PROJECT MANAGEMENT PLAN - PMP

Travel Advisor Web Application

| VERSION HISTORY | | | | |
| --- | --- | --- | --- | --- |
| VERSION | APPROVED BY | REVISION DATE | DESCRIPTION OF CHANGE | AUTHOR |
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| **PREPARED BY** |  | **TITLE** |  | **DATE** |  |
| **APPROVED BY** |  | **TITLE** |  | **DATE** |  |

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## 0 PROJECT PURPOSE

The purpose of the project is to develop and launch a comprehensive travel advisor website aimed at providing users with reliable and personalized travel recommendations, itinerary planning assistance, and destination insights. The website will serve as a one-stop platform for travellers to research, plan, and book their trips efficiently, catering to their preferences and interests.

## 0 PROJECT SCOPE

The scope of this project is to develop and test the website’s features that are described in the upcoming sections of this document. Testing includes functional and non-functional testing. The Travel Agency Website aligns with corporate goals and business strategies by serving as an essential tool to drive growth, enhance customer satisfaction, and expand market reach within the travel industry

## 0 DELIVERABLES

Specify the deliverables or outcomes for the project.

|  |  |
| --- | --- |
| Phase 1 (week1) | Customer Requirement  SIQ  PMP(CMP-CIL-PROBLEM-RISK-CHANGE-REVIEW)  Software Requirement(SRS) |
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# 4.0 COMMUNICATION MANAGEMENT PLAN

The Communication Management Plan outlines how communication will be managed throughout the project lifecycle to ensure effective information exchange among stakeholders.

4.1 OBJECTIVES

* Establish clear guidelines for communication processes and channels.
* Ensure timely and accurate dissemination of project information.
* Foster collaboration and engagement among stakeholders.
* Manage stakeholder expectations and address concerns proactively.
* Facilitate feedback mechanisms to promote continuous improvement.

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| NAME | TITLE | EMAIL | OFFICE PHONE |
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| STAKEHOLDERS | DELIVERABLE | FREQUENCY | PRIORITY | OWNER | PREFERRED DELIVERY METHOD | COMMENTS |
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## 5.0 RISK MANAGEMENT PLAN

5.1 PURPOSE OF RISK MANAGEMENT PLAN

The purpose of this plan is to document the risk management practices and processes that will be used on projects

5.2 OBJECTIVES

* Monitor the project to identify new or changing risks.
* Understand and minimize the cost and other impacts of project risks.
* Focus management attention on higher priority risks.
* Communicate clearly about risks with the team and project stakeholders.

5.3 RISK MANAGEMENT PROCESS

5.3.1 RISK IDENTIFICATION

* Involve people with the right knowledge. Risk identification requires knowledge of the organization, its customers, its legal, social, political, and cultural environment, and its strategic and operational goals. If the team does not have this knowledge, it is important to involve people who do.
* Make risk identification a continuous activity. The job of identifying risks does not end once the Project Plan is written. New risks can develop at any stage of a project.
* Involve the team in risk identification. Team members should feel that it is everyone’s responsibility to identify risks, and the Project Manager should identify how best to encourage team members to identify risks and communicate them to the Project Manager. Teams sometimes need risk management training or review.

5.3.2 RISK ANALYSIS

Risk analysis includes two main tasks:

* Risk Assessment
* Risk Prioritization

5.3.2.1 Risk Assessment

Risks will be assessed according to two factors: probability, impact.

Probability

|  |  |  |
| --- | --- | --- |
| Probability | Score | Assessment |
| High | 3 | Greater than 70% probability of occurrence |
| Medium | 2 | Between 30% and 70% probability of occurrence |
| Low | 1 | Below 30% probability of occurrence |

Impact

|  |  |  |
| --- | --- | --- |
| Impact | Score | Assessment |
| High | 3 | Risk that has the potential to greatly impact project cost, project schedule or performance |
| Medium | 2 | Risk that has the potential to slightly impact project cost, project schedule or performance |
| Low | 1 | Risk that has relatively little impact on cost, schedule or performance |

Assign Risk Assessment score

* Assign numerical scores to each risk based on its probability and impact assessments.
* You may use a scale such as 1 to 3, with 3 representing high probability or impact, 2 representing medium, and 1 representing low

Calculate Overall Risk Score

* Calculate the overall risk score for each risk by multiplying its probability score by its impact score.
* This results in a numerical value that represents the combined assessment of both probability and impact for each risk

5.3.2.2 Risk Prioritization

* Risks with higher overall scores indicate greater potential impact on the project and should be considered higher priority.
* Review the prioritized list of risks and adjust priorities as necessary based on additional factors such as:

Project objectives, resources available for risk mitigation, and stakeholder tolerance for risk.

* Determine Category for Priority: RED, YELLOW, GREEN

|  |  |  |
| --- | --- | --- |
| Priority | Score Level | Category |
| High | 6-9 | Red |
| Medium | 3-4 | Yellow |
| Low | 1-2 | Green |

5.3.3 RISK HANDLING

There are four main types of risk handling:

**1. Avoid:** Change the Project Plan and Schedule to avoid the risk completely

**2. Accept:** Document and communicate the risk, but do not plan to take action

**3. Transfer:** Transfer the risk to another party through insurance or contracting out

**4. Mitigate:** Take action to reduce the probability and impact of a risk to a reasonable threshold.

There are two types of risk mitigation activities:

**Prevention:** These are activities the team can do before the risk occurs to reduce its probability and impact. Planned prevention activities answer the question “what can we do now?”

**Contingency:** These are activities the team can do once the risk occurs to reduce its impact. These activities can be written in a Contingency Plan. Contingency activities answer the questions “what can we do if the risk happens?”

All risks categorized as red will have Contingency Plans. These plans will be developed in consultation with the

Project Manager.

The Risk Manager will assign risk response activities to appropriate team members and is responsible for monitoring whether or not these activities are being completed and whether or not they are effective in reducing the probability or impact of a risk.

Risk response activities are the responsibility of the Risk Manager, who will work within the following rules:

**Avoid** **Criteria:** Risks identified as candidates for avoidance, where eliminating the cause of the risk could prevent

its occurrence entirely.

**Action:** The Risk Manager will assess risks to determine if avoidance is feasible and beneficial to the project.

**Communication:** The decision to assess risk avoidance and the associated actions will be communicated to

The Project Manager.

**Accept Criteria:** Risks with low impact and low probability will be accepted.

**Action:** The Risk Manager will assess risks and determine those deemed acceptable based on

their impact and probability.

**Communication:** The Project Manager will be promptly informed of all accepted risks.

**Transfer Criteria:** Identify risks based on financial impact, probability, and transfer options availability, Assess risks that

Can be transferred via insurance, contracts, or outsourcing

**Action:** Analyze risks to determine transfer suitability. Evaluate transfer options (e.g., insurance, contracts) for

each risk. Collaborate with stakeholders to execute transfer arrangements.

**Communication:** Inform Stakeholder and relevant parties, including Project Manager and Steering Committee,

About transfer decisions.

**Mitigate** **Criteria:** Risks categorized as red (high impact and/or high probability) will be subject to mitigation.

**Action:** The Risk Manager will develop and implement mitigation strategies to reduce the impact

Likelihood of occurrence of identified risks.

**Communication:** Mitigation plans for red risks will be developed in consultation with the Project

Manager and Steering Committee to ensure alignment with project objectives and strategies.

5.3.4 RISK MONITORING AND CONTROL

In this phase, the project team continuously monitors identified risks and implements appropriate control measures to mitigate their impact on the project. This involves:

* + - **Regular Monitoring:** Continuously tracking the status of identified risks throughout the project lifecycle to ensure timely detection of changes.
    - **Risk Response Evaluation:** Assessing the effectiveness of implemented risk response strategies and making adjustments as necessary to address emerging risks.
    - **Issue Management:** Addressing any new risks or issues that arise during project execution promptly and effectively.

5.3.5 RISK DOCUMENTATION AND REPORTING

This process involves documenting all aspects of risk management activities and communicating relevant information to stakeholders. Key aspects include:

* + - * **Risk Register Updates:** Maintaining a comprehensive risk register that includes details of identified risks,
      * Their probability, impact, response strategies, and current status.
      * **Reporting:** Regularly communicating risk-related information to stakeholders through status reports,
      * Meetings, or other communication channels.
      * **Documentation:** Ensuring that all risk management activities, including assessments, response plans, and
      * Monitoring activities, are adequately documented for future reference and audit purposes.
      * **Lessons Learned:** Documenting lessons learned from risk management activities to inform future projects
      * And improve risk management processes.

5.4 ROLES AND RESPONSIBILITY

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| --- | --- |
| Role | Responsibilities |
| Project Manager | Overall risk Planning , Monitor and control Risk Management  Resource Allocation, Decision-making, Communication |
| Risk Manager | Risk Identification, Risk Analysis, Risk Response Planning, Monitoring and Control,  Documentation and Reporting. |
| Whole Team | Risk Identification, Risk Assessment, Risk Response Implementation,  Monitoring and Reporting, Collaboration. |

5.5 RISK MANAGEMENT TEMPLATE

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| **NAME** |  | | | | | | |  | **OBJECTIVE** |  | | | | | | |
|  |  | |  | |  | |  |  |  | |  |  |  |  | |  |
| **REF / ID** | **P R E - M I T I G A T I O N** | | | | | | |  | **HANDLE** | **MITIGATIONS / WARNINGS / REMEDIES** | | **P O S T - M I T I G A T I O N** | | | | |
| **RISK** | **RISK Probability** | | **RISK impact** | | **RISK LEVEL** | | **Category** | **RISK SEVERITY** | **RISK LIKELIHOOD** | **RISK LEVEL** | **ACCEPTABLE TO PROCEED?** | |
|  |  | **LOW (1)**  **MEDIUM (2)**  **HIGH (3)** | | **LOW (1)**  **MEDIUM (2)**  **HIGH (3)** | | **LOW**  **MEDIUM**  **HIGH** | | **GREEN**  **YELLOW**  **RED** | **ACCEPT**  **AVOID**  **TRANSFORM**  **MITIGATE** |  | |  |  |  | **YES / NO** | |
| 001 | Technical skills | **2** | | **2** | | **4** | | **YELLOW** | **MITIGATE** | Provide trainings | |  |  |  |  | |
| 002 | **Resource Constraints** | **2** | | **2** | | **4** | | **YELLOW** | **MITIGATE** | Prioritize tasks and allocate resources effectively to optimize project | |  |  |  |  | |
| 003 |  |  | |  | |  | |  |  |  | |  |  |  |  | |
| 004 |  |  | |  | |  | |  |  |  | |  |  |  |  | |
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| 006 |  |  | |  | |  | |  |  |  | |  |  |  |  | |

## 6.0 PROBLEM RESOLUTION MANAGEMENT PLAN

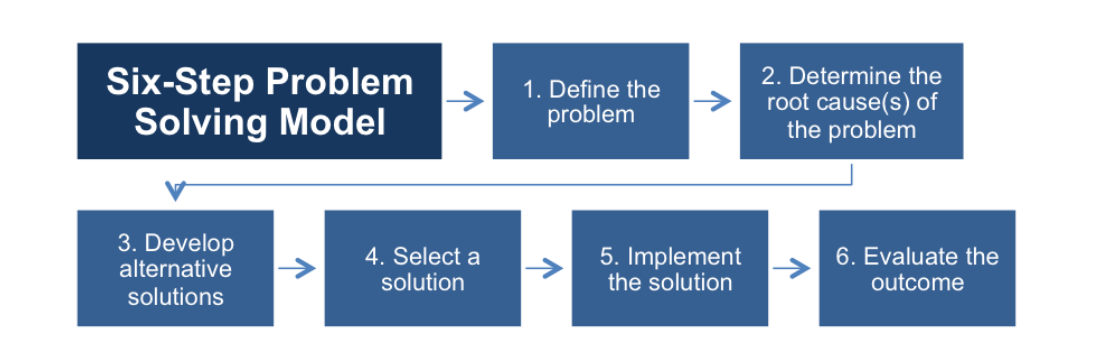
6.1 PURPOSE OF PROBLEM RESOLUTION MANAGEMENT PLAN

The purpose of the Problem Management Plan is to establish a structured approach for identifying, analysing, Managing and Control Problems that arise during the project lifecycle. It aims to minimize the impact of problems on project progress, quality, and outcomes by providing guidelines for proactive problem detection, escalation, investigation, and resolution.

6.2 OBJECTIVES

* Diagnose the root cause of incidents and determine the permanent solution to those problems to prevent recurrence
* Maintain information about problems, appropriate workarounds and resolutions to reduce the number and impact of incidents over time
* Conduct problem reviews to determine what could be done better in the future
* Proactively identify and solve problems to improve IT service quality and prevent potential incidents from occurring
* Communication and Transparency
* Continuous Improvement
* Alignment with Project Objectives

6.3 PROBLEM RESOLUTION MANAGEMENT PROCESS



6.3.1 IDENTIFICATION

Diagnosing the problem – the context, background and symptoms of the issue. Once the Team has a clear Understanding of what the problem is, they investigate the wider symptoms to discover the implications of the problem, who it affects, and how urgent it is to resolve the symptoms.

Approaches & Techniques

* Brainstorming
* Process mapping
* Questionnaires (5W-2H)

Record the Problem in Template

* Quick Action
* Long Term Action

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| **Problem**  **ID** | **Why** | **What** | **How** | **When** | **Who** |
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Category



Category



Category



Category



Category



Category

6.3.2 ROOT CAUSE ANALYSIS

The Whole Team begins to explore what has caused the problem. In this step the problem solving team will use tools and techniques to identify and analyse the potential causes.

Approaches & Techniques (Hybrid)

* FISHBONE Diagram
* 5WHYs

Document the Problem Analysis



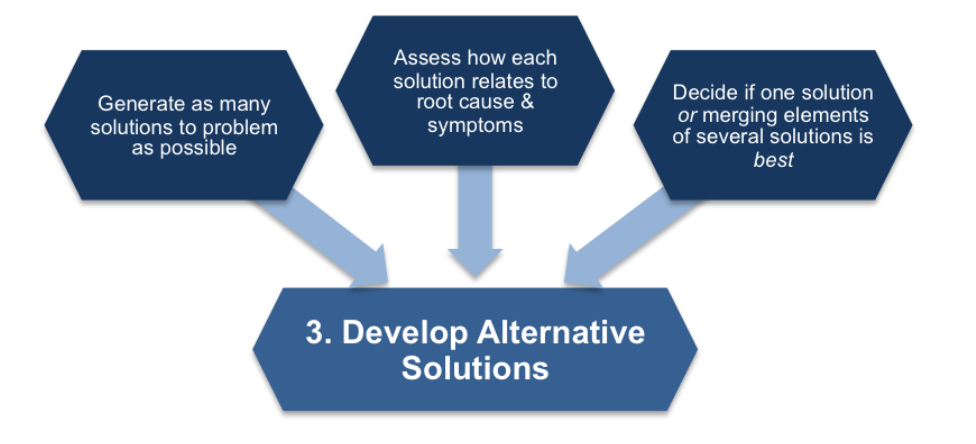
**5 WHYs**

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| **DEFINE THE PROBLEM** |  |  | | | | |  |  | |  | | | |  | | |  |  | | |  |  | | |  |  | | |  |  | | | | | | | |  | | | |
|  | Define problem here | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | |
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| **WHY IS THIS  A PROBLEM?** |  | **PRIMARY CAUSE** | | | | | |  | |  | | | |  | | |  |  | | |  |  | | |  |  |  | |  | | | | | | | | |  | | | |
|  | Why is it happening? | | | | | | | | | | | | | | |  |  | | |  |  | | |  |  |  | |  | | | | | | | | |  | | | |
| 1 | It is happening because | | | | | | | | | | | | | | | | | | | | | | | | |  | | | | |  | | | | | |  | | | | |
|  |  | |  | Why is that? | | | | | | | | | | | | | | | |  |  |  |  | | | |  |  | | | | | | | | | | | | |
|  |  | | 2 | It is happening because | | | | | | | | | | | | | | | | | | | | | | | |  | | | | | | | | | | | | | |
|  |  |  | | |  | Why is that? | | | | | | | | | | | | | | | | | | | | | |  |  | | | | |  | | | |  | | | |
|  |  |  | | | 3 | It is happening because | | | | | | | | | | | | | | | | | | | | | | | |  | |  | | | |  | | |  | | |
|  |  | | | | | | | | | Why is that? | | | |  |  | | |  | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | 4 | | It is happening because | | | | | | | | | | | | | | | | | | | | | | |  | |  | | | | | | |
|  |  | | | | | | | | | | | Why is that? | | | | | | | **ROOT CAUSE** | | | | | | | | | | | | | | | | | | | | |  | |
|  | **NOTE: If the final "Why" has no controllable solution, return to the previous "Why."** | | | | | | | | | | 5 | | It is happening because | | | | | | | | | | | | | | | | | | | | | | | |  | | | | |
|  |  | | | | |  |  | |  | | | |  | | |  |  | | |  |  | | |  |  | | |  |  | | | | | | | |  | | | |
| **CORRECTIVE ACTION TO TAKE** |  | **CORRECTIVE ACTION** | | | | | | | |  | | | |  | | |  |  | | |  |  | | |  | PARTY RESPONSIBLE | | | | | | | | | | | |  | | | |
|  | Describe action here | | | | | | | | | | | | | | | | | | | | | | |  |  | | | | | | | | | | | |  | | | | |
|  |  | DATE ACTION TO BEGIN | | | | | | | | | | | |  | | | | |
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|  |  | DATE TO COMPLETE | | | | | | | | | | | |  | | | | |
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6.3.3 MANAGE PROBLEM RESOLUTION

6.3.3.1 Develop Alternative Solutions

* Finding as many solutions to the problem, no matter how outlandish they may seem.
* Looking at how each solution relates to the root cause and symptoms of the problem.
* Deciding if different solutions can be merged to give a better answer to the problem.



6.3.3.2 Select a Solution

* Which solution is most feasible?
* Which solution is favoured by those who will implement and use it?
* Can be implemented within an acceptable timeframe?
* Is cost effective, reliable and realistic?
* Will make resource usage more effective?
* Can adapt to conditions as they evolve and change?
* Its risks are manageable?
* Will benefit the organization/ which solution is favoured?

6.3.4 MONETOR AND CONTROL PROBLEM RESOLUTION

6.3.4.1 Implement a Solution

Implementing a solution involves executing the identified resolution strategies to address the root causes of the problem

Responsibilities:

* Assign tasks to appropriate team members or stakeholders responsible for implementing the solution.
* Provide necessary resources and support to facilitate solution implementation.
* Monitor progress closely to ensure timely execution of the solution.

Documentation:

* Document the details of the implemented solution, including actions taken, responsible parties, and timelines.

6.3.4.2 Track Problem to Closure

Tracking problems to closure involves monitoring the resolution process until the problem is fully addressed and closed.

Responsibilities:

* Regularly review the status of problem resolution efforts to track progress.
* Communicate updates on problem resolution to stakeholders as appropriate.
* Take corrective actions if the resolution process deviates from the planned timeline or encounters obstacles.

Documentation:

* Maintain records of problem resolution activities and their outcomes.
* Update the problem register or issue log to reflect the current status of each problem until closure.

6.3.5 PROBLEM TREND ANALYSIS

Problem trend analysis involves analysing historical problem data to identify patterns, trends, and recurring issues.

Responsibilities:

* Collect and aggregate data on past problems and their resolutions.
* Apply analytical techniques to identify common themes or root causes across multiple problems.
* Identify opportunities for preventive measures or process improvements to address underlying issues proactively.

Documentation:

* Document findings from problem trend analysis, including identified trends, root causes, and proposed actions.
* Use the insights gained to inform future problem management practices and enhance project processes.

## CHANGE MANAGEMENT PLAN

## REVIEW MANAGEMENT PLAN

## PROJECT STAFF LIST

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# APPENDICES

|  |  |
| --- | --- |
| DOCUMENTS | LINKS |
| CUTOMER REQUIREMENT | CUTOMER REQUIREMENT |
| SIQ | [SIQ](https://docs.google.com/spreadsheets/d/1qzJuvRnXFaQRZVzo1czZONIDtHdt9G-DDf423WkU474/edit#gid=0) |
| SOFTWARE REQUIREMENT | SOFTWARE REQUIREMENT |
| RTM | [RTM](https://docs.google.com/spreadsheets/d/1ztHizPqOj4h3GZw2vWLP4avXb2kEKu6lIRx4MnqC2OQ/edit#gid=2078621866) |
| TESTCASE REPORT | [TESTCASE REPORT](https://docs.google.com/spreadsheets/d/1m2ZQSxcQwo19lRfBxHGYBexNYR_H9KYupO6qQHw37OA/edit#gid=451784052) |
| BUG REPORT | [BUG REPORT](https://docs.google.com/spreadsheets/d/1um2yvvV530uU6AcX2emRKO38OFiAYuY3wf4vFMm6fu0/edit#gid=86155683) |
| REVIEW | REVIEW |
| CHANGES | [CHANGES](https://docs.google.com/spreadsheets/d/1Wb7_yDVbdVEBO7wytCGi-FBUoH3KM7s-OAYwefkLSSA/edit#gid=821420106) |
| PROBLEM RESOLUTION | [PROBLEM RESOLUTION](https://docs.google.com/spreadsheets/d/1DwWOTzMuegOs_PCHf5i-DvEKNgtfpKNk7tugiMdNmhM/edit#gid=564619128) |
| CIL | [CIL](https://docs.google.com/spreadsheets/d/1hs3iH7mNpjK4bwq2eOMGx9W49xgo1diJPw2TUruA2dg/edit#gid=2075629998) |
| CMP |  |