



**Passerelles  
numériques**  
*A Gateway for Life*

# **Lesson 6: Organization**

*Module 3 – Professional Life*

# A G E N D A

01 Need analysis

02 Planning and teamwork

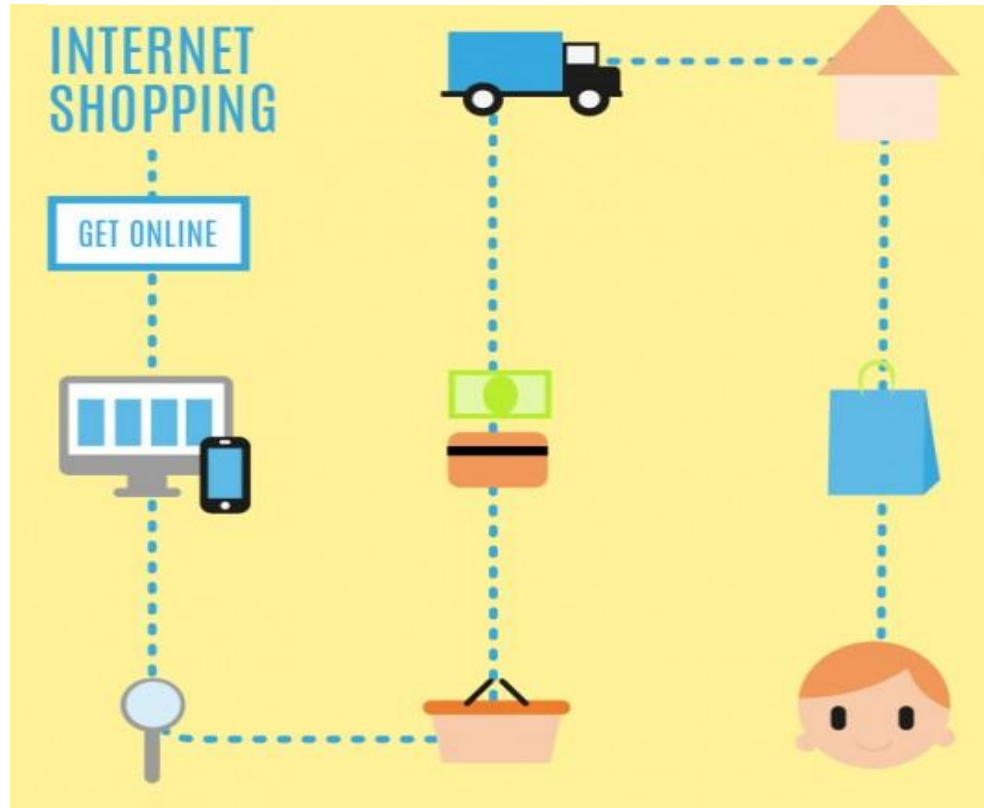
# Need analysis

# What are your customer's needs?

It is what the customer wants from your product or service.



## Example of service: Online shopping website



# Example of service: Bug tracker application



Logged in as: *demo* (Demo - reporter)

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Issue #

Recently Visited: [0019039](#), [0018865](#), [0019013](#), [0019037](#), [0019026](#)

<a href="#">Reporter:</a>	<a href="#">Monitored By:</a>	<a href="#">Assigned To:</a>	<a href="#">Category:</a>	<a href="#">Severity:</a>	<a href="#">Resolution:</a>	<a href="#">Profile:</a>
demo	any	any	any	any	any	any
<a href="#">Status:</a>	<a href="#">Hide Status:</a>		<a href="#">Product Version:</a>	<a href="#">Fixed in Version:</a>	<a href="#">Target Version:</a>	<a href="#">Priority:</a>
any	closed (And Above)		any	any	any	any
<a href="#">Show:</a>	<a href="#">View Status:</a>	<a href="#">Show Sticky Issues:</a>	<a href="#">Changed(hrs):</a>	<a href="#">Use Date Filters:</a>	<a href="#">Relationships:</a>	
50	any	No	6	No	any	
<a href="#">Platform:</a>	<a href="#">OS:</a>	<a href="#">OS Version:</a>	<a href="#">Tags:</a>			
any	any	any				
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<a href="#">Match Type:</a>	All Conditions					

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[ First Prev 1 2 Next Last ]

	P	ID	US\$	#	Category	Severity	Status	Updated	Summary
<input type="checkbox"/>	<a href="#">^</a>	<a href="#">0019039</a>			Website	minor	<a href="#">new</a>	2013-11-01	Revisar correo
<input type="checkbox"/>	<a href="#">-</a>	<a href="#">0019038</a>			Website	minor	<a href="#">new</a>	2013-11-01	test
<input type="checkbox"/>	<a href="#">-</a>	<a href="#">0019037</a>			Website	minor	<a href="#">new</a>	2013-11-01	test
<input type="checkbox"/>	<a href="#">-</a>	<a href="#">0019036</a>			Website	minor	<a href="#">new</a>	2013-11-01	test
<input type="checkbox"/>	<a href="#">-</a>	<a href="#">0018969</a>		2	GUI	minor	<a href="#">new</a>	2013-10-28	Test- Test this GUI Features
<input type="checkbox"/>	<a href="#">-</a>	<a href="#">0018968</a>		1	GUI	minor	<a href="#">new</a>	2013-10-28	hkh
<input type="checkbox"/>	<a href="#">-</a>	<a href="#">0018967</a>			GUI	minor	<a href="#">new</a>	2013-10-28	sdsdfasdf
<input type="checkbox"/>	<a href="#">-</a>	<a href="#">0018966</a>		1	Other	minor	<a href="#">new</a>	2013-10-27	Testowe zgłoszenie
<input type="checkbox"/>	<a href="#">-</a>	<a href="#">0018956</a>			GUI	minor	<a href="#">resolved (luong1984)</a>	2013-10-27	UI is distorted when navigating from page 1 to page 2
<input type="checkbox"/>	<a href="#">-</a>	<a href="#">0018957</a>		1	GUI	minor	<a href="#">resolved (luong1984)</a>	2013-10-26	This is a test
<input type="checkbox"/>	<a href="#">-</a>	<a href="#">0018873</a>			Website	minor	<a href="#">assigned (ederderisie)</a>	2013-10-25	Fehler
<input type="checkbox"/>	<a href="#">-</a>	<a href="#">0018945</a>		2		minor	<a href="#">assigned (hnh)</a>	2013-10-24	testt1
<input type="checkbox"/>	<a href="#">-</a>	<a href="#">0018943</a>	US\$ 5		GUI	minor	<a href="#">acknowledged (ahmed)</a>	2013-10-24	123

# Why understanding your customer needs matter?

1. If you don't understand your customer needs, your product or service won't be adapted.

2. Your customer won't be satisfied  
While he/she paid you to offer a specific product or service.

3. The success of your company relies on your customer satisfaction. You will lose this customer and get a bad reputation.

# Customer needs for IT products & services

## GENERAL



1. Hardware installation and maintenance
2. Network configuration and maintenance
3. Software setup and maintenance
4. Building website / web app / mobile app
5. Quality user support



# Customer needs for IT products & services



## **SPECIFIC**

Customer needs are detailed  
with project documents called:  
**Specifications / requirements**  
or **Enhancement requests**

# Enhancement requests



Enhancements requests are requests of improvement of an existing hardware installation / software / website, etc.

It can be about:

**Bug fixing** (minor or major)

**Adding features**

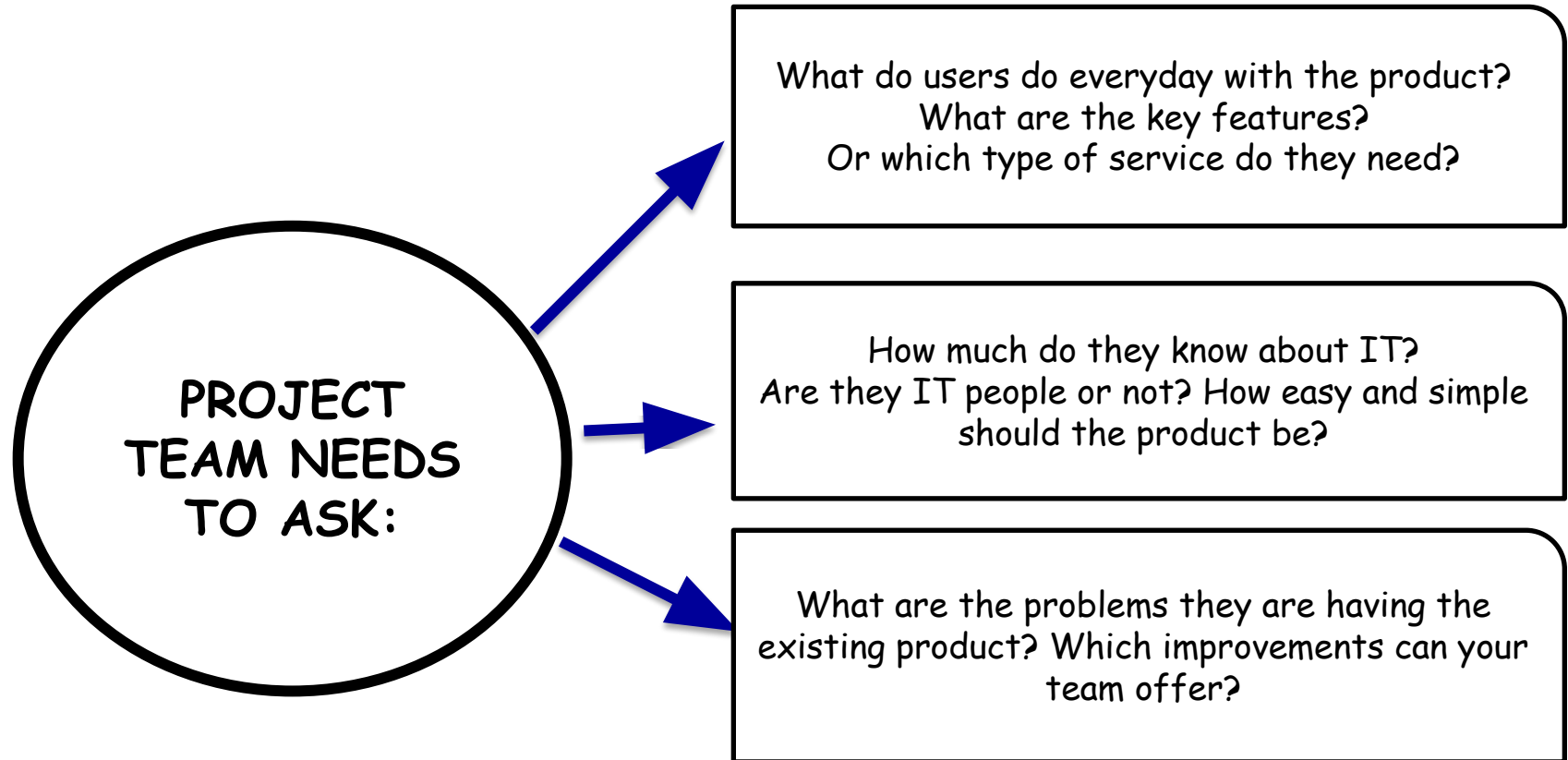
# Specifications or Requirements

Specifications detail the project in terms of:

- general / business needs
- users analysis
- functional needs
  - technical needs

# Users analysis

How do you design a product or service of high quality for the users?

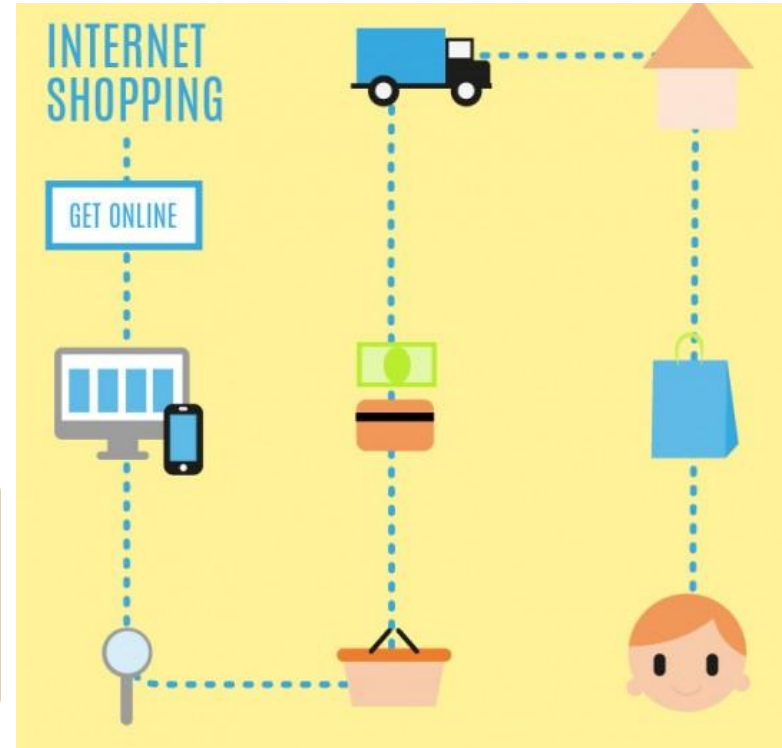


You are a team member of an IT agency.  
Your customer wants to build an e-commerce website,  
selling women and men clothing.

What are the  
**business/general** needs  
of your customer?

What is the objective of this  
product? Why your customer wants  
to build this website?

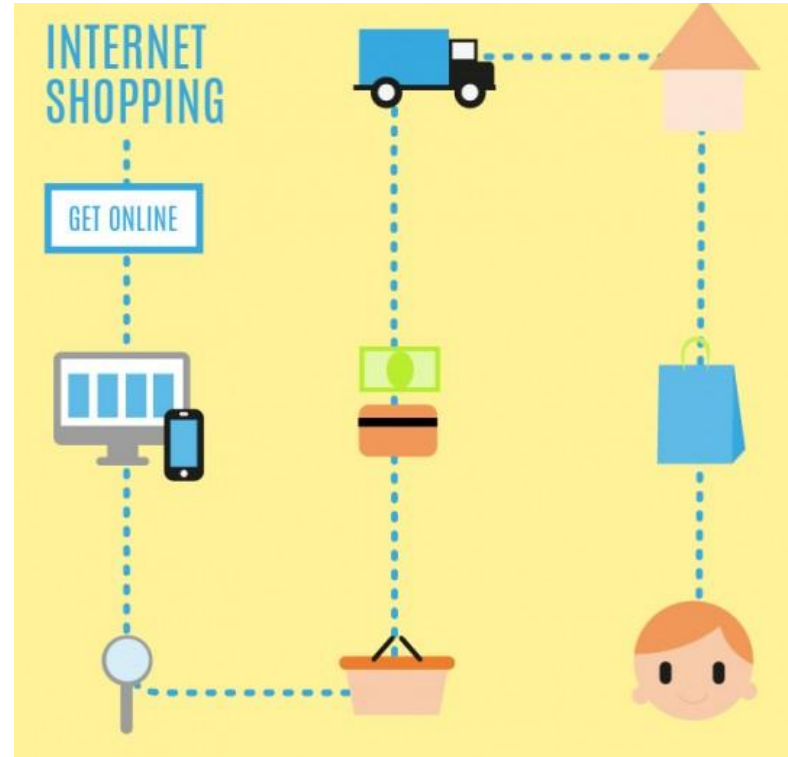
- To sell its product online = sales need (fast, easy)
- To increase its sales (number of customers)
- To save distribution costs (cheaper than real shop)



You are a team member of a IT agency.  
Your customer wants to build an e-commerce website,  
selling women and men clothing.

Who are the **users**?  
Who will visit the  
website?

- Men and women
- Looking for fashionable and cheap clothes
- Young generation which uses the internet to purchase
- Owners of credit cards

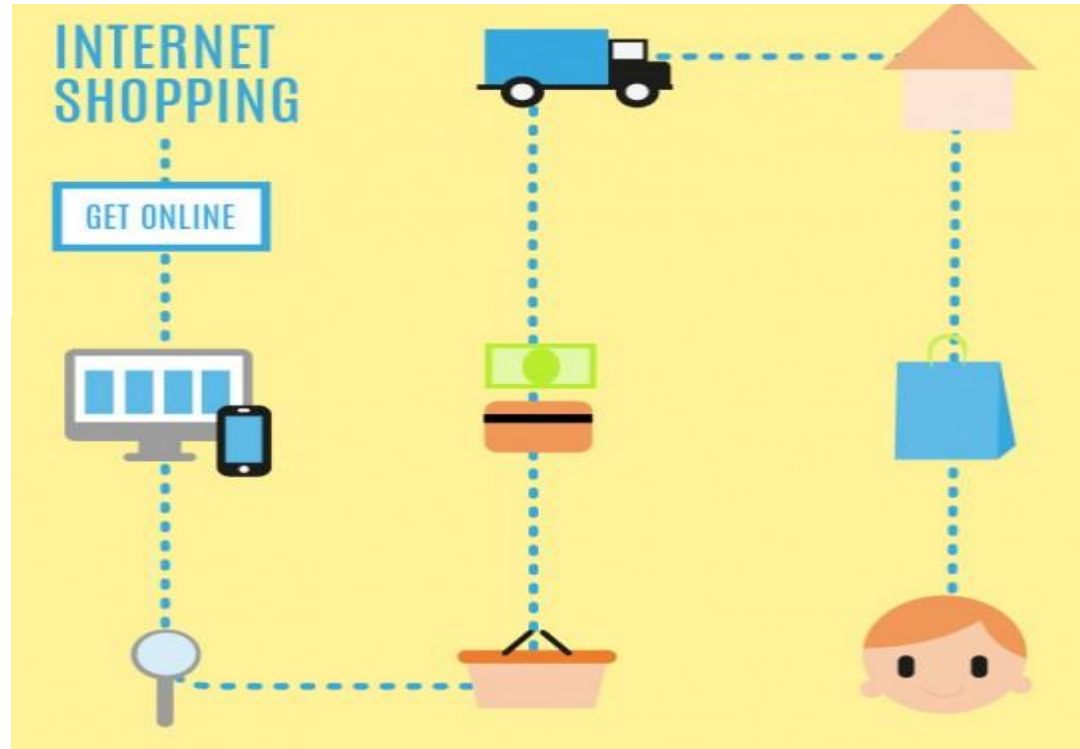


You are a team member of an IT agency.  
Your customer wants to build an e-commerce website, selling woman and man clothes.

What are the **functional needs**?

What can users do on the website?

- ☐ Browse and search clothes
- ☐ Pass an order
- ☐ Pay by credit card
- ☐ Get order and payment confirmation
- ☐ Get an invoice
- ☐ Receive clothes in parcel

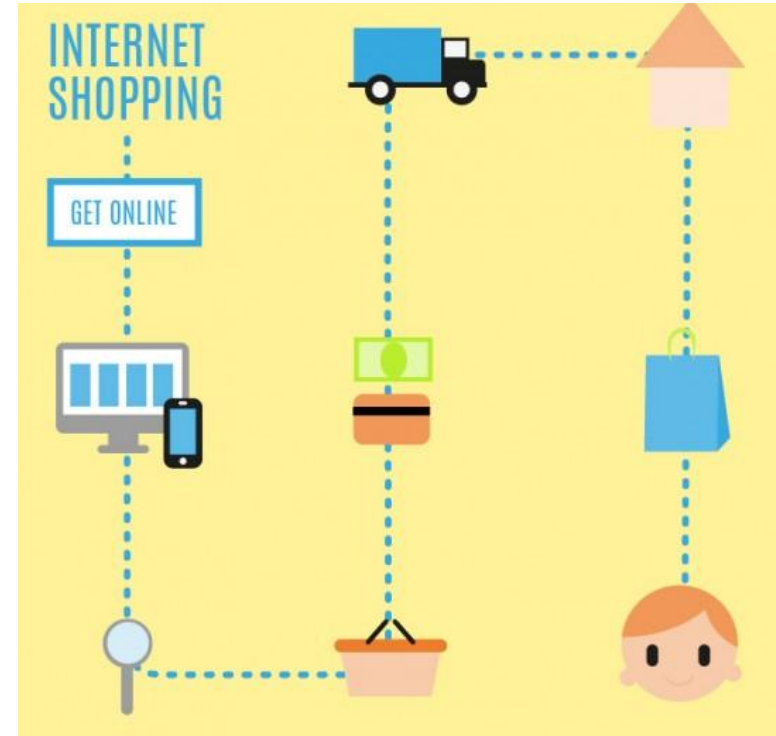


You are a team member of an IT agency.  
Your customer wants to build an e-commerce website, selling woman and man clothes.

What are the **technical needs**?

How the website should be built? How does it run ?

- Database (type of clothes, style, size...)
- Back end (CMS, queries, etc.)
- Front-end (Products description, image, etc.)
- Pay online plug-in
- E-mail service (confirmation, order, invoice, etc.)

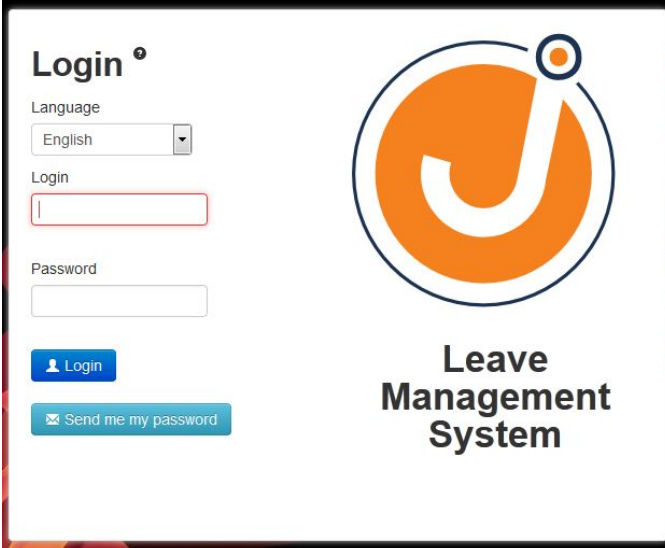




You are a team member of an IT agency.  
Your customer wants to build a web application to manage the days-off and leaves of its employees.

What are the **general/business needs** of your customer?

- Have a software which allows the company to apply its HR policy
- Management needs

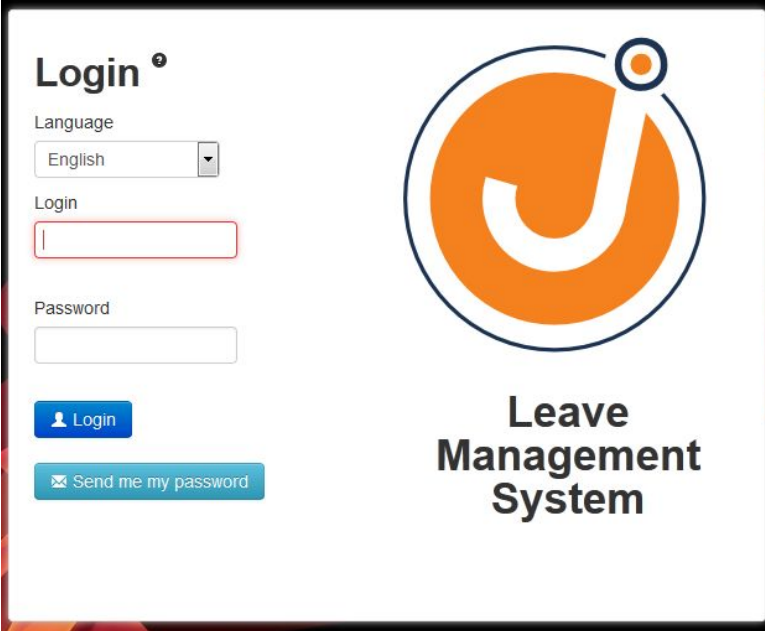


The screenshot shows a login interface for a 'Leave Management System'. On the left, under the heading 'Login', there is a language dropdown menu set to 'English', a login input field, and a password input field. Below these are two buttons: a blue 'Login' button with a user icon and a light blue 'Send me my password' button with an envelope icon. On the right, there is a large orange circular logo with a white stylized 'J' and a small orange circle at the top. Below the logo, the text 'Leave Management System' is displayed in a bold, black, sans-serif font.

You are a team member of an IT agency.  
Your customer wants to build a web application to manage  
the days-off and leaves of its employees.

Who are the **users**?

- ☐ Employees
- ☐ Managers
- ☐ HR manager

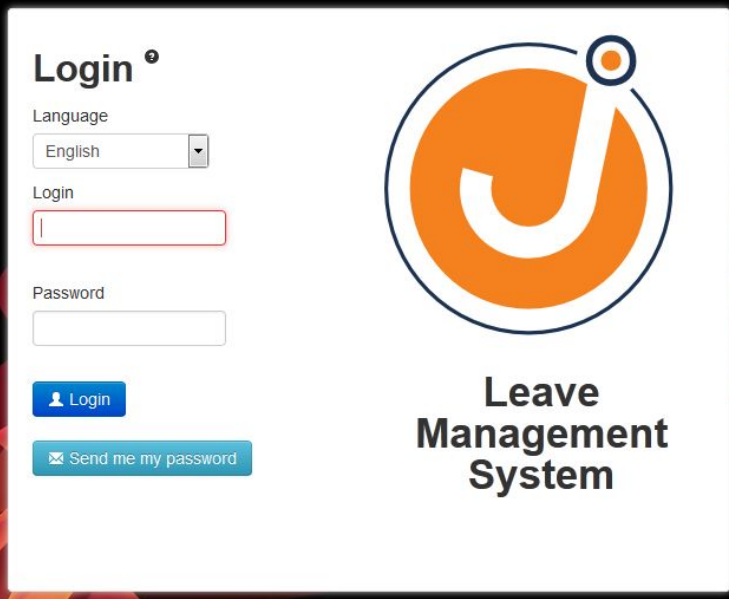


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You are a team member of an IT agency.  
Your customer wants to build a web application to manage  
the days-off and leaves of its employees.

What are the **functional needs** for this system?

- View days-off counter
- Ask for a day off
- Validate a day off
- Reject a day off
- Etc..

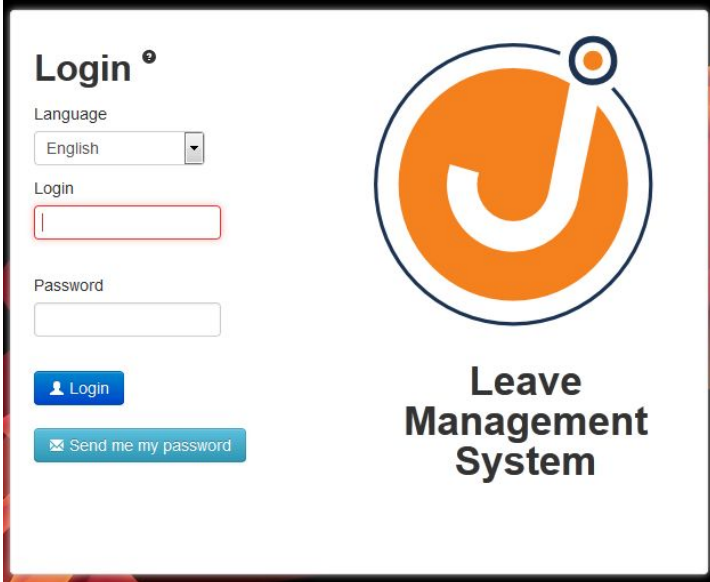


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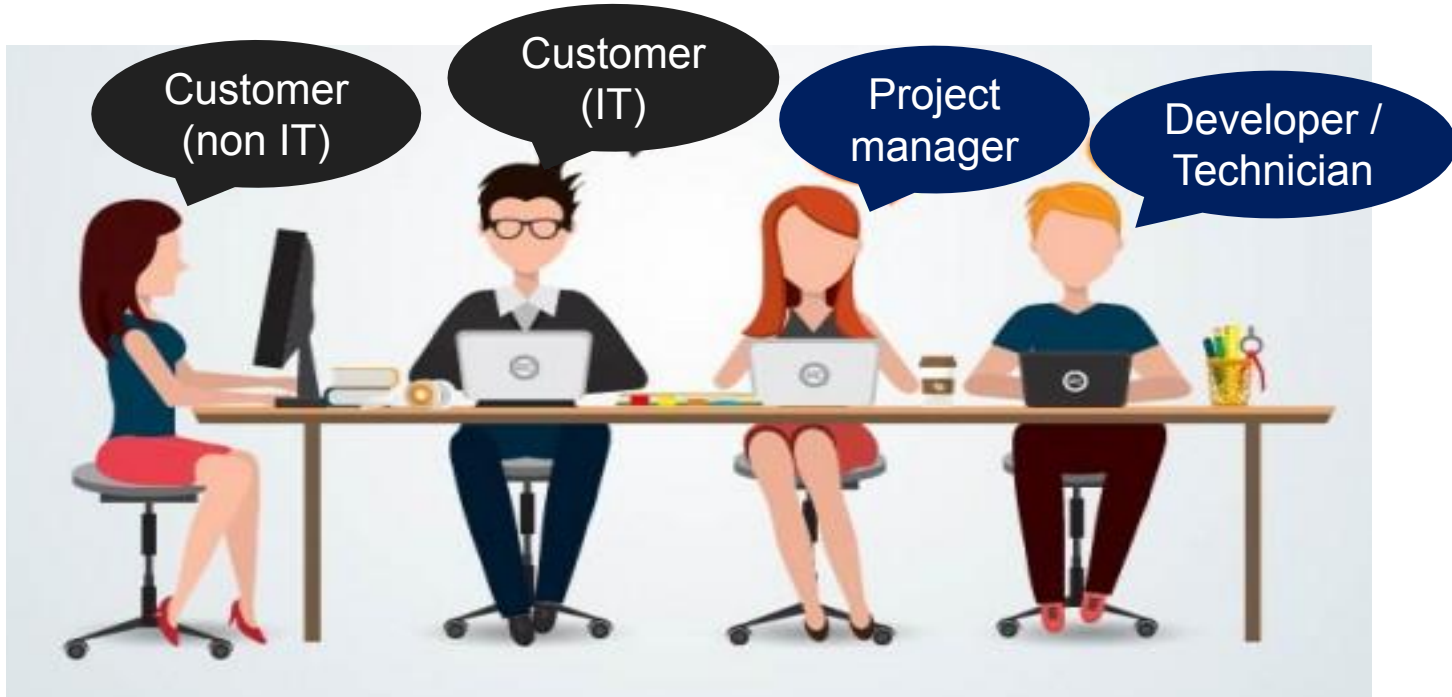
What are the **technical needs** for this system?

- Database, MySQL
- PHP sources
- .net application
- Email service
- ....



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# How do you gather customers needs?



- Meeting to communicate with your client
- + Reading and Writing of Specifications or Enhancements requests

# How do you organize a meeting with your client?



- Kick off meeting  
First meeting where the project team and the client validate the needs and requirements
- How does the project team prepare for this meeting?



□ 1. Before      2. During      3. After

# CONDUCT MEETING WITH CLIENTS



## 1. BEFORE MEETING

- ❖ Purpose/agenda
- ❖ Participants
- ❖ Time and location
- ❖ Documents reading

WHAT WILL YOU DO?

You need to know why you call the meeting.

- ✓ Why are we scheduling the meeting? What is the objective? For the project team, and for the client
- ✓ What will be the info exchanged or decision made?

# CONDUCT MEETING WITH CLIENTS



## 2. DURING MEETING

WHAT WILL  
YOU DO?

- ❖ Introduce yourself ( name and position)
- ❖ Have a meeting leader/facilitator (usually the project manager)
- ❖ Assign a person to take note (clients requirements, bugs reporting, enhancement requests, deadlines, person in charge)
- ❖ If you are presenting, make sure you offer a clear presentation
- ❖ If the client is presenting, discuss of any thing which is unclear
- ❖ Encourage feedback/idea



# CONDUCT MEETING WITH CLIENTS



WHAT WILL  
YOU DO?

## 3. AFTER MEETING

- ❖ Summarize key decisions of the meeting (meeting minutes)
- ❖ Set date and objective for the next meeting
- ❖ Send the to-do list to all participants by email (meeting minutes)
- ❖ Follow-up on decisions and check that team members are working on their tasks

# Planning and teamwork

# How do you start working on a project?

Prerequisite: Read project documentation (specifications, customer meeting minutes, IT documentation (ex: network structure) etc.

1. List the tasks
2. Rank the tasks, set priorities
3. Choose a project management tool
4. Set a first planning
5. Choose a team leader, define his/her responsibilities
6. Assign tasks to team members, define their responsibilities

# List the tasks

1. To start listing the tasks, think **RETROPLANNING** = what will be the result of the project? What is the end of the project?
2. To achieve the result, what does your team have to do?

# List the tasks

3. Define the main tasks first - write them.
4. Under each main tasks, define the sub-tasks - write them.

Example Main tasks / Example Sub tasks 1 & 2

# Rank the tasks

1. Some tasks are more important than others. They have priority!

⇒ Identify them and put them in the top of your list

2. Some tasks need to be done before you can start other tasks.

⇒ Reorganize your tasks list to make sure they are in logical order

# Choose a project management tool



Excel or Project management software

⇒ These tools provide:

- a structure
- a visual view
- a general vision on tasks progression, team members assignments and deadlines

*Note: you will receive a training on project management software*

# Choose a project management tool

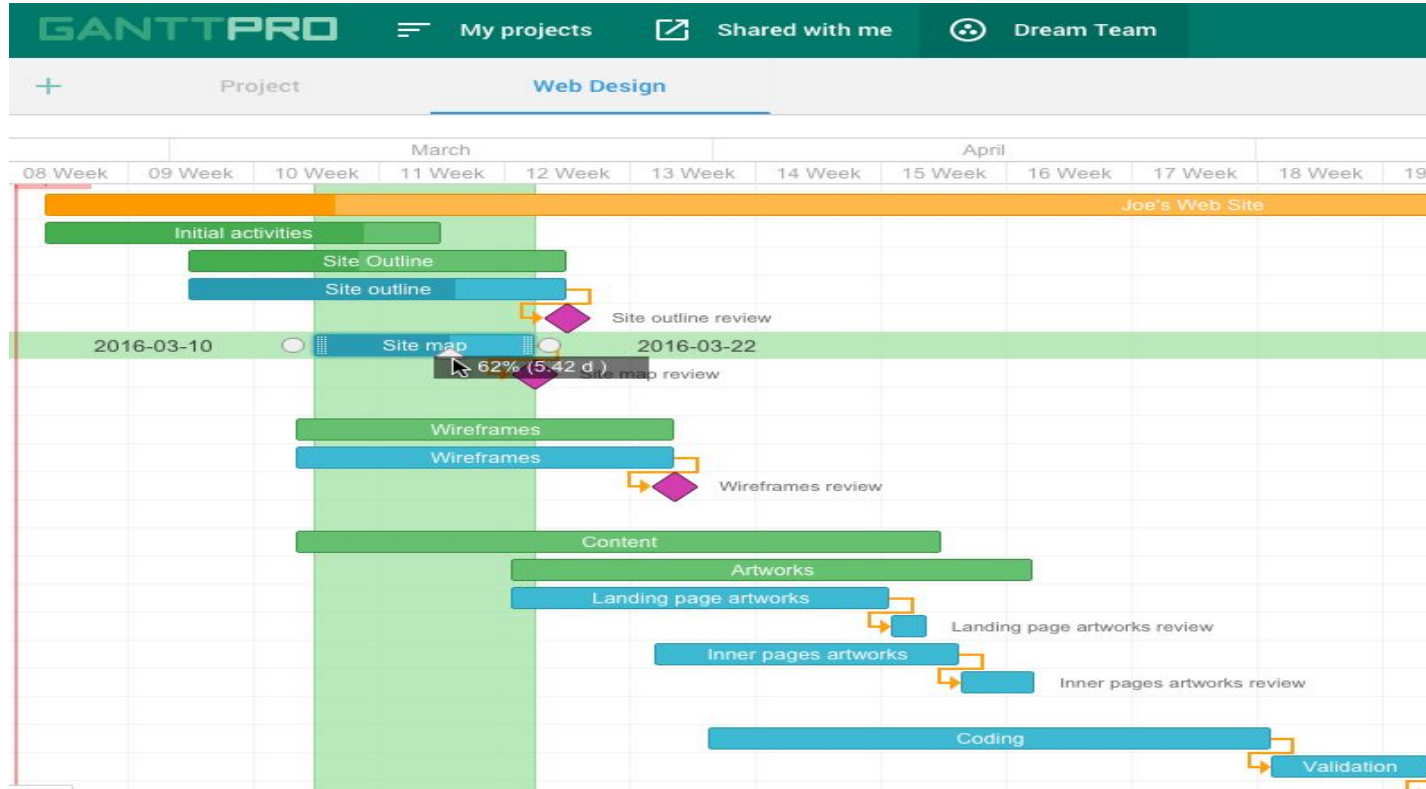
## Excel Example



Week	Days	Topic	H	Lab	Classes	Trainer	Topic	H	Lab	Classes	Trainer
		Q1					Q5				
Week 11	14/03	Outlook	2	Yes	SNA B	Panhavon	Problem solving / workplace	4	No	SNA A & B	Seakliv
	15/03	Outlook	2	Yes	WEP A	Panhavon					
		Presentation	2	No	WEP A	Panhavon					
		Presentation	2	No	WEP B	Panhavon					
		Outlook	2	Yes	SNA B	Panhavon					
	17/03	Presentation	2	No	SNA A	Panhavon	Creativity	2	No	SNA B	Seakliv and Sibylle
		Presentation	2	No	SNA B	Panhavon	Creativity	2	No	WEP A	Seakliv and Sibylle
							Creativity	2	No	WEP B	Seakliv and Sibylle
Week 12							Creativity	2	No	SNA A	Seakliv and Sibylle
	21/03	Presentation	2	No	WEP A	Panhavon					
	22/03	Presentation	2	No	WEP B	Panhavon	Problem Solving ( lost at sea)	2	No	SNA B	Seakliv
		Presentation	2	No	SNA A	Panhavon	Problem Solving ( lost at sea)	2	No	SNA A	Seakliv
		Presentation	2	No	SNA B	Panhavon					
	24/03	Excel	2	yes	WEP A	Panhavon	Problem Solving ( lost at sea)	2	No	WEP A	Seakliv
		Excel	2	Yes	WEP B	Panhavon	Problem Solving ( lost at sea)	2	No	WEP B	Seakliv
		Excel	2	Yes	SNA A	Panhavon	Internship presentation	2	No	All classes	ERO
	25/03	Excel	2	Yes	SNA A	Panhavon					



# Choose a project management tool - *Gantt Example*



# Choose a project management tool - *JIRA Example*



The screenshot shows the JIRA Team Scrum Board interface. At the top, there's a navigation bar with 'JIRA' logo, 'Dashboards', 'Projects', 'Issues', 'Agile', 'More', and a 'Create Issue' button. A search bar labeled 'Quick Search' is on the right. Below the navigation bar, the title 'Team Scrum Board' is displayed. To the right of the title are tabs for 'Plan', 'Work', 'Report', and 'Board'. Below the title, there's a 'SPRINT: Sprint 3' dropdown and 'QUICK FILTERS: Product, UI, Server, Only My Issues, Recently Updated'. The main area is divided into four columns: 'To Do', 'In Progress', 'In Review', and 'Done'. Each column contains a list of issues with their IDs, titles, and assigners. The 'To Do' column has two issues. The 'In Progress' column has three issues. The 'In Review' column has two issues. The 'Done' column has three issues. Each issue card shows a status icon, the issue ID, a title, a description, and an assigner's profile picture. Some cards also show a priority level (e.g., 5, 8, 2, 3, 5, 3).

To Do	In Progress	In Review	Done
<p><b>TIS-28</b> Research options to travel to Pluto</p>	<p><b>TIS-27</b> Add Phobos and Deimos Tours as a Preferred Travel Partner</p>	<p><b>TIS-58</b> Add feedback button to the plugin sample code</p>	<p><b>TIS-9</b> After 100,000 requests the SeeSpaceEZ server dies</p>
<p><b>TIS-8</b> Requesting available flights is now taking &gt; 5 seconds</p>	<p><b>TIS-10</b> Bad JSON data coming back from hotel API</p>	<p><b>TIS-45</b> Email non registered users to sign up with Teams In Space</p>	<p><b>TIS-16</b> Establish relationship with local office supplies company</p>
	<p><b>TIS-25</b> Engage Jupiter Express for outer solar system travel</p>		<p><b>TIS-7</b> 500 Error when requesting a reservation</p>
	<p><b>TIS-20</b> Engage Saturn Shuttle Lines for group tours</p>		<p><b>TIS-11</b> Register with the Mars Ministry of Labor</p>

# Set planning

Keep in mind the different levels of planning:

1. Project planning

= global planning (usually from 1 to x months)

2. Week planning

= to do list, with main tasks for team members

3. Day planning

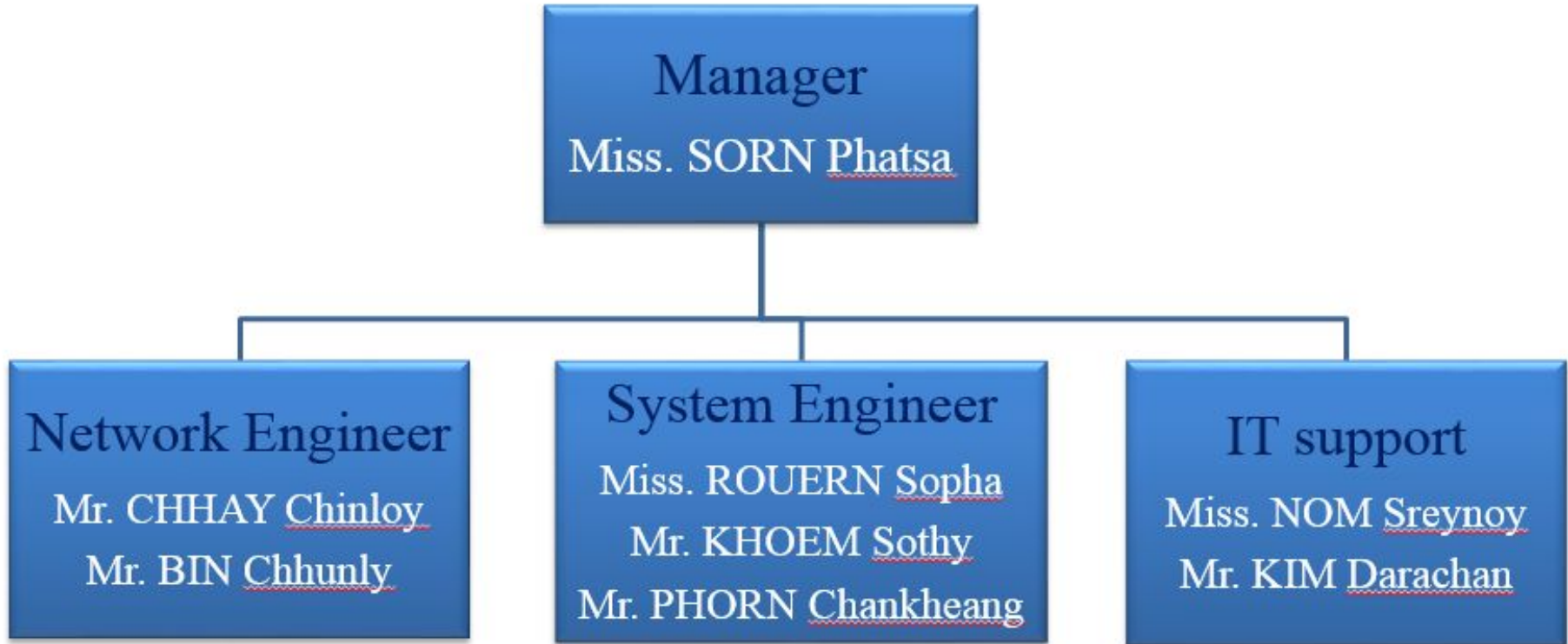
= to do list, with sub tasks for team members

# Set planning and assign tasks

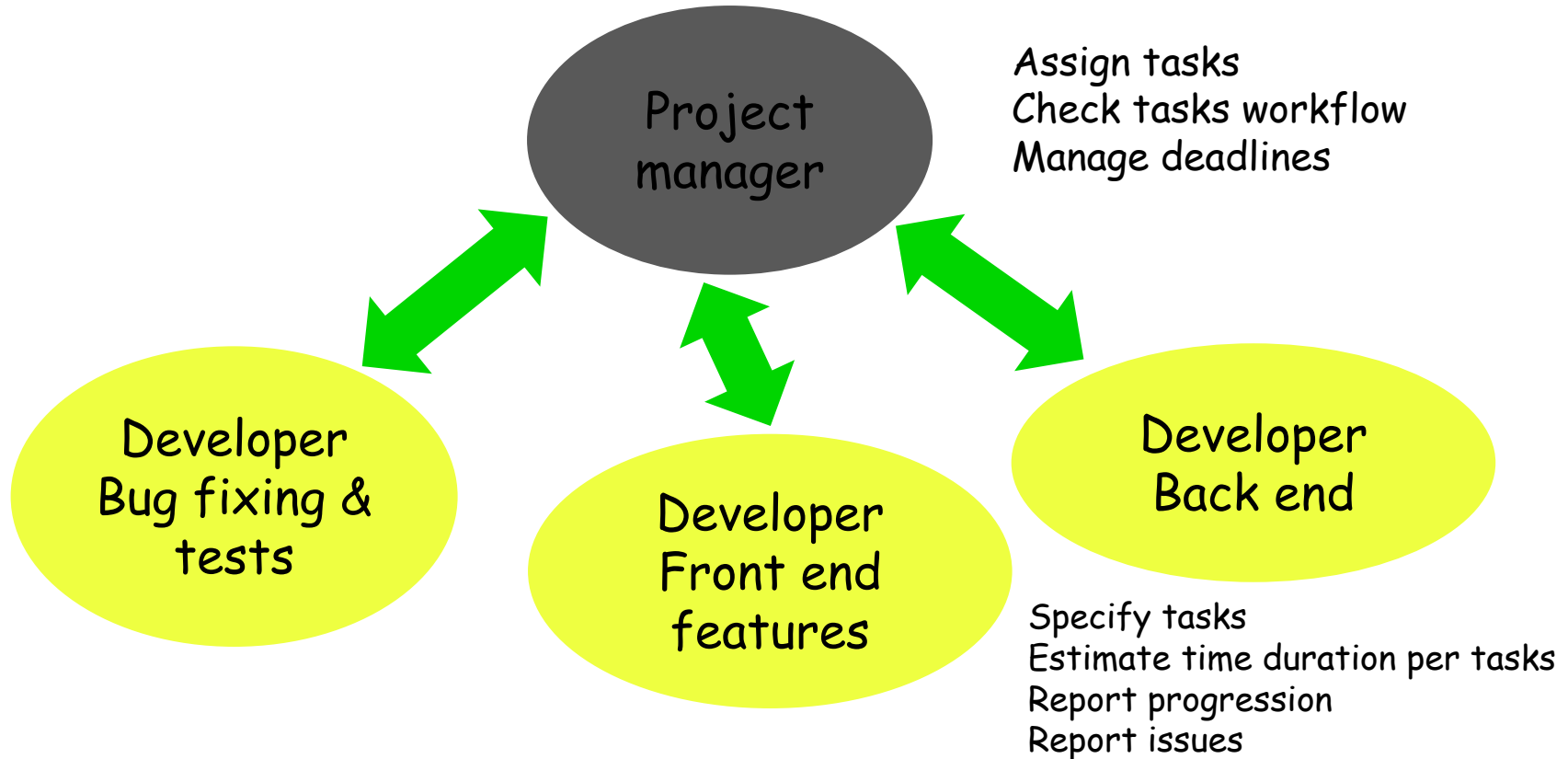


Week	Days	Topic	H	Lab	Classes	Trainer
Q1						
Week 11	14/03	Outlook	2	Yes	SNA B	Panhavon
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		Outlook	2	Yes	SNA B	Panhavon
	17/03	Presentation	2	No	SNA A	Panhavon
		Presentation	2	No	SNA B	Panhavon
Week 12	21/03	Presentation	2	No	WEP A	Panhavon
	22/03	Presentation	2	No	WEP B	Panhavon
		Presentation	2	No	SNA A	Panhavon
		Presentation	2	No	SNA B	Panhavon
	24/03	Excel	2	yes	WEP A	Panhavon
		Excel	2	Yes	WEP B	Panhavon
		Excel	2	Yes	SNA A	Panhavon
	25/03	Excel	2	Yes	SNA A	Panhavon

# Define responsibilities of team members and team leader



# Define responsibilities of team members and team leader



# Assign tasks to team members



**JIRA** Dashboards ▾ Projects ▾ Issues ▾ Agile ▾ More ▾ **Create Issue** ▾  ? ⚙️

## Team Scrum Board

Plan Work Report Board ▾

SPRINT: Sprint 3 ▾ QUICK FILTERS: Product UI Server Only My Issues Recently Updated ⤴

To Do	In Progress	In Review	Done
<div> <b>TIS-28</b> ↑ Research options to travel to Pluto </div> <div> <b>TIS-8</b> ↑ Requesting available flights is now taking &gt; 5 seconds </div>	<div> <b>TIS-27</b> ↑ Add Phobos and Deimos Tours as a Preferred Travel Partner </div> <div> <b>TIS-10</b> ↑ Bad JSON data coming back from hotel API </div> <div> <b>TIS-25</b> ↑ Engage Jupiter Express for outer solar system travel </div> <div> <b>TIS-20</b> ↑ Engage Saturn Shuttle Lines for group tours </div>	<div> <b>TIS-58</b> ♥ Add feedback button to the plugin sample code </div> <div> <b>TIS-45</b> ↑ Email non registered users to sign up with Teams In Space </div>	<div> <b>TIS-9</b> ⛔ After 100,000 requests the SeeSpaceEZ server dies </div> <div> <b>TIS-16</b> ↑ Establish relationship with local office supplies company </div> <div> <b>TIS-7</b> ↑ 500 Error when requesting a reservation </div> <div> <b>TIS-11</b> ↑ Register with the Mars Ministry of Labor </div>

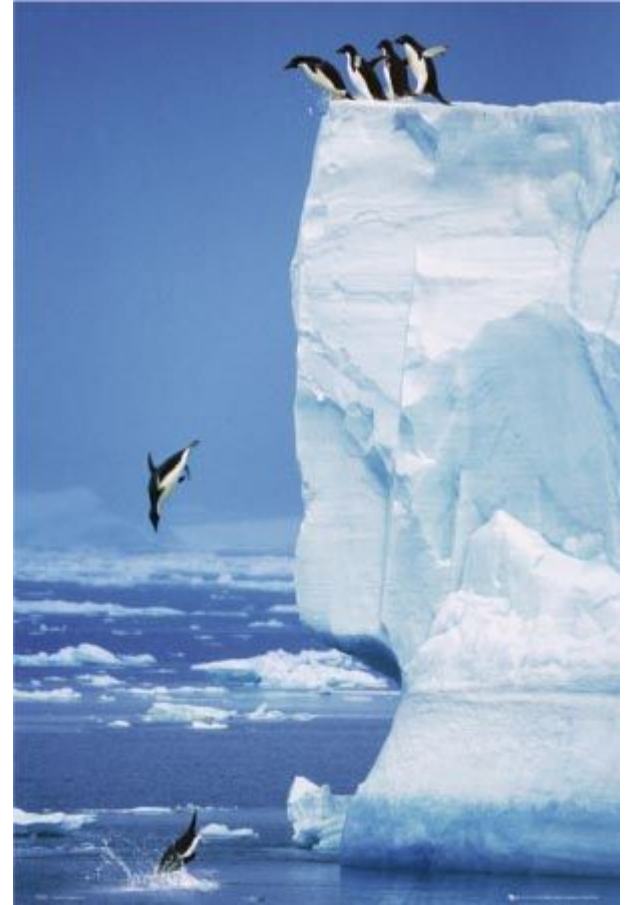


# How do you run the project?

- Do your tasks!

Start. Just do it.

- Follow up the task workflow
- Communicate with your team,  
= Love your team





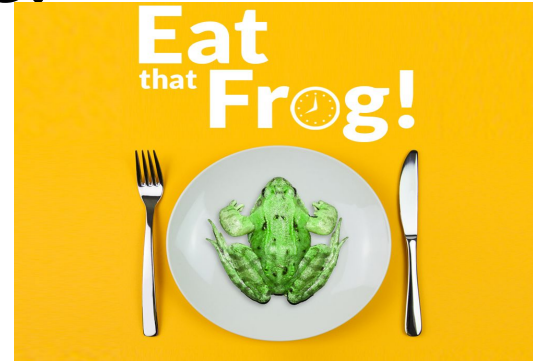
# Do your tasks!



Tackle the most important task first.

Or the one you like the least

(Eat that frog!)



*"If the first thing you do each morning is to eat a live frog, you can go through the day with the satisfaction of knowing that that is probably the worse things that is going to happen to you all day long."*

*Your "frog" is your biggest, most important task  
, the one you are most likely to procrastinate on if you don't do  
something about it."*

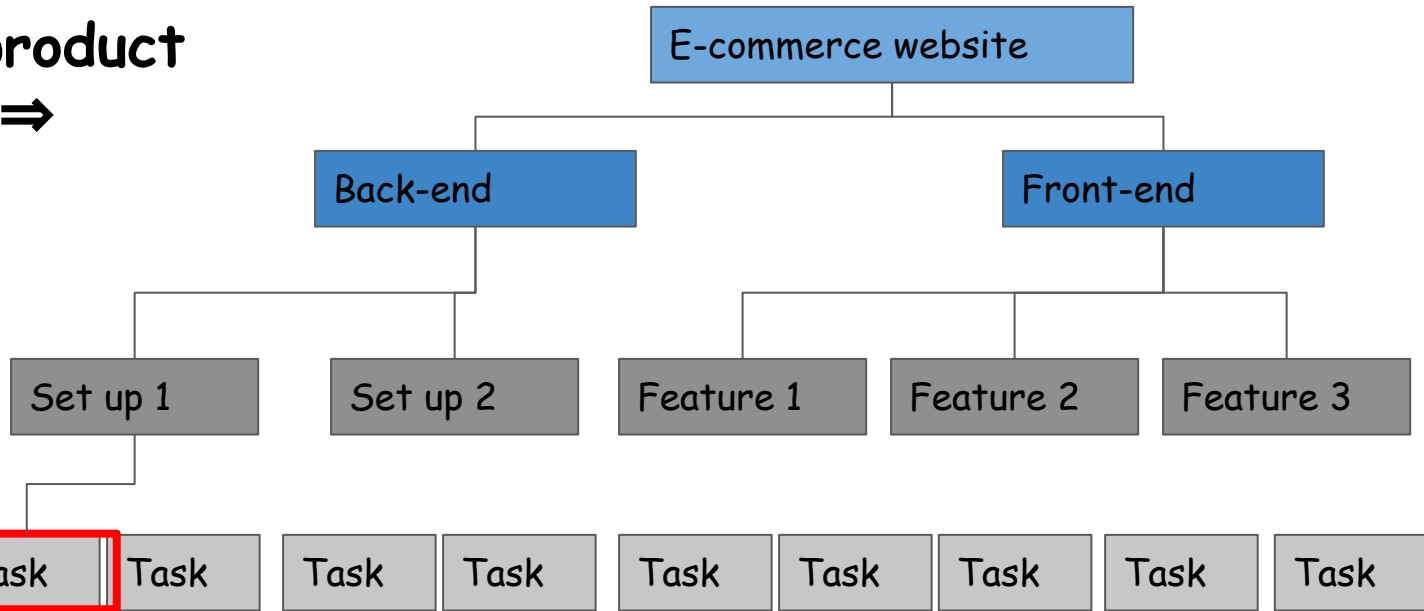
# Do your tasks!

Avoid being overwhelmed

Break down a main task into the smallest tasks.

Then start to do little task n°1. Just do it!

**Example for product development** ⇒



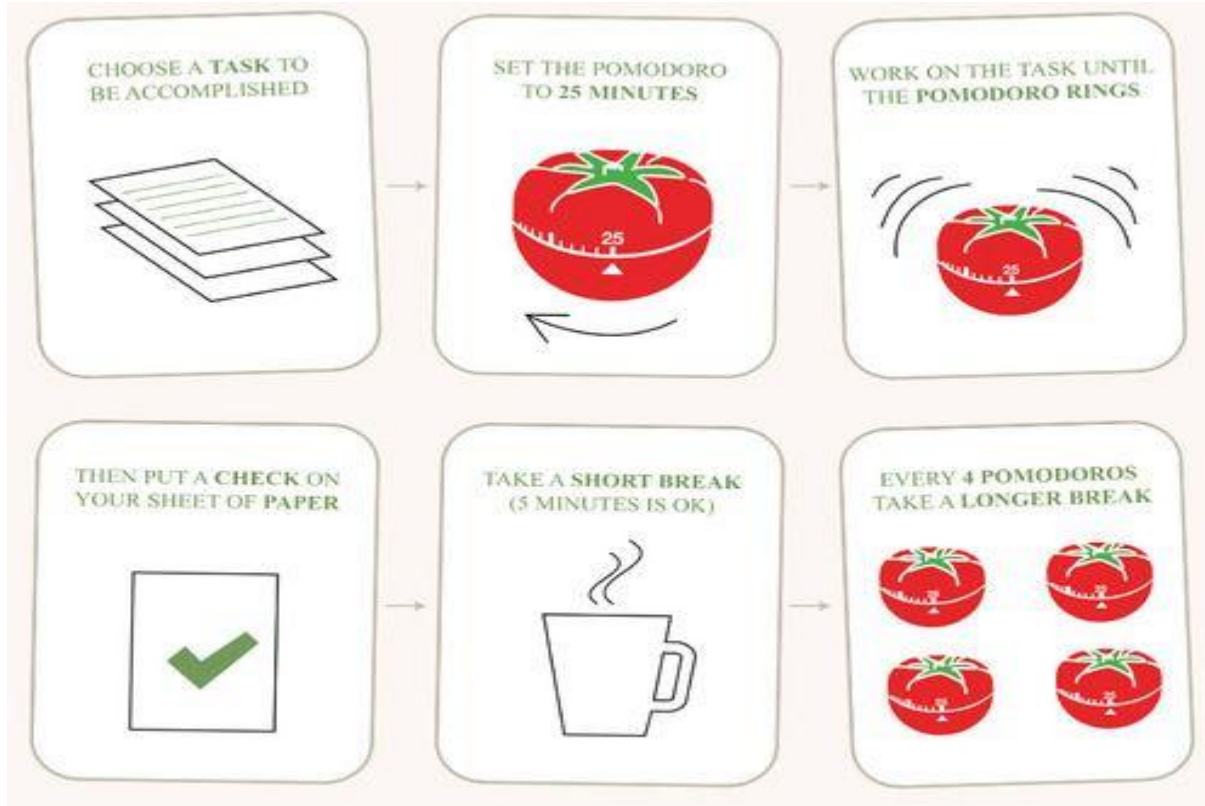
# Do your tasks!

C



# Do your tasks!

## Time management and breaks - Method example

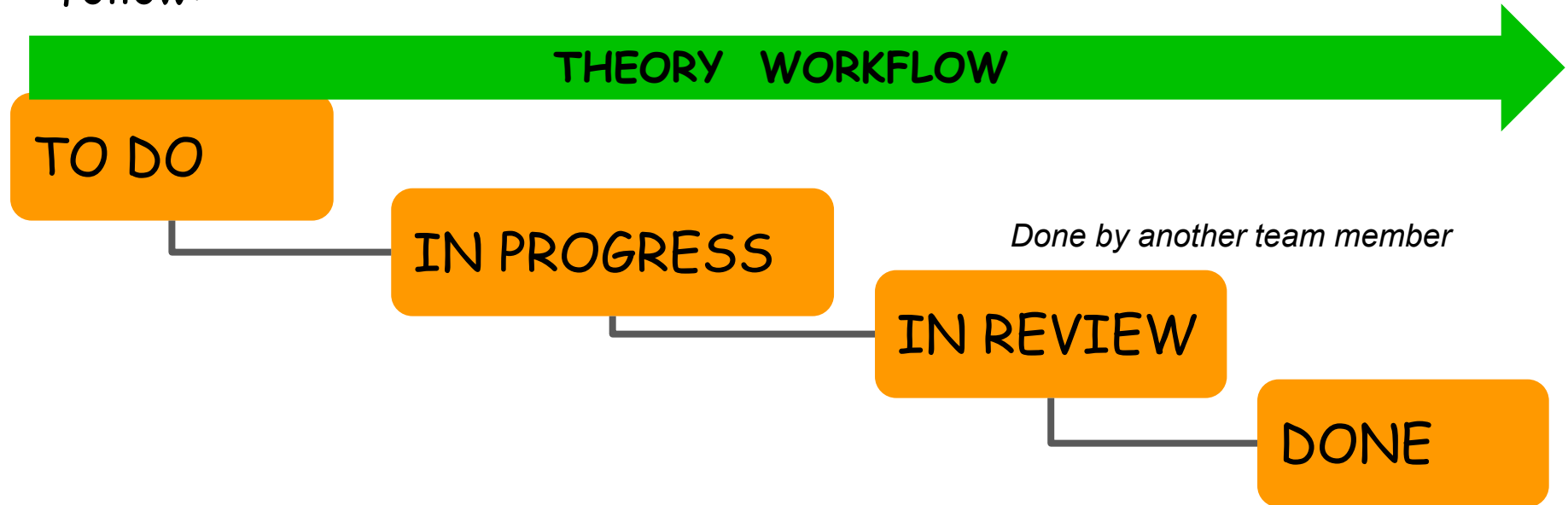


Find  
Your  
Own  
:)

# Task workflow

Task will change status and go through a workflow.

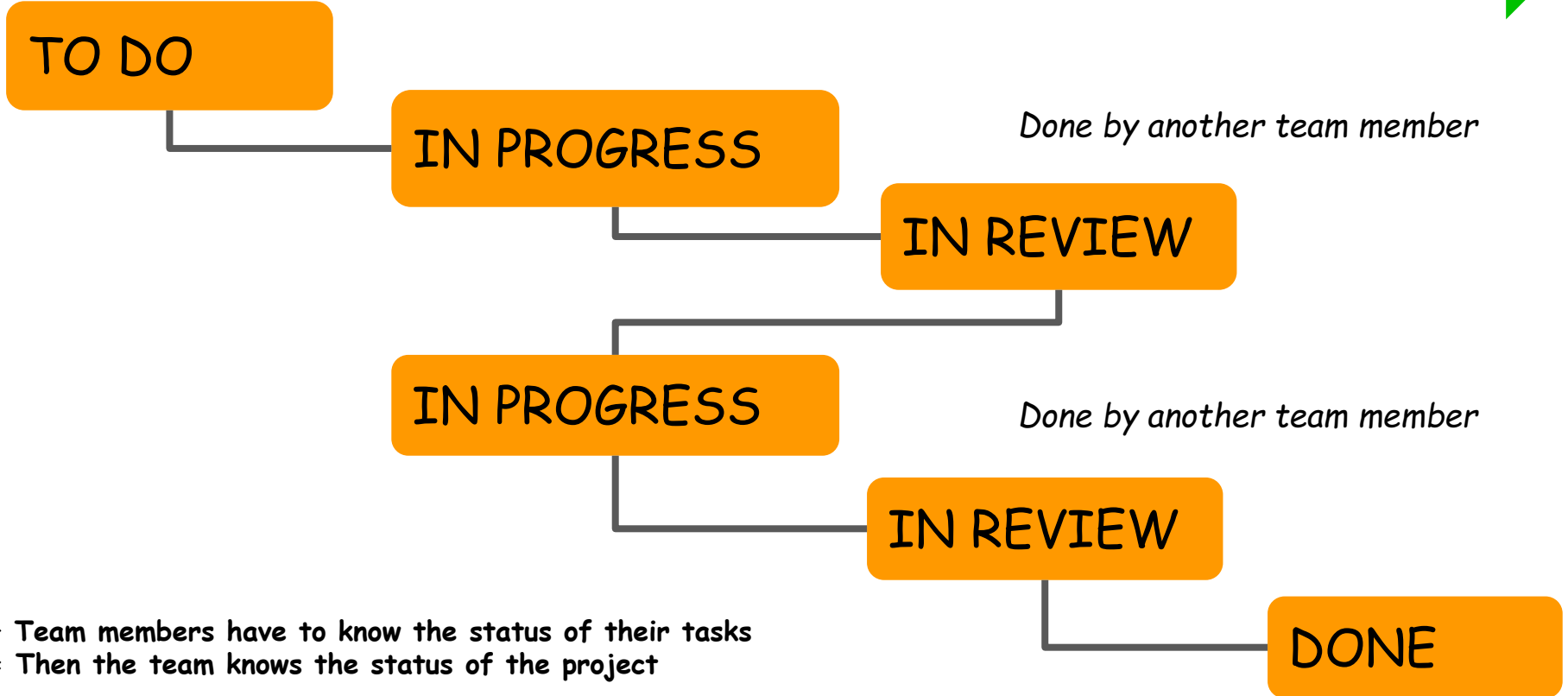
A workflow defines the sequence of steps that your task will follow:



# Task workflow



REAL LIFE WORKFLOW

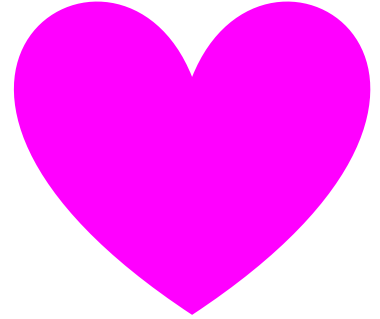


⇒ Team members have to know the status of their tasks  
= Then the team knows the status of the project

# Communicate with your team, Love your team



1. Report task status update
2. Report personal blockings
3. Report general issues on the project
4. Give alert on deadlines





Thank you !



[www.passerellesnumeriques.org](http://www.passerellesnumeriques.org)