1. INFT 3100 – PROJECT MANAGEMENT

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PRE-PROJECT ACTION PLAN

(**Read carefully before you proceed:** Assessment 2 is the major assignment (carrying 30% weight) for this course. The assessment is about preparing a project charter and a comprehensive proposal in response to Request for Proposal - RFP [find "**INFT3100S12022_CASESTUDY.pdf**" in assessment folder]. Until week 11 you will be working on this as a group. To complete assessment 2, you are forming group this week and start feeling up this _action plan_ in order to streamline your group activities. This must be completed and submitted in class by Week 5 as part of assessment 3)

"Whenever anyone goes to his or her associates and says: "This is _what_ I am good at. This is _how_ I work. These are my _values_. This is the contribution I plan to concentrate on and the results I plan to deliver" the response is _always_: "This is most helpful. But why haven't you told me _earlier_?"" (Drucker, 1999 p.187).

Course No. **INFT3100**	**Course Name** **Project Management**
Group No. **T15-Team 3**	

Name (as in University records)	Student Number	Contact phone / Skype name	e-mail
Zane Sharp	C3329297	0413199585	C3329297@uon.edu.au
Zarak Khan	C3392183	0478673726	C3392183@uon.edu.au
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Jake Whamond	c3327794	0437974066	c3327794@uon.edu.au

Discussion and agreement made of the grade expectations of all group members: Yes

Project Action Plan

Event	Agreed Action
Team member not participating in discussions regularly	**Action 1** Politely encourage them to voice their opinion more because their opinion is valued **Action 2** ensure the team member that they feel comfortable in the group and let them know that the team needs their input as they are responsible for a part of the assignment **Action 3** let the tutorial teacher know of the issue if it persists.
Team member not completing work in timely manner	**Action 1** Periodically, before the deadline, ask about progress towards goals. If work is not being completed, politely ask if there are any difficulties/roadblocks, or if there is any way we can lighten the load. **Action 2** Provide support team members lagging if genuine effort is made. **Action 3** Escalate the matter to the lecturer if there's no genuine effort made and has

	a consistent pattern of untimely work
Team member dropping out	**Action 1** determine how much work the student in question accomplished before they dropped out. **Action 2** ensure the work is recoverable by the other team members **Action 3** distribute the dropped out student's workload amongst the other team members
Discussions not achieving goals	**Action 1** check the team minutes and determine if the issue can be discovered this way. **Action 2** make a conscious effort to stay on topic when meetings are in effect as to limit the possibility of tangents occurring, wasting time. **Action 3** ensure the team has concrete goals to stride towards.
Conflict between members (please include as many areas of conflict you foresee)	**Action 1** ask the two members what the conflict is and determine whether this conflict can be resolved with little issue. **Action 2** attempt to conclude this issue between the two members with mediation. **Action 3** attempt to separate the conflicting team members so they have as little interaction as possible, otherwise the issue will have to be taken to the tutorial teacher for delegation.
Member dominating group	**Action 1** mention this issue to the team member in question privately and politely ask if they would like to take a step down and let others contribute. **Action 2** hold a team meeting to discuss the team member in question and if things such as who is in control of the assignment documents needs to be altered. **Action 3** take this issue to the tutorial teacher and ask them to help improve the situation.
Not sure if our rate of progress is satisfactory	**Action 1** call a team meeting and discuss what the issue is and how it could be improved. **Action 2** ensure the team members have delegated extra time for the work so it can be finished at a better rate **Action 3** re-distribute the workload amongst the team members as some members might improve in speed with a fresh task.
Potential data loss	**Action 1** ensure that all team members work is backed up either on another drive or

	in the cloud
	Action 2 ensure that work is saved periodically to avoid any potential issues
	Action 3 if a potential data loss occurs, then discuss with team members what data was lost and what needs to be re done

Who will do what in this group work?

Task	Person(s) responsible
Pre-Action Plan	All members
Tools Report (One tool per member)	Jake, Victoria, Umer, Zarak
Project Details (Requirements, Stakeholders, Scope)	Zane, Zarak and Victoria
Project Slides	Umer and Jake
Presentation	All members
Video Compilation	Victoria
Report Compilation	Zarak

Agreed Milestones for Project	Dates
Tool Report Completion	10th March 2023
Project Details	13th March 2023
Slides	15th March 2023
Presentation	19th March 2023
Review	22nd March 2023

Date agreed for a mid-project check-up of progress of work against the agreed parts of this plan:
Signed (Must be signed by group leader and all members in the group)   Date   24th April 2023

Date received by Lecturer   Date

Reference:

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ZOOM. (2021). *Video Conferencing, Web Conferencing, Webinars, Screen Sharing*.

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Tools Selection Report

Project tools play an integral role in the project management process and enhance productivity. Considering this, the team has conducted an analysis on the different possible tools that can be utilised for the project and a decision on which ones are to be kept.

Trello:
Availability: Free and paid versions
Cost: $7.45 AUD per month
Cross-platform functionality: Available on web, iOS and Android devices.
Advantages:
Trello has a simple and visual-oriented user interface, making it extremely user-friendly to those new to project management. The level of flexibility in its design also makes it appealing to use in agile-based projects. It has integrations in other commonly used project management tools including Slack, Google Drive and Dropbox, and provides basic collaborative features such as the ability to assign specific tasks to specific team members.

 Therefore, project managers are able to monitor what tasks have been completed by who and are able to make basic changes to their members' obligations through Trello's interface. These features efficiently cover the initiating and planning phases of project management at a basic level, plus monitoring/controlling in a partial context.

Disadvantages:
Due to its simplicity, Trello lacks critical advanced project management capabilities such as Gantt charts and the ability to switch styles of interface, needed in larger scale projects when kanban is not the ideal project management method. Its web version requires an internet connection to be used, which can limit its functionality for team members who have an unstable internet connection or do not have access to a mobile device. It also does not provide enough communicative functions unlike that of its contemporaries, lacking a built-in messaging system or videotelephony capabilities, to use it independently from another tool.

 These factors combined make Trello only properly suitable for the preliminary initiating and planning phases of project management, as it is unable to adequately perform any actions associated with the other processes (executing or closing)
Decision: Not to be used due to overlaps in more versatile, more PMBOK-friendly tools and lack of overall familiarity.

Microsoft Teams:
Availability: Free and paid versions
Cost: $4.00 AUD per month on annual basis
Cross-platform functionality: Windows, Mac, IOS, Android and the Web
Advantages:

 The project manager can quickly manage great project integration, e.g., Microsoft suite at their disposal, which every group member has used. Easy project time management with file sharing, chat-based, video meeting and scheduling capabilities able to cope well with an agile project because project scope is easily updated, adding an easy method to dealing with Scope Creep as a project progresses also allowing for incremental devolvement found in agile development.

Disadvantages:

Flawed notification system, internet connection is necessary, less secure sensitive information not great for project communication. Unable to easily enforce Separation of duties, making it hard for HR project management such as if a project manager/organisation wanted to restrict who can create a team to break into smaller components, a separate security group and PowerShell commands are needed. No in-house project risk management tool, which is a crucial part of agile devolvement, ensuring the project manager would have to custom make a risk assessment or use another tool, outside teams.

Decision: PMBOK friendly as the Advantages tend to outweigh disadvantages for the proposal project all group members have had familiarity with teams making it great for used

Microsoft Excel:

Availability: Free and paid versions

Cost: $8.20 AUD per month

Cross-platform functionality: Windows, Mac, IOS, Android and the Web

Advantages:

Microsoft Excel is an excellent platform for project scope management. Different tasks can be listed in a table format, and further divided into subtasks along with a scale to weigh its criticality. Project scope management is also an integral part of the PMBOK management areas.

Excel comes in with great tools for cost management and data manipulations. Project budget is crucial for any project and seeing that any good project proposal should have a cost management tool, this would prove to be an ideal tool for the team's needs. PMBOK also emphasizes project cost managements.

PMBOK's management areas has a critical point around Project risk management and considering that, excel seems to be the best tool for the job. The risks can be listed in excel with given categories and weights as well as the likelihood of the risk happening. This can be further enhanced with excels data illustration tools.

Disadvantages:

Excel is a great tool for data manipulation and formatting data especially when it concerns costs, however its illustration tools seem to be lacking. A better alternative might be PowerBI which seems to have a rich and powerful set of tools to illustrate data. It can be helpful in explaining to business in a diagrammatic way on what the project is set to accomplish, and the numbers related to it.

Although the interface in Excel is intuitive, getting one's head around the different functionalities can prove to be a challenge. It can have a bit of learning curve especially with advanced features, which might intimidate some team members.

Collaborative work in Excel is a challenge as the functionality is limited and can lead to errors. For example, tracking changes is not possible and comments are too clunky for communications. Multiple members working on a single cell can also lead to reference errors or accidental changes. This can become a challenge in terms of team collaboration.

Decision:
The decision is to keep it as the advantages outweigh the disadvantages. It aligns perfectly with PMBOK management areas and will prove to be critical in project cost management and other data manipulation exercises.

Zoom:
Availability: Free and paid versions
Cost: $14.99 AUD per month
Cross-platform functionality: Windows, Mac, IOS, Android and the Web
Advantages:
Zoom offers efficient and effective communication between team members which can be held remotely as well no matter where anyone is located which can reduce lots of cost for travel and a functional workplace. This highlights the need of adaptability for the team members which is very vital for the work environment.

Zoom enables collaboration in real time, which helps making fast decisions and helps in solving the problems efficiently and is good for time management of the project which is one of the major areas in PMBOK for managing the project. Most importantly the meetings can be recorded on this platform and then could be shared on other platforms as well which could be very helpful for the project communication management.

Disadvantages:
Zoom as a tool is great for communication, but it also has many drawbacks functionally. Zoom is primarily a video conferencing and communication tool and lacks advanced project management features such as Gantt charts and project timelines. Therefore, it does not have robust resource management capabilities such as resource leveling and allocation.
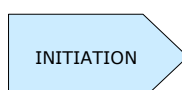
Zoom is not designed for big projects or multiple projects at all and does not offer comprehensive reporting capabilities at all. Overall, zoom as a project management tool does not provide effective project integration management and it could be very difficult to define project scope in it which are the two very main areas of project management considered by the PMBOK.

Decision: The drawbacks of using of Zoom as a project management tool outweigh the advantages so in my opinion Zoom should not be used as it has very limited set of capabilities and not PMBOK friendly as well.

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PROJECT PROPOSAL

<STUDENT AND STAFF EXPERIENCE INTIATIVE 2023 >

INITIATION

DISCOVERY

Project Initiation (Minor Projects)
Project Idea Document
Project Proposal

Project Schedule Guideline
Business Requirements
Business Case

Project Charter

Guidelines for Developing the Project Proposal

Document Purpose
The purpose of the Project Proposal document is to introduce the project and provide initial information regarding the proposed idea/solution.

Context
The Project Proposal is produced in the **Initiation Phase**. The **Initiation Phase** focuses on defining the project, along with potential business benefits, with a view to gaining authorisation for the proposal to become an official project.

If the Project Proposal is approved, the project will progress to the **Discovery Phase**, where the following documents may be produced:

- Business Requirements Document
- Business Case

Resources and Time
Although the Business Owner is the owner of this document, they will usually assign a Project Manager to complete this document, with assistance from the Project Management Office.

Output
The output is a Project Proposal document, which provides a summary and overview information related to a particular business idea, concept or proposed solution.

Sign Off
The Project Proposal is to be authorised by the Business Owner.

Using this template

- Within the template itself, guidelines and 'prompts' have been added *(in grey italicised help text)* to guide you at each section. This text should be deleted after completion of the section.
- To update the <Project Name> fields, you will need to update the title field in Document Properties (File – Properties), click into the text wherever you see <project name> and press F9.
- To update this Content Table, click into the table, press F9, and select 'update entire table'.
- This 'guidelines' page can also be deleted on completion of this document.

Guidelines

- IT Services Team Leaders must be consulted on any technical resource requirement and the resource type. (e.g. Sysadmin Win, Sysadmin UNIX, Peoplesoft).
- Estimates of any development timeframe should also be done in consultation with IT Services.
- Cost estimations should include an estimate of 4 weeks post production managed support. This should cover Project Manager, Business Analyst and any other resource costs. Typically the post production period is to iron out teething problems post go live, and the PM time should be at least 1 day per week for 4 weeks.
- Cost estimates for on-going support of the service or application must also be factored in to costs. These costs relate to any **new** resource technical or business that will be required once the application is in operational support. (e.g. Business support specialist, System administrator).
- Cost estimates for IT Development staff should be based on contract rates.
- Cost estimates for Business Resources should be based on a backfill of the position.
- Rates for PMs and BAs should be based at the maximum Hew 9 and Hew 8 respectively.

- Please ensure that the scope of the project is clear and explicit.

Document Control

Version:	v.0.1
Date:	24 March 2023
Status:	
Confidentiality:	
EPMM Version:	5.0

Document change control:

Version #	Change Description	Date	Author

Business Approval

ACCEPTED: _____ DATE: _____ / / _____
Project Sponsor

ACCEPTED _____ DATE: _____ / / _____
Business Owner

<Project Name> - Project Proposal

TABLE OF CONTENTS

THE UNIVERSITY OF NEWCASTLE AUSTRALIA

<Project Name> - Project Proposal

Project Overview

1. PROJECT DETAILS

Project Name:	Student and Staff Experience Initiative 2023
Date:	24 March 2023
Project Sponsor:	The University of Newcastle
Business Owner:	Jen Hansonn (UNSA General Manager)
Project Manager:	Zane Sharp
Stakeholders:	**Internal**: University of Newcastle Students' Association; UoN representatives, faculty and staff; leaders, members and associates of UoN student clubs; project managers/planners, donors/investors, UoN IT department. **External**: Newcastle City Council and other local government agencies, members of the community (including other UoN students unaffiliated with any club and university alumni), creditors, other universities or partner organisations interested in collaborative events, event venue managers.
Category: *(Double click required box & select 'checked')*	☒ Major : Duration > 3 Months OR Cost > $100K ☐ Medium : Duration 1 -3 Months OR Cost $50K- $100K
Mandatory Requirement: *(Legal, Audit, Other)*	**Legal**: The project must be in accordance with all relevant legal rules and procedures. **Audit**: The project must have completed all compliance requirements for any future audits. **Health and Safety**: During implementation, the project should adhere to all WHS rules and polices. WHS training should also be provided. **Ethical**: The project must adhere to and incorporate ethical standards.

2. PROJECT PURPOSE & OBJECTIVES (SHORT DESCRIPTION)

Briefly describe why the project is being proposed and what is hoped to be achieved by undertaking this project. E.g. identify business issues which will be addressed, strategic opportunity, audit or legal requirement.

The purpose of this project is to enhance the communication between students, staff, and clubs at the university by creating a platform that enables a better, more comprehensive ability to communicate and collaborate between individuals and groups. Communication is an important aspect of an organisation or community, and it is imperative that effective communication be available as it will greatly assist with productivity, collaboration, and social connections.
This project will aim to address the following purposes and objectives:

- Communication: Effective communication is essential in the ability for users to converse and understand one another without potential miscommunication pitfalls. The project aims to implement user friendly tools that allow users to communicate such as text, video and voice chats and channels, and the ability to make these channels exclusive to members of a club for more clear and concise communication.

- Collaboration: The project aims to enhance the ability for students, staff and clubs to collaborate and plan more efficiently by providing tools enabling users to share documents and files to individuals and groups, as well as enabling users to work together on files and documents simultaneously.

- Integration: The project aims to enable cross function integration with 3rd party apps such as Excel and Microsoft Teams so users have better access to the information they need to see as well as eliminating any potential miscommunication issues as well as decreasing the event that users will miss any important information.

The potential business issues of this project include:
- Cost: There could be significant cost when starting any business or platform. Potential cost issues have the ability to delay and endanger the progress of the project. This can be addressed by ensuring a comprehensive cost budget analysis has been conducted with all potential pitfalls being identified and discussed.

- Privacy and security: The platform will need to ensure that the privacy and data security of its users are properly protected and unable to be stolen or leaked. This can be addressed by implementing proper data encryption and protection programs are in place with continuous security updates being sent out periodically.

There are many strategic opportunities with the proposed project. These can include an increase in engagement and collaboration between students and staff in different departments of the university, as well as increased revenue with more participation from students in club and university activities and functions.

The project has to consider the legal requirements when creating the platform and ensure that the project is in line with these legislative initiatives. The project will need to certify that they in compliance with data protection, anti-discriminatory and intellectual property legislations when creating and implementing this platform to ensure both the university and users are in compliance and are not violating these rules.

3. PROJECT SCOPE

Briefly list the proposed "in-scope" boundaries of the project and functionality delivered e.g. a new university-wide service, pilot project at a single campus etc.

Inclusions (List in-scope items)
- Communication between individuals and groups of people or teams
- Ability to co-ordinate between groups and teams
- Integration with 3rd party apps such as Excel and Microsoft Teams
- Different channels of communication such as voice chats, chat rooms and private messaging
- Secure storage of users' personal information
- Ability to hold event reminders for groups with notification when the event is scheduled to take place.
- Ability for groups to communicate exclusively with one another.
- Staff able to contact organisation leaders and organisers directly.

- Ability to host and upload files to group rooms or to individuals.
- Multiple versions for different devices like mobile devices and tablets
- Ability to users to use their university accounts to use the platform.

Briefly list the proposed "out-of-scope" boundaries of the project and functionality eg. Service will exclude student access, will not include a specific campus etc.

Exclusions (List out-of-scope Items)
• Should not be the exclusive avenue of communication between groups such as clubs for students without access to this technology. • platform does not include access for students not part of the university. • Users not able to join or have access to groups they are not a member of • Users not able to have access to other users' personal and confidential information. • Social networking features including public profiles, friend lists etc not included • The platform should not be used to manage student records such as grades, transcripts etc.

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Project Justification

4. PROJECT BENEFITS

A summary of expected benefits. Provide a brief statement on how each benefit will be achieved. There needs to be enough information provided to allow a ranking of this project against other proposed projects.

Project Benefit	Benefit Realisation

5. CRITICAL SUCCESS FACTORS

List the key deliverables for this project and describe the basis on which this project will be measured as "successful" from a business perspective.

Deliverables are tangible components that must be delivered during the project. They may be linked to milestone payments or documents/reports to be delivered as outputs of the project.

Deliverable	Success Criteria
Eg. Simplified web site for Academic division	*All information to be accessed in ≤ 3 clicks*
<Deliverable 1>	
<Deliverable 1>	

Briefly list any items that will result in Revenue Generation or a Cost Saving Benefits to the University below.

Description	Revenue Generation ($ per annum)	Cost Saving ($ per annum)
<Benefit 1>	Year 1: $ Year 2: $ Year 3: $	Year 1: $ Year 2: $ Year 3: $
<Benefit 2>	Year 1: $ Year 2: $ Year 3: $	Year 1: $ Year 2: $ Year 3: $

6. ALIGNMENT TO UNIVERSITY STRATEGIC PLAN / OPERATIONAL PLAN

Identify where this project aligns with the Strategic or Operational plan for your Division.

Initiative	Description of how this project aligns with Strategic/ Operational Plan

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7. ALIGNMENT TO UNIVERSITY POLICY

Policy Library

e.g. Strategic Assets Master Plan
IT Architecture

8. ALTERNATIVE SOLUTIONS

List any alternative solutions identified e.g. manual workaround, change in process or existing systems that have been discounted prior to initiating this project proposal, lease v. buy.

Option	Description	Rejection Reason
Option 1		
Option 2		
Option 3		
Option 4		

Project Details

9. PROJECT TIMELINE AND RESOURCES

Please identify the high level timeline to complete the Project.

Phase Name	Estimated Duration (Weeks, Months)	Estimated Completion Date	Resources required. e.g. Business Analyst, Web developer, consultant engineer, design engineer
Initiation			
Discovery			
Planning			
Delivery			
Deploy and Handover			
Close			

10. PROJECT DEPENDENCIES

List other projects / existing systems / 3rd parties that have a relationship to this project. In particular note any dependencies this project has with other proposed projects.

Project / System / 3rd Party	Dependency e.g. Decommission

11. PROJECT CONSTRAINTS

List any constraints identified. These may be in the form of budget, timeframe or available resources.

Constraint	Comment

THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

12. ASSUMPTIONS

What is assumed for the successful delivery of this project e.g. when simplifying the Academic website it is assumed that no content updates will be made until the project is completed.

Description	Notes/Comments

13. PROJECT SOURCE OF FUNDING

Please identify the source of funding applicable to this project

Source Of Funding	Yes/ No	Comment
Project Capital Expenditure		
Project Operating Expenditure		
IT Operating Expenditure		
Other Funding Source. e.g. research grants		

14. PROJECT COST

15. ON-GOING COSTS POST PRODUCTION

Cost Type	Hew Level	Existing or New	Cost Per Annum
Resources			
IT Support			
License and Support			
On-going License Fee			
Maintenance & support costs			
		Total	**$0**

16. PROJECT RISK PROFILE ANALYSIS

Please double-click on the attached spreadsheet and complete the project risk profile.

The drop down boxes under Category, Likelihood, Consequence and Mitigation Strategy are **mandatory**.

The Category identifies:

Project Not Approved

1.   The Risks associated with the project proposal not gaining approval

Risks associated with project

2.   The Risks associated with the actual project implementation e.g. in terms of cost , over-run on time or budget, process changes, commitment from stakeholders, dependencies on other projects etc

Category	Risk Description	Likelihood	Consequence	Risk Rating	Mitigation Strategies
Project is not approved		Likely	Major	**HIGH**	
Project is not approved		Possible	Moderate	**MODERATE**	
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<Project Name> - Project Proposal