**Chapter 5 Key Terms**

**Scope** - It defines the work boundaries and deliverables of the project so what needs to get done, gets done—and only what needs to get done, gets done.

**Triple Constraint** - The triple constraint provides a conceptual understanding of the relationship among scope, schedule, and budget.

**Statement of Work (SOW) –** it is a narrative description of the product, service, or system.

**Deliverable -** A deliverable is a tangible and verifiable work product. Deliverables can be divided into project-oriented deliverables and product-oriented deliverables.

**Deliverable Structure Chart (DSC)** - It maps all of the project deliverables of the project life cycle (PLC) and systems development life cycle (SDLC) phases.

**Product scope** - It focuses on identifying the features and functionality of the product or system to be developed.

**Use Case Diagram** - It provides a high-level model for defining, verifying, and reaching agreement on the product scope. A useful tool for refining the scope boundary and defining what the system must do.

**Work Packages** - Work packages provide a logical basis for defining the project activities and assigning resources to those activities so that all of the project work is identified.

**Milestone** - It is a significant event or achievement that provides evidence that the deliverable has been completed or that a phase is formally over.

**Scope grope** - Scope grope is a metaphor that describes a project team’s inability to define the project’s scope. This situation is common early in a project when the project team and sponsor have trouble understanding what the project is supposed to accomplish.

**Scope creep** - Scope creep refers to increasing featurism, adding small yet time- and resource-consuming features to the system once the scope of the project has been approved.

**Scope leap** - If scope creep is caused by increasing featurism, scope leap suggests a fundamental and significant change in the project scope.

**Product-Oriented Scope** - Product scope focuses on identifying the features and functionality of the product or system to be developed.

**Project-Oriented Scope** - Project-oriented deliverables, or scope, support the project management processes that are defined by the project life cycle (PLC) and the chosen project methodology. Project scope includes such things as the business case, project charter, and project plan and defines the work products of the various PLC phases. Project-oriented deliverables may also include specific deliverables such as a current systems study, requirements definition, and the documented design of the information system.

**Actors** - Actors are people (users, customers, managers, etc.) or external systems (i.e., the bank’s ERP system) that interact, or use, the system.

**Use Case** - It depicts the major functions the system must perform for an actor or actors. When developing a use case diagram, actors are identified using stick figures, while use cases are defined and represented using ovals.

**Work Breakdown Structure (WBS)** – It is a deliverable-oriented grouping of the work involved in a project that defines the total scope of the project.

**Project Scope Management Plan** – It defines and documents how the project and product scope will be defined, verified, and changed if necessary.

**Delphi Techniques -** A tool to achieve aggregate opinions concerning real-world knowledge solicited from experts within certain topic areas.