A description...

**PROJECT PLAN**

**CIM-Project**

**Customer Information Management System**

**Lahjapaja Oy**

**Marketing and Sales**

**Proj-Amo Oy/HAAGA-HELIA**

**MKSK**

Version 0.1 Proposal

Created by MKSK 24.01.2013

Approved by Steering Group 24.01.2013

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## Purpose, Scope, and Objectives

The customer Lahjapahja OY has carried out IT study, that showed a need for implementation of new IT system, that will enhance Lahjapahja´s sales and marketing, warehousing and financial administration functions.

The purpose of this development is to improve data administration and thus increase the efficiency and productivity of the whole company .

The feasibility study of sales and marketing functions in particular, led to the decision to initiate implementation of new Marketing and Sales system.

The development of the new Marketing and Sales system will be carried out by two smaller projects – Customer Information Management project (CIM), that will start in January 2013 and the Order Processing project (OP), that will start sometimes in Spring 2013.

The company, that has been contracted and that is responsible for the development of the new Marketing and Sales system is PROJ-AMO OY.

Haaga-HELIA has been subcontracted by PROJ-AMO OY with the request to carry out the CIM project. The Customer Information Management sub-system is to be developed as a prototype only. The CIM project is to be integrated into the new Marketing and Sales system along with the Order Processing system.

CIM sub-system prototype has been assigned to Information Technology students as a part of their studies.

The original information provided by Lahjapahja respectively by PROJ AMO OY can be found in Moodle system of Haaga-HELIA school.

* *Describe any considerations of scope or objectives to be excluded from the project or the deliverables.*
* *Ensure that the statement of scope is consistent with similar statements in the business case, the project charter and any other relevant systemlevel or businesslevel documents.*
* *Identify and describe the business or system needs to be satisfied by the project.*
* *Provide a concise summary of:*
* *the project objectives,*
* *the deliverables required to satisfy the project objectives, and*
* *the methods by which satisfaction of the objectives will be determined.*
* *Describe the relationship of this project to other projects.*
* *If appropriate, describe how this project will be integrated with other projects or ongoing work processes.*
* *Provide a reference to the official statement of project requirements (e.g.: in the business case or the project charter).*Task

## Haaga-HELIA´s task

The task of the CIM-project is to define, design and build a prototype of the Customer Information Management –system for Lahjapaja Oy. The prototype is used to test the functionality, usability and the features of the new system, which will be completed and finalized in the follow up construction project during summer 2013. The system needs to be adequate to the business model of the company according to the documented processes of workflow.

## Initial Assumptions

It is assumed, that the information about Lahjapahja OY business, intentions and needs is complete and final, and is not going to change during the development time, only clarified and more specified, if needed.

It is also assumed that the customer will cooperate with the Haaga-HELIA fully and will provide necessary specifications or information clarifications, should such a need occur.

## Deliverables

* System Definition and Specification Documentation
* System Design Documentation
* Test plan
* Database and a prototype of the system
* The deliverables are to be submitted to Moodle application according to the project schedule.
* The documentation is to be converted into .pdf file.

## Schedule and Budget

* The schedule of the project is maintained by project manager. It will be designed and followed according to the waterfall management cycle.
* The schedule will be designed and edited as the project will move over individual phases in the manner, that the tasks in the schedule for the next phase will be designed before the end of the previous phase.
* The project is to be carried out by students and therefore only time resources will be monitored. No extra financial resources need to be allocated.

## Projects stakeholders

* The owner and final user of the application is Lahjapahja OY. The spokesman of the owner is Ralf Rehn, which will maintain a contact with Haaga-Helia on regular meetings with the development team.
* Proj-AMO OY company delivers all information systems to Lahjapahja OY
* Haaga-Helia delivers one of these systems – Customer Information management to PROJ-AMO OY.
* Asiakastieto OY delivers customers creditworthiness information to the Customer Information system

## Internal Structure

* Steering committee - chairman Juha Pispa and Ralf Rehn
* Project sponsor – Ralf Rehn
* Project manager (rotating) – Michal Kucera
* Project assistant (rotating) – Elizavete Kantina
* Application development specialists (rotating) – Alexey Malkov and Alexander Strelchenko
* *Use organizational charts or diagrams to depict the lines of authority, responsibility and communication within the project.*

## Roles and Responsibilities

|  |  |
| --- | --- |
| Roles | Responsibilities |
| Steering committee | Provides campus wide leadership in support of the project  Resolves issues escalated by the project manager or project team leads  Resolves or forwards policy issues to appropriate decision-making bodies |
| Project sponsor | Makes the business decisions for the project  Makes user resources available  Approves work products  Disposes of issues and project scope change requests |
| Project manager | Reports to and receives direction from Executive Sponsor  Manages, reviews, and prioritizes the project work plans with objective to stay on time  Provides status and progress reports to Project Sponsor or Steering Committee  Manages team members  Brings issues to the Steering Committee or Project Sponsor as needed  Identifies required project team members and constructs project teams  Monitors contract compliance  Conducts risk management analysis  Collects information relevant to the project  Helps the team as subsidizing working force, if needed |
| Application development specialists | Responsible for contributing to overall project objectives and specific team deliverables  Escalates policy issues to team lead for referral to appropriate policy making bodies  This role includes all various resources necessary to execute the project plan.  Contributes with technical know-how to generating of technical documentation deliverables |
| Project assistant | Responsible for administrative formalities and contributes to creation of project´s official documentation, reports or protocols on official meetings  Make sure that every team member acquires the relevant information of the project  Along with the Project manager has general overview of the situation during the project development  Is responsible for keeping the project and system documentation in comprehensible condition  Participates project work as planned  Helps the team as subsidizing working force, if needed |

## WORK PLAN

Project contains managerial and system development tasks. Project is to be monitored by steering group. System Prototype development process can be carried out using waterfall development model. This model prescribes phases and milestones, that need to be carried out. Description of this development approach is generally described at: <http://www.managedmayhem.com/2009/05/06/sashimi-waterfall-software-development-process/>

## Before the start of the project

* There are no extra costs expected, since the project is carried out by students and Haaga-HELIA is capable of provision of all necessary technical resources.
* The project development starts after final approving of this Project plan by the Customer, Steering Committee and Project Sponsor, which is estimated on 25.1.2013
* The end of the project is agreed on 15.5.2013, when all deliverables are to be done.
* The schedule will be created and maintained in the application Microsoft Project 2010.
* Possible changes of the schedule during one phase are possible, should the project manager observe a justifiable need for such change. In such a case, the project manager is to mention this change in the Project status report.
* Resources needed for successful developing of the project are:
* **Staff** - There are at least 4 team members including the project manager, all skilled in C# Object Oriented programming, data modeling and database designing, UI designing and implementing and complete application testing.
* **Time –** 20 hours a week per the team member
* **Software** - MS-Office, Acrobat Reader, F-Secure Anti-virus (Latest version), F-Secure SSH (Latest version), VPN or SSH connections to Haaga-Helia´s resources, Git, Skype, Google plus, Google docs, Dropbox, Trello, Visual Studio 2010, Microsoft SQL Server 2008 R2, Axure, Proto io
* **Hardware –** school labs computers, telecommunication infrastructure of Haaga-HELIA
* All needed resources are available without further costs.

## After the start of the project

Each and every phase and iteration has predefined starting criteria and deliverables. The individual tasks and its terms during each development phase will be designed by project manager in the project schedule. The schedule will be developed on run, but the next phase will be always designed before the end of the previous phase. The schedule will be the basic tool for the communications of tasks to the team members.

The criteria and deliverables will be used in quality assurance and steering. Workloads are estimated and will be monitored in hours. The complete workload is estimated to be 1200-1600 hours. The size of the project team is 4 persons. Each person is estimated to carry out a workload of 20 hours a week, **including also learning activities: class lessons and readings**. Workloads of tasks are described in Appendix 3, Tasks and timing. Project team is responsible for recording the actual use of working hours on weekly basis.

## 2.4 Working Methods and Standards

Project applies working methods used by Proj-Amo Oy and HAAGA-HELIA: Object oriented –modeling methods and Unified Modeling Language -notation.

In quality assurance, ISO 9000-3 Quality management and quality assurance standards Part 3: Guidelines for the application of ISO 9001 to the development, supply, installation and maintenance of computer software will be applied.

## 2.5 Project Management

Managerial procedures

- project is carried out according to the approved project plan

Project reporting

- project monitors, records and reports status as described in project plan

Timing

- project applies approved project plan schedule

Reviews and Approval

- quality assurance reviews and testing will be carried out as planned

- steering group must approve results and accept changes of project plan

Meetings

- steering group meetings will be held according to the project plan

- project team and tutoring meetings will be held weekly

Informing

- steering group takes care of the informing of the project

- project manager informs steering group and project team

- e-mail and Moodle will be used as channel for the inside information

# 3 QUALITY PLAN

## 3.1 Quality Goals

All project results must meet defined quality standards. The delivered CIM-system prototype must meet also all customer defined usability requirements. All results must be reviewed, tested and approved as planned.

To keep up the planned schedule is also essentially important. The status of the project and use of resources will be monitored by steering group, project manager and team members as described in project plan.

## 3.2 Quality Procedures and Responsibilities

Reviews and software testing will be used as quality assurance methods. All system documentation must be reviewed. Reviews and testing activities are scheduled in Appendix 3, Tasks and timing. Testing must be described in detail in Test Plan produced by project team during the project. A written memo, including error report, is required from each individual review and testing occasion. Project manager is responsible for these procedures.

Project team is responsible for recording the actual working hours weekly and report them in steering group meetings so, that a comparison of used and planned workloads is shown periodically and cumulatively from the start of the project; on individual level and project total.

## 3.3 Documentation- and Version Management

Documentation must meet sufficient level of standards of good written communication and system development specific standards like UML.

Documents to be stored and delivered are:

Project documentation

* project plan
* project status reports
* final project report
* notices and minutes of meetings of project steering meetings

System documentation

* System definition and specification Documentation (OOA)
* Design documents (OOD)
* System prototype code (OOP)
* Testing documents

Version management must be applied to all project documentation and software deliverables.

# 4 SOURCES AND REFERENCES

Suihko, S.

Enhancing Functions and Information Systems in Marketing and Sales. 12.12.2012. Lahjapaja Oy

Peuhu, T.

Requirements Engineering Document of Marketing and Sales System 15.12.2012. Proj-Amo Oy

ISO/IEC 12207. Information technology - Software life cycle processes.

ISO/IEC 6592. Information technology - Guidelines for the documentation of computer-based application systems.

ISO 9000-3. Quality management and quality assurance standards. Part 3: Guidelines for the application of ISO 9001 to the development, supply, installation and maintenance of computer software (ISO 9000-3:1997)

HAAGA-HELIA’s course documents and guidelines.

## APPENDIX 1 DEFINITION AND ANALYSIS OF PROJECT RISKS

\*) S = small, M = moderate, B =big/considerable.

|  |  |  |  |  |  |
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| **Risk** | **Probability** | **Effect**  **\*)** | **Reasons** | **Precaution, protection of risks** | **Actions and measures of consequences of risks** |
| Loss of key person(s) | S | B/S | Forced deportation of team members, argue resulting in physical death of the person,  withdrawal from the course,  attendance of team members in other courses | Respecting the Finnish law, unique culture and rules, replacing the argues with a debate, understanding and positive thinking, regular meditation, good time management and activity in the course | Allocation of new resource(s) without delay.  Have to be approved by the steering group.  Flexibility in assigning of tasks and arranging times of meetings. |
| Sickness of team member(s) | S/M | M | Not predictable | Taking care of good physical and mental condition, acquiring adequate winter clothes. | Ensured healing process. |
| Loss off motivation | S | M/B | Burn out because of heavy workload in other courses, unclear tasks and guidance from our teachers | Understanding own role and contribution as part of the whole, creating a good team spirit, positive thinking and assuming Finnish “SISU”, clarification of tasks by active asking approach | Reorganizing workloads and/or timing (Have to be approved by the steering group).  Teambuilding activities |
| Delay in timing | M | M/B | Pending situations, lack of planned resources | Realistic project plan and good project management and steering. | Reorganizing tasks and timing.  Have to be approved by the steering group. |
| The value of the results becomes small or obsolete | S | M/B | Requirements or goals are not being properly understood or defined. Customer doesn’t clearly specify his own needs. | Clearing of goals and concrete deliverable together with customer experts. | Reconsideration of goals and /or deliverables. Re-planning of the project. Interrupting the project.  Have to be approved by the steering group. |
| Documentation or software files corrupted or damaged. | S | M/B | Technical reason. Industrial espionage. | Proper safety and back up procedures. | Restores from backups and safety copies. |
| Unrealistic work loads | S | M | Wrong estimates by project manager or the steering group | Good project feasibility estimation, good project management and rapid correction actions. | Reorganization and reallocation of work. Have to be approved by the steering group. |
| Lack of proper communication | S/M | S/M | Misunderstandings, technical devise problems | Developing team members’ communication skills | Correction of errors and inadequate informing procedures. |

APPENDIX 2 PROJECT WORK STRUCTURE AND PHASES

**7**

**Managing and steering of the project**

5

Prototyping the CIM

1st. iteration

Possible

2nd . iteration

5b

Prototyping the CIM

**Calendar weeks**

**January February March April May**

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| 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |

APPENDIX 3 TASKS AND TIMING

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|  |  | | | | |  | | | | **Total hours** | | | | | **xxxx** |  | | **Week number** | | |  | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  |
| **Task**  **num.** | | **Task** | **Deliverable/ status** | **Starting criteria** | **Hours** | 3 | 4 | 5 | 6 | | 7 | 8 | 9 | 10 | | | 11 | | 12 | 13 | | 14 | | | 15 | | | 16 | | | 17 | | | 18 | | | 19 | | | 20 | | |
| **1** | | **Starting the project** | Approved project plan | Initiation | **30** |  |  |  |  | |  |  |  |  | | |  | |  |  | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |
| 1.1 | | Preparing the starting meeting | Agenda, finalized project plan |  |  |  |  |  |  | |  |  |  |  | | |  | |  |  | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |
| 1.2 | | Project starting meeting | Started project | Approved project plan |  |  |  |  |  | |  |  |  |  | | |  | |  |  | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |
| 1.3 | | Writing minutes of the meeting | Delivered minutes |  |  |  |  |  |  | |  |  |  |  | | |  | |  |  | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |
| 1.4 | | Kick-Off and its preparation | PT has clear understanding of the project | Project started |  |  |  |  |  | |  |  |  |  | | |  | |  |  | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |
| **2** | | **Analysis of the Requirement Engineering results** | Prerequisites understood and accepted | Project started | **40** |  |  |  |  | |  |  |  |  | | |  | |  |  | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |
| 2.1 | | Checking the specifications | Changes listed |  |  |  |  |  |  | |  |  |  |  | | |  | |  |  | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |
| 2.2 | | Clearing the goals and objectives  Of the system | Clear understanding on own  Task and duties |  |  |  |  |  |  | |  |  |  |  | | |  | |  |  | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |
| **3** | | **OOA of CIM** | OOA System Documentation | Prerequisites clear | **270** |  |  |  |  | |  |  |  |  | | |  | |  |  | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |
| 3.1 | | Defining Use Cases | General system specifications  Use Case Model |  |  |  |  |  |  | |  |  |  |  | | |  | |  |  | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |
| 3.2 | | Specifying Data to be stored | Class Models and Diagrams |  |  |  |  |  |  | |  |  |  |  | | |  | |  |  | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |
| 3.3 | | Analyzing Use Case Implementations and their information needs | Use Case Diagrams and Class Models |  |  |  |  |  |  | |  |  |  |  | | |  | |  |  | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |
| 3.4 | | Usability Development Process | Description of the Usability Process and Form for the Usability Test |  |  |  |  |  |  | |  |  |  |  | | |  | |  |  | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |
| 3.5 | | Finalizing OOA Documentation | Parameters and rules of functions |  |  |  |  |  |  | |  |  |  |  | | |  | |  |  | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |
| 3.6 | | Review of OOA | Improved and corrected OOA Documentation | Complete OOA Documentation |  |  |  |  |  | |  |  |  |  | | |  | |  |  | |  | | |  | | |  | | |  | | |  | | |  | | |  | | |

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| **Task**  **num.** | **Task** | **Deliverable/ status** | **Starting criteria** | **Hours** | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |

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| **4** | **OOD of CIM** | OOA System Documentation | Approved OOA Documentation | **280** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 4.1 | User Interface Design | Page layouts and navigation, User Interface Style Guide |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 4.2 | Planning the testing | Plan for the Software Testing |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 4.3 | Database Design | Logical Database Design |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 4.4 | Application Design | Software Architecture |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 4.5 | Review | Improved and corrected OOD Documentation | Complete OOD Documentation |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **5** | **Proto of CIM** | Completed OOD and  OOP Documentation | Approved OOD Documentation | **300** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 5.1 | Creating the Database | Database |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 5.2 | Implementing User Interface | GUI |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 5.3 | Implementing application code | Application Code |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 5.4 | Testing | Testing memos |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

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| **6** | **Testing** | Completed and tested system | Result of OOP | **90** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 6.1 | Planning the testing | Test Plan and Test Data |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 6.2 | Testing activities | Testing minutes and documents |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 6.3 | Correcting iterations | Corrected code | Tested CIM-system |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

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| **Task**  **num.** | **Task** | **Deliverable/ status** | **Starting criteria** | **Hours** | 35 | 36 | 37 | 38 | 39 | 40 | 41 | 42 | 43 | 44 | 45 | 46 | 47 | 48 | 49 | 50 | 51 |  |

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| **7** | **Project Management** |  |  | **100** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 7.1 | Managing project work | Weekly meeting minutes of meeting | Meeting schedule |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 7.2 | Steering and reporting project status | Status reports and Steering Group meeting memos | Scheduled milestones |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 7.3 | Steering Group meetings | Project Decisions | Scheduled in project plan |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 7.4 | Preparing minutes of meeting | Delivered minutes of meeting |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **8** | **Closing the project** | Approved result and closed project | All goals reached | **30** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 8.1 | Creating project report | Delivered project report | All goal reached |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 8.2 | Preparing of the closing meeting | Agenda and project report delivered | Scheduled in project plan |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 8.3 | Closing meeting | Approved results and closed project | All goals reached |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| 8.4 | Preparing the memo | Delivered memo |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |