

I'm human





The Project Management Plan provides a broad overview of the SmartVoice project, highlighting its objectives and deliverables. This section should provide a concise description of the project's purpose, focusing on its key outcomes and benefits without excessive detail. Other sections will delve deeper into specific information. To craft this introduction, refer to the Project Charter for essential details. The SmartVoice project has been presented by Total Software Incorporated (TSI), aiming to develop cutting-edge voice recognition software that enhances productivity in both work and personal settings. By leveraging new technological advancements, TSI seeks to surpass existing solutions and solidify its position as a premier provider of user-friendly and effective voice recognition software. The management approach for the SmartVoice project is outlined below. This section describes the roles and responsibilities of project team members, including those from various departments such as coding, quality control/assurance, technical writing, and testing. The project manager will oversee all aspects of project planning, collaborating closely with resources to ensure successful execution. All project and subsidiary management plans must be reviewed and approved by the project sponsor, who also holds authority over funding decisions. The project team operates in a matrix structure, meaning that each member continues to report to their organizational management throughout the project duration. The project manager is responsible for maintaining open communication with these managers regarding the performance and progress of project resources. The project management plan begins with a detailed scope statement, building upon the initial project charter. This comprehensive outline clarifies what is included and excluded from the project, minimizing confusion among team members and stakeholders. For TSI's SmartVoice project, the scope encompasses planning, designing, developing, testing, and transitioning the voice recognition software package, ensuring it meets organizational standards and additional requirements. The project also includes completing documentation, manuals, and training aids, with completion marked by successful execution and transition to the manufacturing group. All work will be performed internally without outsourcing, and the scope does not cover changes to operating systems or software updates. A milestone list summarizes key project milestones, including dates, and discusses actions for potential changes. Major SmartVoice project milestones are outlined in a chart, focusing on phase completions and gate reviews. The project manager must be notified of scheduling delays to mitigate date slips, with approved changes communicated to the team. Key milestones include completing requirements gathering by 2/28/xx, finishing the design by 5/31/xx, completing coding by 7/31/xx, testing and debugging by 8/31/xx, and transitioning the software to production by 11/30/xx. The project's scope will be managed using a Work Breakdown Structure (WBS), WBS Dictionary, and schedule baseline. The WBS provides work packages for project completion, defined by the WBS Dictionary, while the schedule baseline serves as a reference point for managing progress according to the schedule and timeline. These tools are crucial for ensuring the project stays on track and meets its objectives. The Work Breakdown Structure (WBS) for the SmartVoice Project was created in Microsoft Project and can be exported from the MS Project file. It is essential to consult the Work Breakdown Structure Template. The WBS consists of work packages with a minimum of 4 hours but no more than 40 hours of work, developed through collaboration among project team members, stakeholders, and functional managers. A change management framework outlines the processes and procedures for managing changes to a project. Key steps include: 1. Logging changes in the change request register 2. Evaluating the impact of changes on cost, risk, schedule, and scope 3. Submitting changes to the Change Control Board (CCB) for review 4. CCB decision-making based on submitted information 5. Implementing approved changes Effective communication management is crucial for project success. The Communications Management Plan defines roles, information distribution, timing, and recipients. It also outlines communication conduct and serves as a guide throughout the project's life cycle. Project Communication Strategy: SmartVoice Project Weekly Status Report: Email summary of project status to Sponsor, Team, and Stakeholders (Weekly) Meeting Notes: Take notes during meetings for distribution upon completion; ensure punctuality and minimize distractions (Weekly) Email Guidelines: - Professional tone and error-free content - Brief communication with attachments in standard software suite programs - Include Project Manager on all SmartVoice-related emails Informal Communications: - Discuss project issues, provide background information, and recommend solutions - Report any concerns or updates to the Project Manager for further action Cost Management Plan: Define project cost management strategy throughout its lifecycle To ensure successful project completion, team members must adhere to cost management guidelines. These guidelines outline WBS cost account creation levels and acceptable variances. The Cost Management Plan details responsible individuals for managing costs and approving budget changes. It also specifies report formats, frequencies, and recipients. The Project Manager will oversee cost reporting throughout the project, presenting and reviewing performance during monthly status meetings. Using earned value calculations, they'll identify cost deviations and offer solutions to get back on track. The SmartVoice Project Sponsor holds ultimate budget authority, including changes. For the SmartVoice Project, control accounts will be created at the fourth WBS level, tracking costs and performance. Earned value calculations will measure project financial performance. Work packages will receive 50% credit upon starting, with remaining 50% credited upon completion. The Project Manager will report CPI and SPI monthly to the Project Sponsor. If variances exceed 10%, or +/- 0.1, the status will change to yellow; if they exceed 20%, or +/- 0.2, it will change to red, requiring corrective action. Earned value calculations will be compiled and reported at each meeting. If indicators suggest approaching critical stages before the next meeting, the Project Manager will inform the Project Sponsor immediately. The Procurement Management Plan should outline necessary steps and responsibilities for procurement throughout the project. The plan aims to facilitate a successful project completion without becoming overly complex or burdensome. It ensures the procurement process runs smoothly by working with key stakeholders like the project team, contracts/purchasing department, and others. For more intricate projects, it's recommended to include the Procurement Management Plan as a separate document. The Project Manager oversees all procurement activities, with the authority to approve actions up to \$50,000, while larger procurements require approval from the Project Sponsor. If procurement is needed, the Project Manager will identify items or services required for project completion, review them with the PMO and contracts/purchasing groups, and manage any selected vendor or external resource. Performance metrics are also tracked for vendors providing necessary goods and/or services, communicated to purchasing/contracts groups, and reviewed by the PMO. The Scope Management Plan is crucial in defining and documenting project scope to avoid delays, unnecessary work, or cost overruns. This plan outlines who has authority for scope management, how scope is defined and measured, and the process for making changes. For larger projects, a separate Scope Management Plan Template can be included as an appendix. For the SmartVoice Project, the Project Manager will handle scope management, defining project scope through the Scope Statement, WBS, and WBS Dictionary. The Project Manager, Sponsor, and Stakeholders will establish and approve documentation for measuring project scope, including deliverable quality. The scope changes can be initiated by the Project Manager, Stakeholders or any team member. Any new requests must go through the Project Manager who reviews them before submitting to the Change Control Board and Sponsor. Once approved, the Project Manager updates all relevant documents and notifies stakeholders. The final project deliverables will be accepted by the Sponsor based on feedback from the Project Manager and Stakeholders. This acceptance is done after reviewing project documentation, testing results, beta trial outcomes and task completion. A Schedule Management Plan is part of the Project Plan that outlines how to create the project schedule. It ensures tasks are completed on time, resources are allocated correctly, and project performance can be measured. The separate Schedule Management Plan is suitable for larger projects or those with formalized schedule management. For the SmartVoice Project, MS Project 2007 will be used to create schedules based on deliverables in the Work Breakdown Structure (WBS). Activity definition will identify specific work packages needed for each deliverable, while activity sequencing will determine their order and relationships. Once a preliminary schedule is developed, it's reviewed by the project team and resources assigned. The project sponsor then reviews and approves the final schedule. Project milestones include completion of scope statement and WBS/WBS Dictionary, baselined project schedule, approval of final project budget, project kick-off, requirements definition approval, completion of data mapping/inventory, project implementation and acceptance of final deliverables. The roles and responsibilities for schedule development are as follows: The Project Manager oversees the process, while team members work together to assign resources, durations and proposed work package assignments. Once agreed upon, the Sponsor reviews and approves the schedule, making it baseline. For facilitating work package definition, sequencing, and estimating duration and resources with the project team, the project manager will be responsible for creating a project schedule using MS Project 2007 and validating it with the project team, stakeholders, and sponsor. The project manager will obtain schedule approval from the sponsor and baseline the schedule. The project team will participate in work package definition, sequencing, duration, and resource estimating, as well as review and validate the proposed schedule. Once approved, they will perform assigned activities. The project sponsor will participate in reviews of the proposed schedule and approve the final schedule before it is base-lined. Stakeholders will also assist in validation. The remaining project team members and stakeholders will assist the Project Manager and Quality Specialists in establishing acceptable quality standards for the SmartVoice Project, ensuring all deliverables meet these standards and reporting any concerns to the Project Manager. Quality control will utilize tools and methodologies to ensure compliance with approved standards, with the Project Manager overseeing quality standards and control activities throughout the project. The Quality Specialists will verify that all deliverables meet quality standards, and the Project Manager will communicate any approved changes to the team and update project plans. Quality assurance will ensure that all processes meet acceptable standards, maximizing efficiency and minimizing waste, with the Project Manager tracking and measuring quality against approved standards. For risk management, a methodical process will be used to identify, score, and rank risks, with efforts made to proactively identify risks and implement mitigation strategies. Risk managers will provide status updates in bi-weekly meetings, and upon project completion, the project manager will analyze each risk and the risk management process to identify improvements for future projects. The project's risk management is outlined in Appendix C, Risk Register. The Staffing Management Plan section of the project plan template explains how the project will be staffed. This includes discussions on the organizational structure, whether matrixed or projectized, and how resources will be procured and managed. Key resources required for the project are also identified. For the SmartVoice Project, a matrix structure will be used with support from internal organizations, and all work will be performed in-house. The staffing requirements include: a Project Manager to oversee all aspects of the project, a Senior Programmer to ensure coding and programming tasks meet quality standards, a Programmer to perform coding and programming tasks under the Senior Programmer's review, a Senior Quality Specialist to assist in creating quality control and assurance standards, and a Technical Writer to compile project documentation and maintain communication distribution lists. Each role has specific responsibilities and will be managed by the Project Manager, who will provide performance feedback to functional managers. The SmartVoice project requires a Testing Specialist to assist with testing specifications and ensure all testing is complete and documented according to TSI standards. The specialist will work under the guidance of the Project Manager, who will provide feedback for performance evaluations. The Project Manager will coordinate resources and negotiate with functional managers to assign personnel for the project. A resource calendar must be included in the project plan, outlining key resources and their required times/durations. This information must be agreed upon by the Project Sponsor and Functional Managers before the project begins. All project team members are expected to work on the SmartVoice project for its entire duration, although effort levels may vary. The project is scheduled to last one year, with standard 40-hour workweeks. The cost baseline for the project includes budgeted costs for planning, design, coding, testing, and transition and closeout phases. Budgeted total comments include \$350,000 for planning, \$250,000 for design, \$200,000 for coding, \$175,000 for testing, and \$150,000 for transition and closeout. The quality baseline must be established to ensure the project meets acceptable quality standards. The SmartVoice Project must adhere to these quality standards, providing a basis for measuring and achieving desired quality levels. The SmartVoice Project's success relies on software that meets or exceeds quality baseline values. Key requirements include a voice recognition level of at least 98% with minimal errors, compatibility with other applications without errors, and supporting documentation that ensures less than 1% failure rate in beta testing. A comprehensive project management plan is essential, serving as the project's operating manual and outlining the project life cycle, development approach, tolerances, and baseline management. This plan incorporates various subsidiary plans, providing a detailed roadmap for the project team to execute the work, monitor progress, control outputs, and close the project effectively.

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