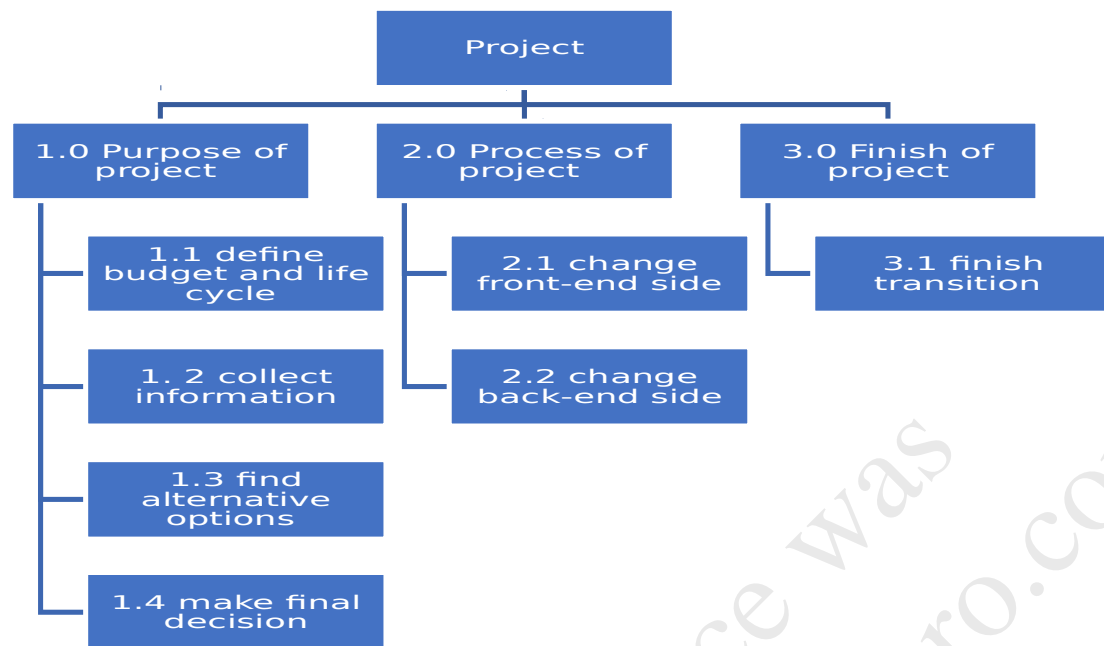

BUSI 3633 Project Planning Essentials
July 19, 2020
Unit Case Study 1
The Ticketing System

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Question one: Based on the information provided in this case, develop a Work Breakdown Schedule for Ron's project.



										2017				2018						
		At Risk	ID	Task Name	Predecessor	Time(days)	Assigned To	Start Date	End Date	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
				For help with Gantt Charts in Smartsheet, click to check out the help article.																
1								Delete this row												
2			1	Purpose of project																
3			1.1	define budget and life cycle	none	1	Baken, Ron, Harry Bonnett, Bob Blyon, di	16-07-01	16-09-30											
4			1.2	collect information	none	82	Baken, Ron, Harry Bonnett, Bob Blyon, di	16-07-01	16-09-30											
5			1.3	find alternative options	none	82	Baken, Ron, Harry Bonnett, Bob Blyon, di	16-07-01	16-09-30											
6			1.4	make final decision	1.1-1.3	7	Baken, Ron, Harry Bonnett, Bob Blyon, di	16-07-01	16-09-30											
7			2	Process of project																
8			2.1	change front-end side	1.4	59	Ron	16-10-01	16-11-29											
9			2.2	change back-end side	1.4	59	Harry and his team	16-10-01	16-11-29											
10			3	Finish of project																
11			3.1	finish transition	2.1-2.2	1	All departments	16-11-30	16-11-30											
12																				
13																				

Question two: Identify the risks associated with this project and propose response plans.

The first risk associated with this project is university tight budget. It is difficult for OIT to find a better service with less costs. According to the OIT's bad experience with third-party companies, it needs to carefully consider choose a software. It is good

for OIT to choose Request Tracker to replace Remedy, because RT is an open-resource software that can help OIT to spend less money on using it, and there are some department already used this RT, thus it is trustable.

The second risk is communication in this changing process. Because there is no regular meeting in different departments and there is also no regulation for reporting orders, for example, Ron reports to Baken and Harry and his team report to someone else that will result confusion and chaos. The better way of communicating is reconstructing the company's structure or establish a clear and effective communication plan.

The third risk is executing commands. Because this group is temporary established and group members come from different departments, there is barriers for each department to implement the actions. For example, Ron and Harry is same level in this project team, it is difficult to find out the order of implement their commands. So, it is important to create a management plan, then each department can understand the priority.

Question three: What are the key success factors of this project?

The first key success factor of this project is timing. Because all the departments already tolerated this inefficient system for a long time, and every department is willing to make efforts to change Remedy for a better system. That means they all have a same objective in this project. So, there is no barriers for refusing make the change and they all know that the change will bring the benefits.

The second factor is information-gathering process. This project group already located the several problems of Remedy, the next step is to consider all the requirements from different department and find the best solution. This step is important because, if the final changes are not what the employees wants, then they are worthless. Meanwhile, listening opinions from different departments can also help easily find the solution. For example, some department already used the RT, which is good for using, they will provide this software to the group. That help to save time to search other software that they do no know and save the cost of trying.

The third one is communication method. There is no formal communication method through the change process, such as regular meetings, and employees don not need to spare time to work on this project. All the commands and changes are informed by emails and RT to different departments and their responses are also easily made by “reply ticket”, results saving much time and increasing the efficiency, and every step ran smoothly and flexibly.

Question four: Propose project management methodology that is appropriate for a project of this nature.

Agile project management would be a suitable methodology for a project of this nature. Because this project is a cross-departmental project, there will be much barriers to inform project changes and status and implement different commands for all the departments. However, Agile management has many advantages to complete this kind of project efficiently. Agile management is different than a traditional

management, it can provide more flexibility, productivity, transparency, products of superior quality, decreased risk of missed goals, greater involvement and satisfaction of stakeholders, which are all needed for this project.

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Reference

Sunardi, M. (2010). The ticketing system. In D. Z. Milosevic, P. Patanakul, & S.

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