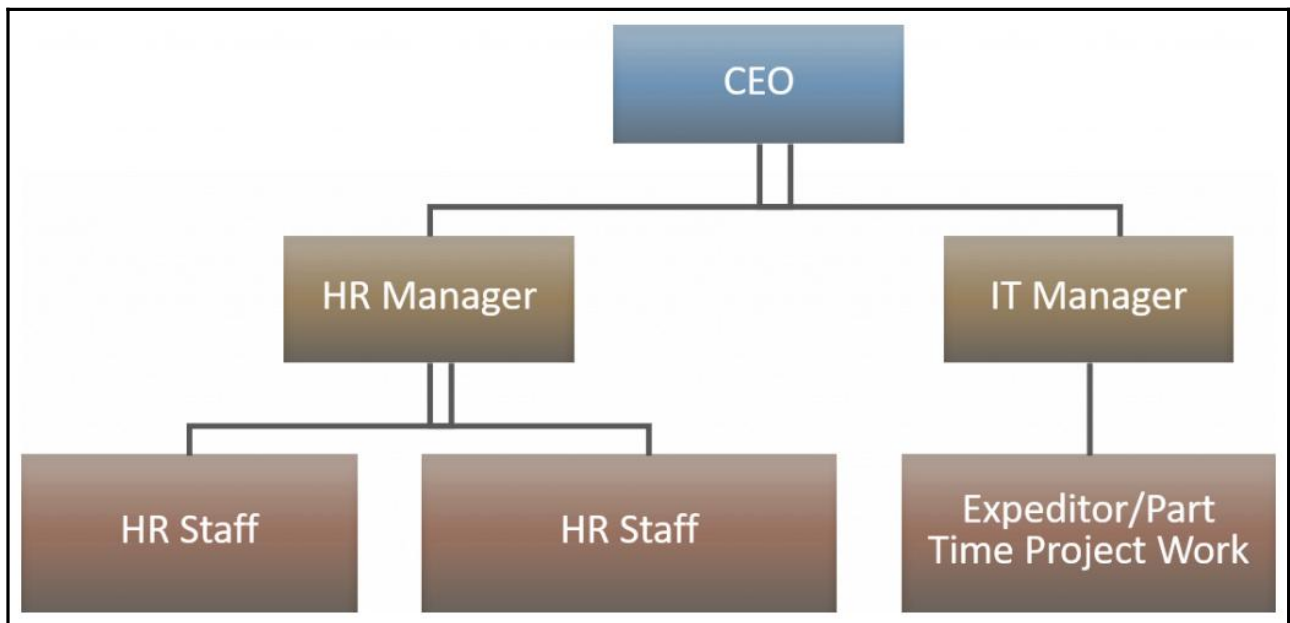
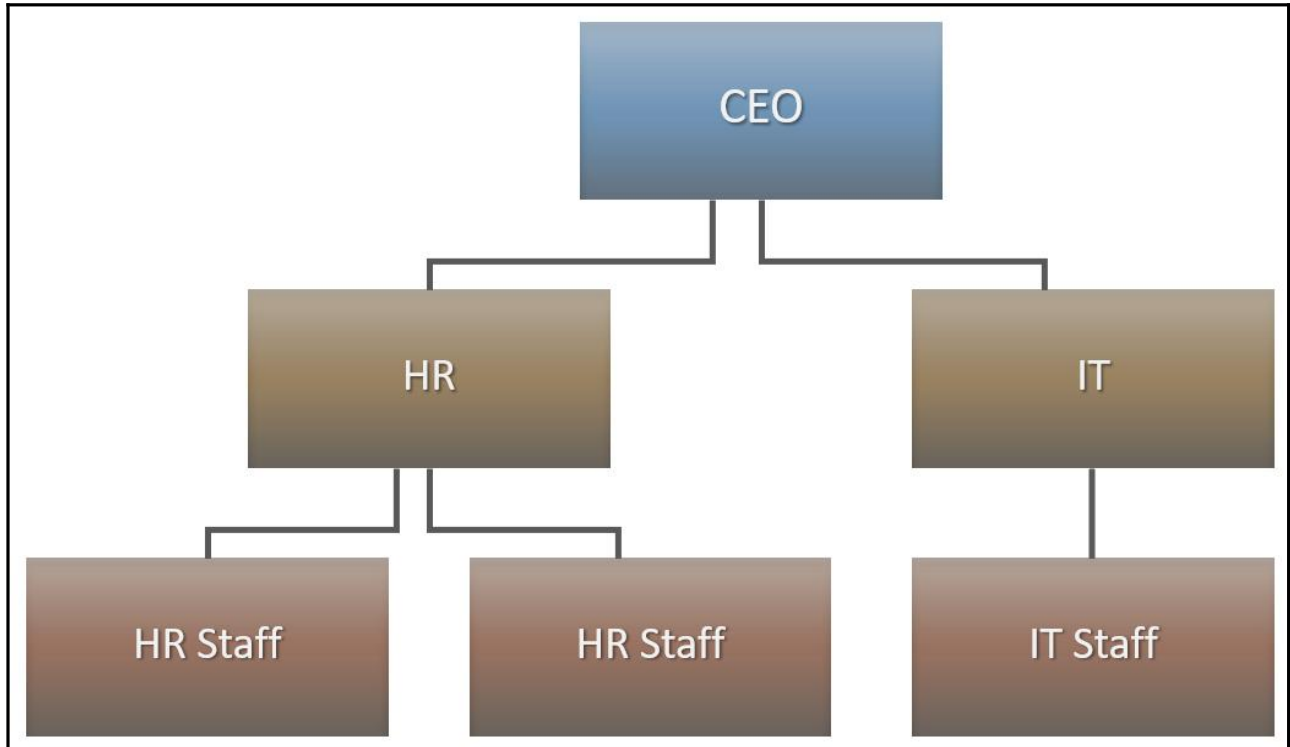
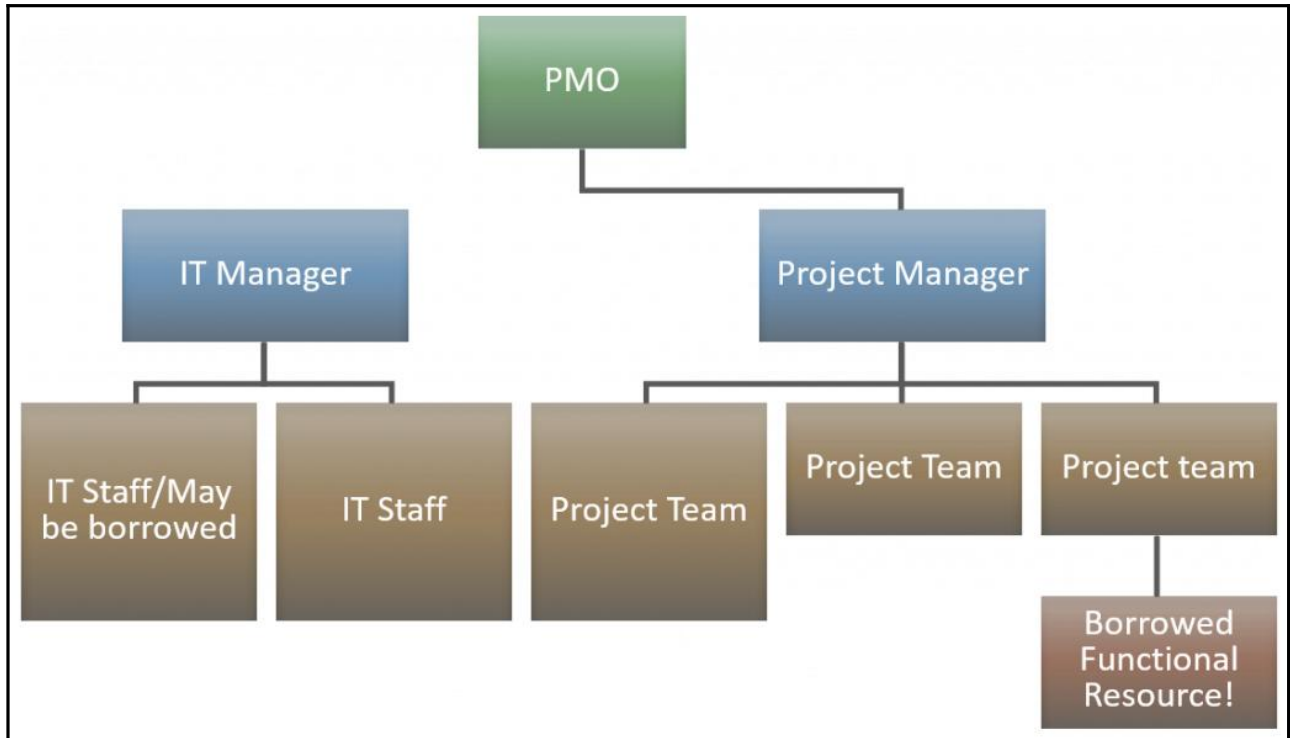
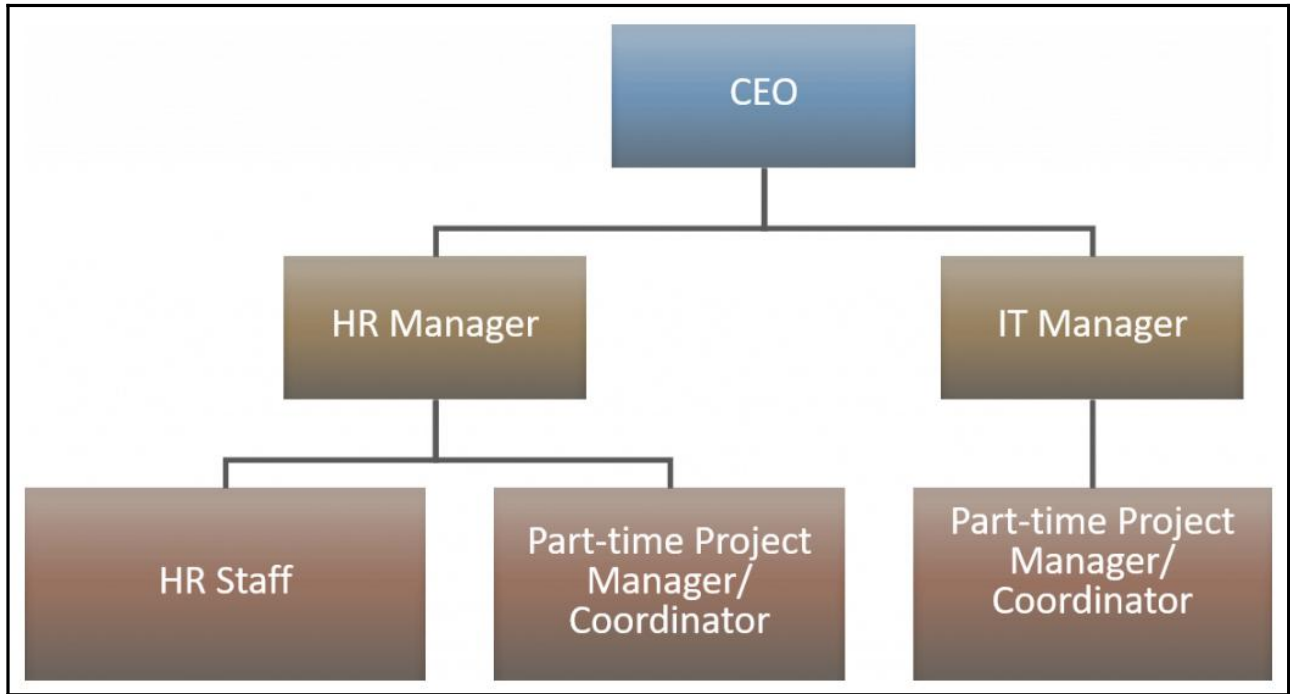
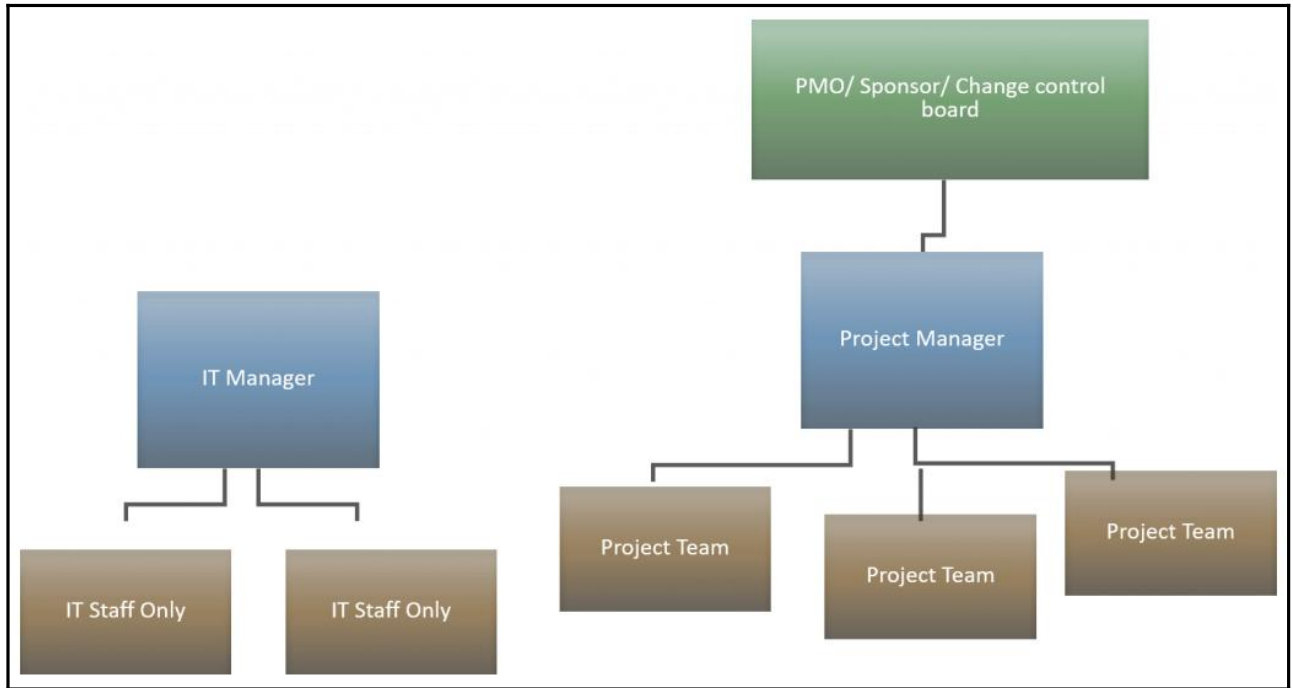


## Chapter 2: Project Initiation

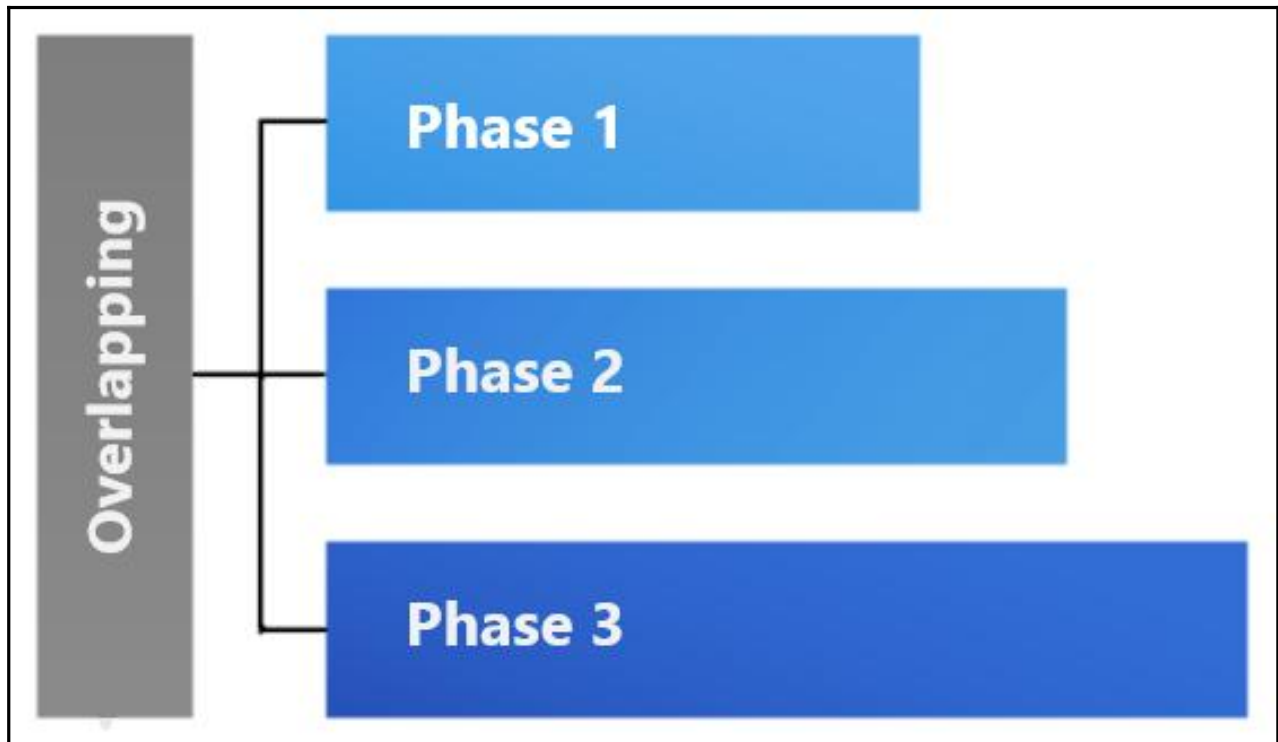
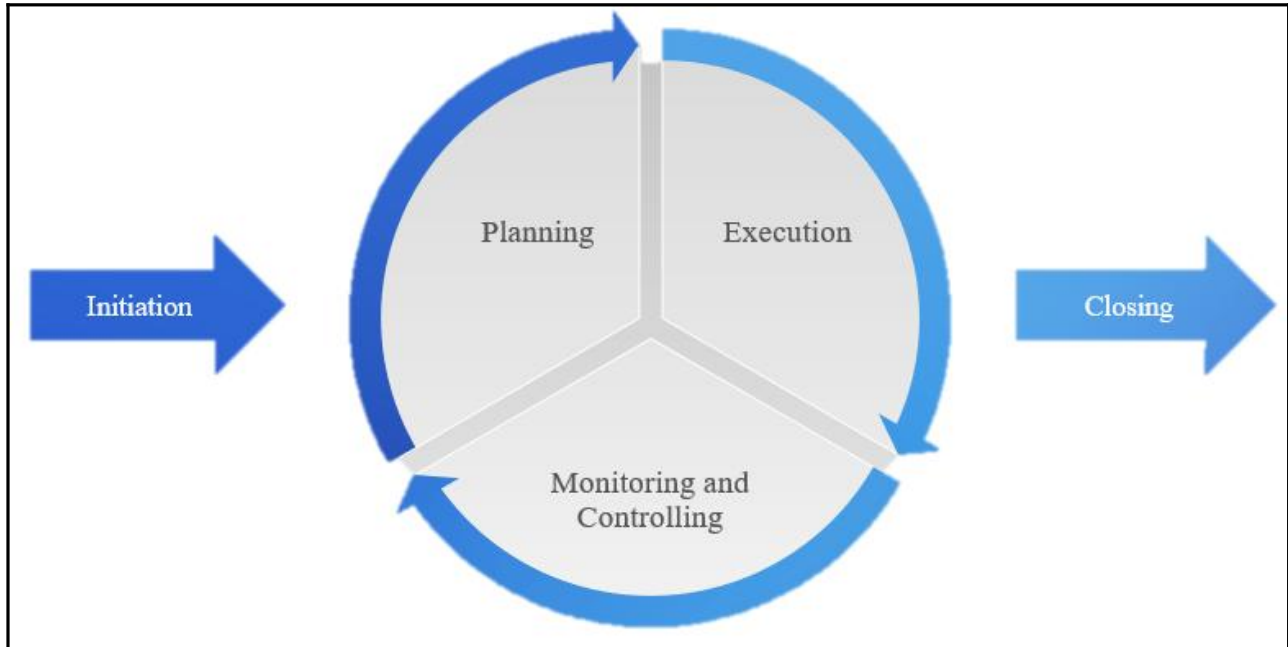


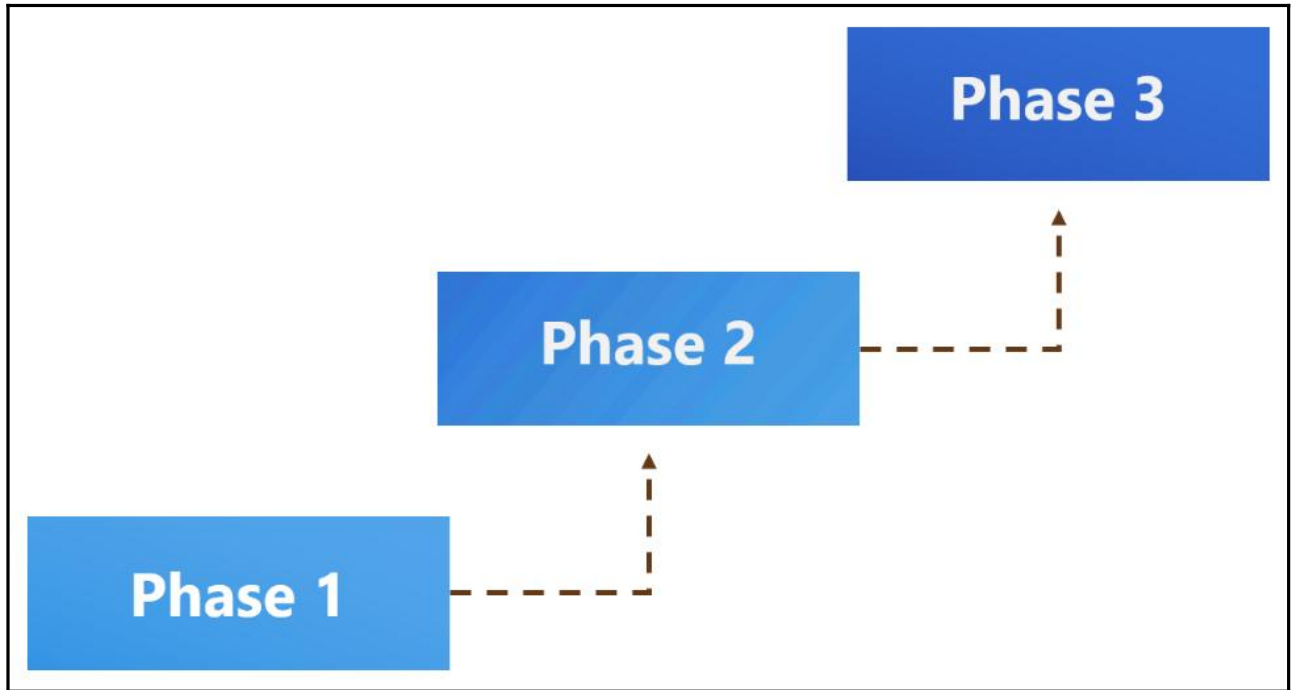


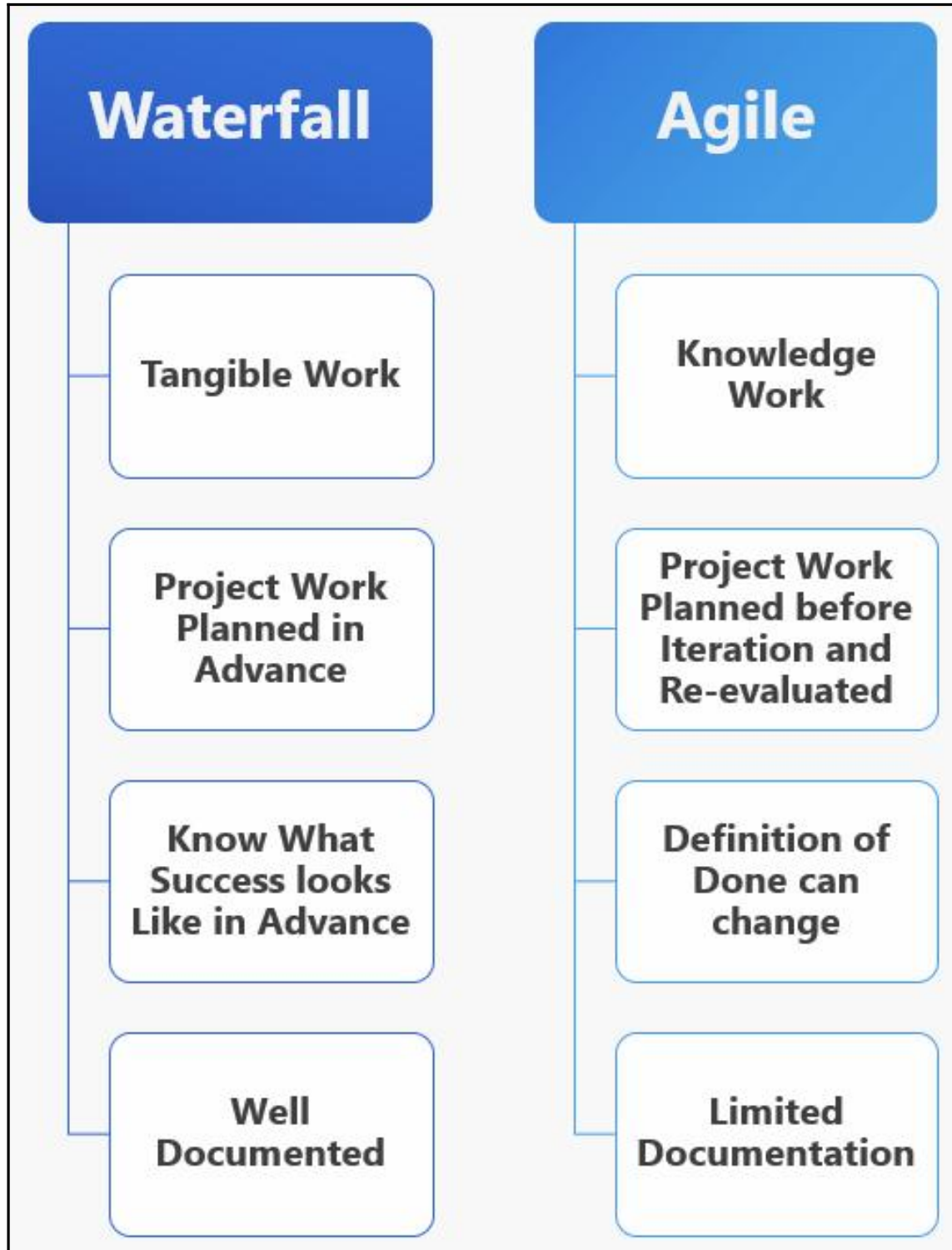


---

## Chapter 4: Developing a Project Charter







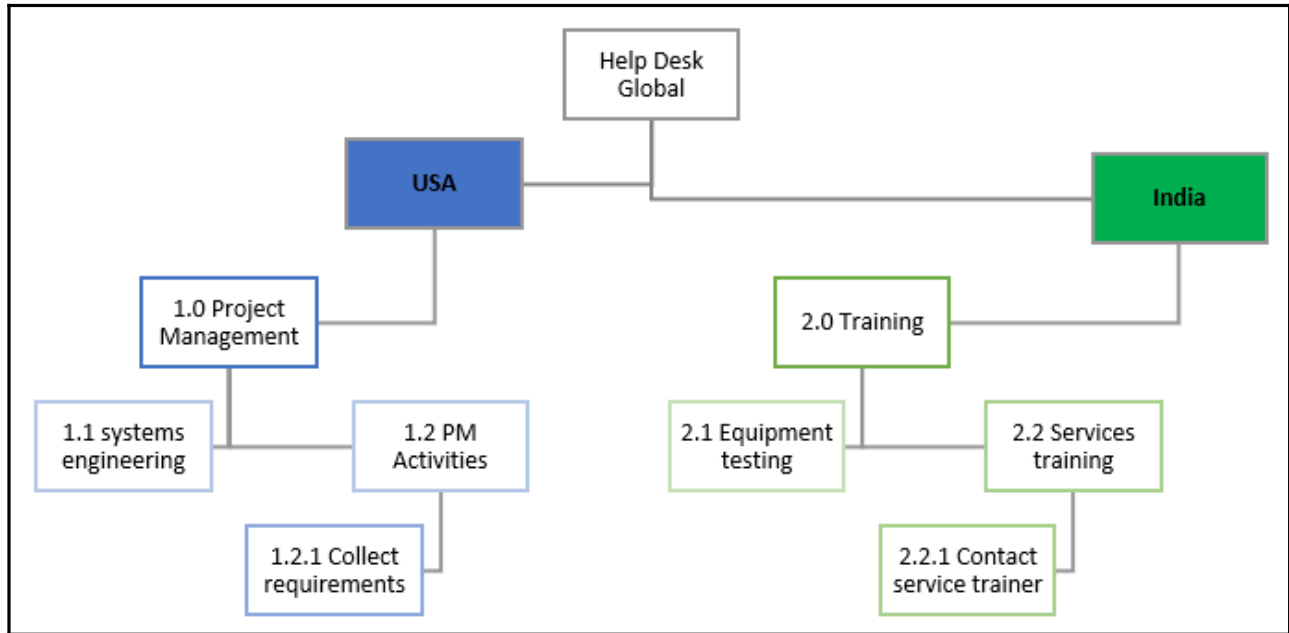
---

# Chapter 5: Creating a Work Breakdown Structure (WBS)

Requirements						
Project Name:	Anti-Phishing campaign for employees					
Description of the result:	Resigned process including software and corporate training					
Requirement number	Requirement description	Business value	Objectives	Requester	Deliverables impacted	Change control
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

Project Charter	Project Scope Statement
<p>Project purpose or justification</p> <p>Measurable project objectives and related success criteria</p> <p>High-level requirements</p> <p>High-level project description</p> <p>High level risks</p> <p>Summary milestone schedule</p> <p>Summary budget</p> <p>Stakeholder list</p> <p>Project approval requirements (what constitutes success, who decides it, who signs off)</p> <p>Assigned project manager, responsibility and authority level</p> <p>Name and authority of the sponsor or other person(s) authorizing the project charter</p>	<p>Project scope description (progressively elaborated)</p> <p>Acceptance criteria</p> <p>Project deliverables</p> <p>Project exclusions</p> <p>Project constraints</p> <p>Project assumptions</p>





**Help Desk Global**

**USA**

1.0 Project Management

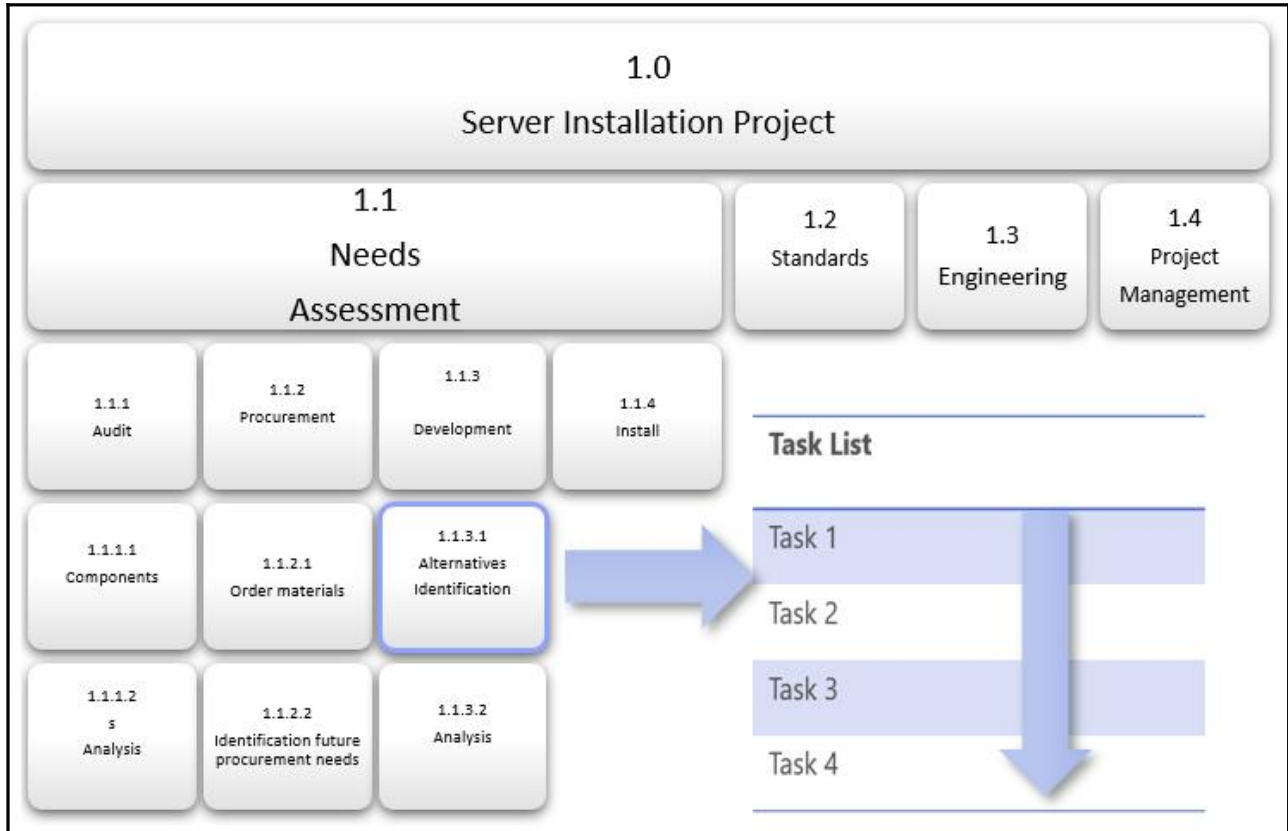
- 1.1. systems engineering
- 1.2. PM Activities
  - 1.2.1. Collect requirements

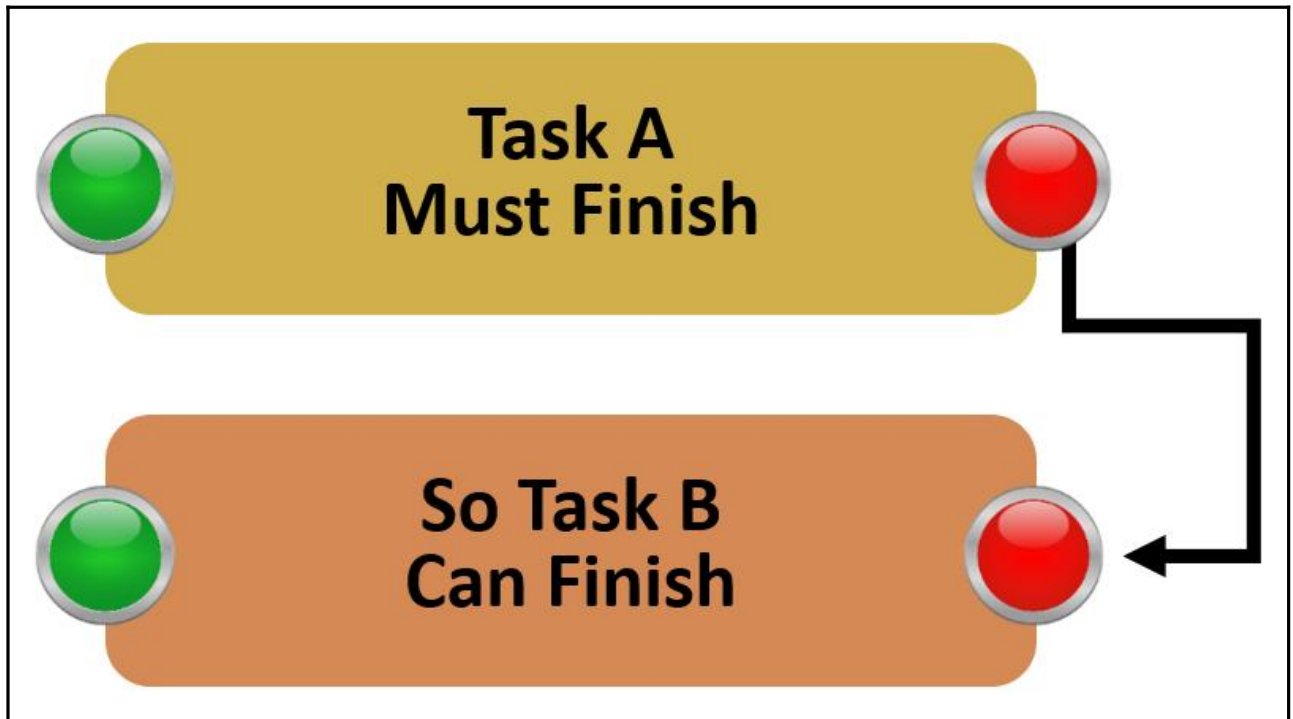
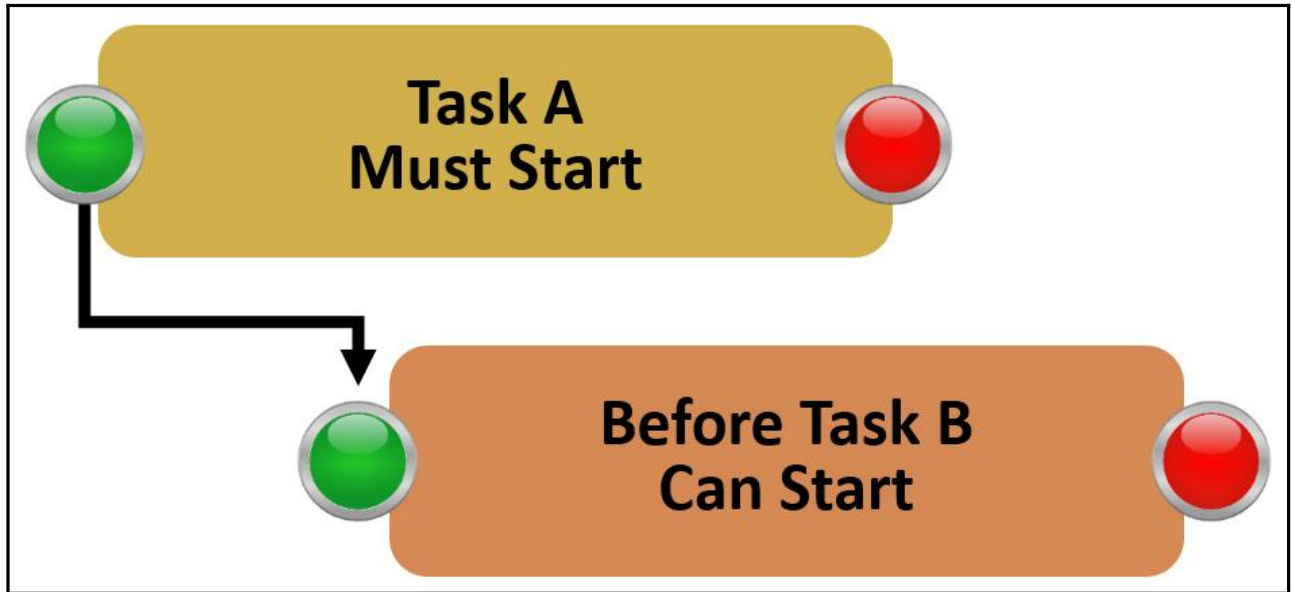
**India**

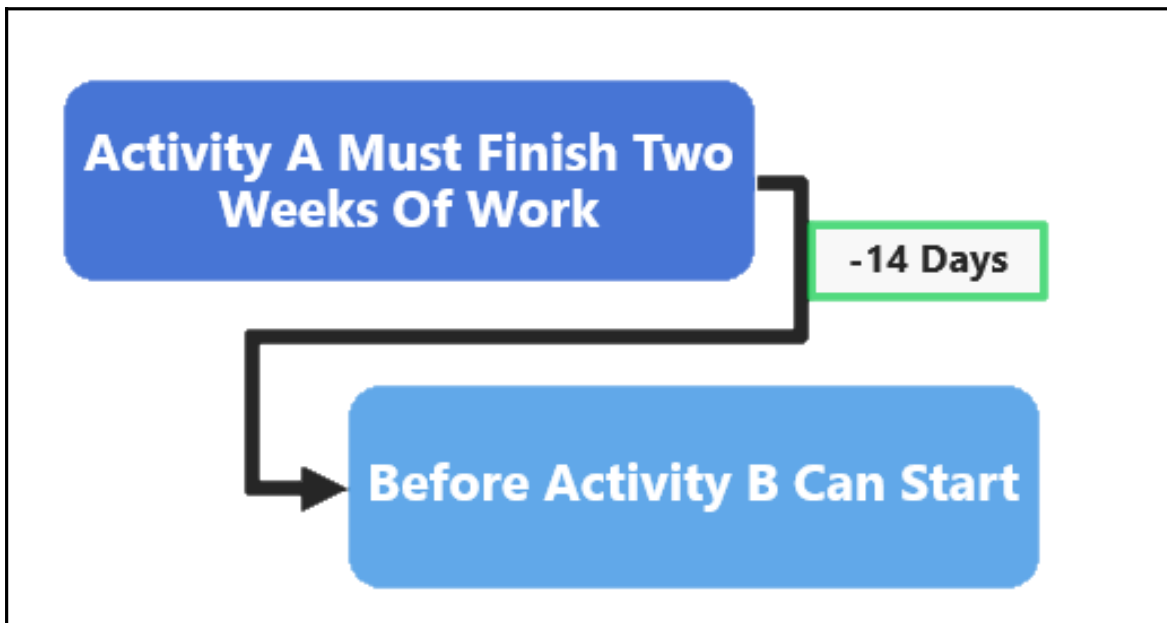
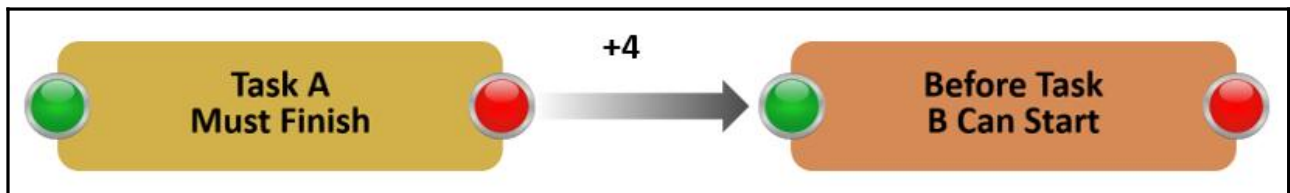
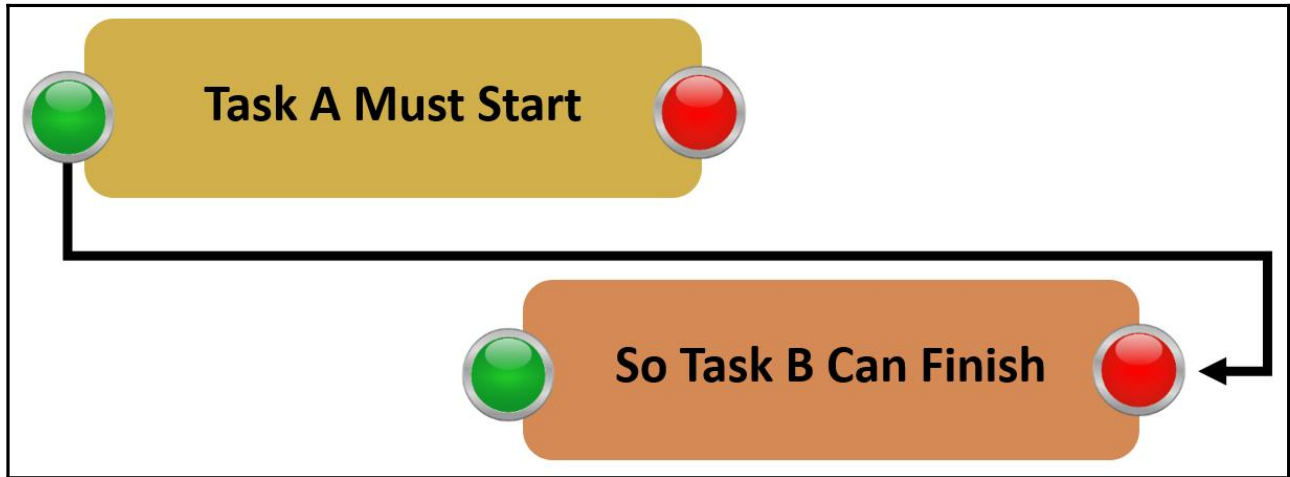
2.0 Training

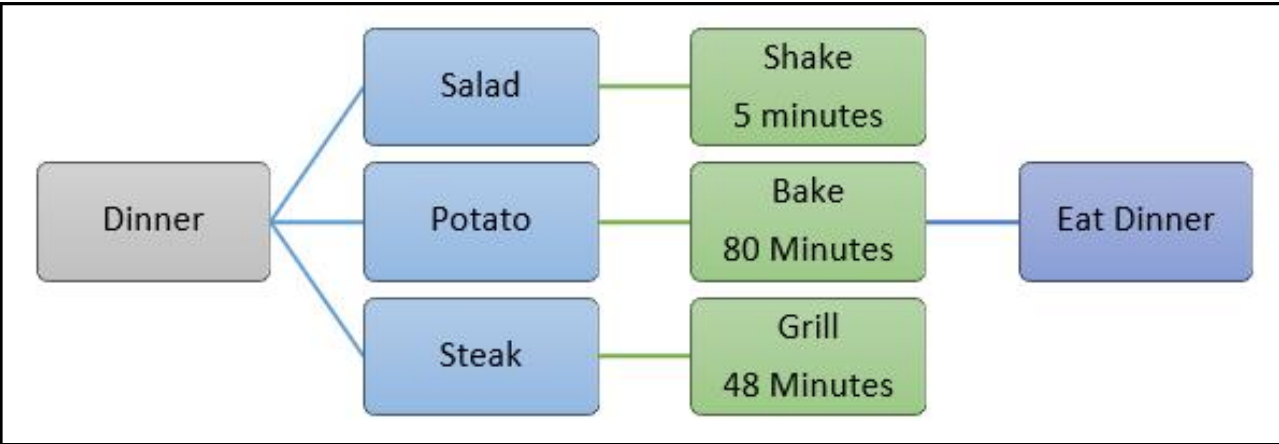
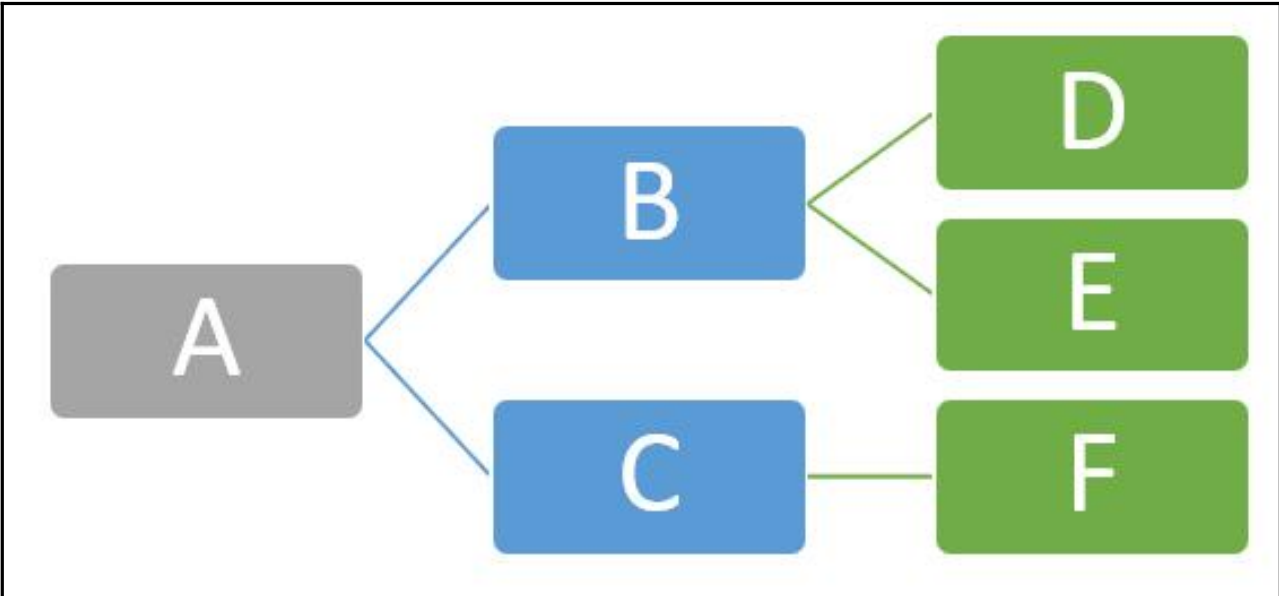
- 2.1 Equipment testing
- 2.2 Services training
  - 2.2.1 Contact service trainer

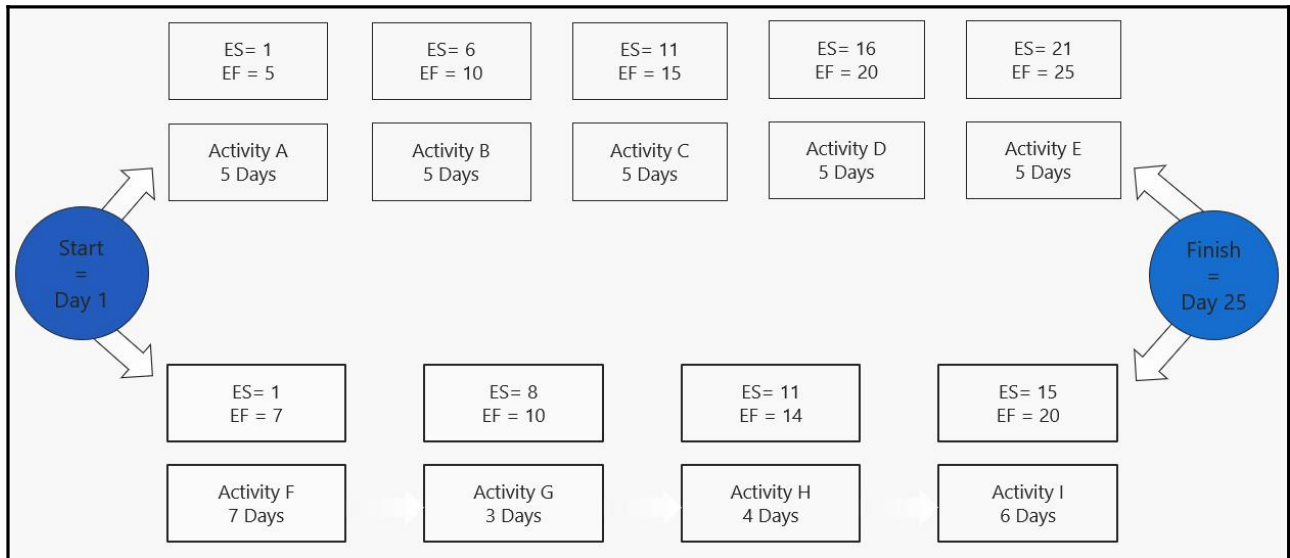
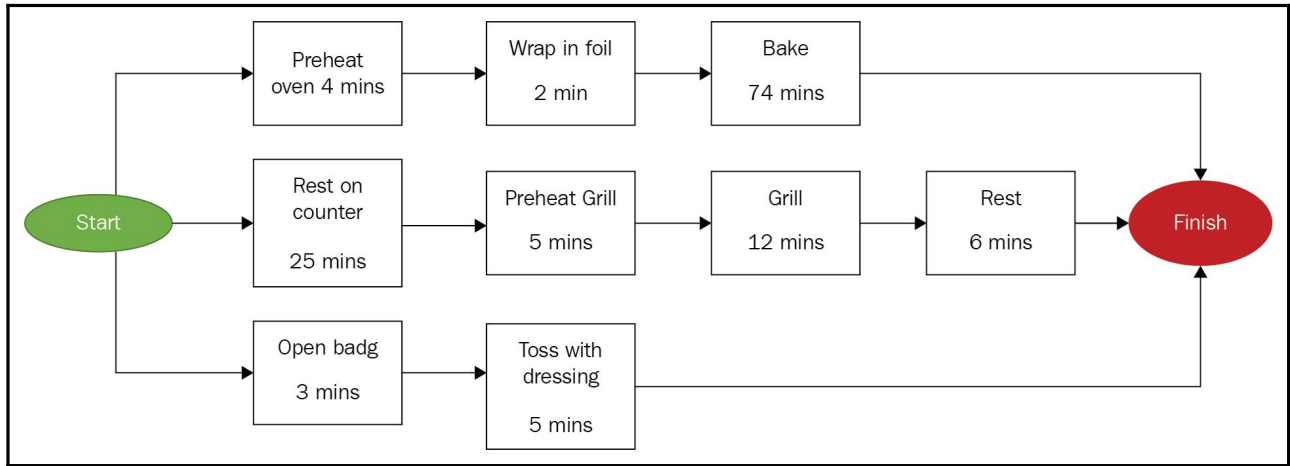
# Chapter 6: Developing a Project Schedule

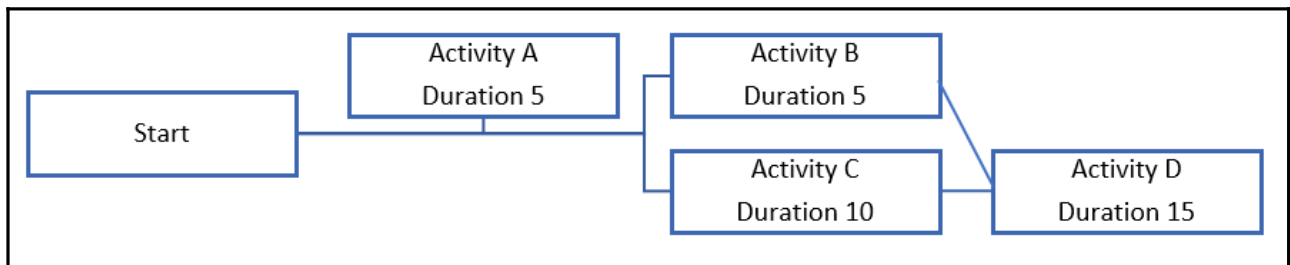
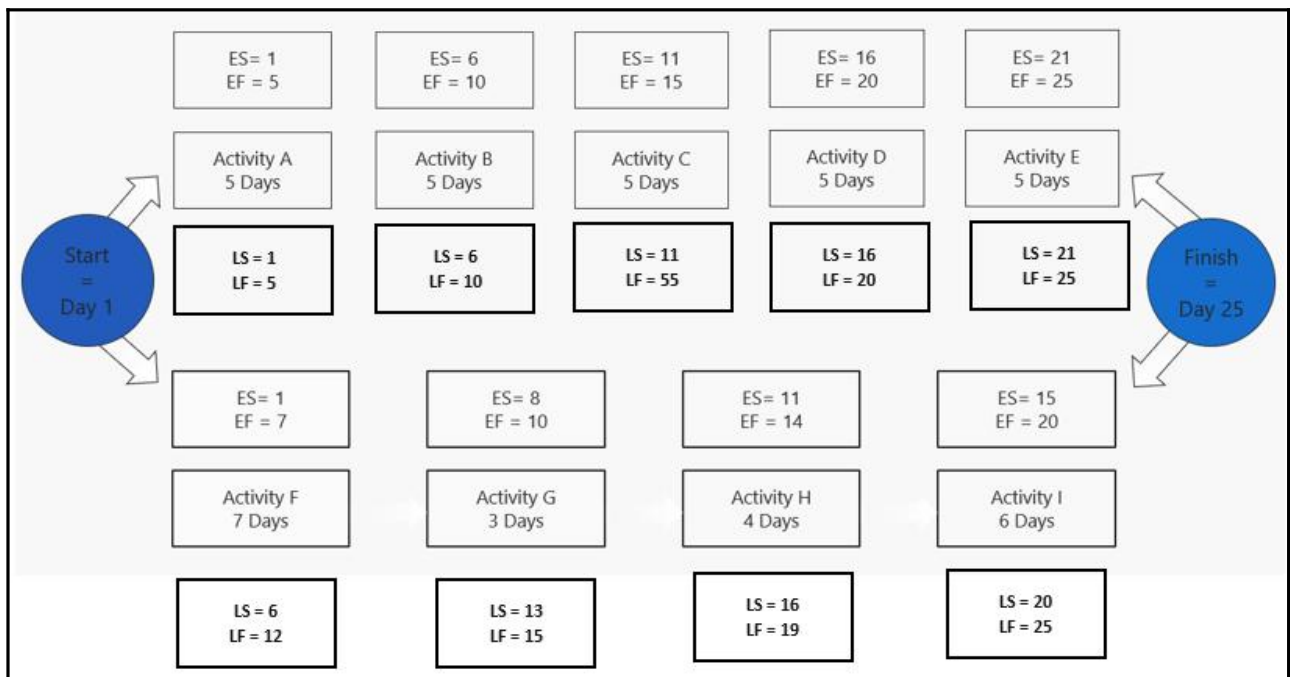
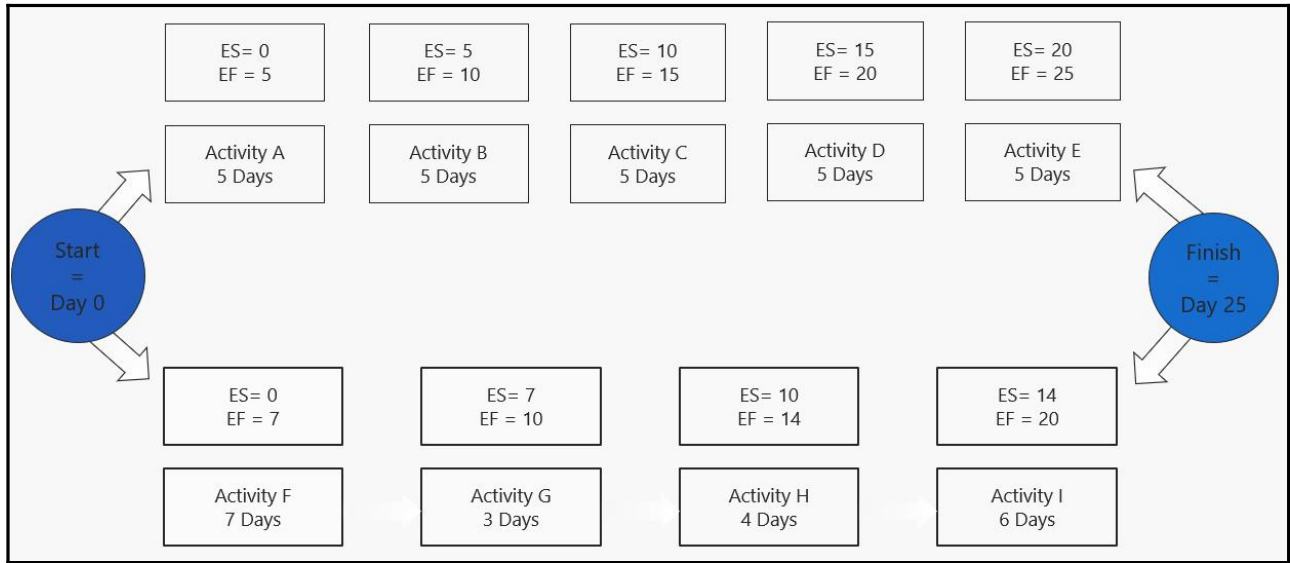








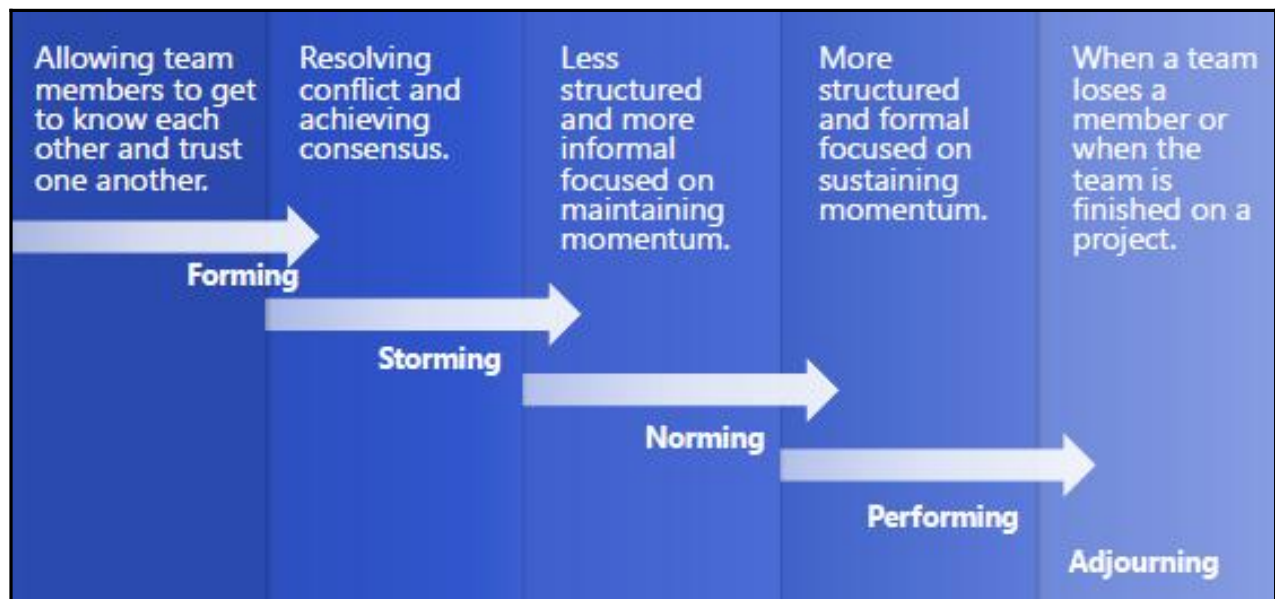




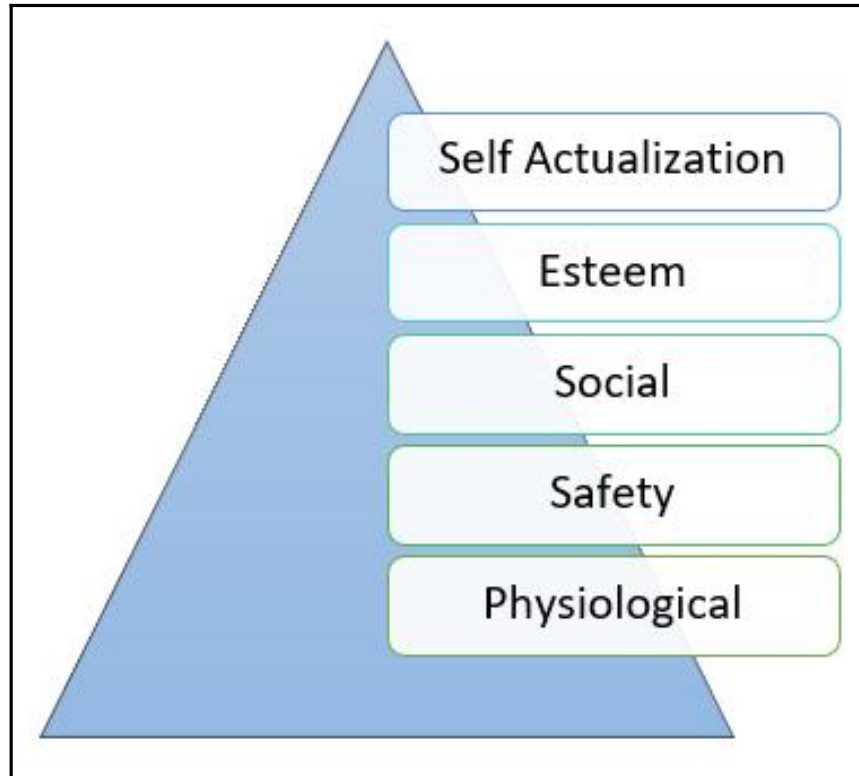
# Chapter 7: Resource Management Planning and Communication Considerations

WBS Code of Accounts	Team Role 1	Team Role 2	Team Role 3	Team Role 4	Team Role 5
1.3.5	2			3	8
1.3.6		1		1	
1.3.7	1		5		7
1.3.8				2	
1.3.9			3		1
1.3.10	5				
1.3.11			3		3

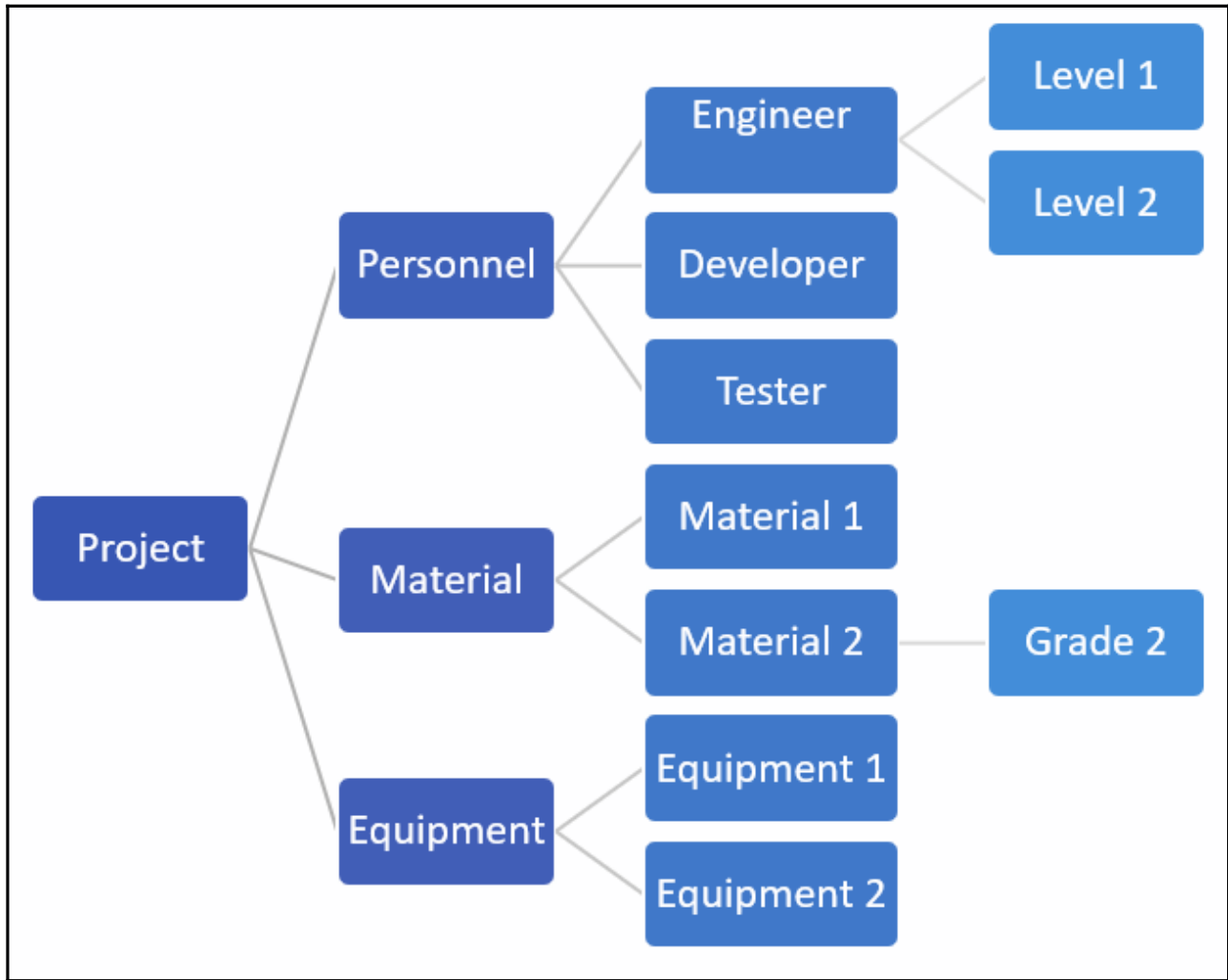
RACI Chart		Person				
Task	Ann	Ben	Carlos	Dina	Ed	
Create charter	A	R	I	I	I	
Collect requirements	I	A	R	C	C	
Submit change request	I	A	R	R	C	
Develop test plan	A	C	I	I	R	
R = Responsible		A = Accountable		C = Consult		I = Inform








Hygiene Needs	True Motivators
Policy	Achievement
Relationship with Supervisor	Recognition
Work Conditions	Work Itself
Salary	Responsibility
Company Car	Advancement
Status	Personal Growth
Security	
Relationship with Subordinates	
Personal Life	



# Chapter 8: Budget and Contingency Plans for Risk

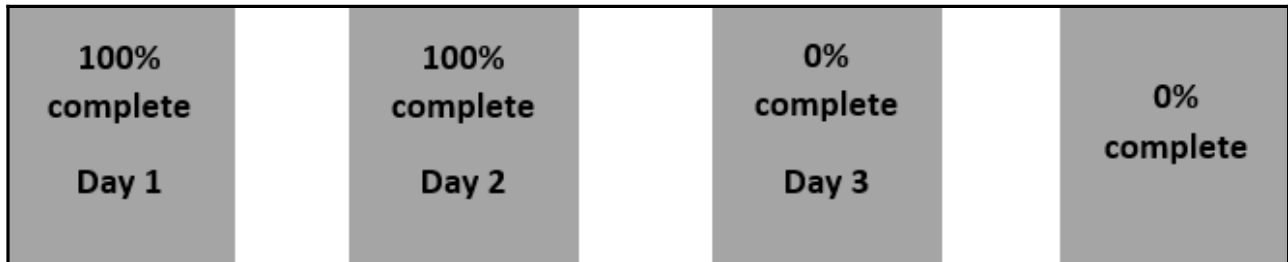
**Baseline**

PROJECT TASKS	Percent Complete	LABOR HOURS	LABOR COST (\$)	MATERIAL COST (\$)	TRAVEL COST (\$)	OTHER COST (\$)	TOTAL PER TASK
PROJECT DESIGN	Develop Functional Specifications	5.0	\$2,500.00	\$450.00	\$0.00	\$0.00	\$2,950.00
	Develop System Architecture	7.0	\$35,000.00	\$250.00	\$0.00	\$0.00	\$35,250.00
	Develop Preliminary Design Specification	4.0	\$15,000.00	\$0.00	\$0.00	\$0.00	\$15,000.00
	Develop Detailed Design Specifications	3.0	\$26,000.00	\$4,500.00	\$0.00	\$0.00	\$30,500.00
	Develop Acceptance Test Plan	9.0	\$4,500.00	\$95.00	\$0.00	\$0.00	\$4,595.00
<b>Total (Scheduled)</b>		<b>248.0</b>	<b>\$83,000.00</b>	<b>\$5,295.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$88,295.00</b>



**Baseline**

PROJECT TASKS	Percent Complete	LABOR HOURS	LABOR COST (\$)	MATERIAL COST (\$)	TRAVEL COST (\$)	OTHER COST (\$)	TOTAL PER TASK	EARNED VALUE
PROJECT DESIGN	Develop Functional Specifications	20.00%	5.0	\$2,500.00	\$450.00	\$0.00	\$2,950.00	\$590.00
	Develop System Architecture	15.00%	7.0	\$35,000.00	\$250.00	\$0.00	\$35,250.00	\$5,287.50
	Develop Preliminary Design Specification	10.00%	4.0	\$15,000.00	\$0.00	\$0.00	\$15,000.00	\$1,500.00
	Develop Detailed Design Specifications	25%	3.0	\$26,000.00	\$4,500.00	\$0.00	\$30,500.00	\$7,625.00
	Develop Acceptance Test Plan	0	9.0	\$4,500.00	\$95.00	\$0.00	\$4,595.00	\$0.00
<b>Total (Scheduled)</b>		<b>248.0</b>	<b>\$83,000.00</b>	<b>\$5,295.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$88,295.00</b>	<b>\$15,002.50</b>



TOTAL PER TASK	EARNED VALUE	PLANNED VALUE
\$2,950.00	\$590.00	\$600.00
\$35,250.00	\$5,287.50	\$6,500.00
\$15,000.00	\$1,500.00	\$1,500.00
\$30,500.00	\$7,625.00	\$7,700.00
\$4,595.00	\$0.00	\$0.00
<b>\$88,295.00</b>	<b>\$15,002.50</b>	<b>\$16,300.00</b>

Did

Should have done

EARNED VALUE	PLANNED VALUE	ACTUAL COSTS	SCHEDULE VARIANCE	COST VARIANCE	SCHEDULE PERFORMANCE INDEX	COST PERFORMANCE INDEX
\$590.00	\$600.00	\$300.00	-\$10.00	\$290.00	0.98	1.97
\$5,287.50	\$6,500.00	\$350.00	-\$1,212.50	\$4,937.50	0.8	15.11
\$1,500.00	\$1,500.00	\$3,600.00	\$0.00	-\$2,100.00	1.00	0.42
\$7,625.00	\$7,700.00	\$7,700.00	-\$75.00	-\$75.00	0.99	0.99
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	0	0
<b>\$15,002.50</b>	<b>\$16,300.00</b>	<b>\$11,950.00</b>	<b>-\$1,297.50</b>	<b>\$3,052.50</b>	<b>0.92</b>	<b>1.26</b>



Impact Scale Example:		
Level	Impact	Description
5	Severe	Financial Losses greater than \$\$\$\$\$
4	Higher than Average	Financial Losses between \$\$\$ and \$\$\$
3	High	Financial Losses between \$\$\$ and \$\$\$
2	Moderate	Financial Losses between \$\$\$ and \$\$\$
1	Low	Financial Losses less than \$\$\$
Risk Assessment Example:		
Risk Rating	Description	Action
16-25	Severe	Financial Losses greater than \$\$\$\$\$
12-16	Higher than Average	Financial Losses between \$\$\$ and \$\$\$
8-12	High	Financial Losses between \$\$\$ and \$\$\$
4-8	Moderate	Financial Losses between \$\$\$ and \$\$\$
1-4	Low	Financial Losses less than \$\$\$

Building New	Potential Threat costs @ 30% Probability and \$50,000 Impact = \$15,000 loss potential	Upgrading	Potential Threat Costs @ 70% Probability and \$250,000 Impact = \$175,000 loss potential
	Potential Opportunity Savings @ 70% probability and \$750,000 Impact = \$525,000 gain potential		Potential Opportunity Savings @ 30% Probability and \$950,000 Impact = \$285,000 gain potential
	EMV \$525,000 - \$15,000 = \$510,000 gain result		EMV \$285,000 - \$175,000 = \$110,000 gain result

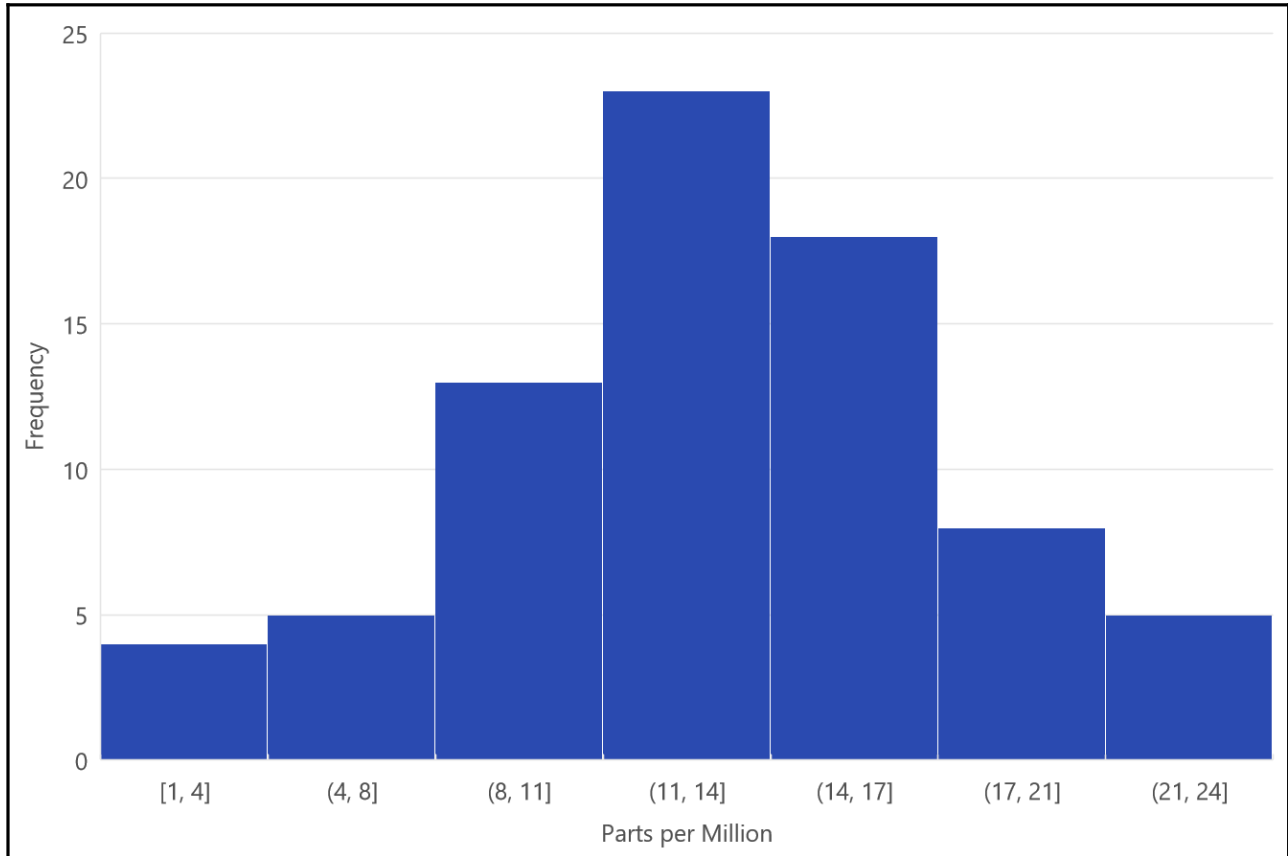
Response	Description
Avoid	Change PM Plan through Integrated Change Control
Transfer	Involves Procurement Agreements
Mitigate	Reduce Probability and Impact
Accept	Passive: Do nothing Active: Spend Contingency

Response	Description
Exploit	Change PM Plan through Integrated Change Control
Share	Involves Procurement Agreements
Enhance	Increase Probability and Impact
Accept	Passive: Do nothing Active: Spend Contingency

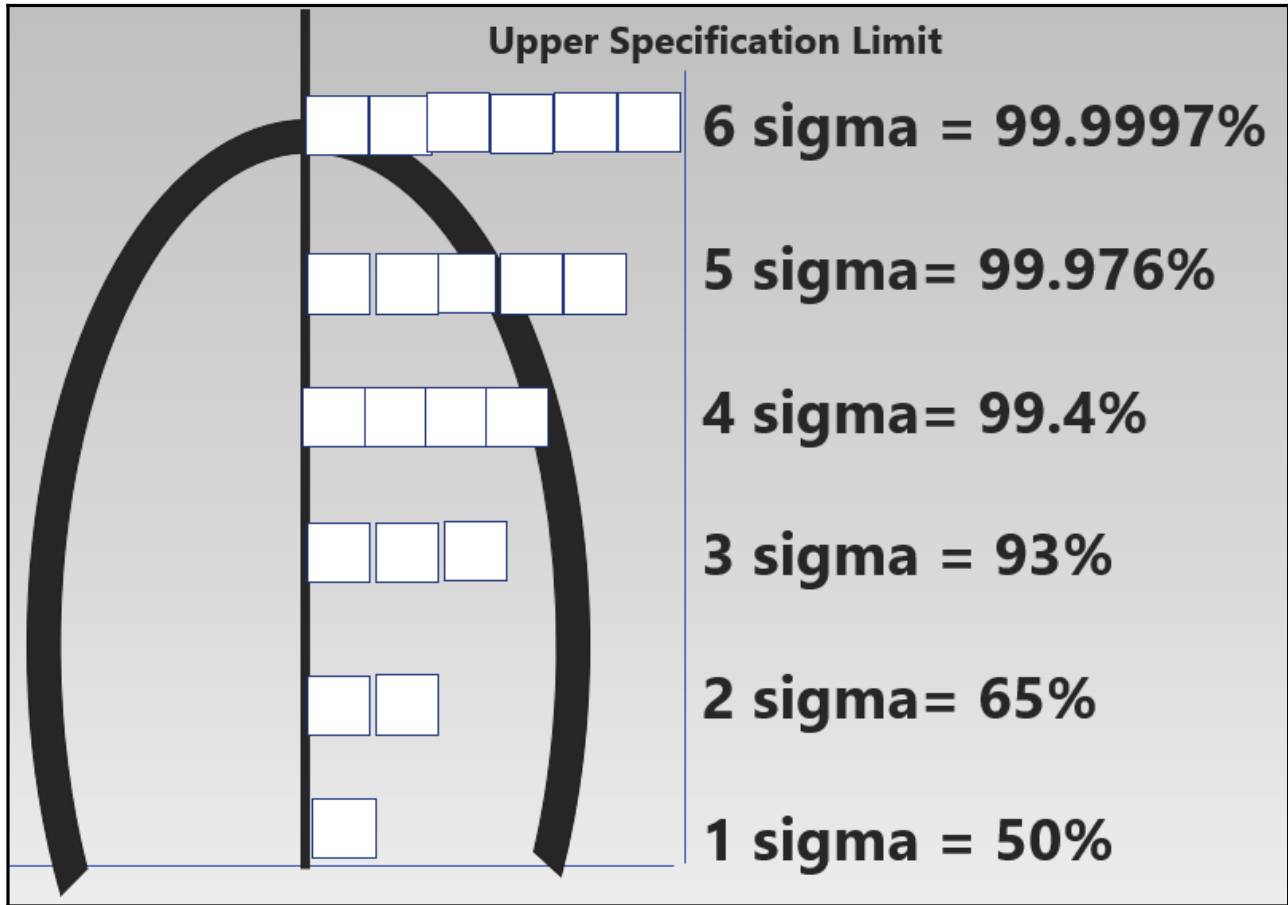
Risk Category	Description of risk	Risk Owner	Impact (1-5)	Probability of Occurrence (1-5)	Risk Score	Rating Color Code	Risk Priority Number	Risk triggers	Preventative Strategy/Action(s)	Mitigation action(s) (actions to be taken if risk occurs, Activated by Threshold)	Action plan implementation Status and effectiveness of action
Scope			3	4	12		●				
			1	2	2		●				
			5	5	25		●				
					0		●				
					0		●				

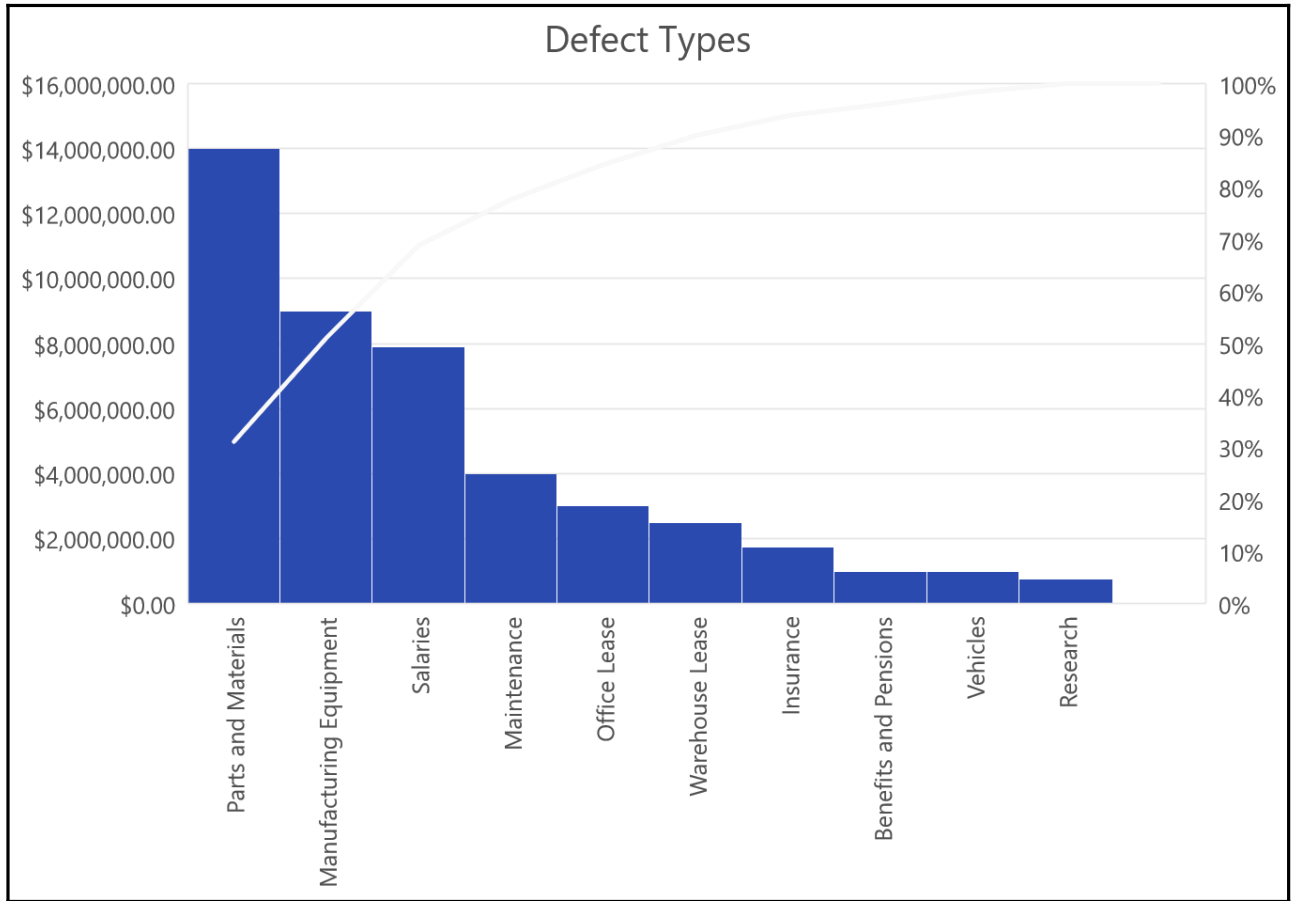
---

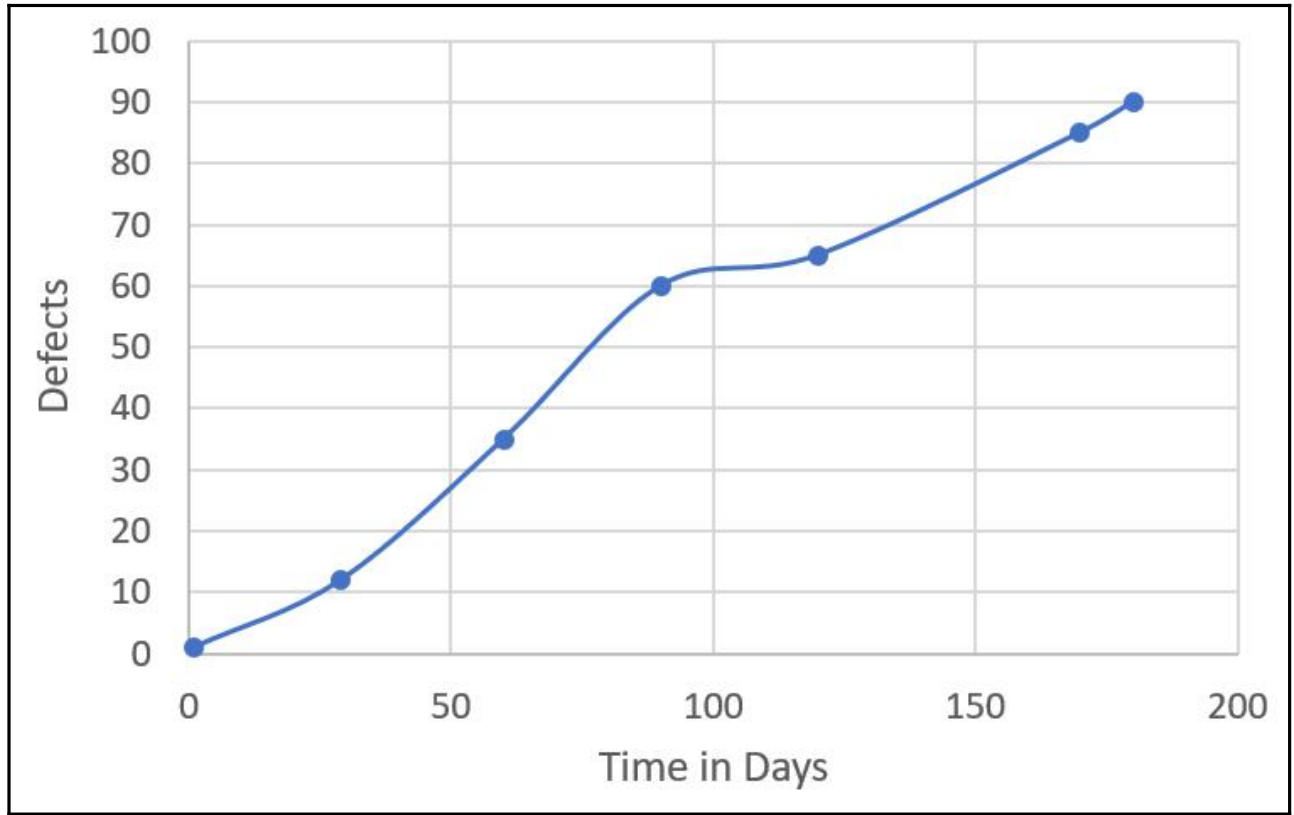
# Chapter 9: Monitoring and Controlling Project Work



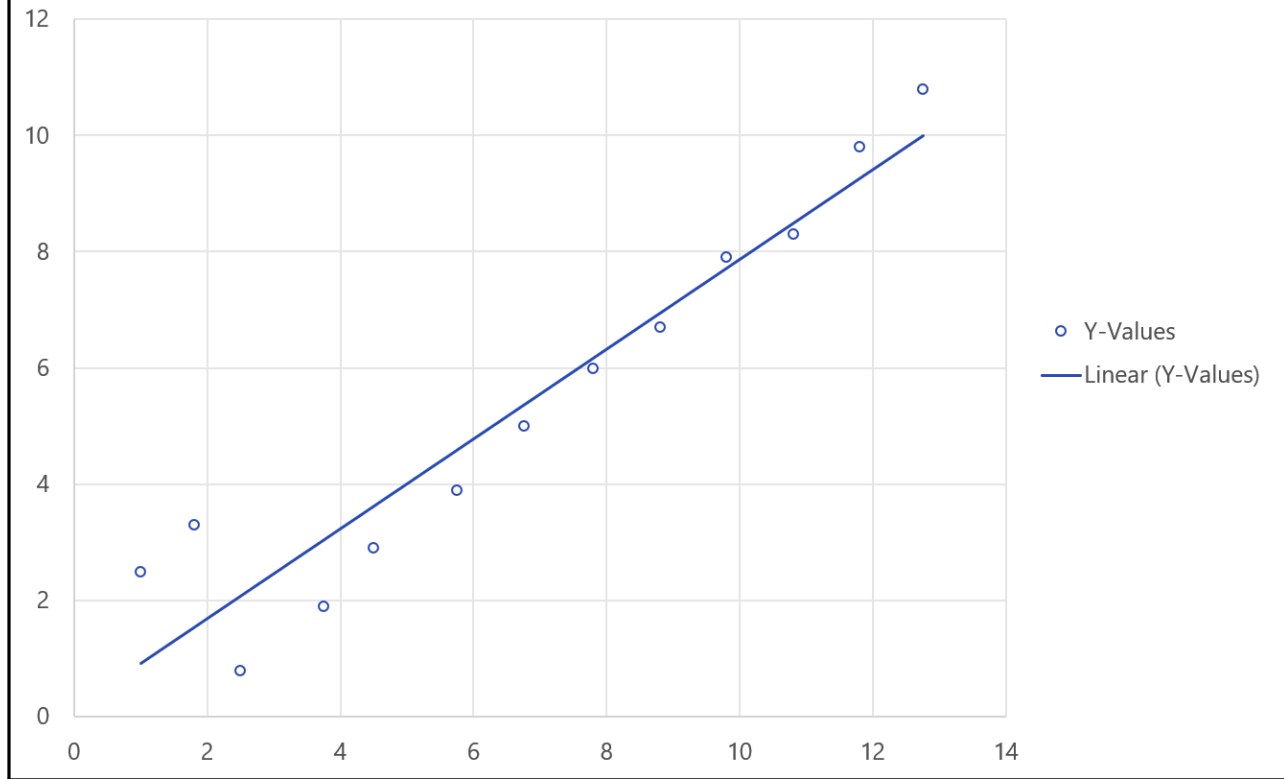








Keyword: Relationship



Agreement Type	Scope of Work	Risk Bearer
Fixed Price	Well known	Seller
Cost Reimbursable	Known but not clearly defined	Buyer
Time and Material	Not well known	Shared

### PM:

1. Develops the PSOW
2. Determines Source Selection Criteria
3. Reviews the Bids via screening and weighting

### Agreement Coordinator:

1. Negotiates the Agreement
2. Involved in control procurement including procurement change control
3. Internal to your organization

---

# Chapter 10: Formal Project or Phase Closure and Agile Project Management.

