

✔ Congratulations! You passed!

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1. As a project manager starting a new project, one of your main responsibilities is to identify all project tasks. Often, you need to analyze documentation, such as project charters, emails, and old project plans, to identify tasks for your team. In this exercise, you will review a project charter and list possible tasks. Are you ready?

1 / 1 point

☒ I'm ready!**Correct**

Great! Compare your answers to the feedback provided below.

2. Start by writing at least two strategies to identify and define tasks. For example, one strategy is to review the deliverables in the project charter and ask yourself, "What steps does the team need to take in order to achieve this?"

1 / 1 point

ok

**Correct**

Thank you for your response. There are no right or wrong answers, but here are a few strategies to consider:

- Review goals in the charter.
- Review deliverables in the charter. Ask yourself, "What steps does the team need to take in order to achieve this?"
- Review project task dependencies. What steps are missing?
- Identify project tasks by the time you expect them to take.
- Identify project tasks by their "done" factors.
- Make a list of all items that have milestones associated with them.
- Define project tasks in one or two sentences.

3. Next, review the sample project charter:

1 / 1 point

Project Charter: Website Redesign for a Restaurant**Project Summary:** Launch a website redesign that now features online ordering to expand ordering options and increase revenue.**Goals of Project:**

- Increase revenue by 15% in the first six months
- Increase visitor time on the website by 10% in the first three months
- Increase customer email collection by 50% in the first 12 months
- Expand online ordering to four third-party delivery platforms in the first three months
- Resolve all urgent technical issues reported by customers in the first three months

Deliverables:

- Digital photograph collection of food and business location
- Online content archive, including written content and existing graphics/media
- Online ordering embedded in the landing page
- Online ordering loyalty program
- Available on third-party delivery platforms (e.g., Uber Eats, Postmates, DoorDash, and GrubHub)
- Staff training on new ordering process

Scope and Exclusion:

In-scope:

- New design of website
- Add new photos to website
- Add rewritten and new content to website
- Online ordering functionality and payment options
- Staff training
- Information and content for third-party delivery platforms

Out-of-scope:

- Social media management
- Rebranding of the company logo and colors
- Implementing online chat
- Online-only menu

Benefits and Costs

Benefits:

- New options for customers to order food
- Increase in sales through this new medium of online ordering
- Persuade more customers to purchase food with better quality photos and copy
- Increase search engine rankings with website improvements
- Grow email list from opt-ins to online promotions
- Increase online awareness through third-party delivery platforms

Costs:

- Website designer: \$6,500
- Photographer: \$1,000
- Staff training: \$250

☒ I've reviewed the charter!

✓ Correct

4. As a project manager overseeing the launch of the website redesign, use the strategies outlined in question two and the charter above to write at least five tasks for the project.

1 / 1 point

It was a great project charter

✓ Correct

Did you consider any of the following tasks?

- Interview website designers and make a hire.
- Interview website developers and make a hire.
- Interview photographers and make a hire.
- Schedule the food and restaurant photoshoot.
- Work with restaurant owners to gather new content ideas for the website.
- Design and implement new content for the website.
- Create online ordering loyalty program incentives.
- Develop online ordering training for staff.
- Execute the online ordering training.
- Test the new website and ordering system.
- Add website analytics software to monitor visitor activity.
- Sign up for third-party delivery platforms and add menu content.

