

TUTOR ONLINE

Project Plan

**Project Code: TOS**

**Document Code: TOS – v1.0**

**Ha Noi, 16/05/2017**

SIGNATURE PAGE

|  |  |  |
| --- | --- | --- |
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Record of change

\*A - Added M - Modified D – Deleted

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Effective Date | Changed Item | A\* M, D | Change Description | Reason for Change | Revision Number |
| 15/05/2017 | All | A | Create Project Plan | Create Project Plan | 1.0 |
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Definitions and Acronyms

| Acronym | Definition | Note |
| --- | --- | --- |
| BA | Business Analyst |  |
| BU | Business Unit |  |
| CC | Infrastructure Configuration Controller |  |
| CCB | Change Control Board |  |
| CI | Configuration Item |  |
| CM | Configuration Management |  |
| CSCI | Computer Software Configuration Items |  |
| DEV | Developer |  |
| PIC | Person in charge |  |
| PM | Project Manager |  |
| PTL | Project Technical Leader |  |
| QA | Quality Assurance Officer |  |
| SRS | Software Requirement Specification |  |
| TP | Test Plan |  |
| TC | Test Case |  |
| JP | Japnanese |  |
| EN | English |  |
| UI | User Interface |  |
| VuongTV | Tran Viet Vuong | Team Member |
| LamVT | Vo The Lam | Team Member |
| LongNB | Nguyen Bao Long | Team Member |
| PhatNH | Nguyen Huy Phat | Team Member |
| ThuongNTH | Nong Thi Hoai Thuong | Team Member |
| HuyenNTK | Nguyen Thi Khanh Huyen | Team Member |
| FPTU | FPT University |  |

# Project Overview

## Project Description

|  |  |  |  |
| --- | --- | --- | --- |
| Project Code | TOS | Contract Type | None |
| Customer | FPTU | 2nd Customer | None |
| Project Level | Group | Project Rank | None |
| Application Type | Web Application | Project Manager | Tran Viet Vuong |
| Project Category | Development | Business Domain | E-Learning |

## Scope and Purpose

### Scope of Project

The scope of this project contains: Requirement Analysis, System Analysis, Design, Implement and Testing (Unit Test, Integration Test and System Test).

### Purpose of Project

Nowadays, the knowledge of subjects is growing and be more difficult, the parents need to finds a good tutor to complements the knowledge for their children. Grasped this fact, we have made an idea and developed a e-learning system named Tutor Online together. In here, the students can be comfortable to considering or choosing a appropriate tutor for their learning needs, be flexible for making a studying schedule, choosing a studying location is not restrained. The tutor and student can study online everywhere via skype. The parents can manage their children’s information, schedule, and studying quality based on the feedback of tutor after a lesson or a course easily.

## Assumptions and Constraints

| No | Description | Note |
| --- | --- | --- |
| Assumptions | | |
| 2 | Customer reviewers will get seven 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 | This project must be completed and delivered before 16/08/2017 | Schedule |
| 2 | In doing project processing, PM must submit report (include 6 reports) on certain date. | Schedule |
| 3 | We divided this project to 3 phase and all products of each phase must completed at the end of phase :   * Phase 1 started at 08/05/2017 and end at 31/05/2017, contains: * Software Requirement Specs – SRS (Report 1) * Project Plan (Report 1) * Q&A\_JP file (Report 1) * Q&A\_EN file (Report 1) * Progress Report 1\_JP file (Report 1) * Progress Report 1\_EN file (Report 1) * Architecture Design (Report 2) * Screen Design (Report 2) * Database Design (Report 2) * Progress Report 2\_JP file (Report 2) * Progress Report 2\_EN file (Report 2) * Phase 2 started at 01/06/2017 and end at 19/07/2017, contains: * Test Plan (Report 3) * Test Case (Report 3) * Progress Report 3\_JP file (Report 3) * Progress Report 3\_EN file (Report 3) * Source Code (UI + code comments\_JP) (Report 4) * Unit Test Report (Unit Test Case) (Report 4) * Progress Report 4\_JP file (Report 4) * Progress Report 4\_EN file (Report 4) * Phase 3 started at 20/07/2017 and end at 16/08/2017, contains: * Test Report (Report 5) * Quality Report (Report 5) * Progress Report 5\_JP file (Report 5) * Progress Report 5\_EN file (Report 5) * Final Document (Report 6) * Progress Report 6\_JP file (Report 6) * Progress Report 6\_EN file (Report 6) | Schedule |
| 4 | Project team contains 6 members | Resource |

## Project Objectives

### Standard Objectives

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Metrics | Unit | Committed | Re-committed | Note |
| Start Date |  | 08-05-2017 |  |  |
| End Date |  | 16-08-2017 |  |  |
| Duration | Day | 81 |  |  |
| Maximum Team Size | Person | 6 |  |  |
| Billable Effort | Person-day | 486 |  | 1 Person-day = 5 Hours |
| Calendar effort | Person-day | 486 |  | 1 Person-day = 5 Hours |
| Effort Usage | % | 100 |  |  |

| Metrics | Unit | Target | | | Basic for setting Goals |
| --- | --- | --- | --- | --- | --- |
| USL | Average | LSL |
| Quality | | | | | |
| Customer Satisfaction | Point |  |  |  |  |
| Leakage | Wdef/mm |  |  |  |  |
| Process Compliance | NC/Ob |  |  |  |  |
| Delivery | | | | | |
| Timeliness | % |  |  |  |  |

### Specific Objectives

**Help:** 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. competence development, testing of new methods, techniques, or tools, application of new processes, etc.)
* Other goals, e.g.: usability, portability, etc. (these goals, and what is specifically expected, should be clearly specified in the Project Requirements Specification)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Metrics | Unit | Target | | | Basic for setting Goals |
| USL | Average | LSL |
| Defect Prevention | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
| Others | | | | | |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## Critical Dependencies

| No | Dependency | Expected delivery date | | Note |
| --- | --- | --- | --- | --- |
| 1 | This project must be completed and delivered to FPTU. | | 16/08/2017 |  |
| 2 | All document in each report must be completed and delivered to Supervisor on time. | | + Phase 1 : 17/05/2017  + Report 2 : 31/05/2017  + Report 3 : 14/06/2017  + Report 4 : 19/07/2016  + Report 5 : 02/08/2017  + Report 6 : 16/08/2017 |  |
| 3 | User manual, Software package and Installation guide must be completed and delivered to Supervisor and FPTU. | | 16/08/2017 |  |
| 4 | Beside capstone project, team members have to join in Japanese class and SSC subject class. | | 24/07/2017 |  |

## Project Risk

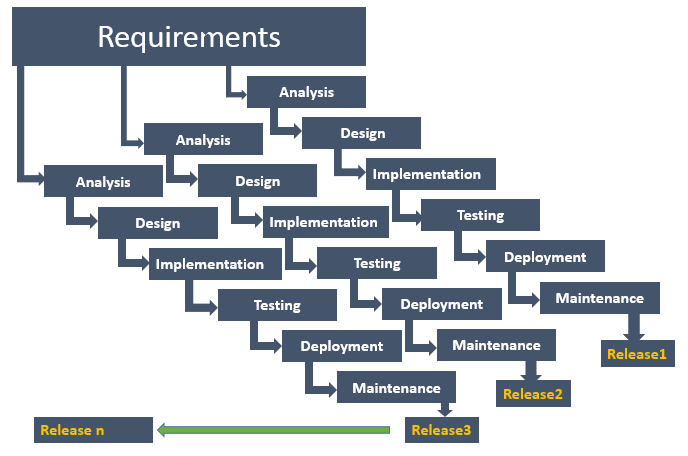
PM identifies risks in the Risk Management Plan. The document is updated to trigger each milestone, each event also. The document is updated weekly by the PM, Risk Management Plan will be notified to all of the stakeholders affected. Status of risk is reported to supervisor at Project Milestones Report.

Reference to <TOS_RiskManagement_v1.0_EN.xlsx>

## Project Process

Process of this project is performed follow to Iterative and Incremental model.

### Iterative and Incremental Model



### Project Life Cycle

Base on Iterative and Incremental model and real-world project, we decided to divide this project into 5 phases: Initiation, Implement 1, Implement 2, Implement 3, and Termination:

* **Initiation Phase:** This is the explanatory phase of the project. Project objective and description is described at this stage. The purpose of this phase is to collect and understand business requirements and detail the project plan. Our primary objectives are complete project identification and project plan. After these are completed, the project is checked against the following criteria:
* Identify business functions of the system
* Determining the scope, conditions and limitations of the project
* List the main functions of the system
* List one or more suitable architecture for the system
* Identify project risks
* Install tools and environment
* **Implement 1:** In this phase, the architecture of the 1st part of system is designed. The goal is to translate requirements and specification into a technical solution to produce Technical Design and coding.
* Ourobjectivesare completeRequirement Specification of 1st part, Architecture Design of 1st part and Database Design.
* Complete designing screen for first phase
* Code first part of A module and B module includes unit testing.
* Complete report 1, report 2, 1st part of report 3, 1st part of report 4 and 1st part of report 5.
* **Implement 2:** In this phase, the architecture of the 2nd part of system is designed. The goal is to translate requirements and specification into a technical solution to produce Technical Design and coding.
* Ourobjectivesare completeRequirement Specification of 2nd part and Architecture Design of 2nd part.
* Complete designing screen for second phase
* Code and execute unit test for second part includes: C,D,E,F module.
* Complete 2nd part of report 3, 2nd part of report 4 and 2nd part of report 5.
* **Implement 3:** In this phase, the architecture of the 3rd part of system is designed. The goal is to translate requirements and specification into a technical solution to produce Technical Design and coding.
* Ourobjectivesare completeRequirement Specification of 3rd part and Architecture Design of 3rd part.
* Complete designing screen for 3rd phase
* Code and execute unit test for second part includes A Module 2nd part.
* Complete 3rd part of report 3, 3rd part of Report 4 and 3rd part of report 5.
* **Termination Phase**: This is the final phase in the life cycle of our project.
* Create installing guideline and user guideline
* Complete and submit final report.

## Requirement Change Management

|  |  |
| --- | --- |
| Where is the change request logged? | Reference to : [TOS\_Requirement Management.xlsx](TOS_Requirement%20Management.xlsx) |
| Who logs the change request? | Any team members |
| Who reviews the change request? | PM or members assigned by PM |
| Who approves the change request? | PM by default. PTL if:   * Changes to project scope * Changes in delivery plan of project deliverables * Changes to assignment for key roles (PM, PTL) |

## Quality Management

### Defect Prevention Strategy

|  |  |  |
| --- | --- | --- |
| Item (Process/Product) | Strategy | Expected Benefits |
| <Requirement missing > | <…...> | <10–20% reduction in defect injection rate and about 2% improvement in productivity> |
| <Careless mistake in Design Document\_Format/Template wrong> | <…..> | <Improvement in quality as overall defect removal efficiency will improve; some benefits in productivity as defects will be detected early> |

### Review Strategy

| Review Item | Reviewer | Review Type | Review Method | Completion Criteria |
| --- | --- | --- | --- | --- |
| <work product to be reviewed> |  | Group review or One-person review | <Checklist or not  Tools used or not  Self review or not> |  |
| Project plan  Project schedule  CM Plan | SM, QA, PTLs, Customers | Group review  Group review  One-person review |  |  |
| Business analysis and requirements specification document, Use Case catalog |  | Group review |  |  |
| Design document, object model |  | Group review |  |  |
| Stage plans |  | One-person review |  |  |
| Complex/first time generated program specs incl. test cases, interactive diagrams |  | Group review |  |  |
| Code | Self-review or Team Lead review or Peer review | Group review |  |  |

### Unit Testing Strategy

**Help:** The Test Strategy presents the recommended approach to the testing of the target-of-test.

State clearly the type of test being implemented, the test objectives and how you will conduct the test.

If a type of test will not be implemented and executed, state this explicitly, such as “This test will not be implemented or executed.  This test is not appropriate.”

The main considerations for the test strategy are the **technique**s to be used and the **criterion for knowing when the testing is completed**.

For each type of test, it should explain technique, completion criteria, and special considerations

**Technique:** The technique should describe how testing will be executed. Include what will be tested, the major actions to be taken during test execution, and the method(s) used to evaluate the results

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Item to be Unit Tested | Unit Test Type | Unit Test Technique | Tool Used | Unit Test Completion Criteria |
|  |  |  |  | <When the testing is ended> |
|  |  |  |  |  |
|  |  |  |  |  |

### Integration Testing

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

| Item to be Integration Tested | Integration Test Type | Integration Test Technique | Tool Used | Completion Criteria |
| --- | --- | --- | --- | --- |
|  |  |  |  | <When the testing is ended> |

### System Testing

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Item to be System Tested | System Test Type | System Test Technique | Tool Used | Completion Criteria |
|  |  |  |  | <When the testing is ended> |

### Estimates 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% | Referenced similar project estimations (ABC) and PCB |
| Code review | 29 | 20% | Referenced similar project estimations (ABC) and PCB |
| Unit Test | 57 | 40% | Referenced similar project estimations (ABC) and PCB |
| Integration Test | 15 | 10.2% | Referenced similar project estimations (ABC) and PCB |
| System Test | 10 | 6.8% | Referenced similar project estimations (ABC) and PCB |
| User Acceptance Test | 5 | 3% | Referenced similar project estimations (ABC) and PCB |
| Total | 143 | 100% |  |

### Measurements Program

**Help:** If available refer to the **organizational measurements program** and document deviations from this program. Otherwise define which project specific data should be collected, e.g. to assess the achievement of the project goals.

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

### Quantitative Management (optional)

**Help** this section is applicable for selected project segment as defined by QA. Refer to Template\_PPM & Guideline\_Software Metrics and Guideline\_Assessment & Analysis Tools for detail information.

| Item | Name | Purpose |
| --- | --- | --- |
| <PPM\_Web Development SDCTest> | Sub processes to be managed are: | <It is to quantitatively manage “Effort Efficiency” & Leakage QPPO> |
| Selected Statistical Techniques to manage sub-processes | <  Average Value (Xbar Control Chart)  Individual Moving Range Chart  ….> | For Effort Deviation  For ….. |

# Estimate

## Size

Size of this project is limited by requirements from teacher and FPTU. Our project must completed all of those requirements.

## Effort

The effort estimation is documented in the table below.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Initiation | Implement 1 | Implement 2 | Implement 3 | Termination | Total |
| Effort (person/day) |  |  |  |  |  | **486** |
| Total % budgeted effort usage (%) | 100 | 100 | 100 | 100 | 100 |  |

## Schedule

### Project Milestone & Deliverables

**Help:** 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 measurable.

For each Stage list all deliverables that belong to the Stage

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

### Project Schedule

The detail project schedule is available in <…>. The Project Schedule is weekly updated by the Project Manager.

| No. | Activity | Start date | Responsible | Note |
| --- | --- | --- | --- | --- |
| Defect Prevention | | | | |
|  | Task 1 |  |  |  |
|  | Task 2 |  |  |  |
| Quality Control | | | | |
|  | Review: Work Product 1 |  |  |  |
|  | Review: Work Product 2 |  |  |  |
|  | Review: Work Product 3 |  |  |  |
| Project Tracking | | | | |
|  | <Stage name> milestone review meeting |  |  |  |
|  | <Stage name> milestone review meeting |  |  |  |
| Configuration Management | | | | |
|  | <Baseline Name> |  |  |  |
|  | <Baseline Name> |  |  |  |
| QA | | | | |
|  | Final Inspection: Deliverable 1 |  |  |  |
|  | Final Inspection: Deliverable 2 |  |  |  |
|  | Baseline audit: Startup |  |  |  |
|  | Baseline audit: Wrap-up |  |  |  |
|  | Quality gate review: Initiation |  |  |  |
|  | Quality gate review: Definition |  |  |  |
|  | Internal audits |  |  |  |
| DAR | | | | |
|  | Task 1 |  |  |  |

## Resource

Specified as in the section [*Project Team*](#_Project_team)

## Infrastructure

**Help:** Define methods, tools, languages, etc. to be employed for design, coding, test, and documentation, and when they (or knowledge) should be available.

Example:

| Item | Description | Expected Availability by | Note |
| --- | --- | --- | --- |
| Development Environment | | | |
| Operating System | NT Server | Initiation stage |  |
| Operating System | Mainframe |  |  |
| Operating System | Win NT |  |  |
| DBMS | DB2 |  |  |
| Development language | Java |  | for Web interface |
| Development language | C++ |  | For back-end |
| Technology | | | |
|  |  |  |  |
| Hardware Requirement | | | |
| Hardware Configuration | 2GB space on server |  |  |
| Design | Rational Rose |  |  |
| Equipments & Tools | | | |
| Design | Rational Rose |  |  |
| Source Version Control | CVS | Definition stage |  |
| Code Review |  |  |  |
| Unit Test | Nunit | Construction stage |  |
| Test | Rational Robot Test, OpenSTA |  |  |
| Project Management Tool | FI | Initiation stage |  |
| Task Tracking | MS Project | Initiation stage |  |
| <Insert more row for other tools> |  |  |  |

## Training Plan

| Training Area | Participants | When, Duration | Waiver Criteria |
| --- | --- | --- | --- |
| Technical | | | |
| Java Language |  | 7 days | If already trained |
| Java Applets |  | 4 hrs | If already trained |
| Rational Rose |  | 8 hrs | Mandatory |
| Business domain | | | |
| Banking |  | 7 days |  |
| Process | | | |
| Quality system |  | 3 hrs | If already trained |
| Configuration management |  | 2 hrs | If already trained for CC. For others, on-the-job training |
| Group review |  | 4 hrs | If already trained |
| Defect prevention |  | 4.5 hrs | Mandatory |
| SPC tool |  | 4.5 hrs | If already trained |
| RUP methodology |  | 2 hrs | Mandatory |

## Finance

**Help:** Calculate the required project budget based on cost estimates for project activities, sub-contracts, COTS (Commercial off the Shelf), training, etc. Present the distribution of the budget over the whole project life.

The project shall plan the total budget for every item, but the finance budget distribution in period is optional. Refer to separated file, if any.

| Item | Total Budget | % Budget | Budget in Period (Unit: 1000 VND) | | | | | | | | | | | Note |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| W1-Sep | W2-Sep | W3-Sep | W4-Sep | W1-Oct | W2-Oct | W3-Oct | W4-Oct | W1-Nov | W2-Nov | W3-Nov |
| Purchases (COTS) |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Team building |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Tools |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Travel costs |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Training |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Review activities |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Other |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

# Project Organization

**Help:** Describe the internal project organization and all organizational issues affected by the project result or the project is dependent on. You may extract information from the Project Proposal or other documents

## Organization Structure

**Help:** Describe how the project is organized. Describe what subprojects and other areas of responsibility are planned. Identify and staff all steering functions, project management functions, and execution functions.

Graphical illustrations such as hierarchical organization charts or matrix diagrams may be used to depict the lines of authority, responsibility, and communication within the project.

## Project Team

**Help:** Describe how the project is organized. Describe what subprojects and other areas of responsibility are planned. Identify and staff all steering functions, project management functions, and execution functions.

| Role | Responsibility | Qualification | Full name | Type | | % Effort | Start date | End date |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| SM | - Provide resource & funding  - Review Project plan  - Review project status  - Resolve escalated issues  - Project financial plan | <specify skill & # year experience acting in the role> |  |  | |  |  |  |
| PM | Have overall responsibility of 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 |  |  | Onsite/Offshore/Training | |  | dd-mmm-yy | dd-mmm-yy |
| Business Analyst | Requirement development  Requirement analysis |  |  |  | |  |  |  |
| Designer | Architectural design |  |  |  | |  |  |  |
| <Sub Team 1>: Responsible for modules X,Y,Z | | | | | | | | |
| Development Leader #1 | If the PM has appointed PTL (sync.: Development Project Manager), who is only responsible for the technical project execution, this should also be specified |  |  | |  |  |  |  |
| Developer #1 |  |  |  | |  |  |  |  |
| <Sub Team #2>: Responsible for module A, B, C | | | | | | | | |
| Development Leader #2 |  |  |  | |  |  |  |  |
| Developer #2 |  |  |  | |  |  |  |  |
| <Sub Team #3> | | | | | | | | |
| Test Leader |  |  |  | |  |  |  |  |
| Tester #1 | Design test case and execute test module A, B |  |  | |  |  |  |  |
| Tester #2 | Design test case and execute test module C,D |  |  | |  |  |  |  |
| Onsite-Coordinator/Bridge SE | - Resolve any issues from customer/offshore  - Support during development |  |  | |  |  |  |  |
| Others | | | | | | | | |
| Configuration Controller | - Prepare the CM plan  - Manage the configuration as per the CM plan |  |  | |  |  |  |  |
| Comtor | - Translate/Interprète project documents/communication |  |  | |  |  |  |  |
| 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) | | | | | |
| DP Team | - Spread awareness in the team on defects and their prevention  - Analyze defect data  - Implement DP plan | | Pls specify exact name of people assigned to the team | | | | | |
| Physical Asset manager | Maintain, disposal and track status of the project physical asset | | Pls specify exact name of people assigned to the team | | | | | |

The detail of Human resource budget allocation over the whole project life is in the below table:

| Role | Name | W1-Sep | W2-Sep | W3-Sep | W4-Sep | W1-Oct | W2-Oct | W3-Oct | W4-Oct | W1-Nov | W2-Nov | W3-Nov | Total (pd) |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| SM | Nguyen Van A | 70% | 100% | 100% | 80% | 80% | 80% | 80% | 80% | 80% | 70% | 70% | 49 |
| PM | Nguyen Van B | 0% | 50% |  |  |  |  |  |  |  |  |  |  |
| BA |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Designer |  |  |  |  |  |  |  |  |  |  |  |  |  |
| TL1 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Dev1 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| TL2 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Dev2 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Test Leader |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Tester #1 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Tester #2 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Bridge SE |  |  |  |  |  |  |  |  |  |  |  |  |  |
| CC |  |  |  |  |  |  |  |  |  |  |  |  |  |
| QA1 |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Comtor |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total |  |  |  |  |  |  |  |  |  |  |  |  |  |

## External Interfaces

Help: Describe the environment that the project is embedded in. Identify external **stakeholders** the project is dependent on and who are affected by the project result. Describe the administrative and managerial boundaries between the project and each of the following entities: the parent organization, the customer organization, subcontracted organizations, and any other organizational entities that interact with the project.

### Fsoft Interfaces

**Help:** Identify all functions within the organization that are involved in/contribute to the project.

| Function | Contact Person  (name, position) | Contact address  (email, telephone) | Responsibility |
| --- | --- | --- | --- |
| Sales |  |  | Customer satisfaction  Business growth  Interface with sales and marketing |
| FSOFT QA Manager/  FSU QA Manager |  | Call log | - Process consultancy  - Participate in reviews of project plan and processes as necessary  - Process audits  - Review and receive project asset as project closed |
| Admin |  | Call log | Provide office space and equipments  Administrative related issues |
| IT |  | Call log | Network infrastructure related issue |
| ISMS |  | Call log | Information security related issues |
| Add more as necessary |  |  |  |

### Customer’s Interfaces

**Help:** Specify the interfaces of Customer who give requirements; review/accept products of the project, resolve escalated issues and receive project reports

| Department | Contact Person  (name-position) | Contact address  (email, telephone) | Responsibility |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

### Other Projects

**Help:** Specify the interface to other projects. Identify the relevant dependencies in terms of deliveries to or from the project, and usage of the same resources.

| Project | Contact Person | Contact address  (email, telephone) | Dependency |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |

### Supplier & Sub-Contractor

**Help:** Identify all external suppliers and their deliverables. State any special arrangements or procedures that will be used in contacts with the suppliers.

List which part of work is out-sourced to which sub-contractor.

Refer to the sub-contractor’s agreement that should include or refer to the statement of work, the execution process, milestones, quality assurance, configuration management, communication structure, hand-over procedure, acceptance criteria, and quality audits.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Work/Product | Supplier/Sub-contractor’s Name | Contact Person  (email, telephone) | Expected delivery date | Ref. to contract |
|  |  |  |  |  |
|  |  |  |  |  |

# Communication & Reporting

**Help:** State the principles for reporting and distributing information within the project for the different groups of internal and external stakeholders. Include, for example, how often the reporting will take place, the type of reports or information, the type of media in which it is presented, and the type of meetings that will take place.

Internal communication and reporting: ensure that all information is available to those who need it.

* Plan project meetings, how often they take place, and who will participate  
  Define how project information will made available to the internal stakeholders (e.g. project library)
* Define how and how often sub-projects and sub-contractors report to the project manager  
  Define who participates milestone meetings
* Define how events will be communicated

External communication and reporting:

* Define what information will be provided to which stakeholders
* Define how and how often information will be provided to which stakeholders often (e.g. project report)
* Plan regular meetings with external stakeholders (e.g. SteCo meetings)

Example:

| Communication Type | Method / Tool | When | Information | Participants / Responsible |
| --- | --- | --- | --- | --- |
| Project Task Tracking | | | | |
| Task scheduling | MS Project | At the beginning of every stage, and weekly  Refinement and rescheduling as necessary |  | PM |
| Task assignment | In Excel file and via project weekly meeting | Weekly |  | PTL |
| Task status reporting | In Excel file 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 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) | Call log; email; phone | Upon request | Request content, expected completion date | PM |

# Configuration Management

<Refer to [the CM plan](file:///\\Fsoft-filesrv\ba\Fsoft-Work\SEPG\Process\Wip\Document%20Control\For%20issue\120716\07-06_SW_Quality\ThanhNTP\Template_CM%20plan.dot) or insert here the contents of the CM plan as appropriated>