**Project and Team Management**

Professional Practices in IT

**Presented To:**

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Codup

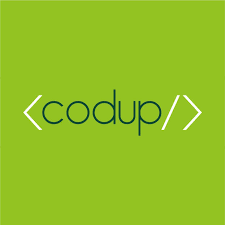
Codup is a full-service development agency that develops custom software and web solutions to help businesses accelerate their growth. With more than 100 team members on board, we work with different technologies, platforms, and programming languages to build tailored solutions that solve our client’s business complexities.

<https://codup.com/>

Interviewed:

Ayaz Mehmood (Engineering Manager)

He has **10** years of experience working with Codup, managing large engineering teams, testing teams and handling client issues.



Q. How do you manage your teams?

* Create a weekly time slot.
* Perform daily scrum meetings with the teams to discuss the updates and the next item action of the project whose deadline is near.
* If a team is working smoothly and does not have near deadline, then we perform meetings in the alternate days to discuss the progress.
* To manage a team, we need to communicate very frequently and it is very important aspect of the project completion.

Q. How do you manage different deliverables like sometime you have projects and products going in the progress?

We split our resources in different departments. Like team A will work on project and team B

will work in products. Whenever they get a ticket for a support, they send towards that team.

They will check, verify, fixes and perform test runs for release or UAT etc.

For project, teams need to work within a scope and schedule meeting to discuss progress.

Start a process including planning, discuss the deliverables with the estimated time and

proceed accordingly. However, if a single resource that works on both the projects and

products then it becomes complex, so in order to resolve this situation we check the

feasibility and criticality. If the support ticket is not urgent and the deadline is near

then depending upon the situation, we give decisions to the team to shift theirs

work on the support ticket rather than developing new features for a project that is

near to be deployed.

Q. If there was a resource working on a specific project and it leaves, so how it effects your deliverable timeline and how do you manage it?

Since a resource has all the skills and knowledge that was required to complete the project.

however, if it leaves then we have to find out a new resource as quick as possible and give a new resource a complete transition to the undergoing project.

In order to manage our timeline, we do a transparent communication with the client and inform about the resource situation to the client to increase the project duration. Therefore, discussion with the client is compulsory in order to get on the same page.

Q. How do you resolve the disputes within the teams?

* As a manager, I need to hear the complete information from both sides in order understand the situation and to resolve it.
* If the problem is critical and difficult to resolve, a meeting is held with the team leads to figure out the solution to the dispute.

Q. How do you manage the scope of the project?

If a mistake comes from the team within scope phase it needs to be manage those issues.

If time available so we can extend the internal delivery time and cover all those

issues. If we don't have enough time then we ask the development team to put more focus

on the issues to resolve the scope of the project.

If not possible, then we send the initial draft to the client and in the mean time we

cover all the missing parts that was required within the scope of the project.

Q. Can you please share your experience of a difficult client that you have faced recently?

Facing difficult clients is a part of the software industry.

Recently, a client we faced who did not have a clear understanding of the project scope and due to that many changes were coming from the client that was deviating from the project scope and its timeline.

The client fired multiple bug tickets before the warranty period which was not allowed to do so before the warranty.

We perform bugs fixing and managing changes and timely inform the client upon the agreed timeline.

If we discuss fixed project which have a strict scope and a timeline, we try to complete all

the milestones and if we receive any changes from the client, we adjust those changes in the next phase of the project without disturbing the current project timeline.

The staff work project doesn’t have any staff and we directly need to communicate with the client. The usually ask us to change things in design, processes and development including the project scope and deliver within the time period as per agreed on the agreement.

Q. How do you prevent discrimination?

* The company does not allow to discuss any taboo topics.
* If any discrimination happens, we terminate the resource and we cannot compromise with the company’s culture and values.

Q. Are there any specific tools and technique that you use to manage your teams and project?

* We use Jira Software Application to manage our tasks, projects and even resources as well.
* We also use GitBucket to manage our projects code and it helps in the configuration management of the projects and products.