

Congratulations! You passed!

Grade received 100%

To pass 100% or higher

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1. As a project manager starting a new project, one of your main responsibilities is to identify all project tasks. Often, you need to analyze documentation, such as project charters, emails, and old project plans, to identify tasks for your team. In this exercise, you will review a project charter and list possible tasks. Are you ready?

1 / 1 point

☒ I'm ready!

✓ Correct

Great! Compare your answers to the feedback provided below.

2. Start by writing at least two strategies to identify and define tasks. For example, one strategy is to review the deliverables in the project charter and ask yourself, “What steps does the team need to take in order to achieve this?”

1 / 1 point

- Break down deliverables into smaller components: Review the project charter, emails, and other relevant documents to identify the main deliverables outlined in the project. Then, break down each deliverable into smaller components or subtasks. Ask yourself questions like, "What steps are required to achieve this deliverable?" and "What specific actions need to be taken to complete this task?" This approach helps you identify the specific tasks needed to accomplish each deliverable.

- Conduct a work breakdown structure (WBS) analysis: Create a hierarchical structure that breaks the project down into smaller, more manageable work packages. Start with the main project deliverables and then decompose them into sub-deliverables, activities, and tasks. This strategy allows you to visualize the project's scope and identify the necessary tasks. You can use tools like flowcharts, diagrams, or specialized software to create the WBS and ensure all tasks are captured.

✓ Correct

Thank you for your response. There are no right or wrong answers, but here are a few strategies to consider:

- Review goals in the charter.
- Review deliverables in the charter. Ask yourself, “What steps does the team need to take in order to achieve this?”
- Review project task dependencies. What steps are missing?
- Identify project tasks by the time you expect them to take.
- Identify project tasks by their “done” factors.
- Make a list of all items that have milestones associated with them.
- Define project tasks in one or two sentences.

3. Next, review the sample project charter:

1 / 1 point

Project Charter: Website Redesign for a Restaurant

Project Summary: Launch a website redesign that now features online ordering to expand ordering options and increase revenue.

Goals of Project:

- Increase revenue by 15% in the first six months
- Increase visitor time on the website by 10% in the first three months
- Increase customer email collection by 50% in the first 12 months

- Expand online ordering to four third-party delivery platforms in the first three months
- Resolve all urgent technical issues reported by customers in the first three months

Deliverables:

- Digital photograph collection of food and business location
- Online content archive, including written content and existing graphics/media
- Online ordering embedded in the landing page
- Online ordering loyalty program
- Available on third-party delivery platforms (e.g., Uber Eats, Postmates, DoorDash, and GrubHub)
- Staff training on new ordering process

Scope and Exclusion:

In-scope:

- New design of website
- Add new photos to website
- Add rewritten and new content to website
- Online ordering functionality and payment options
- Staff training
- Information and content for third-party delivery platforms

Out-of-scope:

- Social media management
- Rebranding of the company logo and colors
- Implementing online chat
- Online-only menu

Benefits and Costs

Benefits:

- New options for customers to order food
- Increase in sales through this new medium of online ordering
- Persuade more customers to purchase food with better quality photos and copy
- Increase search engine rankings with website improvements
- Grow email list from opt-ins to online promotions
- Increase online awareness through third-party delivery platforms

Costs:

- Website designer: \$6,500
- Photographer: \$1,000
- Staff training: \$250

☒ I've reviewed the charter!

☒ **Correct**

4. As a project manager overseeing the launch of the website redesign, use the strategies outlined in question two and the charter above to write at least five tasks for the project.

1 / 1 point

1. Task: Gather and organize digital photograph collection of food and business location
- Breakdown: Coordinate with the photographer to schedule the photo shoot, select the best images, and organize them into appropriate categories for the website.
2. Task: Update and enhance website content
- Breakdown: Collaborate with the content team to rewrite and create new website content that aligns with the redesign, including menu descriptions, business information, and promotional content.
3. Task: Develop and integrate online ordering functionality and payment options
- Breakdown: Engage with the web development team to design and implement a user-friendly online ordering system with secure payment options, ensuring smooth integration with the website.

4. Task: Coordinate staff training on the new ordering process
- Breakdown: Plan and conduct training sessions for the restaurant staff to familiarize them with the new online ordering system, ensuring they understand how to process orders, handle customer inquiries, and troubleshoot any issues.
5. Task: Establish presence on four third-party delivery platforms
- Breakdown: Research and identify appropriate third-party delivery platforms (e.g., Uber Eats, Postmates, DoorDash, GrubHub), negotiate partnerships, and set up the necessary accounts to expand the restaurant's online ordering capabilities.

These tasks address the main deliverables outlined in the project charter and provide a clear breakdown of the activities required to achieve them. They cover aspects such as visual assets, content, functionality, training, and expanding the restaurant's online presence.

✔ **Correct**

Did you consider any of the following tasks?

- Interview website designers and make a hire.
- Interview website developers and make a hire.
- Interview photographers and make a hire.
- Schedule the food and restaurant photoshoot.
- Work with restaurant owners to gather new content ideas for the website.
- Design and implement new content for the website.
- Create online ordering loyalty program incentives.
- Develop online ordering training for staff.
- Execute the online ordering training.
- Test the new website and ordering system.
- Add website analytics software to monitor visitor activity.
- Sign up for third-party delivery platforms and add menu content.