Assignment 5

SE329 - Human Resource Planning

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1. Human Resource Needs

All Resources:
- Project management team [Lead]
- Software development team [Mobile App & Infrastructure]
- Hardware team [Components]
- Worker team [Installation of devices in homes]
- Customer support team [Feedback]
- Training team [For workers]
- Maintenance team [Longevity]

Company Resources:
- Project management team
- Software developer team
- Hardware team

External Resources:
The partner company in South America will be responsible for delivering the following resources based on their local needs:
- Worker team
- Customer support team
- Maintenance team
- Training team

Hiring Process:

Members of the project management team will administer a multi-disciplinary interviewing process to hire people for positions in teams listed in company resources. All decisions on who will get hired will be made by the project manager based on the information he receives from the interview conductors in the project management team.

2. Team Development Plan

Roles & Skills Required (based on company teams):
- Project management team
  - Roles:
    - Project manager: Leader of the project. Makes decisions on who to hire and ensures that everything is running smoothly. Holds weekly meetings with team leads to get status reports.
    - Project consultants: Conduct hiring process and aid the project manager with different jobs.
  - Skills:
    - Interpersonal skills
    - Leadership skills
    - Team management
    - Communication
    - Negotiation
    - Organization
    - Risk elimination
- Software engineering team
  - Roles:
    - Software team lead: Sends periodic reports to the project manager as well as updates on the progress of their work. Put together a training protocol on how to use the software.
    - Developers: Develop the software for the project.
  - Skills:
    - Problem-solving
    - Testing & Debugging
    - Teamwork
    - Communication
- Hardware team
  - Roles:

- - - Hardware team lead: Sends reports on research and analytics on hardware to the project manager as well as updates on the progress of the team.
    - Hardware specialists: Research integration with hardware and software and
  - Skills:
    - Analytic skills
    - Creativity
    - Critical thinking
    - Problem solving
    - Communication

Training Needs:

An extensive online assessment will be conducted for everyone involved in the project (based on team) to see what skills and areas they succeed/lack in, which will be recorded. If problems arise, the project manager will decide a course of action for individual employees to take so that they can resolve the problems they are having, whether it be technical skills or communication skills.

Cost & Providers:

Additional reserve funding will be accounted for when constructing the project plan so that actions can be taken in the case of employees needing additional training. This will be done externally, otherwise, if a more experienced team member is willing to mentor one of the other members that need help, he/she will earn an extra $3.33 dollars per hour.

3. Team Management Plan

Performance Tracking Strategy:

Performance of team members will be evaluated on a bi-weekly basis based on the following criteria:
- Attendance - Do they show up to work?
- Usefulness - Do they help their fellow team members?
- Efficiency - Do they complete their work on time?
- Drive - Do they stay engaged with their work and environment?
- Quality - Do they produce the best results based on their skill level?

Conflict Resolution Strategy:

In the event of any conflict, there will be certain strategies on how to handle the situations listed below. Although every circumstance may differ, this strategy will provide a foundation for how to handle certain kinds of problems.
- Conflict between developers:
  - Procedure: If it is a personal matter, discuss the issue with the individuals privately. Show your understanding for both sides of the story. Decide what the next steps should be in order to resolve the matter, which will be decided based on the severity of the problem. If you are dealing with a larger group of developers, hold a meeting with the entire team and open up a discussion on how to fix the problem; let the developers try to figure it out themselves before you steer in any direction.
  - Mediator: Project Manager
- Conflict between customer and development team:
  - Procedure: Meet the development team and discuss, as a whole, what can be done better in order to resolve this conflict with the customers. You must accept that the customer is not happy, and they are the one that need to be happy with the product most of all.

- ○ <u>Mediator</u>: Project Manager
- Conflict between project manager and sponsors
    - ○ <u>Procedure</u>: Hold a private meeting. The only way to resolve this is between the 2 people that hold authority. Acknowledge your understanding of the problem, determine the most appropriate way to deal with the problem, and follow up with a phone call or email to make sure that you are on the same page with what you talked about.
    - ○ <u>Mediator</u>: Both parties involved