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 | Title | Description |
| Marc Delancy | senior manager for the FibreNet Project,  Marc Delancy is responsible for delivering a new product to manage transmissions over ﬁber-optic networks | Has led multiple teams in the development and delivery of software products on time and within budget. |
| 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 | In flight to the US. He watches movie  “Groundhog Day” | Marc | -Robert Johnson  -Henri Baroque  -Janet Kumar | “Marc recalls the conversation between the three project managers at the last weekly teleconference. He realizes that there is a recurring pattern to what is being said and how it is being said. Since the three managers and Marc  use teleconferencing software that supports face-to-face communications via Web cameras  on their desks, Marc remembers the expressions on the managers’ faces even though there were occasional lags in the refresh of the video streams from the different sites” |
| 2 | Marc and 3 local project managers have discussed about design of the architecture via teleconference | Marc | -Robert Johnson  -Henri Baroque  -Janet Kumar | Because the different located. When they discussed via teleconference. It is difficult to everyone could express their comment and opinion about topic.  “the start of the meeting the times in the different locations were 8 a.m. in  Montréal, 2 p.m. in Toulouse, and 5:30 p.m. in Hyderabad. The times roughly correspond  to the start and end of the working day as well as the time directly after lunch for the participants.  This may be why everyone seemed sluggish.  ” |
| Marc now realizes these project manager didn’t collaborate with each other  “Marc now realizes that other than these weekly teleconferences, the three managers probably have minimal communication with each other.  ” |
| 3 | Marc have planning his travel to improve communication with project manager | Marc | -Robert Johnson  -Henri Baroque  -Janet Kumar | “He had decided on traveling to the Hyderabad and Montréal sites every three months. Over the eighteen-month project, he would take six trips to each of these sites. The first three months of the project have passed. Considering the current state of communications between the software managers, Marc decides that this is the time to communicate in person and in private with the project managers at each site. He wants the project managers to feel comfortable in talking candidly.  ” |
| 4 | Marc met Henri in France | Marc | Henri Baroque | Henri reflects Janet team that didn’t collaborated. He didn’t satisfy with attitude’s Janet team  “We are stuck. We cannot seem to motivate Hyderabad to share a draft of the architecture. But this is not much different from the way Montréal approaches collaboration.  ” |
| 5 | Marc met Janet team members in India | Marc | Janet Kumar | Janet reflect her team moderate not good. She also didn’t satisfy with attitude’s other team  Janet answers, “No. I tried to establish weekly teleconferences between the people  working on the interfaces to the business layer and to the network layer, but many of the meetings were canceled because of low attendance from the Toulouse and Montréal sites.  At the meetings that we had, the Toulouse and Montréal people normally explained what they decided and asked whether we had any questions. There was little to no dialogue.” |
| 6 | Marc met Robert | Marc | Robert Johnson |  |