



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Section	Course	Code	Date
Master		Thursday	18 / 03 / 2021.
(PMG506)			

Advanced project Management

Instructions:

- آخر موعد للتسليم هو يوم الخميس 2021-05-08 8:00 مساءً.
- الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الإنجليزية.
- يتم تسليم المشروع في صيغة ملف pdf مع الالتزام نموذج الجامعة ولن تقبل أي مستندات أخرى.
- يجب مراعاة أقسام البحث الرئيسية (مقدمة Introduction، دراسات علمية سابقة Literature Review، طريقة البحث Methodology، النتائج والمناقشة Results and Discussion، وأخيراً المراجع References. وان كان هناك ملحقات Appendices يتم إضافتها)
- يجب الالتزام بـ Theme موحد كما يلي:
- حجم الخط 12.
- نوع الخط Arial.
- لون الخط أسود.
- المسافة بين الأسطر 1.5 line spacing
- عدد صفحات البحث (لا يقل عن ثلاث صفحات ولا يزيد عن ست صفحات).

Instructor's Name: ~~Eng. Amaal Aburumman~~ **Eng. Dr. Akram M. S. Ali**

Project:

You are required to document your role in administering a project. The project may be set in a business, social, sporting, or family environment but must be of a significant size and scale. If you do not have an actual project to write about you may complete the project hypothetically.

This report will be between three to six pages in length. This is a significant research project.

Your report must address ~~each~~ **ONE** of the following issues:

- 1. Identify and describe the purpose, scope, and objectives of the project. Display this information using an appropriate tool.**
2. Describe how the team is given an outline of the project.
3. Describe the strategies that are going to be set up to maintain communication with the team members.
4. Describe the tools that are going to be used to monitor the goals, time frames or milestones.
- 5. Identify project milestones and activities. Display this information using an appropriate tool.**
6. Create a budget and link the costs to the key milestones for a project.
7. Describe how you are going to divide tasks and resources amongst a project team.
Display this information using an appropriate tool.
8. Briefly describe how the progress will be monitored.
9. How are current project records maintained? Who has responsibility for this? provide some recommendations on how this process could be improved.
10. Describe the current procedure for finalizing projects. Create your own procedure and identify how you will evaluate the success of the project.
11. Legislation that may affect the project including health and safety, and anti-discrimination legislation.

Best of luck...

المشروع:

مطلوب منك توثيق دورك في إدارة مشروع. قد يتم تعيين المشروع في بيئة تجارية أو اجتماعية أو رياضية أو عائلية ولكن يجب أن يكون بحجم مناسب. إذا لم يكن لديك مشروع فعلي لتكتب عنه ، فيمكنك إكمال المشروع افتراضياً. سيكون هذا التقرير من ثلاث إلى ست صفحات.

يجب أن يعالج تقريرك كل من **احد** القضايا التالية:

1. تحديد ووصف الغرض والنطاق والأهداف من المشروع. اعرض هذه المعلومات باستخدام أداة مناسبة.
2. صف كيف يتم إعطاء الفريق مخططاً تفصيلياً للمشروع.
3. وصف الاستراتيجيات التي سيتم وضعها للحفاظ على التواصل مع أعضاء الفريق.
4. صف الأدوات التي سيتم استخدامها لرصد الأهداف أو الأطر الزمنية أو المعالم.
5. تحديد معالم المشروع والأنشطة. اعرض هذه المعلومات باستخدام أداة مناسبة.
6. إنشاء موازنة وربط التكاليف بالمعالم الرئيسية للمشروع.
7. صف كيف ستقوم بتقسيم المهام والموارد بين فريق المشروع. اعرض هذه المعلومات باستخدام أداة مناسبة.
8. صف بإيجاز كيف سيتم رصد التقدم.
9. كيف يتم الاحتفاظ بسجلات المشروع الحالية؟ من المسؤول عن هذا؟ تقديم بعض التوصيات حول كيفية تحسين هذه العملية.
10. وصف الإجراء الحالي لإنهاء المشاريع. قم بإنشاء الإجراء الخاص بك وحدد كيفية تقييم نجاح المشروع.
11. التشريعات التي قد تؤثر على المشروع بما في ذلك الصحة والسلامة ، وتشريعات مكافحة التمييز.

مع تمنياتي بالتوفيق..

IT Service Management Implementation Project

1. Introduction

Information technology Services (ITS) of King Fahad Specialist Hospital in Dammam (KFSH-D) approved the IT Service Management Project in support of its strategic plan to enhance customer service. In order to achieve the mentioned plan, ITS identified a business need for implementing an industry standard solution that had proven to be efficient in large organizations. The system should Increase the efficiency of the service desk operations and processes. In Addition, it should facilitate offering high quality services through the use of the built-in best practice's features. Therefore, the agreed upon system will be BMC Remedy Service Management Suit.

It is imperative that ITS Departments utilize the new platform for all services requested and support required by their clients. Therefore, the solution will be tailored to best fit the requirements of various the ITS Departments. The project management team anticipates that its new solution will move ITS forward in its approach to support their clients.

I was assigned as Project Manager of IT Service Management Implementation Project at King Fahad Specialist Hospital in Dammam (KFSH-D). currently the project is at initiating phase.

It is particularly important to identify and describe the purpose, scope, and objectives of the project early in the project life cycle. Project charter will be used as proven technique to properly initiate the project and delivering successful project.

2. Literature Review

The term *charter* describes The American Heritage Dictionary as “any written instrument given as evidence of agreement, transfer, or contract” (McKeever, C., 2006). The PMBOK describes the project charter as “a document issued by the project initiator or sponsor that formally authorizes the existence of a project and provides the project manager with the authority to apply organizational resources to project activities.” (PMI, 2017).

The project charter is the first step that initiated and developed in the project initiation phase and used as an effective tool in the project planning process. The project charter is document represent a formal agreement between the project stakeholders and allow

them to understand, agree on and document project scope, purpose, objectives, timeframe, deliverables, boundaries, and responsibilities of all project members before the project starts (McKeever, C., 2006).

The project charter created at the beginning of the effort as collaborative activity, approved by key stakeholders, signed by the project sponsor, and primary used in project authorization and kickoff. The project charter generally addresses the following: the project activities and team roles and responsibilities, project management framework, partners and stakeholders, customer success criteria, and management commitments.

The project charter is a single reference about the project regarding planning and initiation. The project charter provides summary-level overview of the project. It is the project single and vital reference regarding initiation and planning. The project charter is a communication tool that can be continually visited and, once it is approved, cannot be changed through the project life cycle (McKeever, C., 2006). A project charter provides the following benefits: Clear roles and responsibilities, better project sponsorship, higher senior management commitment, organize project management processes, and increased the project success (McKeever, C., 2006) (Brown, A. S., 2005).

The project manager can tailor the charter elements as per the project and organization needs. However, the following 14 areas were recommended from the researchers to be addressed in the project charter: project name, purpose, scope, objectives, roles and responsibilities, deliverables, constraints and assumptions, references, terminology, risk management, facilities and resources, performance measures, and the approval (McKeever, C., 2006) (Brown, A. S., 2005).

3. Methodology

The aim of this research is to identify and describe the purpose, scope, and objectives of the project. The required information is displayed using the most appropriate tool which is the project charter.

The project manager can tailor the charter elements as per the project and organization needs. Therefore, the below project charter form is developed with the following 13 areas as recommended from the project management office to be addressed in the project charter: project name, purpose, scope, deliverables, overall risk, objectives, roles and responsibilities, deliverables, success criteria, summary milestones, roles and responsibilities, project manager authority level, and the approval.

Form 1: Project Charter

PROJECT CHARTER	
Project Title: IT Service Management Implementation	
Project Sponsor: CIO	Date Prepared: 2/1/2020
Project Manager: Shaimaa Almansour	Project Customer: ITS Administration
Project Purpose:	
The purpose of the new IT Service Management System is to replace the current in house built ticketing system by implement an industry standard system that will serve as the media through which ITS will support their customers. This project meets ITS's needs for improved support services across all departments of ITS.	
Project Scope:	
The scope of work for the IT Service Management (BMC Remedy) Project includes project management activities, required hardware, software licenses, BMC Remedy System implementation, knowledge transfer, training, and new furniture installation. Not included in the contractor scope of work is the environment installation, operating system licenses, and load balancing hardware.	
Key Deliverables:	
The project deliverables shall include several modules: 1. Incident Management. 2. Problem Management. 3. Change & Release Management. 4. Service Level Management. 5. Configuration Management Database.	
Overall Project Risk:	
1. Payment delays to sub-contractor from the main contractor. 2. Subject matters experts leaving the project or the hospital, 3. Accuracy of Active Directory, 4. Technical expertise is an unavailable in the functionality of the system, 5. Lack of project team commitment as their priority will be towards their functional work rather than the project work.	
Project Objectives	
Scope:	

The objective is to improve the ticketing cycle by automating the assignment of tickets, defining target times for tickets response and resolution, automating escalation, automating the process of problem management, change management, release management.	
Time:	Three months.
Cost:	SAR 3,000,000
Success Criteria	
Success will be determined by the Project Sponsor once the system is implemented, processes are automated, and one full ticketing cycle has been completed and meets the objectives with no discrepancies.	
Summary Milestones	Due Date
Project Plan Complete and Approved	January 15, 2020
kick off meeting	January 30, 2020
Hardware & Software License Installation	January 31, 2020
Phase I Incident Management Module Completion	February 6, 2020
Phase I Incident Management Module Completion	February 27, 2020
Phase II Problem Management Module Completions	March 11, 2020
Phase II Release Management Module Completions	March 30, 2020
Phase III CMDB Completion	April 23, 2020
Training and knowledge transfer completion	May 25, 2020
Project Closure	June 30, 2020
Stakeholder Role	Responsibilities
Project Sponsor	- Approve/Reject Major changes to the project that impacts the project charter.
Project Director	- Review scope changes. - Evaluate need for scope change requests. - Accept project deliverables.
Project Manager	- Measure and verify project scope. - Facilitate scope change requests. - Facilitate impact assessments of scope change requests. - Organize and facilitate scheduled change control meetings. - Communicate outcomes of scope change requests. - Update project documents upon approval of all scope changes. - Accept project deliverables.
KFSH-SMEs	- Measure and verify project scope. - Validate scope change requests. - Participate in impact assessments of scope change requests. - Communicate outcomes of scope change requests to team. - Facilitate team level change review process.
Team Member	- Evaluate the need for scope changes and communicate them to MIS project manager and KFSH project manager as necessary. - Inform if there is a workaround that can prevent the change.
Project Manager Authority Level:	
The Project Manager is authorized to interface with management as required, negotiate for resources, delegate responsibilities within the framework of the project, and to communicate with all contractors and management, as required, to ensure successful and timely completion of the project. The Project	

Manager is responsible for developing the project plan, monitoring the schedule, cost, and scope of the project during implementation, and maintaining control over the project by measuring performance and taking corrective action.

Approvals:

Project Manager Signature	Sponsor Signature
Project Manager Name	Sponsor Name
Date:	Date:

4. Results and Discussion

The aim of this research is to identify and describe the purpose, scope, and objectives of the project. The required information is displayed using the most appropriate tool which is the project charter.

The project manager can tailor the charter elements as per the project and organization needs. Therefore, the below project charter form is developed with the following 13 areas as recommended from the project management office to be addressed in the project charter: project name, purpose, scope, deliverables, overall risk, objectives, roles and responsibilities, deliverables, success criteria, summary milestones, roles and responsibilities, project manager authority level, and the approval.

The project name is IT Service Management Implementation that identifies the project uniqueness. The project purpose is a brief executive summary description of the project that describes the business need for the project. The purpose of the new IT Service Management System is to replace the current in house built ticketing system by implement an industry standard system that will serve as the media through which ITS will support their customers. This project meets ITS's needs for improved support services across all departments of ITS. The project scope identifies the boundaries for the project and clearly identifies what is in scope and what is not in scope. The scope of work for the IT Service Management (BMC Remedy) Project includes project management activities, required hardware, software licenses, BMC Remedy System implementation, knowledge transfer, training, and new furniture installation. Not included in the contractor scope of work is the environment installation, operating system licenses, and load balancing

hardware. The project deliverables section provides a list of high-level summary of all major deliverables that will be produced upon completion of the project.

The project will deliver the following modules: Incident Management, Problem Management, Change & Release Management, Service Level Management. And Configuration Management Database. The overall project risk section identifies risks associated with the project which is payment delays to sub-contractor from the main contractor, subject matters experts leaving the project or the hospital, the accuracy of Active Directory, technical expertise is an unavailable in the functionality of the system, and lack of project team commitment as their priority will be towards their functional work rather than the project work. Project objectives identify the project achievements in business and technical terms including the achieved benefits and efficiencies. The project objective is to improve the ticketing cycle by automating the assignment of tickets, defining target times for tickets response and resolution, automating escalation, automating the process of problem management, change management, release management. The project should identify its success criteria including the agreed-upon methods for assessing whether project goals were achieved. The project success will be determined by the Project Sponsor once the system is implemented, processes are automated, and one full ticketing cycle has been completed and meets the objectives with no discrepancies. Also, A high-level project schedule should also be included with milestone dates. The project has 10 milestone dates. Stakeholder's roles and responsibilities are important section on the project charter. It identifies the specific positions within the project, authorities, and duties. Five roles and responsibilities identified: the project sponsor, project director, project manager, subject matter experts, and project team. It is important to list the project manager's authority level. For this project, the Project Manager is authorized to interface with management as required, negotiate for resources, delegate responsibilities within the framework of the project, and to communicate with all contractors and management, as required, to ensure successful and timely completion of the project. The Project Manager is responsible for developing the project plan, monitoring the schedule, cost, and scope of the project during implementation, and maintaining control over the project by measuring performance and taking corrective action. The last section of the project charter is the approvals.

This section identifies the names of the project sponsor and project manager. They should sign and date the project charter to guarantee buy-in, document the agreement, and authorize the project to start.

5. References

1. McKeever, C. (2006). The project charter - Blueprint for success. 19. 6-9.
2. PMI. (2017). A guide to the Project Management Body of Knowledge (PMBOK guide) (6th ed.). Project Management Institute.
3. Brown, A. S. (2005). The charter: selling your project. Paper presented at PMI® Global Congress 2005—North America, Toronto, Ontario, Canada. Newtown Square, PA: Project Management Institute.