

**PROJECT MANAGEMENT PLAN TEMPLATE**

**FOR <PROJECT/PRODUCT-DEPARMENT>**

**Software Process And Quality Management**

**Team 5 K16T1**



|  |  |  |  |
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**REVISIONS**

|  |  |
| --- | --- |
| Project ID: | |
| Project Name: | |
| Prepared By: | Approved By: |
| Name: | Name: |
| Signature: | Signature: |
| Date: | Date: |

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# INTRODUCTION

## PURPOSE

*Describe the purpose of this document.*

## PROJECT SCOPE, OBJECTIVES & BRIEF DESCRIPTION

*Describe the objectives, scope and brief description of the project.*

## PROJECT ENVIRONMENT

*Describe the development environment, maintenance environment in terms of hardware configuration, operating systems and other software systems used to develop and maintain the system*

## DELIVERABLES

*Specify the items to be delivered, delivery location, etc. Typical deliverables are Software Requirements Specification document, High-Level Design document, Source-code, User and Operations Manual, etc.)*

## TIMELINE

*Provide high level timeline (e.g. expected completion date, milestones, etc).*

## ASSUMPTIONS

*Provide assumptions made for this document.*

## REFERENCED DOCUMENTS

|  |  |
| --- | --- |
| **Document name** | **Document id** |
|  |  |
|  |  |
|  |  |

Table 1: Reference document

## ABBREVIATIONS

|  |  |
| --- | --- |
| **Abbreviations** | **Description** |
|  |  |
|  |  |

Table 2: Abbreviations

# RESOURCE & SKILL REQUIREMENTS

## RESOURCE

*The resource listing below relates to the resources required.*

*Refer to* ***Team Member Requisition*** *form to acquire project team members.*

*Refer to* ***Hardware & Software Requisition*** *form to acquire project’s hardware/software resources.*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Resources** | | **Weeks / months** | | | | | |
| **1** | **2** | **3** | **4** | **5** | **6** |
| **<Resource>** | | | | | | | |
| 1 | PM |  |  |  |  |  |  |
| 2 | Tech lead |  |  |  |  |  |  |
| 3 | Developers |  |  |  |  |  |  |
| 4 | Biz consultant |  |  |  |  |  |  |
| 5 | It specialist |  |  |  |  |  |  |
| **<client>** | | | | | | | |
| 1 | <Client> pm |  |  |  |  |  |  |
| 2 | <Client> it specialist |  |  |  |  |  |  |
| 3 | <Client> biz specialist |  |  |  |  |  |  |
| 4 | <Client> trainer |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  | **Equipment** |  |  |  |  |  |  |
| 1 | Personal pc/laptop |  |  |  |  |  |  |
| 2 | Printers |  |  |  |  |  |  |
| 3 | Desks |  |  |  |  |  |  |
| 4 | Telephone |  |  |  |  |  |  |
| 5 | Internet access |  |  |  |  |  |  |
| 6 | Host dev. server (hp/ux)   * Compiler * Oracle database |  |  |  |  |  |  |
| 7 | Host sit/uat server (hp/ux)  Oracle database |  |  |  |  |  |  |
| **Software** | | | | | | | |
| 1 | Version control tool |  |  |  |  |  |  |
| 2 | Defect tracking tool |  |  |  |  |  |  |
| 3 | Project mgmt tool |  |  |  |  |  |  |
| 4 | Design & coding tool |  |  |  |  |  |  |
| 5 | Documentation tool |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  | **Others** |  |  |  |  |  |  |
| 1 | Vehicle parking allocation |  |  |  |  |  |  |
| 2 | Books |  |  |  |  |  |  |
| 3 | Manuals, etc |  |  |  |  |  |  |

Table 3: Resource requirement

## SKILL REQUIREMENTS

*The following are skills required for the resources.*

*Refer to* ***Skill Set Database*** *for adequacy of skill requirements otherwise training is required.*

*Issue* ***Training Requisition*** *form for necessary training required for the project.*

*Issue* ***Role-Training-Waiver*** *form for waivers obtained for training required for the resources.*

*For client, identify the role of the person that is required to attend training on MiBS system.*

|  |  |
| --- | --- |
| **Resources** | **Training Required (Y/N)** |
| **PM** | |
| * Experience in … |  |
| * Experience in … |  |
| **TECHNICAL LEADER** | |
| * Experience in … |  |
| * Experience in … |  |
| **MSSB DEVELOPERS** | |
| * Experience in … |  |
| * Experience in … |  |
| **MSSB BUSINESS CONSULTANT** | |
| * Well verse in … |  |
| * Well verse in … |  |
| * Well verse in … |  |
| **<CLIENT> DBA** | |
| * Experience in … |  |
| * Experience in … |  |
| * Experience in … |  |
| **<CLIENT> UAT TEAM & BUSINESS USERS** | |
| * Knowledge in … |  |
| * Knowledge in … |  |
|  |  |

Table 4: Skill requirement

# PROJECT TEAM STRUCTURE

*Provide a diagrammatic description of the project team structure as following.*

## ROLES & RESPONSIBILITY

### **STEERING COMMITTEE**

*Provides official backing, resources, strategic direction and approval for the project. Approve scope and objectives, including schedule and budget. Issue directives as appropriate.*

*Responsibilities:*

* *Decide and sign-off scope for …*
* *Prioritise deliverables to be delivered in stages for …*
* *Approve Project Plan and strategic direction for …*
* *Monitor progress status of project, and provide directives as appropriate*
* *Provide necessary resources to ensure a successful …*

*Focal point for project decisions beyond the Project Manager’s scope of authority.*

### **<CLIENT> PROJECT MANAGER**

*Responsible for defining the entire scope of … requirements for functionalities. Work closely with Company ABC Project Manager and ensure smooth coordination between the various teams involved in the scope of work. Arbitrate and resolve conflict and interface problems. Obtain resources from specialists groups in <Client> to resolve technical and business issues.*

*Responsibilities:*

* *Assure that all team members understand and accept their responsibilities*
* *Expend project resources (hardware and software) according to the approved project plan*
* *Establish priorities among project activities*
* *Provide periodic status reports and information*
* *Coordinate management and technical decisions*
* *Coordinate with the relevant departments to define <Client> requirements*
* *Arbitrate and resolve conflict and interface problems within the project.*

### **<CLIENT> UAT TEAM & BUSINESS USERS**

*The UAT & Business users groups provide the necessary business and UAT knowledge in assisting <Client> Project Manager in defining <Client> requirements.*

*Responsibilities:*

* *Specify the necessary business requirements for their specific functions*
* *Provide assistance to the project team to understand their specific functions*
* *Specify the necessary information that need to be migrated*
* *Identify data cleansing specification and procedures base on … requirement*
* *Developing UAT test plan and test scripts*
* *Recommend adaptive action*
* *Testing of the migration process*

*It is the responsibility of the <Client> Project Manager to co-ordinate the necessary resource within this specialist group for the requirement study.*

*The lists of <Client> UAT team & Business Units/Departments identified are:-*

* ***<Client> Product Managers***

*The involvement of the product development managers would be to define the list of <client> products that will fall under this project.*

*Also to determine all aspects of the product.*

* ***<Client> Branch Operations***

*The involvement of the branch operations is to define the procedures and processes at the branch operational level.*

*All requirements pertaining to customer service and customer follow-up activities at the branch would fall under the portfolio of this group.*

* ***<Client> Finance Dept***

*The finance department is involved in the integration of the system to the General Ledger system in terms of definition of the accounting entries, and the testing and verification of the generated entries into the GL accounts.*

### **<CLIENT> IT GROUP**

*The IT Group provide the necessary technical support in assisting <Client> Project Manger in defining <Client> requirements.*

*Responsibilities:*

* *Provide assistance to the migration team to understand the … system functionalities and data structure*
* *Responsible for the … system data extraction, data accuracy and completeness*
* *Coordinator in between … system vendor and migration team, if there is a need of vendor assistance*
* *Recommend adaptive action*
* *Testing of the migration process*

*It is the responsibility of the <Client> Project Manager to co-ordinate the necessary resource within this specialist group for the requirement study.*

*The lists of <Client> IT departments identified are:-*

* ***<Client> IT Security***

*The involvement of the IT security would be to review and comment on the security aspects of the migration design and approach, taking into consideration <Client> security standards and policies.*

* ***<Client> DBA (database administrator)***

*The DBA specialist would be providing guidance and support to the project team in terms of the table structure and system functionalities.*

* ***<Client> Version Control Librarian***

*The Librarian will control, monitor and compiling MiBS system source code, which to ensure the source code consistency through out the implementation & production support stages.*

* ***<Client> Network Support***

*The network support group would be providing guidance and support to the project team in terms of the network and systems requirements for the implementation of the system at the branches.*

*This group will also be involved in the planning and execution of the implementation plan, for the actual rollout to the targeted branches across the country.*

### **<COMPANY NAME> PROJECT MANAGER**

*Responsible for covering the entire scope of the system, validating <Client> requirements and ensuring deliverables at the scheduled target date. Work closely with <Client> Project Manager and ensure smooth coordination between the various teams involved in the scope of work. Arbitrate and resolve conflict and interface problems. Obtain resources from external vendors or specialists groups to resolve technical and business issues.*

*Responsibilities*

* *Prepare and obtain steering committee’s approval of the project plan*
* *Assure that all team members understand and accept their responsibilities*
* *Expend project resources according to the approved project plan*
* *Establish priorities among project activities*
* *Provide periodic status reports and information*
* *Coordinate management and technical decisions*
* *Arbitrate and resolve conflict and interface problems within the project*

### **<COMPANY NAME> TECHNICAL LEADER**

*Manages the IT development team; mainly interfaces with Project Managers on the system requirements.*

*Responsibilities*

* *Ensure that development team members understand and accept their responsibilities*
* *Monitor the actual performance against the plan*
* *Integration and testing of the system*
* *Assure timely adaptive action is taken*
* *Negotiate the performance of activities with team members as well as with the Project Manager*
* *Establish priorities among project activities*
* *Provide periodic status reports and information*
* *Coordinate technical decisions*
* *Arbitrate and resolve conflict and interface problems within the project*

### **<COMPANY NAME> DEVELOPERS**

*Development team for the migration process.*

*Responsibilities:*

* *Design, coding and unit testing of the assigned migration modules*
* *Establish priorities on the assigned project activities*
* *Provide periodic status reports and information*
* *Involve in technical discussions on design and implementation of system*

### **<COMPANY NAME> BUSINESS CONSULTANTS**

*Extended team to the migration activity. Provide advice on market practices, business know how and support to the <Client> business units based on requirement/design.*

# COMMUNICATION & COORDINATION PLAN

*The objectives of a communication and coordination plan for a project are:-*

* *To identify stakeholders (internal/external)*
* *To define stakeholders stake in the project*
* *To define the type of information required to be communicated to stakeholders*
* *To define the method of communication - i.e. e-mails, telephone, meetings*
* *To define the frequency of communication of the requisite information*
* *To identify the project team member responsible to ensure communication to the relevant stakeholders*
* *To coordinate the support group activities*

*Example:*

***Communication Plan***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Stakeholder name | Stakeholder ROLE | Type of Information REQUIRED | Method of Communication  (meeting, telephone, e-mail, etc.) | Frequency of Communication  (in DAYS, weeks, MoNTH, PHASE START/END, project milestones etc.) | TO BE COMMUNICAted by  (PROJECT team member name) |
| *Lee King You* | *QGH* | *All projects documents* | *CD-ROM* | *Project end only* | *Configuration Controller name* |
| *Client PM name* | *Client PM* | *Project status* | *Meeting* | *Weekly* | *PM’s name* |
| *Wong Kim Ming* | *PMO* | *Project status report* | *e-mail* | *Fortnightly* | *PM’s name* |
| *Azidah MOB Hassan* | *BDDH* | *Quotation & PO status* | *e-mail* | *When there is CR raised* | *PM’s name* |
| *Florence Ong* | *STDH* | *Server Health Check schedule* | *e-mail, meeting* | *Project Planning & Monitoring* | *PM’s name* |

Table 5: Communication plan

Example:

**COORDINATION PLAN**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| STAKEHOLDER | ACTIVITY | TRIGGER EVENT | COORDINATION NEEDS | Method of Communication  (meeting, telephone, e-mail, etc.) | | Service level agreement (SLA) | |
| *BAD/BDD* | *Requirements elicitation* | *Unclear customer requirements* | *Clarification with customer* | | *Meeting* | |  | |
| *HR* | *Human resource* | *No existing staff of required skill available* | *Arrange for recruitment* | | *E-MAIL/MEETING* | | *Please refer to “Project Coordination SLA”* | |

Table 6: Coordination plan

***Note: For SLA, please refer Coordination SLA***

# REPORTING CHANNELS

*The following section describes: -*

* *A diagram to describe the formal reporting channels*
* *The frequency of preparation of progress reports by Unit Heads, if any, and by the Project Manager*
* *The frequency of project progress review meetings within the project team and with affected groups*

*<Display reporting channels diagram here>*

# PROJECT TIMELINE

*This section listed down the project milestone, which was extracted from project schedule document.*

*Refer to .mpp file for complete project plan & schedule.*

|  |  |  |
| --- | --- | --- |
| Activities | Deadline | Resource |
| *Project planning* |  |  |
| *Requirements Development* |  |  |
| *Baseline SRS* |  |  |
| *Design* |  |  |
| *Coding & User documentation* |  |  |
| *Unit Testing* |  |  |
| *System/Integration Testing (SIT)* |  |  |
| *User Acceptance Testing (UAT)* |  |  |
| *Data conversion/migration* |  |  |
| *Pilot branch deployment* |  |  |
| *All branches deployment* |  |  |
| *Training to branches* |  |  |
| *LIVE to all branches* |  |  |
| *…* |  |  |

Table 7: Project Timeline

# RISK ASSESSMENT

*Risks assessments are scheduled every* ***X*** *intervals.*

*Risks are managed using Project Risk Plan. Refer to Project Risk Plan for details.*

# TESTING APPROACH

*Reference to the Test Plan should me made here.*

*Describe testing strategy for the project. List testing activities to be performed (e.g. Unit Testing, System/Integration Testing, User Acceptance Testing, etc).*

*Describe methods used for different types of testing (e.g. Black box testing, functional testing, acceptance testing, white box testing, etc)*

*Example:*

|  |  |  |  |
| --- | --- | --- | --- |
| No. | Testing | Method | Stakeholders |
| 1. | *Unit Testing* | *White Box Testing*  *Refer to Unit Test Plan for test strategy* | *Author / Developer* |
| 2. | *System/Integration Testing* | *Black Box Testing*  *Refer to System/Integration Test Plan for test strategy* | *QC / Another developer of the same project* |
| 3. | *User Acceptance Testing* | *Functional Testing/Black Box Testing*  *Refer to User Acceptance Test Plan for test strategy* | *Client*  *PM ensures testing is performed, and issues are tracked to closure* |

Table 8: Testing approach

# REVIEW AND APPROVAL PLAN

<*Describe review strategy for the project.>*

*<Identify items to be reviewed, internally or externally.>*

*<Identify methods of review (peer review or walkthrough review) for each items identified. Provide checklist/standards available.>*

*<Identify the objective and expectation for each review. Refer to* ***Guidelines for setting Review Objectives****>*

*<Identify stakeholders involved in review in stakeholder matrix.> Refer to* ***Guidelines for Review Team Composition*** *for reviewer criteria and stakeholders identified for each review items.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| No. | Item | REVIEW Method | STAKEHOLDER | REVIEW OBJECTIVES |
| 1. | *Proposals & Contract* | *Walkthrough Review* | *Refer to Stakeholder Matrix, <Project ID>\_SM* |  |
| 2. | *Software Requirements Specification* | *Walkthrough Review* |  |
| 3. | *Project Plan* | *Peer Review* |  |
| 4. | *Project CM Plan* | *Peer Review* |  |
| 5. | *Project QA Plan* | *Peer Review* |  |
| 6. | *System/Integration Test Plan* | *Peer Review* |  |
| 7. | *User Acceptance Test Plan* | *Peer Review* |  |
| 8. | *Code* | *Peer Review* |  |
| 9. | *User & Operations Manual* | *Peer Review* |  |
| 10. | *High Level Design* | *Peer Review* |  |
| 11. | *Unit/Functional Specification* | *Peer Review* |  |
| 12. | *…* |  |  |

Table 9: Review and approach plan

# MILESTONE REVIEWS

*<Describe input and output to every milestone review.>*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| # | milestone | Entry Criteria | Input | Exit Criteria | Output |
|  | *Requirement* |  |  |  |  |
|  | *Design* |  |  |  |  |
|  | *Coding & Unit Testing* |  |  |  |  |
|  | *Data Migration (if applicable)* |  |  |  |  |
|  | *SIT* |  |  |  |  |
|  | *UAT* |  |  |  |  |
|  | *Post Implementation Support* |  |  |  |  |

Table 10: Review milestone

# WORK BREAKDOWN STRUCTURE (WBS)

*Specify the work breakdown structure arrived at by decomposing and including all the tasks related to life-cycle activities, project management activities and important events like recruitment, training, hardware & software procurement. The table, chart or spreadsheet should contain all important activities and events of the project (except the regular activities like taking backups, filling time sheets, etc.). For all tasks, provide the estimated effort, planned start and end, person responsible, precedence/ dependencies, etc. These may be expressed in the form of a table or a spreadsheet or MS-Project. Given below is a sample format that may be used.*

*<If done in .mpp, put reference here.> <Refer to xxx.mpp for details WBS, estimates & schedule*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Phase** | **Task** | **Deliverable** | **Estimated effort (mandays)** | **Planned dates** | | **Role/ Person** | **Dependencies** |
| **Start** | **End** |
| *REQ* | *Prepare URS* | *URS* |  |  |  | *PM* |  |
|  | *Prepare SRS* | *SRS* |  |  |  | *PM/TL* |  |
|  | *Review & Baseline SRS* | *Baseline SRS* |  |  |  | *PM* |  |
| *PM* | *Prepare PMP* | *PMP* |  |  |  | *PM* |  |
|  | *Prepare PCM Plan* | *PCM* |  |  |  | *…* |  |
|  | *Prepare PQA Plan* | *PQA* |  |  |  |  |  |
|  | *Review & Baseline PMP* | *Baseline PMP* |  |  |  |  |  |
| *Design* | *Prepare HLD* | *HLD* |  |  |  |  |  |
|  | *Prepare FS* | *FS* |  |  |  |  |  |
|  | *Review & Baseline HLD & FS* | *Baseline FS & HLD* |  |  |  |  |  |
| *Coding* | *Module A* |  |  |  |  |  |  |
|  | *Module B* |  |  |  |  |  |  |
|  | *Module C* |  |  |  |  |  |  |
|  | *Module D* |  |  |  |  |  |  |
|  | *Bug Fixing* |  |  |  |  |  |  |
| *Unit Test* | *Module A* |  |  |  |  |  |  |
|  | *Module B* |  |  |  |  |  |  |
|  | *Module C* |  |  |  |  |  |  |
| *SIT* | *Prepare SIT Plan* |  |  |  |  |  |  |
|  | *Test Module A* |  |  |  |  |  |  |
|  | *Test Module B* |  |  |  |  |  |  |
|  | *Test Module C* |  |  |  |  |  |  |
| *UAT* | *Prepare UAT Plan* |  |  |  |  |  |  |
|  | *Perform UAT* |  |  |  |  |  |  |
| *…* | *…* |  |  |  |  |  |  |

Table 11: WBS

# PROJECT APPROACH

*This section is for internal use only*

## SOFTWARE CONFIGURATION MANAGEMENT AND CHANGE CONTROL

*Reference to the CM plan should be made here.*

## QUALITY ASSURANCE

*Reference to the QA plan should be made here.*

## PROJECT INTERDEPENDENCY & ACCEPTANCE CRITERIA

*Indicate the acceptance criteria for the project.*

*Examples:*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ACTIVITIES / DELIVERABLES** | **Project Interdependency** | **PROJECT Acceptance Criteria** | **PLANNED Start Date** | **PLANNED End Date** |
| *SRS* | *Requirement provider* |  |  |  |
| *…* |  |  |  |  |
| *Unit Testing* |  | * *<e.g. 70% test cases are covered>* |  |  |
| *User Reference* |  | * *English Version* * *All defects tracked to closure* |  |  |
| *SIT* |  | * *<e.g. 50% of Code Review done>* * *<e.g. 70% test cases are covered>* |  |  |
| **MODULE** | **Project Interdependency** | **SYSTEM Acceptance Criteria** | **PLANNED Start Date** | **PLANNED End Date** |
| *CIF Module* |  | * *<e.g. All Severity 1 & 2 SIT defects are closed>* |  |  |
| *AA Module* |  |  |  |  |
| *IF Module* |  |  |  |  |

Table 12: Project interdependence

## TOLERANCES

*Indicate the thresholds for the project.*