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**PM Methodology Test 2. July 29th 2020 – 100 marks, WEIGHT - 15%**

**This is an individual assignment**

**Rubric:**

**Answer all parts of each question.**

**Answer in your own words.**

**You can use academic and Business references to justify/enhance your answers.**

**Please reference your group project where prompted.**

**Your score will depend on how well you justify your answers and apply (relate) your responses were required to the group case you have been working on.**

**You have a 24 hr submission window. From 2.25 pm July 29th to 2.25 pm July 30th Please submit your Test 2 responses via BB**

**300 Words Max Per Question**

**1. Instructions**

There are 5 questions in the list below.

Each response must contain the answer and detailed justification of your responses.

Each question is worth 20 marks.

Submit your responses via an **MS Word document-Not PDF &** upload it to BB. Include your name & student number in the attachment.

# Question 1

1. **Define & differentiate between the quality processes mentioned below. (Feel free to use academic & Business references)**

* **Quality Planning** is the first step to prepare all of the documents to manage and control the quality consistently throughout the project. This includes any checklists and standards that exist within the company or international standard (such as ISO).
* **Quality Assurance** is the step when the project is in execute progress, and the Project Manager must follow the progress to ensure that the project still complies with the defined standards quality. At this stage, the Project Manager should step in at any point to fix/change the management process if necessary.
* **Quality Control** is the step at the end of the project, where the entire project must comply with the standard quality. At this stage, the Project Manager evaluates and tests the entire project performance to ensure quality is still achieved.

1. **What is the objective of each quality process mentioned?**

* **Quality Planning** is to set-up and initiates the quality that you want the project to be. (Determine what quality level is necessary for the project). If the project is small (with-in company only), there is no need to make the project follow ISO standards.
* **Quality Assurance** is to ensure that the project, when executed, is always sticking to the standards that is defined. If there is any specific task that seems to off the quality or no longer complied with the quality plan, it should be replace as soon as possible.
* **Quality Control** is the last step for the Project Manager to ensure the project complies with the quality in terms of performance and durable before hand-in to customer.

1. **Please provide an example of each of these three processes (3 examples needed). You can reference your group project.**

* **Quality Planning**: At the beginning of every lab, our group always going through the rubric to carefully understand the expectation and quality requirement to receive a high score.
* **Quality Assurance**: During the work, we cross-check each others’ work to ensure everyone complies with the rubric. Since there is no leader or “Project Manager”, it seems to be an efficient way to confirm the quality, if there is something that doesn’t match with the highest expectation in the rubric, we suggest and give an idea on how to improve it and get it to fix right away.
* **Quality Control**: After the work is complete, we will perform another cross-check, doing some tests, proofread and evaluate the work with the rubric before submitting it.

# Question 2

**Explain exactly what you will be looking for (i.e. identify the components of) if your quality criteria**

**(refers to) the following**

1. **System reliability.**

* I will be looking if the system is strong enough to handle multiple clients, or even have thousands of connection get into the system to test for the quality. System reliability should at least match customer expectations and have a low-rate of malfunctioning. A reliable system expected to work for at least a few years before it requires any maintenance or upgrade.

1. **System maintainability**

* I will be checking if the system is easy for maintenance and if the maintenance instruction provided by our company is precise and detailed enough to the customer. A system shouldn’t be complicated that it requires hours or even days for maintenance. There should be a time limit and technician who receive the system must be well-train so they will have no difficulty when maintenance the system.

1. **Provide one example each, of how a & b (system reliability & system maintainability) above can be applied to your group project.**

* **System reliability**: When I do a programming project, any requirement related to number such as how many people can the server handle at one time, the minimum requirement for a connection to establish, etc. will strongly be considered. For any project, I always give it at least 10% of flexibility (so if the project requires ten people to connect at the same time, I will do it to make it 11), so that the risk will be less likely to happen. By doing that, I just reduce the workload for the app to make it always running consistently.
* **System maintainability**: Before I submit the programming project, I always note on the project every part of my code about what is the value represents, what is this part is doing. From that, any developer can understand what I did and change the structure if necessary. This is also known as a documentation.

1. **Use academic & or business research sources to justify/enhance your answer**

* According to Sebokwiki, has provides an in-depth definition and understanding about Reliability and Maintainability. Reliability is the probability of a system performed as expected without getting malfunctioned. Reliability should be taken into account any existing and future factors such as environment, time scale and usability. It is sometimes difficult to expect, as it is hard to predict. Where Maintainability is defined as where a system can be maintained on a particular environment for a specified time. Maintainability is less likely to take into account as it is a future problem and not always occurring.

# Question 3

1. **Explain what the specific responsibilities are of the Release Management Team.**

* **Release Management Team** is working with the Project Manager to ensure the quality of the product and to monitor the work throughout the process. They will act as testing and evaluate the team when the project is completed and ready for anything checking. Once the checking is completed, they will be responsible for approving and release the project to the customer.

1. **Explain what the specific responsibilities are of the Configuration Management Team.**

* **Configuration Management Team** is to follow up with the project in terms of description, requirement, control, and record any necessary changes, audit and evaluate the product when there is a change request or change proposal. Configuration: Teams ensure the project is sticking to all the requirements, whether part of the project requires a change to completed and how the change is needed to complete the project.

1. **Why is it important for a Project Manager to maintain communication with both these teams?**

* When PM communicate with CM team, he/she can have a sense about the progress in term of requirements and understand about the changes after the audit to measure if the change is necessary or possibly or not. At the same time, RM will help PM ensure the quality of the product after evaluation and testing procedures. When RM confirms the project is ready to roll out, PM will perform one last test and evaluation before sign-off and approve the product. This team is known as a helper to help PM evaluate which plan is more executable and ensure the quality at the end.

1. **Please indicate (based on your group project that you have been working on) if you need a Release Management Team & or a Configuration Management Team.**

* It depends on the scale of the project. In my opinion, CM is more critical and should be available in any project regardless of the size. RM is necessary and can work on it best if the project scale is too big and has a part to evaluate and testing. CM will help me take care of the audit when there is a necessary change, which is crucial because any change must be carefully considered before executing as time does not permit any further adjustment. Also, keeping the work to the requirement is significant because sometimes we only focus on the big parts and forgot the small parts.

1. **Please justify your answers – if yes or no. *Use academic & or business research sources to justify/enhance your answer as needed.***

* Some of the benefits that CM provide are Disaster Recovery (Recover at state before the mistake occur), Uptime and Site Reliability (ensure consistant running without any interruption) and Easier Scaling (CM will determine if the system is upgradable or need a replacement). – according to *Plutora*
* Also according from *Plutora,* CM team will help not only current IT people working on the project but also people who are not familiar with IT or the project itself can have a better understanding about the project.

# Question 4

1. **What is the purpose of a - Project Risk Management Plan? Explain in your own words.**

* **Project Risk Management Plan** is to calculate the risk that the project might encounter during the execution process. This will include but not limited to all departments involves in the Project: IT department, marketing department, financial department, laws department,… No matter how small the involvement is, it must that into account that something could go wrong to that department so that when that small chance risk occurs, the entire project and especially PM will not get surprised.

1. **Outline the differences between Project Related Risk and Business Risk.**

* **Project Risk** is the risk related when the project is executed alone. The risks here are the risks of preventing the project to finish on time, on budget, with exceptional reliability and satisfaction from the customer.
* **Business Risk** is the risks that affect the business of the project to generate profit. One of the common risks is product out-of-date at the time roll out. This will impact the project and the business as it doesn’t generate as much profit as intented.

1. **Provide 3 examples of each – Business Risk & Project Related Risk. (You can provide examples from your group project).**

* **Business Risk**:

1. The business is already exist in market. (During the planning time there might be demand but because the project took so long to roll out, competitor already completed and acquired the market).
2. The product that doesn’t satisfy customer as expected. (Project that believes in helping the customer in certain aspects, let say math solving. When it rolled out to the market, although there is no competitor, the demand is not that much as the app couldn’t satisfy the customer requirement or needs).
3. Unexpected demand change. (Unexpected external events could change how customers use the application. Application designed to sell a car no longer attractive to the customer as Covid-19 takes place, nobody is making money, and therefore no one is buying a car).

* **Project Risk**:

1. The project goes over budget. (At some point, the materials cost can be raise unexpectedly, in a technical environment, materials might be something as API. If the type project is on-demand in the market, and there is only a few API on the market, the API price could raise quite a lot to accommodate the requests to access the API’s database. That is a cost company has to accept for the project to complete).
2. The project goes over time. (Some unexpected events such as Covid-19 will strongly impact the progress of the project. The transition from on-site working to stay-at-home working will take some time, and it will affect the duration of the project).
3. Part of the project doesn’t accommodate with quality standards. (If there is a certain part that no longer accommodates with quality standard, the PM will have to step in and figure a replacement plan soon.).
4. **Feel free to use academic and Business sources to enhance your responses.**

* According to *ThinkingPortfolio*, Business Risk is a potential of threatening a business to generate profit from a project. Most of the risks are primarily related to products and services offered in the market, known as external risk. Another risk, such as financial planning to running and maintaining the app, is known as internal risk.

# Question 5

1. **Risk monitoring activities during the Project Executing Phase. (What will these activities consist of)?**

* The steps are including:

1. Monitoring identified and residual risks.
2. Continue to identify new risk.
3. Carry out risk response plan.
4. Evaluate the effectiveness of risk strategies for the project.
5. **What do you do if a risk has been identified? What steps would you take as a project manager in a real-world scenario (you can use your group project) if a project risk has been identified.**

* I need to identify what caused the risk, then understand how it happens and prepare multiple plans (at least 3) to modify the rest of the project. While preparing, the CM team will work with me to audit and measure the changes plan with the original plan and select the most realistic and possible strategy to apply. Once the changes have been used, continue to follow to see if the strategy is actually working and any further modification is required. A back-up plan is also on-hand in case if something goes wrong.

1. **Frame your response and provide an example of your responses for both a low-level (Low importance) and high-level (high importance) risk.**

* **Low-Level Risk**: There is a raise in cost of renting API database. Solutions and changing plans:

1. Request an additional fund from Project Sponsor. Explain as much details as needed of why there is an increase in amount which is unexpected.
2. Go over the rest of the project plan to see if there is some task we can cut the cost on, such as training method and documentation to keep the project cost baseline.
3. (only consider if 1 & 2 is not possible, consult with Project Stakeholder and Sponsor before execute) Determine if there is another approach or similar approach that would cut cost down, such as use a similar API that has less functionality and less database, but still accommodate with the requirement.

* **High-Level Risk**: A few member of the team infected with Covid-19 and not able to continue the work. Solutions and changing plans:

1. Immediately consult this with the Project Stakeholder and Sponsor for hiring more candidate to replace. Since the process of hiring could take some more time. We could
2. Hire more employee to cover the lost time, cost will arise by 20%.
3. Hire just enough to cover the sick employee, cost will arise by 5% (time to familiar with the project).
4. Keep the same team and keep the project running. Understand the strength of each employee and provide and position changes if necessary. However, it will take much more time to complete the task, but the cost baseline will remain the same.
5. **Please provide justification for your answers and feel free to use academic & or Business references to enhance your responses.**

* According to projecttimes, potential risks exist in every project. The sooner we detect the risk, the better and smoother the project flow will be. With that saying, PM always has to get ready for any unexpected changes, and CM will play as a crucial role to help PM carry out which plan will be the best. Many aspects help CM to decide which plan suits the most, such as checking Documentations, SWOT Analysis, Checklist and Requirement Analysis…

# References (APA6)

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