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## SER416 Assignment 2

### Process Groups to Knowledge Areas Matrix Discussion

This discussion will cover Knowledge Areas, Process Groups and how they fit together.

Knowledge Areas are topics that project managers need to know about to be effective.

Knowledge Areas include: Project Integration Management, Project Scope Management, Project Time Management, Project Cost Management, Project Quality Management, Project Human Resource Management, Project Communications Management, Project Risk Management, Project Procurement Management, and Project Stakeholder Management.

Process Groups are groups of processes. A process is a series of actions taken for a result.

There are five Process Groups: Initiating processes, Planning processes, Executing processes, Monitoring and Controlling processes, and Closing process. A project is broken up into phases and each phase contains process groups which are not mutually exclusive to a project phase (e.g. Monitoring and Controlling can be done throughout the project lifecycle and not just in one phase). Different Project Groups can be done concurrently (e.g. The Monitoring and Controlling processes could occur concurrently with Initiating and Planning processes and Executing Processes). I will next discuss how my views agree and disagree with some of the examples in a 5X10 matrix in *Information Technology Project Management* by Kathy Schwalbe.

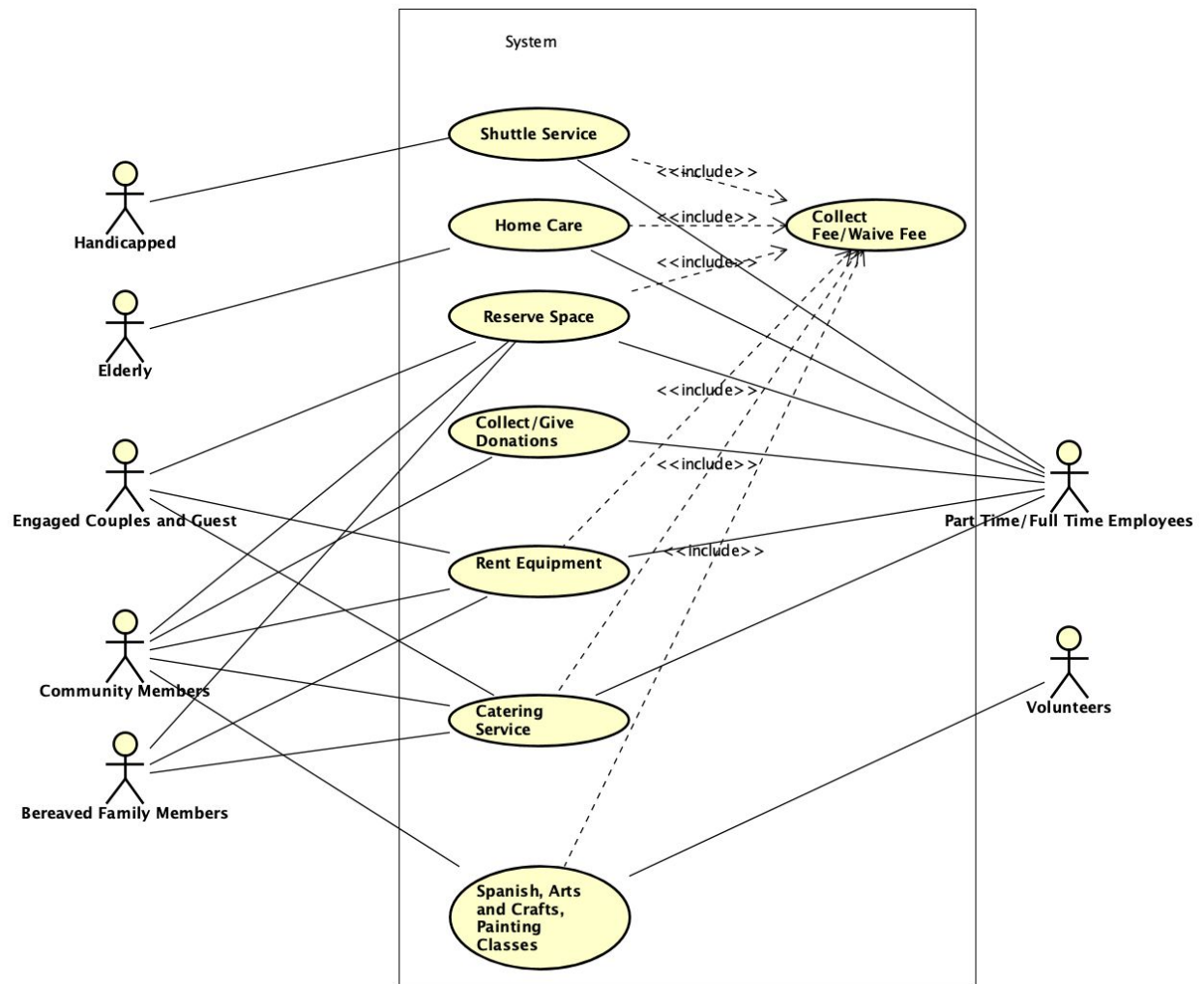
The matrix in *Information Technology Project Management* gives examples of Project Integration Management a Knowledge Area being in all of the Process Groups. I agree with this because Project Integration Management is responsible for connecting all of the processes together. The provided matrix only gives examples of Project Scope Management a Knowledge Area being in the Planning and Monitoring and Controlling processes. I agree that Initiating, Executing, and Closing process groups aren't part of Project Scope Management. Project Scope Management isn't the first thing done in starting a project or phase so it shouldn't be in the Initiating Process Group. Project Scope Management shouldn't be in the executing phase because you don't need to coordinate people and other resources to create products or services. Project Scope Management shouldn't be included in Closing processes because it doesn't include archiving project files, closing contracts, documenting lessons learned, or receiving formal acceptance of the delivered work for a phase or project. Project Time Management and Project Cost Management are in the same processes groups as Project Scope Management. This makes sense because Time, Cost, and Scope are all constraints and the three of them together are called the triple constraint. These constraints all must be planned for and controlled to have a successful balance between them. Project Quality Management a Knowledge Area includes the Planning, Executing, and Monitoring and Controlling Process Groups. I agree that you need to have the Planning Process Group in Project Quality Management because without devising and maintaining a workable scheme the quality of your products could vary from employee to employee. I agree that the Executing Group Processes are included in Project Quality Management because without organizing people and resources no one will perform quality assurance. I also agree that the Monitoring and Controlling Process

Group is included in Project Quality Management because without looking at the big picture you might not notice that something is seriously wrong. Project Human Resource Management a Knowledge Area includes the Planning and Executing Process Groups. I disagree that the Monitoring and Controlling Process Group is not included because you need to have processes in Project Human Resources Management for monitoring the skills a team possesses. If the team loses skills when someone quits the Monitoring Process Group would be able to detect this loss of skills.

I've discussed some of my views on how Process Groups and Knowledge Areas interact with each other. Although I have discussed how many of the Knowledge Areas interact with Process Groups this discussion was not comprehensive. I encourage the reader to see how their views agree and disagree with the examples in the matrix for the Knowledge Areas not covered such as: Project Communications Management, Project Risk Management, Project Procurement Management, and Project Stakeholder Management.

## Course Project Initial Activity

### Best Community Service Software System Use Case Diagram



## Software Requirements Specification

- The system shall let clients reserve large spaces.
- The system shall let employees set large spaces availability.
- The system shall let clients request shuttle services.
- The system shall let employees set shuttle services availability.
- The system shall let clients request home care services.
- The system shall let employees set home care services availability.
- The system shall let clients request rental equipment.
- The system shall let employees set rental equipment availability.
- The system shall let clients request catering services.
- The system shall let employees set catering services availability.
- The system shall give catering services priority to clients that rent the large space at the same time the catering service is being requested.
- The system shall give rental equipment priority to clients that rent the large space at the same time the catering service is being requested.
- The system shall let clients donate.
- The system shall let employees withdraw donations.
- The system shall let clients book classes.
- The system shall let volunteers schedule classes.
- The system shall let clients pay fees for renting out large spaces.
- The system shall let clients pay fees for shuttle services.
- The system shall let clients pay fees for home care services.
- The system shall let clients pay fees for catering services.
- The system shall let clients pay fees for classes.
- The system shall let employees set fees for renting out large spaces.
- The system shall let employees set fees for renting out shuttle services.
- The system shall let employees set fees for home care services.
- The system shall let employees set fees for catering services.
- The system shall let employees set fees for classes.
- The system shall let employees waive fees for renting out large spaces.
- The system shall let employees waive fees for renting out shuttle services.
- The system shall let employees waive fees for home care services.
- The system shall let employees waive fees for catering services.
- The system shall let employees waive fees for classes.
- The system shall let volunteers create accounts.
- The system shall let part time and full time employees apply
- The system shall use secure payment processing.
- The system shall let clients create accounts.

- The system shall allow part time and full time employees.