**Project Management Plan**

**(PMP)**

**For**

**Online mobile store Website**

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# **1 Project Overview**

## **Project Description**

The problem we address in this project is that in today's fast-paced digital landscape, purchasing mobile phones and accessories is often hindered by limited access to a diverse range of products, inefficient procurement processes, and lack of a centralized platform for both buyers and suppliers.

Traditional retail models often struggle to offer the variety and convenience that modern consumers demand. Likewise, suppliers face barriers in reaching a broad customer base efficiently.

This project aims to bridge these gaps by establishing an online mobile store platform. The platform will serve as a comprehensive interface, offering customers a user-friendly portal to browse, compare, and purchase a wide array of mobile phones and accessories from various suppliers.

Simultaneously, it will provide suppliers with a streamlined channel to showcase and sell their products to a larger audience, thereby enhancing market reach and optimizing sales opportunities.

This website is **programmed** using html, CSS, and java script for Front-End and using C# for Back-End.

## **1.2 Project Scope**

Before delving into what the project includes and excludes, it's crucial to establish a clear understanding of its scope.

This project aims to develop an innovative online mobile store platform, serving as a dynamic interface for both customers and suppliers. The platform will empower customers to conveniently browse, compare, and purchase a wide range of mobile phones and accessories, while also providing suppliers with a streamlined channel to showcase and sell their products.

However, it's important to note that this project does not involve physical inventory management, shipping logistics, manufacturing, extensive branding, legal compliance documentation, or the operations of physical stores, as these aspects fall beyond the defined scope.

By delineating these boundaries, we ensure focused efforts on the core objectives of enhancing the online retail experience for mobile devices and accessories.

The scope also contains Includes & Excludes as following :

|  |
| --- |
| **Project includes** |
| Requirement gathering and solving its contradictions. |
| Design of the website. |
|  |
| Development of web applications. |
| Testing process. |
| Quality Assurance. |
| User Interface (UI) and User Experience (UX) Design. |
| Documentation. |

|  |
| --- |
| **Project exclude** |
| Security testing. |
| Penetration testing. |
| Performance Optimization. |
| Infrastructure Setup. |
|  |
| Data Backup and Recovery |
| Deployment. |

## **Assumptions**

Before using this system, we put some assumptions to avoid errors or miss use.

specifically human errors:

1. The users are client, supplier, admin.
2. The client can register a new account.
3. The client can access the system using secure login.
4. The client has direct access to his account.
5. The client can show the history of previous buys.
6. The client can buy-sell goods in the store.

## **Constraints**

Also, this system has its limitations; there is no system that is capable of doing everything so there are some constraints that are put on the system that help inform about our constraints that are out of our hands but they affect us.

These constrains are as following:

1. Limited time as we have only six weeks to perform the whole the project, therefore, limited time for comprehensive testing and debugging may increase the risk of undetected bugs and errors in the application, affecting overall quality and user satisfaction.
2. Limited experience as developers in the team need to learn more about backend using C# language, we also use baselines in GitHub for the first time which may take us more time to deal with it properly.
3. Limited availability of software licenses may constrain the team's capacity to execute tasks within the specified timeframe.
4. Balancing individual learning needs, collaboration, and productivity within the team may require additional attention and effort from project management.

# **2** **Project Start-Up**

## **2.1 Project Development Methodology**

Our project will adopt an Agile development methodology, leveraging the flexibility and iterative nature of the approach to effectively manage the development of our online mobile store platform.

So, here's the Agile development methodology process steps:

1. Initiation step:
   * Identify project goals and objectives.
   * Establish a cross-functional project team.
   * Define roles and responsibilities within the team.
2. Product Backlog Refinement:
   * Gather requirements and user stories from stakeholders.
   * Prioritize user stories based on business value.
   * Break down user stories into smaller, actionable tasks.
   * Document user stories and tasks in the product backlog.
3. Sprint Planning:
   * Select user stories from the product backlog for the upcoming sprint.
   * Estimate effort for each selected user story.
   * Define sprint goals and deliverables.
   * Create a sprint backlog detailing tasks to be completed during the sprint.
4. Sprint Execution:
   * Daily Stand-up Meetings:
     + Discuss progress, challenges, and plan for the day.
   * Task Execution:
     + Team members work collaboratively to complete tasks.
     + Developers code, designers create UI elements, testers conduct tests.
     + Incremental progress is made towards completing user stories.
   * Continuous Integration:
     + Regularly integrate and test code changes to ensure functionality.
5. Sprint Review:
   * Demonstrate completed work to stakeholders.
   * Gather feedback and identify potential changes or enhancements.
   * Determine if sprint goals were met and user stories were implemented successfully.
6. Sprint Retrospective:
   * Reflect on the sprint process and outcomes.
   * Identify what went well and areas for improvement.
   * Discuss any obstacles or challenges faced during the sprint.
   * Develop action items to implement improvements in the next sprint.

**Outputs:**

* Refined Product Backlog: Prioritized list of user stories and tasks.
* Sprint Backlog: Detailed list of tasks to be completed during the sprint.
* Incremental Deliverables: Completed user stories and features.
* Sprint Review Documentation: Feedback from stakeholders and demonstration of completed work.
* Retrospective Action Items: Identified improvements and plans for the next sprint.

# **Risk Management process.**

In System management, risk management is the practice of identifying, evaluating, and preventing or mitigating risks to a system that has the potential to impact the desired outcomes.

Risk management is important during project initiation, planning, and execution; well-managed risks significantly increase the likelihood of project success. At this system we define how to manage risk before we implement the system to reduce Level of Risk.

## **Process of risk management**

1. Risk Identification

* First, identify potential risks associated with the project.
* Responsible Person: Project Manager
* Output: List of identified risks

1. Risk Description

* Write a clear and concise description of each identified risk. This description should outline the nature of the risk and its potential impact on the project.
* Responsible Person: Project Manager
* Output: Clear and concise descriptions of identified risks

1. Risk Assessment (Probability and Impact)

* Determine the probability of each risk occurring and the potential impact it would have on the project if it does occur. Assess these factors based on available information and experts’ opinions.
* Responsible Person: Project
* Output: Assessment of probability and impact for each identified risk

1. Define Risk Response Strategy

* Develop a strategy for how to address each identified risk. This strategy should outline specific actions to mitigate or manage the risk.
* Responsible Person: Project Manager
* Output: Development of strategies to address each identified risk

1. Estimate Cost and Time Impact

* Assess the potential cost and time implications associated with each risk. Estimate the additional resources or budget required to address the risk and the potential delay it could cause to the project timeline.
* Responsible Person: Project Manager
* Output: Assessment of potential cost and time implications for each identified risk

1. Construct the Table

* construct the table with the following columns: "Risk Description", "Probability", "Impact", and "Strategy".
* Responsible Person: Project Manager
* Output: Creation of the risk table with columns for Risk Description, Probability, Impact, and Strategy

1. Fill the Table

* Fill the table with the information for each risk.
* Responsible Person: Project Manager
* Output: Completion of the risk table with information for each identified risk

## **Risk Register**

And we follow the risk handling techniques which are risk avoidance, risk acceptance, risk mitigation, risk transfer and contingency plan.

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk Description** | **Probability** | **Impact** | **Strategy** |
| Cost Estimates Unrealistic | Low | High | Included in project plan, subject to amendment as new details regarding project scope are revealed. |
| Time Estimates Pessimistic | Low | High | Included in the first plan phase. |
| Team Size Change | Low | High | Team is consisting of six members. |
| Team Members Unknowledgeable of system | Low | High | All Members at team know the scope of system from begging. |
| Project Scope Creep | Low | High | Defined in project plan, reviewed by Project leader and Steering Committee to prevent scope creep. |
| Technology Risk | Low | High | Defined in project plan, reviewed by Project leader and all members. |
| Server Downtime | High | High | Implement redundancy measures, regular maintenance, and backups |
| Payment Gateway Failure | Low | High | Use multiple payment gateways, have a backup plan |
| Customer Data Loss | Low | High | Implement robust data backup and protection measures |
| Website Downtime | High | High | Regular website maintenance, scalable hosting solutions |
| Product Stockouts | Medium | High | Implement inventory management system, monitor stock levels |

The following table contains potential risks with their details:

## **Process of risk Actions**

Here is the process that we follow to take risk actions:

1. Notification and Assessment:

* Immediately inform the relevant team members when a risk arises and evaluate its impact on project objectives.
* Person Responsible: Project Manager
* Output: Initial assessment report detailing the nature of the risk and its potential impact on project objectives.

1. Activation of Response Plan:

* Implement the predetermined response plan(mitigation , contingency or escalation), choosing actions based on the severity of the risk.
* Person Responsible: Project Manager
* Output: Updated risk response plan indicating the selected action (mitigation, contingency, or escalation) and the rationale behind it.

1. Transparent Communication:

* Maintain open communication with stakeholders, updating them on the situation and the actions being taken.
* Person Responsible: Project Manager
* Output: Stakeholder communication plan outlining who needs to be informed, how, and when, along with regular updates provided to stakeholders.

1. Documentation:

* Record details of the risky event and the response actions taken for future reference.
* Person Responsible: Project Manager or some specialized person
* Output: Risk event log documenting the details of the event, response actions taken, and any associated documentation.

1. Monitoring:

* Regularly monitor the situation to assess the effectiveness of response actions and adjust as needed.
* Person Responsible: Project Manager
* Output: Ongoing monitoring reports tracking the status of the risk event and the effectiveness of response actions, along with any adjustments made.

1. Stakeholder Engagement:

* Engage in ongoing discussions with the project team and stakeholders to ensure awareness of the risk status and any changes in plans.
* Person Responsible: Project Manager
* Output: Stakeholder engagement plan outlining methods for engaging stakeholders, including meetings, reports, or presentations, along with documented feedback from stakeholders.

1. Post-Event Review:

* After resolving the risk event, conduct a review to analyze the effectiveness of response actions and identify lessons learned.
* Person Responsible: Project Manager
* Output: Lessons learned report summarizing the findings of the post-event review, including what worked well, what could be improved, and recommendations for future risk management.

1. Documentation Update:

* Update project documentation with insights gained from managing risk, aiming for continuous improvement in the risk management process.
* Person Responsible: Project Manager
* Output: Updated project documentation, including risk registers, response plans, and other relevant documents, reflecting the insights gained from managing the risk event.

# **4planning levels**

## **Deliverables**

This is level focuses on defining the objectives of the project and identifying the key deliverables that will contribute to its success. By establishing a clear understanding of the project's purpose and outcomes, stakeholders can align their efforts towards achieving the desired results.

* + 1. **Deliverables Table**

|  |  |
| --- | --- |
| **Deliverable** | **Description** |
| Project Management Plan (PMP) | Defines project objectives, scope, roles, responsibilities, risk management strategies, and other key aspects to ensure successful project execution. |
| Configuration Management Plan (CMP) | A structured plan detailing how configuration items will be identified, controlled, and maintained throughout the project lifecycle. It defines procedures for version control, configuration identification, configuration change management, and configuration status accounting to ensure consistency and integrity of project deliverables. |
| Change Management | establishes procedures for assessing, approving, and implementing changes to project scope, schedule, or resources. |
| Problem or Issue Management | Identifying, addressing, and resolving issues or problems that arise during the project. |
| Review | A systematic process for evaluating project progress, deliverables, and performance against predefined criteria or standards. |

|  |  |
| --- | --- |
| Project Management plan (PMP) | Plan project, coordinate tasks, communicate with stakeholders, track progress. |
| Software Requirements Specification (SRS) | A preliminary document that outlines the functional and non-functional requirements of the mobile store website. |
| Design | Visual and experiential aspects of the mobile store web application, such as wireframes, user interface (UI) and user experience (UX) design, and database schema. |
| Test Cases | Documents outlining various scenarios and conditions under which the mobile store application will be tested. They cover functional, integration, usability, and user acceptance aspects of the application. |
| Code | The actual programming and development work for the mobile store application. It includes frontend code backend code, database scripts for managing data, unit tests to ensure code quality, and version control using tools like Git. |

## **Detailed Tasks**

This level marks the operational phase of project execution, where we translate the project plan into actionable tasks and implement robust task management processes. By defining detailed tasks and leveraging tools like Trello, we streamline collaboration, enhance communication, and ensure that project milestones are met on time and within budget. This level underscores our commitment to effective project delivery and sets the stage for successful implementation of the online mobile store.

### **4.2.1 detailed tasks Process**

1. Task Organization on Trello Boards:

* The steps Project Manager follow to organize tasks are as follows:
  + Tasks are accurately broken down into smaller units based on the time each task takes and the knowledge of team members about it.
  + Each task is clearly defined with specific objectives and requirements.
  + Each small task is assigned to one person to carry it out.
  + Deadlines are set based on project timelines and priorities.
  + Tasks are assigned to the right person based on their skills, expertise, and availability.
  + Then, PM creates the Trello board and writes these things after each team member agrees to its role and understands properly what he will do.
  + Finally, the PM monitors team members work during the week through meetings such as explained in section 5 .
* Person Responsible: Project Manager
* Output: Trello boards with tasks broken down, clearly defined, deadlines set, and team members assigned to each task, ensuring efficient task allocation and clear accountability.

2. Detailed Task Assignments via Email:

* Team members receive detailed task assignments via email, ensuring everyone is fully aware of their responsibilities.
* Person Responsible: Project Manager
* Output: Email notifications containing detailed task assignments sent to team members.

3. Successful Implementation of tasks:

* By following the structured task management process, the project team ensures that tasks are completed on time and the project stays on track for successful implementation of the online mobile store.
* Responsibility: Entire Project Team
* Output: Successful implementation of the online mobile store, achieved through efficient collaboration and commitment to the task management process.

This process fosters efficient collaboration, promotes transparency, and keeps the project on track for successful implementation of the online mobile store.

# **Project Manager Monitoring**

The project manager monitor section is vital in overseeing project progress, ensuring alignment with objectives, timelines, and efforts. It involves tracking task completion while mitigating risks and optimizing processes.

Clear communication is maintained to address concerns and know feedback. Quality assurance measures are implemented to support deliverable standards.

## **Project Manager Monitoring Process**

1. Start of a new Sprint (Saturday):
   * Each Saturday marks the start of a new sprint. The project manager assigns tasks via Trello and sets deadlines for completion, typically by Thursdays or Fridays.
   * Person Responsible: Project Manager
   * Output: Tasks assigned via Trello with deadlines set for completion.
2. Standup Meeting (Monday):
   * On Mondays, a standup meeting is conducted where team members report progress and raise any challenges they encounter.
   * Person Responsible: Project Manager
   * Output: Progress report and identification of any challenges faced by team members.
3. Status identification (Tuesday):
   * On Tuesdays, the project manager sends a message to the team to inquire further about the status of their tasks.
   * Person Responsible: Project Manager
   * Output: Confirmation of task status and any necessary updates provided by team members.
4. Task Finalization Reminder (Thursday):
   * By Thursdays, a reminder is issued to team members to finalize their tasks and submit their work.
   * Responsibility: Project Manager
   * Output: Reminder team members to complete and submit their tasks.
5. Baseline Issuance (Friday):
   * By Fridays, just before the release of increments, all sprint milestones are officially baselined in the GitHub repository.
   * Person Responsible: Project Manager
   * Output: Project deliverables officially baselined in the GitHub repository, providing a solid foundation for future iterations or enhancements.

This weekly structure ensures the timely completion of sprints. If a team member faces difficulties understanding their task, urgent meetings are arranged to provide clarification and support, ensuring uninterrupted progress.

This methodical approach guarantees effective communication, issue resolution, and successful sprint delivery.

## **Escalation Process**

1. Initial step done by problem encounter:
   * When an individual encounters a problem, they attempt to resolve it independently.
   * Responsible Person: Individual encountering the problem.
   * Output: Initial attempt to resolve the problem.
2. First Level Escalation to Salma Mohamed (Project Manager):
   * If the problem remains unresolved or requires higher-level intervention, it is escalated to Salma, the project manager, for resolution.
   * Responsible Person: Individual encountering the problem.
   * Output: Problem escalated to Salma for resolution.
3. Second Level Escalation to Eng Amr (Our Coach):
   * What Happens: If the issue persists or requires additional support, it is further escalated to Eng Amr, the coach, for additional assistance and intervention.
   * Responsible Person: Salma, the project manager
   * Output: Problem escalated to Eng Amr for additional support.
4. Third Level Escalation to Eng Mohamed Hassan:
   * What Happens: If the problem remains unresolved or requires further attention, it is escalated to Eng Mohamed Hassan for higher-level assistance and resolution.
   * Responsible Person: Eng Amr, the coach
   * Output: Problem escalated to Eng Mohamed Hassan for further assistance.

This structured escalation process ensures that problems are addressed efficiently, with appropriate levels of support provided at each stage of escalation.

**Configuratin Mangement Plan:** Top of Form

# **Overview**

The Online Mobile Store project aims to establish a robust framework for managing the changes and variations inherent in software development and implementation. This document serves as a roadmap throughout the project's lifecycle, ensuring the integrity and traceability of configuration items.

Objective: The main goal of this plan is to ensure that all modifications to the system are conducted in a coordinated and controlled manner.

Scope: The plan encompasses all functionalities of the Online Mobile Store web portal, including user account management, client and supplier interfaces, and transaction history features.

Objectives: Our objectives are to ensure the reliability of the online platform, maintain system consistency with project requirements, and systematically track modifications.

## **Configuration Management Strategy Overview**

Our configuration management strategy defines a clear path to maintaining consistency and control of project configurations across two primary branches:

1. The **‘DIV'** branch:

· Team members should upload their work when finished locally and create a pull request to the "Pre-Merge" branch.

2. The **'Pre-Merge'** branch:

· Pre-production branch.

· To review features and fix any issues before merging them into the main branch. This practice ensures that the code is stable and meets the requirements before deployment to production, and involving the entire team in this process.

3. The **'Main'** branch:

· production branch.

· At the end of the pre-merge branch, a pull request is created, and changes are validated and approved by the configuration manager.

Configuration Management System

* **System Name**: GitHub
* **Purpose:** GitHub acts as the primary repository for all project documentation, Its primary purpose is to ensure version control, access control, and traceability of project documents throughout the project lifecycle.
* **Naming convention**:
  + File Names:
    - Use descriptive names that reflect the content of the file..
    - Using a combination of {Project Name}\_{Document Name}.
    - Separate each section of the name with dashes or underscores for better readability.
    - Use a camel case for each part if it contains more than one word.
      * Example: OnlineMobileStore\_SRS, OnlineMobileStore\_user\_profile.js
  + Commit Messages:
    - Using a combination of Task ID in Trello and verb in the imperative mood (e.g., "Add", "Fix", "Update").
    - Keep messages concise but descriptive.
    - Example: Task id → Add login functionality, Fix typo in README, Update dependencies
  + Tag Names:
    - Use tags to mark specific releases or versions of your software.
    - For versioning, adopt a format that includes the {sprint or week number}\_{a number representing any changes or updates}
    - After all, changes have been created, handled, and approved, a new baseline is created
    - Example: start with (e.g., v1.0) for the first submission. Any changes made, reviewed, and approved would increment the version to (e.g., v1.1).
* **File structure**:
  + /Requirements: Contains documents related to project requirements.
  + /Design: Contains design documents and diagrams.
  + /Implementation: Contains folders for /code and /tests.
  + /Project Management (PM): Contains files related to project management such as :
    - * /CIL (Configuration Item List)
      * /Change (Change management documents)
      * /Problem (Problem management documents)
      * /Review (Review documents)
      * /PMP (Project Management Plan document)

Configuration Items:

The purpose of identifying and managing CIs is to ensure that changes to these items are controlled and documented throughout their lifecycle. This helps in maintaining the integrity and consistency of the configuration items, which is crucial for ensuring the reliability and quality of the system or project These items can include software, documentation, firmware, and other items that are relevant to the project or system being managed.

* Each item owner is responsible for updating the Configuration Item List (CIL) document with the appropriate information
* Each Configuration Item (CI) is uniquely identified starting with {CI\_00} and increments for each item added
* Each CI must adhere to a specific naming convention.
* The CIL must include a direct link to the GitHub file
* In cases where the link is not functional, a path must be provided. Additionally.
* Each CI must be added when created and updated with the configuration level when reviewed or approved according to review process, If the item not need to update frequent only once then it will be “Constant || Steady” OR if it need to update many time so it will be “Variable || Unsteady” .

Baseline:

Refers to a specific version of a configuration item (CI) or a set of CIs that has been formally approved and is used as a basis for further development, changes, or configuration management activities. They provide a snapshot of the project's configuration at a particular point in time, ensuring that changes are made in a controlled and documented manner

* When a pull request is initiated from the pre-merge branch, the Configuration Manager must review the request thoroughly. He should ensure there are no conflicts in the merge and anticipate and address any potential issues before accepting the final merge.
* Baselines should be taken at the end of each sprint, after all changes have been made, reviewed, and approved for implementation in the next sprint
* The Configuration Manager is responsible for determining the necessity of additional baselines to be taken within the sprint.
* Baselines should be named according to the format {Baseline keyword + baseline num}\_{Sprint or Week Number}.
* Each baseline must undergo a review process, similar to other project components.

Change Management Process:

**1-** **Capture the Change Request**: Document the request, including CR ID, Name, and owner, and then mark the status as "Open" in[Change Request](https://docs.google.com/spreadsheets/d/1sTkeGtGRD1mMM4OZkxOT3NcrHMw5wcBrYMvGZkw_31E/edit#gid=0)template.

* **2- Assess Feasibility and Impact**: The Leader of The Development Team evaluates feasibility within constraints, assesses the impact based on his experience, determines tasks to be implemented, documents in the Analysis column in the“[Change Request](https://docs.google.com/spreadsheets/d/1sTkeGtGRD1mMM4OZkxOT3NcrHMw5wcBrYMvGZkw_31E/edit#gid=0)”, and then marks the status as "Assessed"

**3-** **Choose Approval Committee**:

The committee will comprise the project manager, a finance representative, and a customer representative if needed. Add it to the Committee members Column in[Change Request](https://docs.google.com/spreadsheets/d/1sTkeGtGRD1mMM4OZkxOT3NcrHMw5wcBrYMvGZkw_31E/edit#gid=0)template.

* **4- Obtain Approval**: The Project Manager seeks approval from the approval committee before implementing the change and then marks the status as "Approved" in[Change Request](https://docs.google.com/spreadsheets/d/1sTkeGtGRD1mMM4OZkxOT3NcrHMw5wcBrYMvGZkw_31E/edit#gid=0)template.
* **5- Prioritize the Change**: The Project Manager ranks change requests based on Priority, and urgency, Documenting it in the Priority column in the change request template, and then marks the status as "Prioritized" in[Change Request](https://docs.google.com/spreadsheets/d/1sTkeGtGRD1mMM4OZkxOT3NcrHMw5wcBrYMvGZkw_31E/edit#gid=0)template.
* **6- Develop an Action Plan**: The Project Manager creates a detailed plan outlining steps, resources, and timeline for implementing the approved change. Add it to the Action Plan Column in[Change Request](https://docs.google.com/spreadsheets/d/1sTkeGtGRD1mMM4OZkxOT3NcrHMw5wcBrYMvGZkw_31E/edit#gid=0)template.
* **7- Implement the Change:** The Project Manager assigns the tasks to individuals or teams, considering factors like expertise and availability, adding the tasks on Trello referencing their IDs on [Change Request](https://docs.google.com/spreadsheets/d/1sTkeGtGRD1mMM4OZkxOT3NcrHMw5wcBrYMvGZkw_31E/edit#gid=0)template.
* **8- Monitor:** The Project Manager weekly checks the progress of the change implementation using Trello, communicating any issues or deviations with the team member via E-mail, rescheduling the deadline if needed, and then marking the status as "Monitoring".
* **9- Verify and Validate:** The Testing Team ensures the implemented change adheres to the planned actions and the owner ensures it meets its expectations.
* **10- Finish**: Confirm the owner's satisfaction, The Project Manager formally closes the change request by changing the Status to Closed in [Change Request](https://docs.google.com/spreadsheets/d/1sTkeGtGRD1mMM4OZkxOT3NcrHMw5wcBrYMvGZkw_31E/edit#gid=0)template.

**8.Issue Management Process:**

An issue is any roadblock or unintended impact that directly affects the [project’s timeline](https://www.projectmanager.com/guides/project-timeline) and/or performance. It’s different than a risk, which can be defined as a potential problem or future issue that might happen in your project. An issue is something that has already come up in the project, and we need to identify and track that issue immediately.

Step 1: Identify and Assess Issues

* Identify and Submit a Proposed Issue:

-When an issue is identified, the issue reporter should enter the issue in the project’s issue log and set status to “In Review”. As shown in the excel file [Issue Log.xlsx](file:///D:\sama\ITI\QA\Online%20Mobile%20Store\doc\Issue%20Log.xlsx).

-For critical issues the reporter determines require expedited processing, the issue should be escalated to the attention of the project manager.

-Critical issues typically meet one or more of the following criteria:

* The severity of the issue will significantly impact project quality, cost, schedule, or resources.
* The issue includes a project work stoppage.
* The issue cannot wait for disposition due to client concerns.
* Identify and Assign the Assignee:

-The Project Manager is responsible for assessing new issues to identify items that may affect multiple project areas and recommend escalation for these items.

-Based on this assessment, the Project Manager should determine the issue assignee for the proposed issue based on the team or manager who holds the most responsibility and authority over the resolution of the issue.

-The issue reporter should be included in the review to facilitate clear communication of the details of the issue and provide background as required.

* Assess the Issue:

-When a new issue is identified, the issue reporter works with the Project Manager to determine if the issue is valid and within the project’s domain of control.

-If the initial assessment reveals the issue should belong to a different team or project, the Project Manager routes the issue to the appropriate agency for consideration. This routing should be in the form of an email and/or other documented written notice that a possible issue to their operations has been identified and is being routed for their assessment.

-If the Project Manager finds the issue is a duplicate or is a risk or an action item, he should notify the issue reporter, and close the issue in the issue log. An entry noting the reason for closure should be entered in the log.

-The Project Manager works with the issue assignee and issue reporter to assess the impact of each issue on the project. Analysis includes an assessment of the:

* + Consequences of delaying resolution of the issue.
  + Impact to quality, project cost, technical success, and schedule .
  + Dependencies the issue may have to other issues, risks timelines, or events.
  + Discovery of other issues or risks that were unseen.

-The result of the assessment must include a concise statement that identifies the decision or action needed, the due date by which the decision or action is needed, and the impact if the decision or action is not completed by the due date. The due date should be determined in relation to tasks or milestone dates in the schedule that are affected by the decision/action requested.

Step 2: Clarify Issue, Create a Resolution Plan, Review, and Verify the Issue

After the initial assessment the issue assignee clarifies the issue and updates the issue log accordingly. The issue then proceeds into the review and verification process.

* Clarify:

-Upon completion of the initial issue assessment, the issue assignee is responsible for revising the issue to validate the following information in the issue log is correctly updated:

* The description contains enough background or supplemental information to understand the issue
* The action/resolution being requested is clearly outlined
* The impact is assessed

-Once the issue assignee, issue reporter, and Project Manager are mutually satisfied with the description of the issue and the proposed action or resolution, the issue status is updated to “In Progress”.

* Review:

-An issue that is in progress is prioritized based on the impact the issue presents to the project.

-Review priority is given to high severity and escalated issues. Medium and low severity issues are reviewed after the priority issues have been examined and as time permits. Issue reviews are scheduled weekly.

* Resolution Plan:

-The issue assignee is responsible for drafting the Resolution Plan steps necessary to drive the issue to closure in the issue log. Once this is completed, the Resolution Plan is reviewed by the project manager and updated as required.

-Resolution Plan steps are constructed to use the “what/who/when” construct: they identify the action, the person assigned to perform the action, and the action due date.

-It is the responsibility of the issue assignee to collaborate with the issue reporter and Project Manager to validate the Resolution Plan fully addresses the issue and effectively leads to closure.

Step 3: Implement Continuous Issue Response Monitoring and Control

-The Project Manager is responsible for verifying issue resolution steps are performed by the due dates assigned and the identified resolution steps result in a resolution to the issue. If additional resolution steps need to be added, changed, or deleted, the issue reporter should be notified and provide approval prior to the issue being modified.

* Monitor & Manage Issues to Resolution

-The issue assignee is primarily responsible for verifying the escalation occurs: if the issue resolution steps are not achieving the necessary progress or if critical path tasks or key deliverables are being adversely affected.

-If the modification of the resolution steps affect the overall due date of the issue, the issue must be reviewed for approval to extend the overall due date of the issue. Before approval can be given, the assignee must include the reason or need to extend the due date of the issue.

* Escalation

-If the issue assignee, Project Manager, or issue reporter determines the issue requires escalation, the issue should be escalated in accordance with the Communication Plan.

* Criteria for Close

-Issues can be closed when the steps in the Resolution Plan are complete and the assignee, reporter, and Project Manager agree the issue no longer exists. The issue assignee may recommend closure based on the following criteria:

* Resolution Plan steps are complete and the issue no longer exists
* Resolution of the issue occurs through the resolution of another issue
* The issue is transferred out of the project

-To initiate the closure process, the assignee updates the issue log with the details of the final resolution of the issue. The assignee then forwards the issue resolution update to the reporter to confirm agreement the issue is resolved and can be closed. If the issue reporter disagrees, a response is routed back to the issue assignee for additional actions required to complete the issue resolution.

Step 4: Confirm and Close the Issue

-As notified by the issue assignee, or Project Manager, the issue reporter reviews a resolved issue and verifies it can be closed. Once agreement is reached on closure between all issue stakeholders, the issue is added to the agenda for the next project status review to approve close.

-Once approval is given, the Project Manager sets the issue status to “Resolved;” enters a “Closed Date” in the issue log; updates the resolution description to record how the issue was resolved; and notifies the issue assignee, and issue reporter of the action. At the close of the project, all outstanding issues and issue resolutions are compiled for review during the project lessons learned sessions for record.