costs for the successful completion of the project.

| Project Phase | Budgeted Total | Comments |
|---|---|---|
| Analysis | $15,595.00 | Includes work hours for all project team members for gathering requirements and planning project |
| Design | $25,970.00 | Includes work hours for all project team members for work on WebDev-101 conceptual design |
| Development | $41,320.00 | Includes all work hours for coding of WebDev-101 |
| Testing | $15,425.00 | Includes all work hours for testing (including beta testing) of WebDev-101 software |
| Delivery Closeout | $7,120.00 | Includes all work hours for transition to operations and project closeout |

# Quality Baseline

The WebDev-101 Project must meet the quality standards established in the quality baseline. The quality baseline is the baseline which provides the acceptable quality levels of the WebDev-101 Project. The software must meet or exceed the quality baseline values in order to achieve success.

| Item | Acceptable Level | Comments |
|---|---|---|
| All Functions Operational | At least 98% recognition level with 2% or less errors in text | Using standard XYZ English language databases |
| Integration/Compatibility | No errors associated with running software with compatible applications | Using the 85% suite of applications |
| Supporting Documentation | Less than 1% failure rate in beta testing new users to run setup and execute software functionality | |