THE CASE OF FIBRENET PROJECT

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# I. Characters and Events:

## 1. Character:

Here is list of important characters that appear in this case study

|  |  |
| --- | --- |
| NAME | Description |
| Marc Delancy | Senior Manager of Software Development.  Marc Delancy is responsible for delivering a new product to manage transmissions over ﬁber-optic networks |
| Robert Johnson | Software Project Manager, Montréal, Canada.  Robert Johnson is responsible for the QoS algorithms |
| Henri Baroque | Software Project Manager, Toulouse, France |
| Janet Kumar | Software Project Manager, Hyderabad, India |

## 2. Event

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| #ID | SCENARIOS | INITIALED PERSON | RELATED PERSON | DESCRIPTION |
| 1 | Choose the way to develop product | Marc Delancy |  | Decision to locate the company’s development sites in strategic but geographi-cally dispersed places to, over time, achieve substantial reductions in development cost  and time  Toulouse, Montréal developing user interfaces for FibOptia products  Montréal develop the underlying network hardware  needed to manage QoS via the reservation of ﬁber bandwidth, packet scheduling, and routing and algorithms to manage QoS |
| 2 | Marc Delancy realizes that the geographically team didn’t have a good way to communicate and collaborate | Marc Delancy | Robert Johnson  Henri Baroque  Janet Kumar | The three different team had conducted their work itself with no interact with each other so it happened that one team waited for other work.  The three different team had conducted their work itself with no interact with each other so they can not conduct integration.  The time of teleconference is not fitted for all teams. Marc wonders how the time differences between the three locations is affecting communications |
| 3 | Marc talk trips to partner working space | Marc Delancy | Robert Johnson  Henri Baroque  Janet Kumar | Marc ask project manager private to know the root causes that impact to communication channel. After he find out a lot of issues relate to communication that he must resolve to keep project successful |
| 4 | Marc returns his local and realizes that there need the improvement | Marc Delancy |  | He questioned himself how to take improvement and carry on react plan |

# II. The Improvement Model:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| #ID | issue | Improvement | How to Use | Conclusion |
| 1 | Communicating with each other site is not good | Re-organize communication protocol | Communications would be in English | To ensure that all site can be understood each other during teleconference |
| The communication technologies would be Internet-based: e-mail, video conferencing, VoIP, and instant messaging | Improve the way they hold meeting because they are on different sites |
| The project managers would have Web cameras on their desks and use headsets | To increase truth between members during teleconference and to improve the way they hold meeting |
| Encourage each site change working attitude by more open relationship with other site through communication | Improve the way they hold meeting because they are on different sites |
| 2 | Coordinating and collaborating is not good | Refinement the development model  Apply configuration for sharing | Central repository for sharing documents, code, and other software artifacts that support configuration tool | For each site can put software artifact even though not complete to resolving the issue that each site is waiting for complete software artifact of other site |
| Apply “We’re one” with all sites | One reason that the team can have the good way to collaboration is they though other site is external team. By applying this solution, the team increase truth with each other and ready for open-working |
| Improve current model by decompose task into smaller packet  They had agreed upon an iterative and incremental development strategy | This solution helps team procedure software artifact earlier and lighter so that it can resolve the problem each site must wait complete software artifact of other site |

# III. Aspects of the Models

|  |  |  |
| --- | --- | --- |
| Subject at Hand | Problem | Improvement |
| Communication | Weekly meeting is not predict on schedule plan | The team must create and approve meeting schedule in which each site has responsibility to follow and join each meeting |
| Collaboration and Coordination | Each site passive waiting for complete software artifacts from other site | Each should be responsibility to report own working to other site with fully issues, problem and actions.  Marc should take a looking insight project progress and know the root cause that delayed project progress. |

# IV. Team 9 refection:

|  |  |  |
| --- | --- | --- |
| ID | What team has learned | Improvement |
| 1 | Global software development is very difficult when it requires good way to organize communication channel, collaboration working environment and coordination.  Global software development is not easily just choose global partner that has high skills, it really difficult to choose partner can familiar to different culture, time zone, working attitude. |  |
| 2 | The way Marc solves the problems. Marc take correct actions by asking each project manager to find the root causes and then give them advices to encourage them must more communication.  After return his office, Marc have asked himself some questions to taking react plan in future. | Already in my team environment, there is exist bad communication situation and we know the root causes is that we don’t share our thinking far further.  For react plan, we should use GQM model to refine and measures our react plan. We think it should be more efficient. |
| 3 | The way Marc re-organize communication channel by creating meeting schedule, rules and tool by building configuration management system that helps to share the documents and software artifacts to the whole global team. | Configuration management plan is already good for my team holds sharing repository.  Meeting schedule, rules, relation tools should be defined on communication plan for more efficient. |