Nicole Nagatoshi
21 January 2020

ITM 353 Assignment

Phased Method
- **Unclear user requirements**
    - The basic user requirements were defined clearly in the prompt, however, the company has an international network. These offices in each country need somewhat various hardware and software.
    - It is recommended to consult a representative from each of the different countries that would help in getting the user requirements specifically needed for a certain office.
- **Unfamiliar Technology**
    - A new knowledge management system that "has never before been attempted at the company, or anywhere else," as said in the prompt, is considered *unfamiliar technology*. Using the phased methodology with "good" usefulness for unfamiliar technology will be helpful as the process can test the unknown before moving on to the next step in order to complete the whole system development.
    - It is recommended that our team or company hire professional assistance who is familiar with this technology, which connects to the cost of hiring.
- **Complex Systems**
    - The proposed system will be composed of many different criteria and will be used anywhere around the world. As this would require many steps, a system changeover must happen but using a phased methodology this happens in stages. This prevents a large number of problems or issues occurring at once. With the phased methodology, complex systems are handled better than methods such as prototyping or extreme programming. This in combination with the other variables fortified our decision on the phased method.
- **Reliable Systems**
    - Under the phased method, reliable systems was graded "Good". The company operates globally with each country possibly using somewhat different hardware and software, reliable systems are needed to run on the international network.
    - Quality concerns
- **Short Time Schedule**
    - The project is scheduled to be completed within one year which is a relatively short amount of time. The Phased methodology style handles such a time frame excellently. In the trade off between cost, quality and time it was time that was emphasized in the prompt thus between throw away prototyping and phased

methodologies which were our two nominations, it was the phased method that handled a short time schedule better.
- Due to the short time schedule as required by management, this will cause the project to have a much higher cost. The phased methodology will lower this cost by slowly implementing this system across offices and allow individual offices to coordinate investments into their specific systems.
- **Schedule Visibility**
    - With clear goals laid out such as the identification and tracking of the expertise of individual consultants anywhere in the world based on their education and the various consulting projects on which they have worked, we possess schedule visibility and can determine when each checkpoint is fulfilled. For example when we have the identification part finished we will be about half way done, the other half will be completed with the tracking aspect. Proper use and management of education data as a checkpoint and their history of consulting projects as another checkpoint visibility is realized. The phased method handles this well because we can release the platform in stages.
    - Milestones can be split between major and minor milestones; major milestones in terms of schedule visibility can be considered complete upon implementation of the system at an individual office. Minor milestones can be considered in stages on a per office basis. We can track overall progress by system implementation through major milestones; for example if at least half of the offices have adopted our new system, the project is halfway completed.