PROJECT MANAGEMENT PLAN - PMP

(CMP-CR-Reviews)

Travel Advisor Web Application

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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

## IN SCOPE

* **Gathering Customer Requirements**:
  + Engage with stakeholders to understand their needs and expectations.
  + Document detailed requirements for the Travel Advisor Web Application.
* **Design Phase**:
  + Create the architectural design for the application.
* **Development**:
  + Build the Travel Advisor Web Application based on the design.
  + Implement features such as user registration, flight booking, and rating system.
* **System Testing**:
  + Conduct end-end testing to make sure that the application functions behave correctly.

## OUT OF SCOPE

* + - **Unit Testing**: Detailed testing of individual components or modules.
    - **Non-Functional Testing**: Testing related to performance, security, and scalability.
    - **Marketing Campaigns and Promotions**: Marketing efforts beyond the application (e.g., promotional campaigns, advertisements) are out of scope..
    - **Third-Party Integrations Beyond Flight Booking**: Integrations with other services (e.g., hotel booking APIs, car rental services) are not included.

2.2 SDLC MODEL

* Waterfall

* 1. Tools
* **Configuration Management tools:** [Github](https://github.com/marriiiam)
* **Timeline Tracking tools:** [Jira](https://huda3335678.atlassian.net/jira/core/projects/TAW/board)

## 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 Process

* Communication with stakeholders will be through email.
* Weekly meetings ( 3 days a week ) with the project manager will be via google meet.
* Daily communication among the team will be via WhatsApp group or phone and mail.

4.2 Team Contacts

|  |  |  |  |
| --- | --- | --- | --- |
| **NAME** | **TITLE** | **EMAIL** | **PHONE** |
| Huda Almuhr | Project Manager | [huda3335678@gmail.com](mailto:huda3335678@gmail.com) | 01005437664 |
| Esraa Mostafa | Team Member | [esraamuustafa@gmail.com](mailto:esraamuustafa@gmail.com) | 01148006863 |
| Mariam Khaled | Team Member | [mariemragheb@gmail.com](mailto:mariemragheb@gmail.com) | 01203588660 |
| Sahar Hamdy | Team Member | [saharrrhamdy@gmail.com](mailto:saharrrhamdy@gmail.com) | 01150499971 |
| Amira Hassan | Team Member | [ah1541779@gmail.com](mailto:ah1541779@gmail.com) | 01155354667 |
| Yomna Sayed | Team Member | [yomna.sayed875@gmail.com](mailto:yomna.sayed875@gmail.com) | 01155108685 |

## 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

Step 1: Risk Identification

**Who:** Project Manager   
**Action:** Collaboratively identify potential risks associated with the project, development tasks, testing process, and quality assurance practices.  
**Output:** Documented list of identified risks with detailed descriptions, likelihood, and potential impact.

Step 2: Risk Assessment and Prioritization

**Who:** Project Manager, Developers, Testers   
**Action:** Evaluate and prioritize identified risks based on their severity, likelihood, and potential impact on project objectives.  
**Output:** Prioritized list of risks, categorized by severity and potential impact.

Step 3: Risk Response Planning

**Who:** Project Manager  
**Action:** Develop risk response strategies to address prioritized risks, including mitigation, avoidance, transfer, or acceptance.  
**Output:** Documented risk response plan outlining agreed-upon strategies for managing identified risks.

Step 4: Risk Mitigation Implementation

**Who:** Developers, Testers   
**Action:** Implement risk mitigation measures according to the agreed-upon strategies outlined in the risk response plan.  
**Output:** Implemented risk mitigation measures aimed at reducing the likelihood and impact of identified risks.

Step 5: Ongoing Risk Monitoring and Control

**Who:** Project Manager, Developers, Testers   
**Action:** Continuously monitor project activities and the external environment for new risks or changes to existing risks. Take corrective actions as necessary to control and mitigate identified risks.  
**Output:** Regular updates to the risk register, documentation of changes in risk status, and adjustments to risk response strategies as needed.

Step 6: Communication and Reporting

**Who:** Project Manager, Developers, Testers, QA Engineers  
**Action:** Communicate regularly with stakeholders about identified risks, their impact on project objectives, and the status of risk response efforts.  
**Output:** Timely communication and reporting on risk-related matters to ensure stakeholders are informed and engaged in the risk management process.

Step 7: Lessons Learned and Continuous Improvement

**Who:** Project Manager, Developers, Testers   
**Action:** Conduct post-project reviews to identify lessons learned from risk management efforts and incorporate them into future projects.  
**Output:** Documented lessons learned and recommendations for improving risk management practices in future projects.

**Risk Response Plan**

**Project Name: [Insert Project Name]**

**Project Manager: [Insert Project Manager Name]**

**Date: [Insert Date]**

1. Introduction

The Risk Response Plan outlines the strategies and actions to manage identified risks throughout the project lifecycle. It aims to mitigate potential negative impacts on project objectives and ensure successful project delivery.

2. Risk Identification

Refer to the documented list of identified risks in the Risk Register for details on potential threats and opportunities to the project.

3. Risk Response Strategies

For each identified risk, the following response strategies have been developed:

**Risk 1: [Insert Risk Description]**

* **Strategy:** [Describe the chosen risk response strategy (e.g., Mitigation, Avoidance, Transfer, Acceptance)].
* **Action Plan:** [Outline specific actions to implement the chosen strategy, including responsible parties, timelines, and resources required].
* **Expected Outcome:** [Describe the expected outcome or impact of implementing the chosen strategy].

4. Contingency Plans

In addition to the primary risk response strategies, contingency plans have been developed for high-impact risks or those with high uncertainty:

**Risk 1: [Insert Risk Description]**

* **Contingency Strategy:** [Describe the contingency plan to be implemented if the primary strategy fails or if the risk materializes].
* **Trigger:** [Specify the conditions or events that would trigger the activation of the contingency plan].
* **Action Plan:** [Outline specific actions].
* **Expected Outcome:** [Describe the expected outcome].

5. Risk Monitoring and Control

Regular monitoring and evaluation of identified risks will be conducted throughout the project lifecycle. Adjustments to response strategies and contingency plans will be made as necessary to ensure their effectiveness.

6. Communication and Reporting

Stakeholders will be kept informed about the status of identified risks, response efforts, and any changes to the Risk Response Plan. Regular reports will be provided to stakeholders to maintain transparency and facilitate decision-making.

7. Review and Update

The Risk Response Plan will be reviewed and updated regularly to reflect changes in project circumstances, new risks, or lessons learned from risk management efforts.

8. Approval

This Risk Response Plan is subject to approval by the project manager and relevant stakeholders.

Risk Register

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

Impact

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

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

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 |  |  | |  | |  | |  |  |  | |  |  |  |  | |
| 005 |  |  | |  | |  | |  |  |  | |  |  |  |  | |
| 006 |  |  | |  | |  | |  |  |  | |  |  |  |  | |

6.0 PROBLEM RESOLUTION MANAGEMENT PLAN

6.1 PROBLEM RESOLUTION MANAGEMENT PROCESS

The Problem Management Plan outlines a structured approach to identify, analyse, manage, and control issues throughout

The project lifecycle, ensuring effective resolution to project progress.

6.1.0 Problem Request Initiation

A problem is reported by a customer, or through system monitoring.

Problem Identification

Problem Manager reviews the problem request to understand the reported issue, assessing its context and severity.

Decide if the problem needs a quick action based on experience

Record and Log Problem in Problem Resolution document

Result of Identification Phase

A clear understanding of the problem

Identification of any immediate Quick actions required to address the problem or mitigate its impact.

Problem Resolution document

Priority (Based on Problem Manager Experience)

Status

Analyze the problem

Problem Manager and the team employ problem Analysis.

Utilize techniques like the 5 Whys or root cause analysis to identify underlying issues.

Conduct detailed analysis to determine root cause.

Assess impact on Process, Team, Users, Systems, and Business Operations.

Result of Analysis Phase

Identification of root cause(s).

Evaluation of impact on various aspects.

Manage the problem

Problem Manager prioritize identified problems based on severity, impact, and urgency, and assign tasks to appropriate team members for resolution.

Team Implement Solutions or workarounds to address the problem.

Team communicate updates and progress to stakeholders, including users or customers affected by the problem.

Result of Management Phase

Implementation of solutions to resolve the problem.

Communication of resolution status and any follow-up actions required.

Monitor and Control the problem

Problem Manager monitors performance and user feedback to confirm effective resolution.

Review relevant metrics and key performance indicators for signs of recurrence or related issues.

Update documentation with resolution details and lessons learned.

Result of Monitor and control Phase

Confirmation that the problem has been successfully resolved.

Documentation of resolution details and any recommendations for future prevention or mitigation.

Problem Trend Analysis

Problem Manager or Assigned Team Member

Collect and aggregate data on past problem incidents, including frequency, severity, and common root causes.

Analyze the data to identify patterns, recurring issues, or emerging trends in problem incidents.

Identify Improvement Opportunities for process improvements, preventive measures, or corrective actions based on the analysis.

Result of Trend Analysis Phase

Identification of long-term trends and patterns in problem incidents.

Recommendations for proactive measures to address recurring issues and prevent future problems.

## 

**7.0 CHANGE MANAGEMENT PLAN**

**Priority of Customer-Requested Changes:**

* Changes requested by the customer to the project will be prioritized as the highest priority to ensure customer satisfaction.

**Responsibility of Project Leader:**

* The project leader will be responsible for managing any customer requests and will take charge of addressing them.

**Handling Change Requests:**

* When receiving a change request, the project leader and the team members will respond as soon as possible and initiate discussions with the customer.

**Discussion of Change Consequences:**

* During discussions, the team will outline the potential consequences of the requested change to the customer.

**Assessment of Implementations:**

* The team will evaluate whether the requested change can be implemented within the current release or if it needs to be deferred to a future release.

**Agreement with Customer:**

* When reaching an agreement with the customer, the status of the change request will be announced as either open, agreed, or deferred.

# 8.0 REVIEW MANAGEMENT PLAN

8.1 OBJECTIVE

Ensure technical accuracy, adherence to project specifications, and high-quality deliverables.

8.1 PARTICIPANTS

* **Team Members**: Developers, testers, and other relevant stakeholders.
* **Coaches**: Quality assurance experts who guide the team.
* **Managers**: Oversee project progress and alignment with planned deliverables.
* **Customers**: Validate that the product meets their needs.

8.1 REVIEW TRIGGERS

* **End of Development Phase**: After completing a significant portion of work (e.g., a sprint or feature development) the author will inform the project manager that the work is done and needs to be reviewed.

8.1 REVIEW PROCESS STEPS

5.3.1 PREPARATION

* The authorsends their code, documentation and design to the reviewers.
* The project manager set a convenient time for all participants to attend the review meeting.

5.3.1 CONDUCTING THE REVIEW

* The reviewers raise concerns, ask questions, and seek clarification.
* All participants engage in consensus-building discussions.

5.3.1 AUTHOR COMMUNICATION

* The reviewers provide constructive feedback during the review meeting and highlight areas for improvement.
* The author understands feedback, clarifies any ambiguities and makes necessary corrections based on feedback.

5.3.1 VERIFICATION AND CLOSURE

* The author submits revised code, documentation, or design.
* Coaches and reviewers verify the changes.
* If issues are resolved, the deliverable is accepted, if not, the process repeats until satisfactory.
* All the review comments and the action will be taken to fix these comments will be logged into the [Review Template](https://docs.google.com/spreadsheets/d/1zuGUFtcQNFaKljb8OeOJth6ksXdTQ9dNY1x_Kd-1Pjw/edit#gid=0) file.

## PROJECT STAFF LIST

|  |  |  |  |
| --- | --- | --- | --- |
| **NAME** | **TITLE** | **EMAIL** | **PHONE** |
| Huda Almuhr | Project Manager | [huda3335678@gmail.com](mailto:huda3335678@gmail.com) | 01005437664 |
| Esraa Mostafa | Team Member | [esraamuustafa@gmail.com](mailto:esraamuustafa@gmail.com) | 01148006863 |
| Mariam Khaled | Team Member | [mariemragheb@gmail.com](mailto:mariemragheb@gmail.com) | 01203588660 |
| Sahar Hamdy | Team Member | [saharrrhamdy@gmail.com](mailto:saharrrhamdy@gmail.com) | 01150499971 |
| Amira Hassan | Team Member | [ah1541779@gmail.com](mailto:ah1541779@gmail.com) | 01155354667 |
| Yomna Sayed | Team Member | [yomna.sayed875@gmail.com](mailto:yomna.sayed875@gmail.com) | 01155108685 |

# APPENDICES

|  |  |
| --- | --- |
| DOCUMENTS | LINKS |
| CUSTOMER REQUIREMENT | [CUSTOMER REQUIREMENT](https://docs.google.com/document/d/10Li2saS6edax8Tf-EpRVxFWWXlyBzH1-YSYC3Q3Z9eU/edit) |
| SIQ | [SIQ](https://docs.google.com/spreadsheets/d/1qzJuvRnXFaQRZVzo1czZONIDtHdt9G-DDf423WkU474/edit#gid=0) |
| SOFTWARE REQUIREMENT | [SOFTWARE REQUIREMENT](https://github.com/marriiiam/QA-Project/blob/main/SRS_TAW.doc) |
| RTM | [RTM](https://docs.google.com/spreadsheets/d/1ztHizPqOj4h3GZw2vWLP4avXb2kEKu6lIRx4MnqC2OQ/edit#gid=2078621866) |
| TEST CASE REPORT | [TEST CASE 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](https://docs.google.com/spreadsheets/d/1zuGUFtcQNFaKljb8OeOJth6ksXdTQ9dNY1x_Kd-1Pjw/edit#gid=0) |
| 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/1SBUCbpELSM_NH62l8VPl1foPeKFBW1h9kDlNSWKDjOY/edit#gid=1227565632) |
| CMP | CMP |