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**Abstract**

This document help everyone in project team understand what they needs to do in management project.

**Management Process**

**Foxes Project**

**Table of Contents**

[1. Introduction 2](#_Toc427591696)

[1.1. Purpose 2](#_Toc427591697)

[1.2. Goal 2](#_Toc427591698)

[1.3. Scope 2](#_Toc427591699)

[1.4. Intended Audiences 2](#_Toc427591700)

[2. Process Visual Diagram 3](#_Toc427591701)

[3. Process Roles & Responsibilities 3](#_Toc427591702)

[4. Process Description 4](#_Toc427591703)

[4.1. Launching Phase 4](#_Toc427591704)

[4.2. Planning Phase 6](#_Toc427591705)

[4.3. Executing Phase 9](#_Toc427591706)

[4.4. Controlling Phase 10](#_Toc427591707)

[4.5. Closing Phase 11](#_Toc427591708)

[Revision 13](#_Toc427591709)

# Introduction

This document will describe about the management process is used to manage all activities in software project.

## Purpose

* Help everyone in project team understand what they needs to do in management project.
* Make member in this project do their work follow the standard, the discipline to ensure the quality of product.

## Goal

* Product’s quality.
* Help member in this project have more experience about working in process.

## Scope

The scope of this document is used for Software Process Management Project during 6 months.

## Intended Audiences

|  |  |
| --- | --- |
| Audience | Reference Purpose |
| Project Manager | * Scheduling & tracking all process in project |
| Mentor | * Ensure that Foxes Team follows process |
| Team members | * Following process |

Table 1: Intended Audiences

# Process Visual Diagram

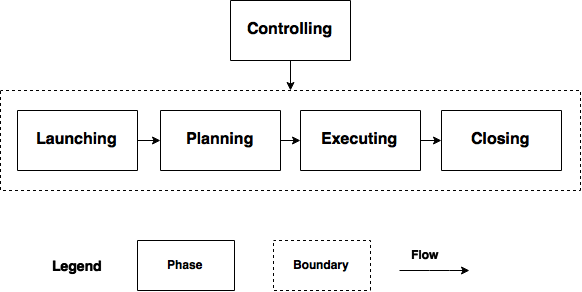


Figure 1: Management Process Visual Diagram

# Process Roles & Responsibilities

|  |  |
| --- | --- |
| Role | Responsibilities |
| Project Manager | Leading the planning and the development of all project deliverables. The project manager is responsible for managing the budget and schedule and all project management procedures (scope management, issues management, risk management, etc.). |
| Project Team | The project team consists of the full-time and part-time resources assigned to work on the deliverables of the project. This includes the analysts, designers, programmers, etc. They are responsible for:   * Understanding the work to be completed. * Planning out the assigned activities in more detail if needed. * Completing assigned work within the budget, timeline and quality expectations. Informing the project manager of issues, scope changes, risks and quality concerns. * Proactively communicating status and managing expectations. |

Table 2: Roles & Responsibilities

# Process Description

## Launching Phase

|  |  |
| --- | --- |
|  | Description |
| Purpose | The purpose of this phase is to develop a high level plan and risk assessment for a proposed project and to provide information for portfolio assessing strategic viability the project. Emphasis is placed on analyzing the project sponsor’s strategic requirements as well as immediate needs. Several high-level project management deliverables will be produced during this phase. These high level deliverables will provide a foundation for estimates and for the Project Charter. |
| Input | * Interviews with customer. * Lessons learned from previous projects. |
| Activities | * Assemble Core Project Team and Define Project Roles: The project planning team will be assembled, including appropriate representation from customers, subcontractors, vendors. In order to have a successful project, all project stakeholders must know and understand their role in the project. It is the project manager’s responsibility to communicate these roles to the project stakeholders. * Identify Stakeholders: is the process of identifying all people or organizations impacted by the project, and documenting relevant information regarding their interests, involvement, and impact on project success. * Conduct Interview Customer: Conduct interviews with the customer. Understand the customer’s strategic vision for the company and the customer’s objectives for achieving the vision. Determine the basic problem or need by asking open-ended (not yes or no questions) that probe to get beyond the symptoms to the real problem or need. Review the proposed solution and determine what other solutions that should be considered. Review the process the customer used to evaluate the problem and identify possible solutions and the reason the customer selected the requested solution. * Conduct Internal Research: Interview other personnel from your group and the customers. Review documentation to study the “current state” of the organization, function or process. * Review Lessons Learned: The project manager should review the lessons learned from previous projects to assist in assessing project risks, maintaining project schedules, and understanding potential areas of concern experienced previously on other projects. Review the issues logs from previous projects to identify potential risks (all issues were once risks). * Review Customer Requirements: The project manager is responsible for identifying and understanding the customer requirements of the project. By reviewing any existing requirements, business case or proposal documents, the project manager should be able to determine the purpose of the project and the expectations. The project manager must identify all requirements that are unclear, incomplete, unfeasible, contradictory, or that in some way may prevent the successful completion of the project. Meeting with the project owner to discuss the requirements and any vague items is required. The project manager must schedule a time with the project owner as soon as the project manager is assigned to review the project and understand the expectations. * Develop High-Level Work Breakdown Structure: A high-level WBS should be developed by the project manager to begin defining the scope of the project. The project manager should develop a high-level WBS from the information gathered from the project owner. The WBS is a product oriented hierarchical division of project elements that organizes, defines, and establishes the total scope of the project. This WBS will identify all of the major deliverables that make up the total solution. * Develop Cost Estimates: Depending on the size of the project, costs will be tracked in different ways. Be sure to document your costs in a spreadsheet, which will later be validated when the final project plan is approved and base-lined. These initial estimates will help prevent cost issues from arising once the total project cost are determined and agreed to. Be sure to include significant equipment, human resource, contract, and supply costs. * Develop Project Charter: The purpose of the Project Charter is to provide a clear and consistent definition of the project’s vision/mission, scope and objectives. The project charter is developed early in the project management life cycle. It contains the vision/mission, owner identification, scope, objectives, assumptions, constraints, time/milestones, cost/budget, quality requirements, and major risks of the project. * Review with Owners for Approval: The project manager will meet with the project owner to review the project charter, high level WBS, and high level risk assessment. The project manager will arrange a time that is convenient for the project owner to spend approximately one hour to review the work that has been accomplished during this Phase. The project owner will give the go ahead for the project manager to proceed to the Planning Phase to finalize the project charter. * Develop all process related with development product and management product, such as: Risk Management Process, Change Management Process, Requirement Process, Architecture Design Process and Increment Process. Beside, define the template of all process were required in this phase. |
| Output | * Project charter * Team charter * High level WBS * Requirement Process * Architecture Design Process * Increment Process * Risk Management Process * Change Management Process * All template for using in project was define. |

Table 3: Launching Phase Description

## Planning Phase

|  |  |
| --- | --- |
|  | Description |
| Purpose | The purpose of the Project Planning Phase is to kick-off a new project and establishes an accurate plan and schedule. The infrastructure that is established during the planning phase is critical to effectively manage the project’s success. |
| Input | * Project charter * Team charter * High level WBS * Requirement Process * Architecture Design Process * Increment Process * Risk Management Process * Change Management Process * All template for using in project was define. |
| Activities | * Conduct a Project Team Detailed Planning Meeting and Work Session: The project manager will hold a project detailed planning meeting once the project team is established. The main purpose of the detailed planning meeting is to introduce the project and enlist the project team to continue work completing the Project Charter, then the project owner should be present to communicate expectations, goals, and success criteria. Other agenda items should be team member responsibilities, time and/or budgetary constraints, and the schedule for future meetings. * Develop Communications Plan: The project manager develops guidelines for all information created as part of the overall Communications Plan. Consistency among project team members requires guidelines for the information created and distributed. The format, style and quantity of information to be implemented during the life of the project should be well defined. Project managers should edit the Communication Plan to develop a comprehensive understanding among team members on how the team will communicate. Another very important aspect of communication is the interaction among the project team members, owner(s), and other project stakeholders. * Develop Configuration Plan: The project manager must develop the configuration plan which explain how to set name, tools to manage configuration is effectively. And set up the folder structure, method for naming, activities according to standard method to PM and team members work effectively. * Develop Risk Management Plan: Risk Management Plan aims to provide a full description of the activities and steps to control risks that may occur in project associated with the approach to risk assessment and risk analysis. * Develop Change Management Plan: Change Management Plan provides the project with a method of controlling and monitoring project changes. Change is defined as any activity that alters the scope, schedule, deliverables, or costs of the project. The Change Management Plan also seeks to increase communication regarding change to the project, while delegating authority to facilitate appropriate decisions. * Develop the Detailed WBS: It will result in a further decomposition of the project objective into the deliverables that must be produced to successfully accomplish the project. These deliverables are measurable in the hours and cost required to produce them. * Prepare Schedule: Once the project manager has determined the project calendar, task list, resources, durations, and sequence, the schedule can be developed. The project manager will enter the start date for the project and the scheduling tool will calculate the duration of the project based on the information entered. The project manager should level the resources to ensure they are not over allocated for any particular day. * Develop Cost Management Plan: Determine Project Cost Status The project manager is responsible for monitoring cost versus project progress to assure the project is completed within budget or to identify problems that may prevent satisfactory completion within budget. * Conduct Management Review with Owner: The project manager will meet with the project owner to review the completed project charter and project plans developed during the Planning Phase. The project manager will follow the meeting guidelines described earlier when performing the management review. The project owner must give the approval to proceed to the Executing & Control Phase. * Develop Baselines: Once the project manager has obtained approval and the go ahead from the project owner, the project manager will develop the baselines. A baseline is the basis for determining how the project is progressing according to plan. The baseline is the original schedule, budget, and project plans plus any owner approved changes. Baseline allows all project stakeholders the opportunity to compare the actual project data against the baseline to determine if the project is on track. |
| Output | * Master Plan * Risk Management Plan * Change Management Plan * Issue Management Plan * Communication Plan * Configuration Plan * Requirement Plan * Architecture Design Plan * Increment Plan   + Coding Plan   + Testing Plan * Training Plan |

Table 4: Planning Phase Description

## Executing Phase

|  |  |
| --- | --- |
|  | Description |
| Purpose | The emphasis of the Execution and Control Phase is to ensure that each deliverable achieves the desired results, in the designated period, within the designated cost, and using the specified allocated resources. To ensure the accomplishment of that goal, continuous supervision of the project is required. The project manager must ensure that all the plans leading up to this phase are in place, current and can be implemented as soon as the situation warrants. |
| Input | * Master Plan * Risk Management Plan * Change Management Plan * Issue Management Plan * Communication Plan * Configuration Plan * Requirement Plan * Architecture Design Plan * Increment Plan   + Coding Plan   + Testing Plan * Training Plan |
| Activities | * Publish the Plan: Once the plans are agreed to, they must be effectively communicated to all stakeholders. This can be done in hardcopy or via electronic media, depending on the resources available. On most projects a communications plan will be developed, and distribution of the plans will follow the guidelines laid out in the communications plan. * Status Meeting and Analyze: Project status meetings should be held by the project manager, as needed, to review schedule and budget variances, focus on short term milestones, address any issues and assign action items, and gain support for required scope or strategy changes. The frequency of the status meetings is dependent on the expectations of the project owner and the progress of the project. Each meeting should be documented and meeting minutes distributed within 48 hours of the meeting. * Project Documentation: Throughout the project, the project manager will generate reports relating to quality issues and conformance. This will include the project status report and weekly status reports. A quality audit will be performed periodically to ensure accuracy of the information. |
| Output | * Document Set of progress reports. * Project evaluation report(s). * Current and Updated Project Schedule. |

Table 5: Executing Phase Description

## Controlling Phase

|  |  |
| --- | --- |
|  | Description |
| Purpose | The emphasis of the Execution and Control Phase is to ensure that each deliverable achieves the desired results, in the designated period, within the designated cost, and using the specified allocated resources. To ensure the accomplishment of that goal, continuous supervision of the project is required. The project manager must ensure that all the plans leading up to this phase are in place, current and can be implemented as soon as the situation warrants. |
| Input | All document from previous phase |
| Activities | * Tracking: Immediately after management approval, a project baseline should be established. This baseline is the standard by which progress will be measured. Variances to the baseline may trigger implementation of contingency plans developed during the planning phase to keep the project on track. Once the project has begun, the project manager must have a way to effectively monitor the progress against the baseline. The project manager will establish a routine project review strategy and communication plan to ensure current, accurate and consistent progress feedback. * Monitor and Control Project Risk: Risk control is the process of continually sensing the condition of a program and developing options and fallback positions to permit alternative lower-risk solutions. Continuously updating the risk management plan is an important step in risk avoidance and risk control. At a minimum, risk plans, and additional risks should be reviewed weekly by the project manager and monthly by the entire project team. Plans must be updated and new plans developed as risks change throughout the life cycle of the project. * Change Management: Usually not all project plans will require changes. The project manager must determine which project plans will be affected and update them accordingly. For example, the communication plan may require additional reports to be generated or the human resource plan may be altered to increase resources on the project. It is the project manager’s responsibility to ensure that all project plans are updated and adhered to. When schedule changes are made, the project manager must ensure all project stakeholders, especially project team members, are aware of the revisions. * Executive Review Meeting Facilitation: The executive review meeting/presentation may need to be conducted every month depending on the visibility of the project. It is one of the most informative ways senior management of the company can review the overall progress and status |
| Output | * Update all plan * Update risk * Update change * Update issue |

Table 6: Controlling Phase Description

## Closing Phase

|  |  |
| --- | --- |
|  | Description |
| Purpose | During the Close-out Phase, all project activities are completed and all deliverables are finalized. The customer reviews the project and all testing is completed. Final reviews and documentation are completed and the customer accepts the final project deliverable. The activities of this phase also ensure that best practices are captured and can be shared, and that continuous improvement on both team and personal levels is practiced. |
| Input | All document from previous phase |
| Activities | * Administrative Closure: The project manager is responsible for the administrative closure at the end of the project. This includes closing out all procurement contracts, matching up supplier invoices with payments, conducting performance reviews for the project team members and obtaining appropriate signatures to confirm completion of the project. * Survey the Project Participants: Gaining feedback from the project participants is critical to ensuring and measuring the success or failure of the project. Use the information gathered to compile a summary of how well the project met the objectives and expectations defined in the project charter. * Develop Lessons Learned: Lessons can be learned from each and every project, even if the project is a failure. Some companies do not document lessons learned because employees are reluctant to sign their names to documents that indicate lessons learned were from mistakes or from a failed project. Consequently, many employees learn from their own mistakes but repeat the mistakes made by others due to lack of documentation. |
| Output | * Delivery of Final Documentation and Product. * Lessons Learned. * Project Evaluation. |

Table 7: Closing Phase Description

# Revision

|  |  |  |  |
| --- | --- | --- | --- |
| # | Date | Editor | Description |
| 4 | Sep 6th, 2015 | Tỷ Trần | * Updating with the new template. * Adding table description. |
| 3 | Aug 17th, 2015 | Hồng Nguyễn | * Fix content. |
| 2 | Aug 15th, 2015 | Hồng Nguyễn | * Add process, description process. |
| 1 | Aug 5th, 2015 | Hồng Nguyên | * Establish the first revision. |