**Staffing Management Plan**

**RAM-ITL ITRO’s Chatbot and Ticketing System**

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# Introduction

A project system requires a group of people to provide the deliverables and goals of the project. Good human resource management in a team will make the process of building a system efficient and effective, this will be the plan and the path followed by the team members, where the project and its assigned member are to be managed and structured. Plan provides the requirements and qualifications for a member that fits the task or deliverable. Determining the roles, responsibilities, duties, performances, capabilities, skills, experience, and knowledge are all part of a strategy that could be managed and strategized the staffing management well.

Using the plan will benefit the project leader or manager and the project team as they can effectively and efficiently manage the deliverables for the project. It informs the members about their assigned tasks and deliverables that lets them understand the qualifications, the needs of the deliverable, and the importance of communication within the team is needed aside from just being assigned to specific tasks. The purpose of this strategized plan is to monitor and manage the assigned contributions of members which will lead to the system's success.

# Roles and Responsibilities

A way of having effective staffing management in the team is very crucial to put into place because it determines the outcome of the system. A concise discussion and planning for the system are needed to ensure the deliverables and tasks that will be distributed. Roles and Responsibilities indicate not only the staff within the team but also the people who are related to this project, its clients, and targets. The roles and responsibilities ensure to let everyone is aware of their contributions to the project.

The Roles and Responsibilities indicate the privileges of having the authority and decision for each member ensuring the resources and opportunities provided are effective. To come up with this, first, is to clearly define the capabilities and requirements for the given deliverables that will be assigned to rightful members that will contribute to achieving the system’s success.

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| **Role** | **Authority** | **Responsibility** | **Competency** |
| Project Sponsor | Approves the project system's scopes, targets, and features of the project system that can assist his office in providing technological services. Assists in creating and building features with his knowledge and resources. Resolves the project team's difficulties in solving problems with the system and with their targets. Can give and provide systems for references to make the system, thus approving the changes, scopes, schedule, and resources that are needed which is needed to complete the project system. | Ensures that the project system follows the office's goals and objectives that can provide effective and efficient assistance to their targets. Provides good supervision and guidance to the project manager and the team, thus communicating with the team for the project system's progress and milestones. | Leadership, problem-solving skill, and decision-making skills. Ability to communicate effectively with a great understanding of the systems presented and the goals of the project system. Able to provide what is enough for the team to complete the project. |
| Project Adviser | Checks and approves changes in the project system and documentation. Provides comments to make something out better from the project system. Monitors and oversees the project system, documentation, schedules, and milestones. Provide system references for the project system, making it appealing and user-friendly to the targets. | Oversee the entire project, like updates, progress, checklist, system features, system changes, system fixes, and bugs. Monitors each team member and their deliverables that contribute to the project system. Monitor the contributors and presenters. Judges the project system and documentation if it reached the academic standard project proposal and development. | Leadership, good communication, flexibility in schedules, and project management skills. Problem-solving skills and decision-making skills. |
| Project Manager | Has full decision-making authority over the development of the project system and the progress of the documentation. Able to call the team for the project system's updates and documentation. Can allocate the project team member's contribution and deliverables, to report the updates to the project sponsor and adviser. Pre-approve the project scopes, targets, and features of the project system. Able to communicate with the Project sponsor and adviser. | Oversee the progress of the documentation and development of the project system. Able to plan and set out schedules for the deliverables and milestones. Supervises the project system, and thus can have an in-depth understanding of the inside and outside of the project system. Able to monitor, reread, and proofread documentation. Ensures and aligns the documentation to the project system and likewise. | Leadership, good communication, understanding, and project management skills. Has experience in documentation writing, presenting, and under the project system. Able to handle pressure and critical situations, and has problem-solving skill and decision-making skills. |
| Programmer | To create and provide a project system. Can provide changes inside and outside of the system be developed. Can request resources and assistance. Can give recommendations and suggestions for the project system to the Project manager, adviser, and sponsor. Full authority on decision-making on able to be considered, inserted, and changed in the project system. | To create and develop a project system. Follow plans, schedules, and milestones. Monitor, check, and debug the project system in progress or under development. Able to provide updates from the project system to the project manager, adviser, and sponsor. | Average experience programmer, with strategic skills, technical problem-solving skills, and decision-making skills. Open to new ideas and knowledge. Open to all concerns. Deep understanding of the project system's goals, and the sponsor's vision. Able to communicate well with all in the organization chart. |
| Documentation | To create and provide documentation for the project system. Can provide changes in the written documents. Can request ideas, recommendations, and suggestions for the project system to project team members. Full authority on writing to be considered, inserted, and changed in the documents. Able to request or ask for fewer changes needed in the documentation that may be applied in the project system. | To write documentation for the project system's progresses. Writes plans, schedules, and milestones to be set by the project manager. Read and proofread the compiled documentation written. Able to provide changes and updates from the documentation to the project manager, adviser, and sponsor. | Experienced in writing documentation and academic papers. High level of capability in writing and word decision-making skills. Open to new ideas and knowledge. Open to all concerns. Deep understanding of the project system's goals, and the sponsor's vision. Able to communicate well with all in the organization chart. |

# Project Organizational Chart

# The Project Organizational Chart of the RAM-IT: ITRO’s Chatbot and Ticketing System provides a visual representation of the team and its clients and customers. The project sponsor of the system is the one above all of the members of the project, and the project sponsor provides ideas, changes, and suggestions for what is better for their office and the system itself. Next is the adviser who oversees the system's build and structure and the documentation needed to complete the project.

# The organizational chart includes the sponsor and adviser as the higher-ups of the project team, next are the members who are in the project team, which are the project manager who leads and seeks feedback from the higher-ups and next is the member who do tasks, and the major deliverables to build the system.

# Staffing Management Plan

Staffing Management is an important component for the RAM-IT to have where the cause lies here the success of the system built for the client. It mainly focuses on the strategy used to develop each of the deliverables to build the system. Other than the development also lies the managing and releasing or calling-out of personnel as the project development process.

As for the RAM-IT's purpose and scope, it is needed to have management within the members of the team as if a situation comes that one or two of the major developers are not available for a time, there are few of the members left to handle or to do the task for a while. To further comply with the situations given, proper management is needed. The team expected that anytime there will be changes in the member's deliverables and tasks as the process goes on.

It should be regular for the team to check and review the member assigned and it's working deliverable and remains the scope and purpose of the project aligns with the project's goal. The project manager needs to call and advise the members about their roles and responsibilities and their sub-category roles for emergencies, to properly manage the staffing within the team.

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| **Roles** | **Project Responsibility** | **Skills Required** | **Performance Review** |
| Sponsor | Plans and helps to execute and finalize projects effectively and efficiently.  Oversees and ensures that the project or the progress of the project meets the objectives and goals of the office.  Has a project management capability. | Leadership  Communication  Problem-solving skills  Decision-making skills  Technical skills  Creativity skills  Project management skills | The project sponsor will be asked to join a meeting regarding the updates and progress of the project system. It requires the project sponsor to give recommendations and suggestions to the project team and provide benefits to the project sponsor's office. The project sponsor oversees the progress and milestones of the project system. |
| Adviser | Provide additional plans, and plan management for the project team.  Judges the system and documentation, and provides feedback as to what to change, remove or update in the project system and documentation provided by the project team.  Guides, assist, and oversees the project team and its deliverables. | Leadership  Communication  Problem-solving skills  Decision-making skills  Project management skills | The project adviser will thoroughly check the documentation and the project system before submitting it to the project sponsor. It ensures that the project system's updates and changes are well done to proceed to another build and the documentation is written well and aligns with the project system. The project adviser is the final decision for the mini-progress submissions and milestones of the project team's deliverables. |
| Manager | Leads, checks, and supervises the project team's deliverables.  Ensures that the deliverables made or in progress follow the objectives and goals of the project system and the project sponsor's office goals.  Manages the project team and their assigned deliverables.  Coordinates with the project adviser and sponsor. | Leadership  Communication  Problem-solving skills  Decision-making skills  Technical skills  Project management skills | The project manager will lead the team in creating the project system. It oversees the final made deliverables before presenting them to the adviser and thus will be passed to the sponsor. The project manager frequently conducts meetings to let himself be updated, and as well the team is updated on each of one's deliverables. Thus, the project manager gives feedback on the progress and finished deliverables of the team. |
| Programmer | Create, and build the project system, an ideal system provided by the project sponsor.  To update and change the project system coming from the feedback of the project adviser and sponsor of the project system.  To consult and present the project system to the project adviser and sponsor. | Technical skills  Decision-making skills  Problem-solving skills  Communication skills  Management skills | The programmers are the ones who create and build the system that ideally came from the project sponsor and approved, which was the project system provided by the project team. Frequently checks, codes, and consumes new ideas for the project system. Updates and changes the project system based on the feedback received from the project adviser and sponsor. |
| Documentation | Create and write the documentation for the project system, an ideal system provided by the project sponsor.  To update, change, re-write, and proofread the documentation for the project system coming from the feedback of the project adviser and sponsor of the project system.  To consult and present the documentation to the project adviser and sponsor. | Technical skills in writing  Communication skills  Management skills | The documentations write the information of the system that ideally came from the project sponsor and was approved, which was the project system provided by the project team. Frequently writes documentation for the project system. Updates and changes the documentation of the project system based on the feedback received from the project adviser and sponsor. |