**Scenario -- Diamond Business Offices**

**COMP1611 Project Management**

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# Introduction

Diamond Business Offices is a fast growing business that offers a complete office solutions for businesses. For the purpose of staying competitive in the market, improve the service to the customer and increase bookings, the Managing Director, (MD) has set a vision to improve capabilities of staff; to make sure that the process of accounting runs smoothly, to make sure that staff are in a position to continually update and improve the services offered, and to make sure that a customer can enquire, book, and pay for rooms, staff and services in 10 minutes anywhere in Europe, 24 hours a day, and 7 days a week within the next 18 months.

These changes will require an extensive project plan to make sure the successful vision implementation of MD. This project plan will focus on the objectives of the project, the total costs involved, the involved stakeholders, the required resources and the timeline for completion. The project plan will also find out the risks and strategies to mitigate those risks. Further, the project plan will discuss the channels of communication and how these channels will be used to ensure successful delivery of the project.

The objectives of this project plan are to create an extensive plan to implement the vision of MD successfully in improving the service of the customer and increasing bookings. This will involve finding out and managing stakeholders, understanding the

# Keys Features of the Project

The project key features are to make improvement on the provision of the customer service of Diamond Business Office so as to make it more competitive in the market. So as to achieve this goal, this project must address the current issues. Several areas of improvement, including choosing the right locations, providing good communications and secure modern IT, getting better understanding of the tax position of companies, commercial and employment law, data protection law, and health and safety law in each location, providing added value services to businesses, and improving the current website has been realized by MD. To add on that, the MD has also realized the need for improved staff capabilities, a smoother accounting process, and a more efficient online booking system.

First of all, step one involves assessment of the current situation by the project. The process of realizing and examining the situation currently entails collecting information on the current locations, IT systems, communications, and available services, as well as getting to understand the position tax, regulations in each location and laws. This step will also entail assessing the current booking system and website and also getting to understand the capabilities and levels of the current staffing. Once establishment of a detailed understanding of the current situation has been met, the team can begin to find out the potential areas of making improvements.

The following step of the project will be to create a plan so as to address the areas identified to make improvements. This step would involve developing a plan to improve the IT systems, locations and communications; getting to understand the position of the tax, laws, and regulations in each location; providing added value services to businesses; and improving the current website and online booking system. The developed plan should also entail the tactics to recruit and train employees to the levels which are desired, and tactics to ensure that the accounting process runs smoothly.

The last step of this project should be to make the implementation of the developed plan. The implementation of the plan would involve choosing the right locations, secure modern IT and providing good communications, getting to understand the position of the tax, laws, and regulations in each location, providing added value services to businesses, and making improvements on the current website and online booking system. This step would also entail the recruitment and training of the staff to the desired levels, and ensuring that there is smooth operations in the process of accounting.

Generally, the project key features would involve identifying and examining the current situation, creating a plan that would address the identified areas where improvement should be made, and finally making implementation of the developed plan. . This project must address all of the issues realized so as to make improvement on the provision of customer service of Diamond Business Office and make it more competitive in the market.

# Major Stakeholders impacted by MD’s Vision

It is evident that the vision of MD would have impacts on various major stakeholders. Some of the major stakeholders who are impacted by the vision of MD are outlined as follows; MD itself, and the customer ,booking staff and Head Office staff .

In this project, the most important stakeholders are the customers. This is because customers are the ones who will be using the improved provision customer service. Customers are likely to be passionate about the project, as it will provide them with improved services. To ensure that the customers participate in the project in active way, two suitable actions that can be taken are to involve them in the development of the plan and to provide them with regular feedback on the progress of the project.

Furthermore, the booking staff stakeholders are also of paramount in this project. This is because, the booking staff will be affected by the implemented changes. The booking staff are likely to be doubtful of the project, as they may feel threatened by the potential changes to their jobs. To make sure that booking staff participate in the project in active mode, two suitable actions that can be taken are to involve them in the implementation of the plan and to offer training and support to help them adjust to the new system.

Other important stakeholder in this project are the Head Office staff. The Head Office staff are of important since they will be responsible for the implementation of the changes to be made. Head Office staff are likely to be supportive of the project, as it will improve the processes that they are responsible for. To make sure that the Head Office staff participate in the project in an active mode, two suitable actions that can be taken are to involve them in the implementation of the plan and to offer them with the resources required and the support that they need to implement the changes.

Lastly, the final important stakeholder in this project is MD, as she is the one who carries/understands the vision for the project. Since it is her vision that is being implemented, she is likely to be very supportive of the project. To make sure that she participates in the project in active mode, two suitable actions that can be taken are to keep her informed of the progress of the project and to involve her in any major decision-making that needs to be done.

Generally, booking staff, Head Office staff, MD and the customers are the major stakeholders impacted by the vision of MD. To make sure that these major stakeholders participate in the project in an active mode, suitable actions that can be taken include involving them in the implementation of the plan, providing them with resources and support, keeping the MD informed and offering these stakeholders with regular feedback, offering training and support.

# Who to involve in Project testing and why?

The main issues with the project is testing. Testing will ensure that there is a successful implementation of the changes. Testing process should entail all stakeholders in the project (Frooman, 1999). This is because each and every stakeholder will be affected by whatever the changes that will be made in the project.

According to (O’Dwyer & Unerman, 2011)It is advisable that customers as one of the most important stakeholders should be involved in the process of testing. This is because customers will be the ones using the improved provision customer service. Customers thus should be given the chance to test the new system and provide feedback on their experience. This will make sure that any issues are realized and addressed before the implementation of the system (O’Dwyer & Unerman, 2011).

During the testing process, booking staff should also be involved. By doing this, booking staff will be the ones using the new implemented system. Booking staff should be given the chance to test the system and provide their own feedback on their experience after using the system. This will make sure that any issues are realized and addressed before the implementation of the system (Bianchi & Faccio, 2016).

The testing process should involve the Head Office staff stakeholders. Since Head Office staff will be the ones to take responsible for implementing the changes. Head Office staff should be given the chance to test the new system and provide their own feedback on their own experience. By doing this will make sure that any issues are realized and addressed before the system is implemented.

Finally, testing process should involve MD stakeholder. This is because, MD is the one who owns and understands the vision for the project. Chance should be given to MD to test the new system and provide feedback on her own experience. This will make sure that any issues are realized and addressed before the implementation of the system.

# Critical Risks Associated with the Project and Actions taken to minimize its Impact

Any project under implementation is associated with critical risks (Berkeley, et al., 1991). In this case, we realized that this project is taking too long to complete. This is one of the critical risks related with this project. To improve the service to the customer, the MD has set a goal of having 90% of all bookings handled within 10 minutes which is important to be met. In order to make minimization on the risk of long time taken to complete this project, an agreed timeline should be set and reviewed regularly to ensure that the project is on track (Zou, et al., 2007). To add on, the resources required should be allocated properly and the team should be held accountable for meeting the timeline.

Furthermore, this project is related with the critical risk of not being in a position to recruit and train staff to the desired level. The MD has set a goal that, within the next 2 years, 40% of the staff should be speaking a foreign language. It is important to achieve this goal since it exalts the customer service. To reduce the risk of not being able to recruit and train staff to the desired level, a recruitment plan should be created and implemented. To add on that, incentives should be provided to potential recruits, and training sessions should be offered to existing staff.

Thirdly, this project is related with the risk of not being able to improve the current website and online booking system. The MD has set a goal of exalting the current website and online booking system so as to make it easier for customers to book rooms and services. To reduce the risk of not being able to exalt the current website and online booking system, a comprehensive examination of the current system should be carried out. To add on, the team should find out the areas that need improvement and create tactics to address them.

Another critical risk is the risk of not being able to make sure that the process accounting runs smoothly forms the fourth critical risk associated with this project. So as to reduce the errors resulting from data and make sure that customers are billed correctly, MD has set a goal of improving the process of accounting. To reduce the risk of not being able to make sure that the process of accounting runs smoothly, a detailed assessment of the current process should be carried out. To add on that, the team should find out some of the areas that requires improvement and create tactics to address them. Risk of limited resources, this occurs when the resources needed to complete the project are not enough which include things like skills, money or tools. Allocation of these resources should be done early in project planning before implementation of the project. For example the number of booking staff allocated to achieve the managing directors goal maybe less which may delay the project. This risk may be mitigated by creating a resource allocation plan which helps in ensuring efficiency in utilization of the project’s resources and proper estimations.

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Lastly, the risk of not being able to select the right locations forms the last critical risk associated with this project. In order to make Diamond Business Office more competitive in the market, MD has realized the significant of choosing the right locations. In order to reduce the risk of not being able to choose the right locations, an extensive evaluation of the current locations should be carried out. To add on that, the team should be in a position to realize the criteria that should be used to choose new locations and create tactics to make sure that they are met.

Generally, there are five critical risks related with this project. To reduce the impact of the critical risks mentioned above, suitable actions should be taken into account. The suitable actions includes; establishing a timeline, creating and implementing a plan of recruitment, carrying out an extensive evaluation of the current website and online booking system, carrying out an extensive evaluation of the current accounting process, and carrying out an extensive evaluation of the current locations

# Steps taken to ensure that all stakeholders received the right level of communication

Communication is a very vital aspect of managing project and it is crucial for making sure that during the project, all stakeholders get the right level of information. Various steps that should be taken into account to make sure that all stakeholders gets the right level of communication during the implementation of the project includes finding out the stakeholders, determining the stakeholders needs of communication, choosing the suitable channels of communication and providing regular updates.

The first step is to find out the stakeholders (stakeholder identification). For instance, in this project, the stakeholders include the booking staff, customers, Head Office staff, and Managing Director (MD). Each and every of the mentioned stakeholders above will have different needs of communication and therefore, each and every stakeholder should be considered/treated separately.

The second step is to ascertain each and every stakeholder needs of communication. The customers as one of the stakeholder in this case will need to be kept informed of the progress of the project, as well as any changes that are made to the project plan. The booking staff also as one of the stakeholder in this case will need to be kept informed of any changes to their jobs, as well as any training or support that is available. The Head Office staff also as one of the stakeholder in this case will need to be kept informed of the progress of the project and any resources or support that is needed for implementation. The MD as one of the stakeholder in this case will need to be kept informed of the progress of the project, as well as any major decisions that need to be made.

The third step is to choose suitable channels of communication. As customers may not be local to the project, they should be communicated with through email. As the booking staff may need more detailed information, they should be communicated with through face-to-face meetings. As Head Office staff are likely to be spread across different locations, the Head Office staff should be communicated with through email. Lastly, as MD may need more detailed information, she should be communicated with through face-to-face meetings.

The final step is to provide regular updates to all stakeholders. The customers should be provided with regular updates on the progress of the project, as well as any changes that are made to the plan. The booking staff should be provided with regular updates on any changes to their jobs, as well as any training or support that is available. The Head Office staff should be provided with regular updates on the progress of the project and any resources or support that is needed for implementation. The MD should be provided with regular updates on the progress of the project, as well as any major decisions that need to be made.

Lastly, to make sure that all stakeholders received the right level of communication we should give all stakeholders regular updates concerning the project progress. Regular updates on the progress of the project, as well as any changes that are made to the plan should be made available to the customer stakeholders.

Generally, communication is a very important aspect of project management and is essential for ensuring that all stakeholders receive the right level of information during the project. The steps that should be taken to ensure that all stakeholders receive the right level of communication during the project include identifying the stakeholders, determining their communication needs, selecting appropriate communication channels, and providing regular updates.

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