Harvard Extension School

Team Members

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Course: CSCI E-71

Instructor: Richard Kasperowski

Assignment: Project Proposal

Due Date: 11/02/2015

WORK PACKAGES MANAGEMENT

TEAM NAME:

The Incredibles

TEAM MEMBERS

- Usha Annipu (PO and DEV)
- Kamran Zameer (DEV)
- Yetish Narayana (SM and DEV)

PRODUCT VISION:

For an Education company's Demand Management and Sales departments who need an automated tool to manage new RFP's , work packages, the Work Package Management solution is a Web-based service that provides costing tracking for RFPs , Change Requests, Financial planning reports, Resource utilization reports , features that improve efficiency and productivity to different types of users at critical touch points. Unlike other services that do not cater to the custom needs of the company, our product provides very capable services at a moderate cost.

PROBLEM STATEMENT:

We have a problem at work that we would like to address as part of the project in this course.

We have a need to capture estimates along with assumptions that go with the estimates, from various application teams for new RFPs and work packages. Work packages are generated by demand management group and are currently being communicated via emails to collect estimates and assumptions from various applications that are impacted by the work package. Based on the type of work, maintenance or development, by year, each application team is required to provide estimates in hours for each work package based on a testing program and testing subject. The estimated funding across all applications for work packages is aggregated manually using spreadsheets and documents on a share point and presented to business users.

Business users prefer to view the reports based on any number of work packages based on certain criteria such as status is open, approved or cancelled. There is lot of manual effort that goes into this process.

This process occurs frequently in my organization and I would like to propose a solution and develop a prototype for the teams to use.

SOLUTION:

The work packages will need to be dispatched by a demand management user to all the impacted applications. A "work package" defines an overall work package that is created initially by a demand management user. Work package information is collected during this process along with impacted applications. The work package once submitted triggers multiple "work requests" by application and is dispatched to the individual application contacts.

When an application user logs into the system, will need to take an action on the "work request" which is pending in his queue.

There can be multiple activities that need to be developed to support the work package. Application user enters hours by activity and assigns one or more resources for each activity line. Based on the resource type and their hourly rates, total estimate is calculated and then submitted for that particular application. The user will also be allowed to enter assumptions and justification for the activity line so that it can be reviewed along with the total amount.

Likewise, all the estimates are collected from all the application users and when all the "work requests" are completed, a business user will be able to view various estimates provided by all the application users and will be able to view the total amount it costs to support the new work package that he/she submitted.

A business user can choose different criteria to view the reports, such as show all approved work, show cancelled work, show open work, show all work packages etc.

STAKEHOLDERS:

- Ted Geherty is an IT Director of Demand management group at a large Education company who oversees that the various IT demand requests are being processed within the allocated time. Kimi Glaab works in his team and her job is to consolidate the estimates along with assumptions, from various application teams and submit them to the business unit for further review. The process to collect estimates is quite time consuming and is manual. Ted would like to automate the process and build a *Work package management tool* for quicker turnaround and improved efficiency.
- Jennifer Brown who is an Executive Director in the Strategic bidding and contracting group, is responsible for bringing in new contracts into the company. She works with a team who works on RFP's and bids on new contracts. She would like to build a tool that helps her group collect the costing requirements for the new RFPs.
- Donna Ott is a Sr.Director for Program Operations who oversees operations group for Teacher Licensure Tests. Her programs often require software changes every year in various applications and would like to build a tool to find out the funding requirements for her "Change Requests" with much faster turn-around.

- Marianne Gorcz is a finance manager who is responsible to produce reports in relation to funding for various approved RFPs and work packages. She is looking to build a tool to generate reports to senior management, which contain information about approved work, funding, resource allocation etc of various application teams in the IT group of the company.
- Amaresh Misra is an IT director who is looking for a Resource utilization tool to help him oversee if the application teams need more resources or not, to successfully implement the approved packages in the given timeframe. He would also like to know if the team has enough funding based on the approved work packages for the upcoming year.

HIGH LEVEL REQUIREMENT:

- A user interface to capture information such as work description, work title, live date, testing program, applications impacted etc. about the work package or RFP, available for demand management users.
- A user interface to capture estimates in hours, amount by activity line items with assigned resources. The total amount should be calculated automatically based on the hourly rate of a particular resource assigned to the activity. This UI is applicable for individual application users who are impacted by the RFP or a work package. The UI should also allow to capture assumptions for each work request.
- A user interface to show the reports, based on criteria selected. Any number of work packages can be selected based on the criteria and aggregation report or view is available for either demand management users or business users.
- Capability to edit the work package by business or demand management users to primarily change the status of the work package to either approved, cancelled or open.
- Support for enhanced criteria for report generation based on date range. Search for work packages with creation time based on date range.
- Resource management user interface to manage resource allocation on each of the work packages once the work is approved.
- Create user/role user interface
- Support for administrative work to assign application contacts to appropriate applications.
- UI to view the budget forecast by monthly, quarterly, yearly basis.
- Enhanced UI to estimate hardware requirements to support work packages. The cost varies based on the number of servers, Engineer support, Number of environments, memory, CPU, processors, hard disk etc.
- UI to support different portfolios and customize the view by application groups for easy maintenance for the business users so that they can navigate to individual groups easily.
- Search capability of the work packages by id, description, statuses, on the application users view as well as the business users.

PRODUCT BACKLOG ITEMS:

Updated Product Backlog Items can be seen at following URL:

https://github.com/kamranzameer/agileFinalProject/blob/master/docs/WorkPackageManagement_PBI.xlsx

DEFINITION OF DONE:

- Code is complete and produced and is checked into the repository against the current version
- Code is well formatted with comments for readability
- Code builds without any errors
- Unit tests are written and ensure all the tests are passing
- Documentation, or use case specifications produced if applicable
- Deployed to AWS server and passes Smoke Test.
- Passes User Acceptance testing when applicable
- Code reviews conducted or pair programmed.
- Verify upgrade while keeping all the code intact.
- Summary of changes updated to include newly implemented features

ASSUMPTIONS:

Demand management users have knowledge of all application systems in the company.