**<Routine Shop Website>**

**Project Plan**

**Mã dự án: <Mã của dự án>**

**Mã tài liệu: <Mã của tài liệu>– v<x.x>**

***Lưu ý****: Văn bản hiển thị bằng chữ in nghiêng được đưa vào để cung cấp hướng dẫn cho tác giả và cần xóa trước khi xuất bản tài liệu*

**BẢN GHI THAY ĐỔI**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Số** | **Ngày có hiệu lực** | **Phiên bản** | **Mô tả thay đổi** | **Lý do** | **Người đánh giá** | **Người phê duyệt** |
| 1 | 7/25/2018 | 3/1 | + Cập nhật danh sách phần Ngành và Dịch vụ trong mô tả dự án.  + Xóa danh sách Công nghệ. | Để phù hợp với FI2.0 và CRM. | Nhóm CMMI | HyTQ |
| 2 | Click here to enter a date. |  |  |  |  |  |
| 3 | Click here to enter a date. |  |  |  |  |  |
| 4 | Click here to enter a date. |  |  |  |  |  |
| 5 | Click here to enter a date. |  |  |  |  |  |
| 6 | Click here to enter a date. |  |  |  |  |  |

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**ĐỊNH NGHĨA VÀ TỪ VIẾT TẮT**

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Từ viết tắt** | **Định nghĩa** | **Ghi chú** |
| 1 | BA | Business Analyst | Chuyên viên phân tích kinh doanh |
| 2 | BU | Business Unit | Đơn vị kinh doanh |
| 3 | CAR | Causal Analysis Resolution | Giải pháp phân tích nguyên nhân |
| 4 | CC | Configuration Controller | Bộ điều khiển cấu hình |
| 5 | CCB | Change Control Board | Ban kiểm soát thay đổi |
| 5 | CMMI | Capability Maturity Model Integration | Tích hợp mô hình trưởng thành năng lực |
| 6 | DAR | Decision Analysis Resolution | Giải pháp phân tích quyết định |
| 8 | FSU | FSOFT Strategic Unit | Đơn vị chiến lược FSOFT |
| 9 | ISMS | Information Security Management System | Hệ thống quản lý bảo mật thông tin |
| 10 | NDA | Non-disclosure Agreeement | Thỏa thuận không tiết lộ |
| 11 | ODC | Outsourcing Development Center | Trung tâm phát triển gia công ngoài |
| 12 | PM | Project Manager | Trưởng dự án |
| 13 | PPM | Process Performance Model | Mô hình hiệu suất quy trình |
| 14 | PIC | Person in charge | Người phụ trách |
| 15 | PTL | Project Technical Leader | Trưởng nhóm kỹ thuật dự án |
| 16 | QA | Quality Assurance Officer | Cán bộ đảm bảo chất lượng |
| 17 | QPPO | Quality and Process Performance Objective | Mục tiêu hiệu suất chất lượng và quy trình |
| 18 | SM | Senior Manager | Quản lý cấp cao |
| 19 | SSC | Share Service Center | Trung tâm dịch vụ cổ phiếu |

# TỔNG QUAN DỰ ÁN

## Mô tả dự án

|  |  |  |  |
| --- | --- | --- | --- |
| **Mã dự án** | <ID of the project> | **Nhóm** | <Name of FSU.BU/ Group that project belongs to> |
| **Thể loại dự án** | Choose an item. | **Xếp hạng dự án** | Choose an item. |
| **Loại dự án** | Choose an item. | **Loại hợp đồng** | Choose an item. |
| **Khách hàng** | <Name of Customer> | **Loại khách hàng** | Choose an item. |
| **Khách hàng thứ 2** | <Name of 2nd Customer> | **Loại khách hàng thứ 2** | Choose an item. |
| **Ngành công nghiệp** | Choose an item. | **Dịch vụ** | Choose an item. |
| **Công nghệ** | *<Android>, <C/ C++>…* | **Quản lý dự án** | <Project Manager’s name> |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Mục tiêu** | **Đơn vị** | **Đã cam kết** | **Đã cam kết lại** | **Ghi chú** |
| 1 | Thời lượng | Ngày đã trôi qua |  |  |  |
| 2 | Quy mô nhóm tối đa | Người |  |  |  |
| 3 | Ngày bắt đầu | Ngày |  |  |  |
| 4 | Ngày kết thúc | Ngày |  |  |  |
| 5 | Budgeted MM | Man month |  |  |  |
| 6 | Calendar Effort | Man month |  |  |  |
| 7 | Effort Usage | Man month |  |  |  |

## Purpose and Scope

*<Define the purpose and scope of the project. Information may be extracted from the Project Proposal and the Project Requirement Specification. Ensure that the statement of scope is consistent with similar statements in other project documents.*

*Identify and describe the function, feature or work to be implemented by the project.*

*Describe any consideration of scope to be excluded from the project or the deliverables, in order to avoid future shifts in the level of ambition.*

*Describe the relationship of this project to other projects.>*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ☐ Requirement | ☐ Design | ☐ Coding | ☐ UT | ☐ IT | ☐ ST | ☐ Others |

## Assumptions and Constraints

*<Describe the assumptions on which the project is based, and the imposed constraints on the project such as: Schedule, Budget, Resources, Quality, Software to be reused, Existing software to be incorporated, and Technology to be used and external interface.*

*Constraints are those external elements that affect the scheduling of an item. They could be any of*

*Activity constraint:*

* *Activity cannot start before another activity starts/ ends*
* *Activity must start/ end before another activity starts*

*Time and Date constraint:*

* *Activity cannot take longer than a certain amount of time*
* *Activity must start/ end by a certain date*
* *Activity must/ cannot take place on certain days or dates or during certain time*

*Budget constraint:*

* *Activity cannot cost more than a certain amount>*

| **No** | **Description** | **Remark** |
| --- | --- | --- |
| **Assumptions** | | |
| 1 | <Migration to XX for Java 3.0 will not be done by this team.> | <Scope> |
| 2 | <Customer reviewers will get five working days to approve a milestone document. If no comments are received within this time period, it will be considered as approved.> | <External Interfaces> |
| **Constraints** | | |
| 1 | <Module A must be completed and delivered to customer before 15-Oct-xx because customer has to demo to its end user by 17-Oct-xx> | <Schedule> |
| 2 | <The project shall conform to security requirements specified by the customer in the NDA> | <Security> |

## Project Objectives

### **Standard Objectives**

*As required by organization for all software projects:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Metrics** | **Unit** | **Target** | | | **Basic for setting Goals** |
| **LSL** | **Average** | **USL** |
| **Quality** | | | | | |
| Customer Satisfaction | Point |  |  |  | <Refer to FSU target in year YYYY, y% higher than previous project (A project)> |
| Leakage | Def/size |  |  |  |  |
| Process Compliance | % |  |  |  |  |
| **Cost** | | | | | |
| Effort Efficiency | % |  |  |  |  |
| Correction Cost | % |  |  |  |  |
| **Delivery** | | | | | |
| Timeliness | % |  |  |  |  |

*Additional metrics for* ***full life cycle development****:*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Metrics** | **Unit** | **Target** | | | **Basic for setting Goals** |
| **LSL** | **Average** | **USL** |
| 1 | Internal Defect Rate | Def/size |  |  |  |  |
| 2 | Productivity | Size/effort |  |  |  |  |

### **Specific Objectives**

*< List the major project specific objectives that are not overlapped with the standard objectives. Consider the following categories:*

* *Functional goals*
* *Strategic goals*
* *Business goals (e.g.: time to market, cost)*
* *Quality goals*
* *Organizational goals (e.g.: usability, portability, etc.)>*

*As required by Customer and project characteristics:*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No** | **Metrics** | **Unit** | **Target** | | | **Basic for setting Goals** |
| **LSL** | **Average** | **USL** |
| 1 |  |  |  |  |  |  |
| 2 |  |  |  |  |  |  |

## Critical Dependencies

*< Describe any dependency on other projects. In case of dependencies, describe in detail the reasons, tasks and schedule. Also include in project schedule for tracking.*

*Critical Dependencies are work products/work interfaces provided by project relevant stakeholders and have significant impact to the project. Therefore, schedule of critical dependencies shall be included in Project Schedule in a sequence that accounts for critical development factors and project risks.*

*Examples of Critical Dependency include the followings:*

* *Needs of the customer and end users*
* *Availability of critical resources*
* *Availability of key personnel>*

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Dependency** | **Expected Delivery Date** | **Remark** |
| 1 |  |  |  |
| 2 |  |  |  |

## Risk Management

Project applies the Risk management as defined in Process\_Software Project Management, with key points as follows:

|  |  |
| --- | --- |
| How to manage the risk? | <All identified risks are logged, assessed and prioritized in FI 2.0 by PM> |
| When to update the risk? | <The risks are updated weekly, at milestones or on event and communicated to all affected stakeholders by PM> |
| Who to report the risk status to? | <This risk status is reported to SM weekly> |

*<In case project has another specific approach of Risk Management, describe the procedure to be used for managing risks in the project. The procedure should specify who is responsible for risk management, when risk situation is regularly considered (e.g. at each project status meeting), and which roles risks are communicated to, etc.>*

# PROJECT DEVELOPMENT APPROACH

## Project Process

*The standard <development/maintenance/test/...> process of <FPT Software> will be followed.*

*<However, it will be enhanced with specific processes required by Customer or by project’s characteristics. Therefore, the project process will be tailored as follows :>*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Description of Tailoring/ Deviation** | **Reason for Tailoring/ Deviation** | **Added/ Modified/ Deleted** | **Tailoring or Deviation?** | **Impact Analysis** |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |

## Requirement Management

|  |  |
| --- | --- |
| **Requirement Management** | |
| Where is the requirement managed? | <Requirement Management Sheet> |
| Who manages the requirement | <Project Manager> |
| When is the requirement list updated? | * <New requirement is committed to develop (estimation is approved * Requirement status is changed> |
| **Change Request Management** | |
| Where is the change request logged? | <Requirement Management Sheet> |
| Who logs the change request? | <Project Manager> |
| Who reviews the change request? | <CCB (PM, PTL, CC and concrete name of people assigned by PM) in case of changes significantly affect to project  In cases of the changes do not affect to other sub teams of projects, the CCB delegates the change control authority to Leader of that sub team> |
| Who approves the change request? | <PM by default  OM/SM if:   * Changes to project scope * Changes in targeted value of project QPPO * Changes in delivery plan of project deliverables * Changes to assignment for key roles (PM, PTL)> |

## Product Integration Strategy

*<Describe the Product Integration sequence with its rationale.*

*List the components which will be integrated in the order of the defined Integration sequence. Template\_Integration Plan is available for use>*

*<Top down Integration sequence is selected to the project because of...>*

*<Refer to < (Project Name>\_Integration Plan>*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No** | **Component ID** | **Integration Criteria** | **Integrated with Components** | **Integration Order** |
| 1 |  | *<Criteria to start integration>* |  |  |
| 2 |  |  |  |  |

## Quality Management

* + 1. **Review Strategy**

| **No** | **Review Item** | **Reviewer** | **Review Type** | **Review Method** | **Completion Criteria** |
| --- | --- | --- | --- | --- | --- |
| 1 | <*work product to be reviewed*> |  | *<Group review or one-person review>* | *<Checklist or not*  *Tools used or not*  *Self-review or not>* |  |
| 2 | <Project plan  Project schedule  CM Plan> | <SM, QA, PTLs, Customers> | <Group review  Group review  One-person review> |  |  |
| 3 | <Business analysis and requirements specification document, Use Case catalog> |  | <Group review> |  |  |
| 4 | <Design document, object model> |  | <Group review> |  |  |
| 5 | <Stage plans> |  | <One-person review> |  |  |
| 6 | <Complex/first time generated program specs incl. test cases, interactive diagrams> |  | <Group review> |  |  |
| 7 | <Code> | <Self-review or Team Lead review or Peer review> | <Group review> |  |  |

* + 1. **Test Strategy**

*<Describes the type of tests will be implemented, the test objectives and how the project will conduct the test (techniques, tools), the criterion for knowing when the testing is completed.*

*Technique: Describe how testing will be executed, including what will be tested, the major actions to be taken during test execution, and the methods used to evaluate the results.*

*If available, refer to other document that depicted the testing strategy of the project.>*

*<The following section can be replaced with>* Refer to <Project Name>\_Test Plan

**Unit Test**

| **No** | **Item to be Unit Tested** | **Unit Test Type** | **Unit Test Technique** | **Tool Used** | **Unit Test Completion Criteria** |
| --- | --- | --- | --- | --- | --- |
| 1 |  |  |  |  | *<When the testing is ended>* |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |

**Integration Test**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Item to be Integration Tested** | **Integration Test Type** | **Integration Test Technique** | **Tool Used** | **Unit Test Completion Criteria** |
| 1 |  |  |  |  | *<When the testing is ended>* |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |

**System Test**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Item to be System Tested** | **System Test Type** | **System Test Technique** | **Tool Used** | **Completion Criteria** |
| 1 |  |  |  |  | *<When the testing is ended>* |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |

## Estimate of Defects to be detected

| **Review/Testing Stage** | **Targeted No. of Defects to be detected** | **% of Defects to be detected** | **Basic for Estimation** |
| --- | --- | --- | --- |
| <Requirements review> | <15> | <11%> | <Referenced similar project estimations (ABC) and PCB> |
| <Design review> | <14> | <9%> |  |
| <Code review> | <29> | <20%> |  |
| <Unit Test> | <57> | <40%> |  |
| <Integration Test> | <15> | <10.2%> |  |
| <System Test> | <10> | <6.8%> |  |
| <User Acceptance Test> | <5> | <3%> |  |
| Total | <143> | <100%> |  |

## Project Measurement Plan

*<The following section can be replaced with>* <Refer to <Project Name> Project Measurement Plan>

| **No** | **Data to be collected** | **Purpose** | **PIC** | **When** |
| --- | --- | --- | --- | --- |
| 1 | <Size: No. of KLOC> |  | <PM> | <At the end of the stages> |
| 2 | <Effort: No. person-day> |  | <Team Members> | <Daily> |
| 3 | <Quality: No. defects detected> |  | <Reviewer, Tester> | <Right after the review/ test> |
| 4 | <Schedule> |  | <PM> | <Weekly and at the end of the stages> |

## Quantitative Project Management

*<This section is applicable for full life cycle development projects. Define the sub-processas in the project and the frequency of PPM execution in the project. Template\_Project Measurement Plan is available for use>*

|  |  |  |
| --- | --- | --- |
| **No** | **Name** | **Remark** |
| 1 | Sub Process | * <Requirement Productivity> * <Coding Productivity> |
| 2 | Frequency of PPM execution | <Every 2 weeks> |

For details, refer to <Project Name>\_Measurement Plan

## Working Environment

Project working environment will follow standard working environment of FSOFT. Please refer Regulation\_ Working infranstrure management and assurance, Guideline\_Physical and Environmental Security, Guideline\_Workstation Guide and Quy Dinh\_Cau hinh tieu chuan may tinh de ban va may tinh xach tay

# ESTIMATE

*<If project uses FP Estimation method, skip all sections 3.1, 3.2, 3.3; just refer to :>* Refer to < (Project Name) \_Estimate FP>

## Scope and Work Breakdown Structure

Refer to <…>

## Size

Refer to <…>

## Effort

*Estimate the effort for the project activities and plan the activity sequencing. It is normally a separate document, therefore list it in References and refer to it.>*

Refer to <…>

## Task Category and Task Complexity

*<Describe the method to identify task category, define task complexity>*

Refer to <…>

# SCHEDULE

## Project Milestone & Deliverables

*<Define project milestones based on the chosen project lifecycle and on critical events in the project schedule.*

*List the milestones and define clear milestone criteria to make milestones measureable.*

*For each Stage list all deliverables that belong to the Stage>*

| **No** | **State** | **Committed Delivery Date** | **Deliverables Description** | **Delivery Media** |
| --- | --- | --- | --- | --- |
| **Initiation** | | Click here to enter a date. | <Project goals and scope defined, milestone description defined, resource committed> | |
| 1 | <Name of Deliverable> | Click here to enter a date. | *<list the products to be delivered together with their acceptance criteria>* | *<specify delivery media*  *specify any special instruction for packaging and handling>* |
| **Definition** | | Click here to enter a date. | <Requirements agreed, Project plan reviewed> | |
| 2 | <Requirement baselined> | Click here to enter a date. | *<list the products to be delivered together with their acceptance criteria>* | *<specify delivery media*  *specify any special instruction for packaging and handling>* |
| **Solution** | | Click here to enter a date. | <Design reviewed and stable> | |
| 3 | <Design Interim release 1> | Click here to enter a date. | <Sequence diagrams, class diagram, source code, plan for the next cycle> |  |
| 4 | <Design> | Click here to enter a date. | <Supplementary specifications, sequence diagrams, class diagram, architecture document, source code, iteration plan for the next cycle> |  |
| **Construction** | | Click here to enter a date. | <Product developed & tested and released to customer, documentation reviewed.> | |
| 5 | <Construction Interim release 1> | Click here to enter a date. | <Source code, review reports, test reports  Acceptance criteria: Product unit tested> |  |
| 6 | <UAT release> | Click here to enter a date. | <Source code, review reports, test reports, iteration plan for the next cycle, deployment plan for the product  Criteria: Product system tested, documentation reviewed> |  |
| **Transition** | | Click here to enter a date. | <Product is user acceptance tested and accepted by customer> | |
| 7 | <Final release> | Click here to enter a date. |  |  |
| **Termination** | | Click here to enter a date. | <Project post-mortem is conducted, Project assets archived and released to Organizational repository> | |
| 8 | <Post-mortem report> | Click here to enter a date. |  |  |
| 9 | <Acceptance note> | Click here to enter a date. |  |  |

## Project Schedule

Refer to <<Project Name>\_Project Task list, FI 2.0>. The Project Schedule is weekly updated by the Project Manager.

# PROJECT ORGANIZATION

## Organization Structure

*<Depict a pictorial representation of the project>*

## Role & Responsibility

*<Responsibily should be listed in bullet format>*

| **No** | **Role** | **Responsibility** | **Qualification** |
| --- | --- | --- | --- |
| 1 | <SM> | * <Provide resource and funding * Review project plan * Review project status * Resolve escalated issues> | *<Specify skill & number of year experience acting in the role>* |
| 2 | <PM> | * <Have overall responsibility for the project * Project planning and scheduling * Task assignment and tracking * Reporting * Ensure delivery as per contract * Interface with other departments as per need * Customer interaction * Ensure open issues/ customer complaints are closed properly> |  |
| 3 | <BA> | * <Requirement Development * Requirement Analysis> |  |
| 4 | <Developer #1> | * <Responsible for module X, Y, Z> |  |
| 5 | <Tester #1> | * <Design test case X, Y, Z * Execute test module X, Y, Z> |  |
| 6 | <Bridge SE> | * <Resolve any issues from customer/ offshore * Support during development> |  |
| 7 | <Configuration Controller> | * <Prepare the CM plan * Manage the configuration as per CM plan> |  |
| 8 | <Comtor> | * <Translate/ Interpret product document/ communication > |  |
| 9 | <CCB> | * <Take formal review & approval authority for changes to the project> | *<Pls specify who involve in the board (typically comprises of PM, BA, PTLs and CC)>* |
| 10 | <Task Estimation Team> | * *<Task estimation team is responsible for classifying tasks and defining task’s value point assessment method (effort estimation and complexity for task types)>* |  |

## Project Team

Refer to <Project Name>\_Staff Management

## Training plan

Refer to <Project Name>\_Staff Management

# STAKEHOLDER MANAGEMENT

*< Responsibility should be listed in bullet form>*

## Customer

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Contact Person** | **Role** | **Contact address**  **(Email/Phone)** | **Responsibility** | **Remark** |
| 1 | <Name> |  |  | * <Review and approve the SRS> |  |
| 2 |  |  |  |  |  |

## Internal Interface

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Contact Person** | **Role** | **Contact address**  **(Email/Phone)** | **Responsibility** | **Remark** |
| 1 | <Name> | SEPG |  |  |  |
| 2 |  | FSU QA Manager |  |  |  |
| 3 |  | QA Lead |  |  |  |
| 4 |  | IT |  |  |  |
| 5 |  | CTC |  |  |  |
| 6 |  | HR/REC |  |  |  |
| 7 |  | Admin |  |  |  |
| 8 |  | ISMS |  |  |  |

## Supplier & Sub-contractor

*<Optional>*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Contact Person** | **Role** | **Contact address**  **(Email/Phone)** | **Responsibility** | **Remark** |
| 1 | <Name> |  |  |  |  |
| 2 |  |  |  |  |  |

## Other Projects

*<Optional>*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Contact Person** | **Role** | **Contact address**  **(Email/Phone)** | **Responsibility** | **Remark** |
| 1 | <Name> |  |  |  |  |
| 2 |  |  |  |  |  |

# COMMUNICATION & REPORTING

*<State the mechanisms for reporting and distributing information within project for stakeholders>*

| **Communication Type** | **Method/ Tool** | **When** | | **Information** | **Participants** |
| --- | --- | --- | --- | --- | --- |
| **<Project Task Tracking>** | | | | | |
| <Task scheduling> | <MS Project> | | <At the beginning of every stage, and weekly> |  | <PM> |
| <Task Assignment> | <In FI 2.0 and via project weekly meeting> | | <Weekly> |  | <PTL> |
| <Task status reporting> | <In FI 2.0 and via project weekly meeting> | | <Weekly> |  | <Project Team Members> |
| **Project Meeting** | | | | | |
| <Kick-off Meeting> | <Face to face> | | <Initiation stage> | <Project introduction; Project plan review; Risk identification; Obtainment of commitment of relevant stakeholders> | <PM, SM, Project Team Members, QA> |
| <Project Progress Review Meetings> | <Face to face> | | <Weekly and on event> | <Communicate project status  Communicate and resolve any open issue, risks, and changes  Discuss any suggested improvement> | <PM, Project Team Members> |
| <Milestone Meetings> | <Face to face> | | <5 working days After the completion of stages: Definition, Solution & Construction> | <Project objective review, evaluate project performance (quality, schedule, effort), Causal analysis, update project plan for next stage> | <PM, SM, Project Team Members, QA> |
| <Project Post-mortem Meeting> | <Face to face> | | <Termination stage> | <Wrap-up  Evaluate project performance; Team performance; share experiences> | <PM, SM, Project Team Members, QA> |
| <Transfer/Sharing of project documentation/information> | <Shared Project Repository/FTP/CVS/MS Share Point Server> | | <When available> | <All project documentation and information> | <PM, Project Team Members, QA> |
| **<Customer Communication and Reporting>** | | | | | |
| <Project Report> | <Agreed standard format between FSOFT and customer> | | <5pm Monday, Weekly> | <Project status report, Issue requiring clarifications, escalation, if any> | <PM, Sub-PM> |
| <Project Meetings with customer> | <Teleconference /TV Meeting> | | <2pm Tuesday, Weekly> | <As above> | <PM> |
| <Requirement gathering/clarification> | <Email/TV meeting/Face to face meeting> | | <During requirement analysis phase> | <As in Q&A list> | <PM, BA> |
| **<Communication with Senior Management>** | | | | | |
| <Review Project Plan & Project schedule> | <By email or attend project meeting> | | <Significant changes to WO, PP and Project schedule (scope, objectives Organization, HR, major milestone, deliverables)> |  | <PM> |
| <Project Progress Review> | <By email and/or via Operation meeting at Group/Division level> | | <Weekly> | <Project status report, Issue requiring clarifications, escalation, if any> | <PM> |
| <Project Milestone Review> | <By email and via project milestone review meeting> | | <End of every stage> | <Project objective review, evaluate project performance (quality, schedule, effort), Causal analysis, update project plan for next stage> | <PM> |
| **<Other Communication and Reporting>** | | | | | |
| <Raise issue or request service/support of BA groups (IT, Admin, QA, HR, Training, Recruitment, etc.)> | <SSC Portal; email; phone> | | <Upon request> | <Request content, expected completion date> | <PM> |

# CONFIGURATION MANAGEMENT, DATA MANAGEMENT, INFRASTRUCTURE

Refer to <Project name>\_CM Plan

# SECURITY

*<State how to deal with security matters, for instance:*

* *Understand and apply specific requirements from customer (Master Agreement, Contract, NDA, Documents (Policy, guideline, template, checklist...)*
* *Classification of the project information with regard to requirements for integrity, availability and confidentiality, in accordance with the organization's group directives on security,*
* *Specific action that must be taken to fulfill security requirements, such as security agreements with suppliers and partners, security check of project team members, security audits of equipment, usage of coded information, etc.*
* *Authorization of information distribution and publishing, that is, who should decide which information will be distributed to whom,*
* *Procedure for monitoring security,*
* *Procedure for reporting security incidents.*
* *Security level: Top secret, Confidential, Internal use, Public>*

| **Clause** | **Security Requirements** | **Procedure** | **Period** | **PIC** |
| --- | --- | --- | --- | --- |
| <Organization of Information Security> | <ISMS responsibilities/ assignments are appointed> | <Assign 1 person responsible for ISMS> | <Opening> | <PM> |
| <Asset management> | <Customer asset must be preserved and managed> | <Assign customer’s asset management officer (AO)> | <Opening> | <PM> |
| <List and do liquidation customer asset> | <Weekly> | <AO> |
| <Sign off when borrowing or returning asset> | <Daily> | <AO/ Staff> |
| <Employers must not install/ use software other than white-list software> | <Software for test or development must have license and register in CM Plan> | <Opening> | <PM> |
| <Confidential Information must be stored on the servers, not on PCs or storage media> | <Request IT to clear project information from email, PC or format PC, external storage media> | <Staff out of Project/ ODC> | <PM> |
|  | <Shred, dissolve or incinerate papers> | <When no longer use/ Closure> | <Staff/ PM> |
| <PC in must be configured by IT> | <Do check PC have McAfee, AV, patch updated, screen saver, USB port forbidden> | <Opening> | <PM> |
| <Human resources security> | <Employees must be known specific Information Security requirements> | <Carry out ODC specific Information Security training for all employees> | <Opening> | <PM> |
| <Physical security> | <Have separated working area> | <Review entrance/exit database which only member can access> | <Monthly> | <PM/BU Leader> |
| <Review camera database (for doors or cover all working areas)> | <Monthly> | <PM/BU Leader> |
| <Prohibited to bring privately-owned storage device, communication devices into the working areas> | <Request to use nonstandard device sent to BUL, Asset management Officer, IT> | <On event> | <Staff/PM> |
| <Equipment, information should not be taken off-site without authorization> | <Request to take asset/information off premise to BUL, Asset management Officer> | <On event> | <Staff/PM> |
| <Communications and operations management> | <Dedicated servers for project must be controlled by IT> | <Request IT setup sever needed for project> | <Opening> | <PM> |
| <Direct internet access must be managed & controlled by IT> | <Request IT to configure and control> | <Opening> | <PM> |
| <Restricting the use of specific network services going to the Internet (e.g. P2P, Skype, etc.)> | <Request IT to configure and control> | <Opening> | <PM> |
| <Connection to remote systems (VPN, FTP...) to the customer server/network> | <Request IT to configure and control> | <Opening> | <PM> |
| <Restrict network connections to and from third-party networks> | <Request IT to configure and control> | Opening | <PM> |
| <Create dedicated VLAN for software development and testing> | <Request IT to configure and control> | <Opening> | <PM> |
| <FTP server for upload and download data from external connections managed> | <Request IT to configure and control> | <Opening> | <PM> |
| <Access control> | <Access right are controlled on need to know basis> | <Granted access right as per CM plan> | <Opening> | <CC> |
|  |  | <Access right are reviewed periodically> | <Monthly/ Project baseline> | <CC> |
|  |  | <Request to revoke the access right of all project team members at project closure time,> | <Closure> | <QA> |
|  |  | <Access right of non-project team members must be get permission of PM and granted in the pre-defined duration, then revoked at expiry date> | <On event> | <CC> |
|  |  | <Request to delete work group/mailing list, when no longer required> | <Closure> | <PM> |
| <Compliance> | <Do internal information Security Audit> | <Request ISM to do internal audit as requested> | <Quarterly/ Biannually> | <PM> |

# DECISON ANALYSIS AND RESOLUTION

*<Mention the different scenarios on when the project will perform the DAR>*

|  |  |
| --- | --- |
| When to perform DAR | *<Shall apply DAR in:*  *- Business/ Technology decisions for the best fit alternative - Selection among risk handling options for high impacts, high probability risks>*   * Architecture / Design options * Make/Re-use/Buy a solution |
| Who to perform DAR | <PTL> |
| Who to identify alternatives | <Team members> |
| Who to verify evaluation decision criteria and review evaluation report | <PM> |

# CAUSAL ANALYSIS AND RESOLUTION

*<Mention the strategy of when the project needs to innitiate the CAR>*

|  |  |
| --- | --- |
| When to initiate CAR | * <Similar types of defects are repeated * There is risk in achieving the defined QPPO * When the performance limits of selected sub-process is very wide * During project execution, opportunities for improvement are identified based on results of PPM> |
| Who to initiate CAR | <PM> |

# REFERENCES

*<Provide a complete list of all documents and other sources of information referenced in this plan>*

|  |  |  |  |
| --- | --- | --- | --- |
| **No** | **Reference Item** | **Source** | **Remark** |
| 1 |  | <Customer> |  |
| 2 |  | <FPT> |  |
| 3 |  | <Public> |  |