**ASSIGNMENT COVER SHEET**

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| --- | --- | --- |
| **Student’s name** | Joshua | Morton |
| **Module name** | IT Project Management – QAC020C123S | |
| **Title of assignment** | Baggage Handling System Rewrite. | |
| **Complete Word Count in my assignment** |  | |
| **Date submitted** |  | |

All work must be submitted by the due date. If an extension of time to submit work is required, a [Mitigating Circumstances Extension Form](https://canvas.qa.com/courses/1041/files/660514?module_item_id=143660) must be submitted.



**Has an extension been approved? Yes No If yes, please give the new submission date ….…/..…./…….**

|  |
| --- |
| IMPORTANT: THIS STATEMENT MUST BE READ & SIGNED  **Academic Integrity Statement**  Academic integrity and honesty are fundamental to the academic work you produce at the University of Roehampton. You are expected to complete coursework which is your own and which is referenced appropriately. The university has in place measures to detect academic dishonesty in all its forms. If you are found to be cheating or attempting to gain an unfair advantage over other students in any way, this is considered academic misconduct and you will be penalised accordingly.  **I declare that the work I am submitting is my own work, is properly referenced and has not been submitted elsewhere** |
| **Student Signature (Full Name):**  **Date:** |

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# Project Identification

This report examines a recent project by a Software Consultancy for an external client in the aviation industry. To maintain the anonymity of stakeholders, consistent aliases will be used instead of real names.

Their client operates a Baggage Handling System (BHS) at Heathrow airport. It required modernizing to allow installation at international airports.

The scope of the project encompassed complex multi-tenancy authentication and authorization policies and migration to cloud infrastructure.

# Stakeholder Analysis

## Project Ecosystem Map:

A diagram of a client

Description automatically generated

Figure 1 Project Ecosystem Map - Illustrates how stakeholders within the project interact with each other.

The above diagram illustrates the stakeholders directly involved in the project, establishing a general hierarchy and how communications flow between stakeholders.

## Stakeholder Power to Interest Matrix

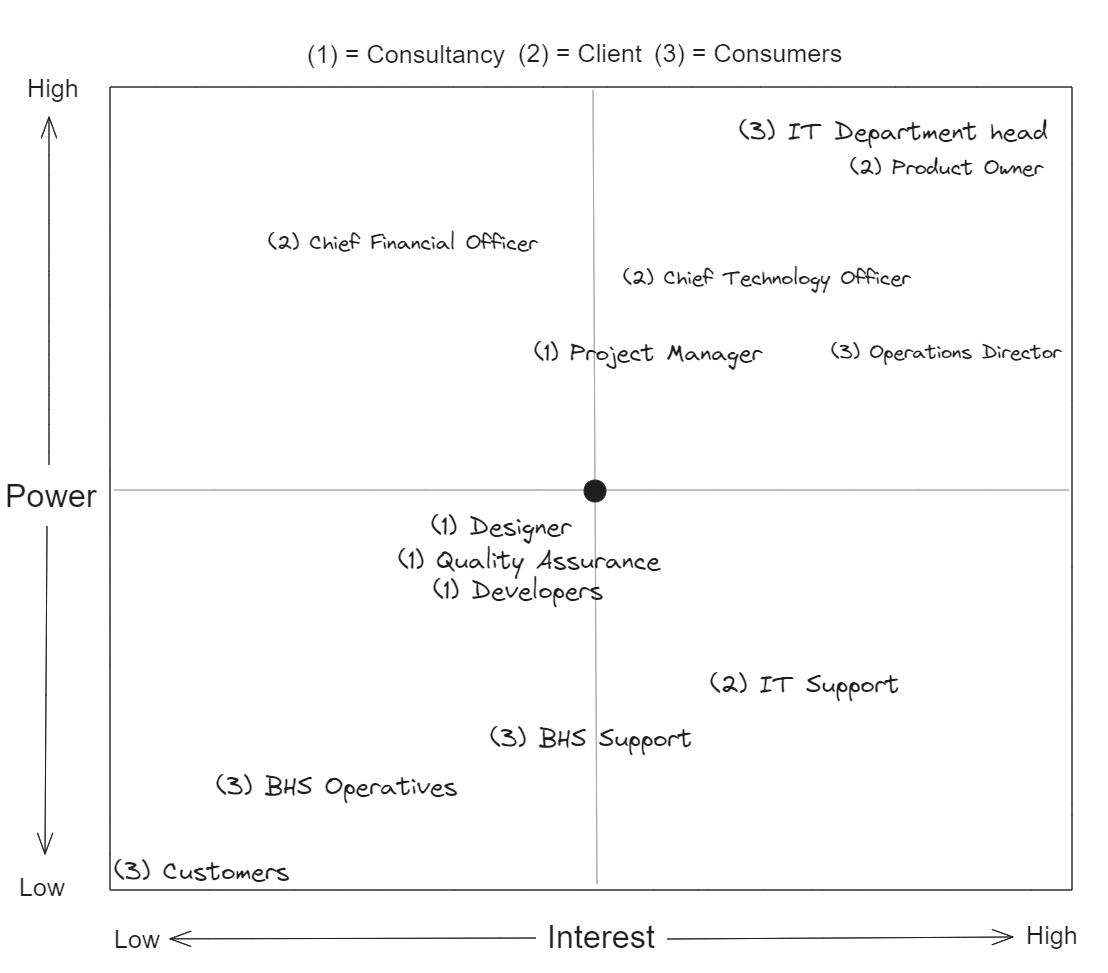


Figure 2 - Stakeholder Power to Interest Matrix

The above diagram demonstrates the level of engagement each stakeholder has with the project. A clear trend has been established, the direct client & consumer (project requester) have a significantly higher power and interest over the project than the consultants who delivered the project.

## Stakeholder Analysis Table

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Stakeholder | Role | Interest | Influence | Potential Impact | Alignment | Engagement Strategy |
| Project Manager (Internal) | Coordination | High (Successful Delivery) | High | Direct and significant | Fully Aligned | Frequent project updates, empowerment in decision making, accountability for project milestones. |
| Developers (Internal) | Implementation | Medium (Career Development) | Medium | Moderate (Quality of work) | Aligned | Inclusion in technical discussions, recognition of contributions. |
| Designer (Internal) | UI/UX Design | High (Design quality and useability) | Medium | High (User Experience) | Aligned | Planning & requirements analysis meetings, involved in user testing, ensure feedback is incorporated. |
| Tester (Internal) | Quality assurance | High (Design quality and useability) | Medium | High (Defect Recovery) | Aligned | Frequent testing cycles, clear bug reporting channels and involvement in reviews. |
| Product Owner (External) | Requirements Analysis | High (Alignment with business needs) | High | Critical (Scope and Features) | Fully Aligned | Regular backlog assessment, scope and requirements analysis, prioritization meetings. |
| Chief Technology Officer (External) | Technical leadership | Very High  (Strategy and implementation) | High | Strategic (Project Direction) | Fully Aligned | Strategic planning sessions, regular project status updates and critical decision-making involvement. |
| Chief Financial Officer (External) | Financial oversight | Medium  (Cost-effectiveness) | Medium | High (Budget adherence) | Aligned | Budget reviews, cost-benefit analysis meetings, financial forecasting. |
| IT Support (External) | Support to end-users. | Medium (Effectiveness of support) | Low | Moderate (User Satisfaction) | Aligned | Ensure system stability and redundancy for end-users, resolve user issues. |
| IT Department head (External Consumer) | Business Adherence | High (Administrative management) | Medium | High (Solving Business use-case) | Aligned | Coordination with IT support, ensure project adheres to business requirement, system administration. |
| Operations Director (External Consumer) | Operational Utilization | High (Process Efficiency) | High | High (Operational Impact) | Fully Aligned | Ensure Operatives and BHS Support are trained to use the system, report new requirements as the system evolves. |
| BHS Support (External Consumer) | End-Users. | Medium (Support & monitoring) | Low to Medium | Moderate (Suggest improvements) | Aligned | Managing incident reports from operatives and ensure data flows through the system. |
| BHS Operatives (External Consumer) | Reporting Events | Low | Low | Low (No interaction) | Unaligned | Communicate physical incidents to BHS Support |
| Airport Customers | Effected by system efficiency | None | None | None | Unaligned | Subconscious interest in system efficiency for overall service satisfaction. |

# Team Building

In the following section, roles of the project delivery team highly engaged stakeholders will be identified. Belbin’s Theory of Team Building (Belbin, n.d) will be employed to categorise individuals into their archetypes.

Individuals are discussed based on their measured project involvement. For instance, the Product Owner was more active than IT Department Head, whist they both had the same potential for impact.

Starting with the Product Owner

834 Words

Can do Belbin?

TODO:

Discuss the ‘variety’ of roles involved in the project and justify why these roles are, or were, essential.

For each role identified, provide an evaluation about how the team is performing or performed in the project.

Consider members strengths and weaknesses, linking to Belbin or Tuckman theory.

Marking criteria:

Understand team roles in a project & evaluate if the team is or has performing.

# Task 3 – Scope Statement

695 Words

TODO:

Identify the scope of the project.

Scope Statement Document

Work Breakdown Structure to highlight the projects most relevant elements.

Marking Criteria:

Created a very detailed structure of the project.

# Task 4 – Risk Management

555 Words

TODO:

Propose a Risk Management Process.

Create a sample Risk Management Plan in the format of a Risk Register.

This must identify at least five potential risks.

Marking Criteria:

Concise explanation and in-depth analysis of the management process to be implemented.

# References

Belbin Website. N/D. The Nine Belbin Roles. [Article] Available at: <https://www.belbin.com/about/belbin-team-roles> [Accessed 22/02/2024]

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CMI, 2024. Stakeholder Analysis and Management. [Whitepaper] Available at: <https://www.managers.org.uk/wp-content/uploads/2020/03/CHK-234-Stakeholder-analysis-and-management-1.pdf> [Accessed 18/02/2024]

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Rene Van Der Hout, 2013. An interview with Dr Meredith Belbin. [Online] Available at: <https://www.youtube.com/watch?v=E95Vw5fbQhU> [Accessed 21/02/2024]