Information & Communication Technology (ICT) End to End Project Quality Plan development
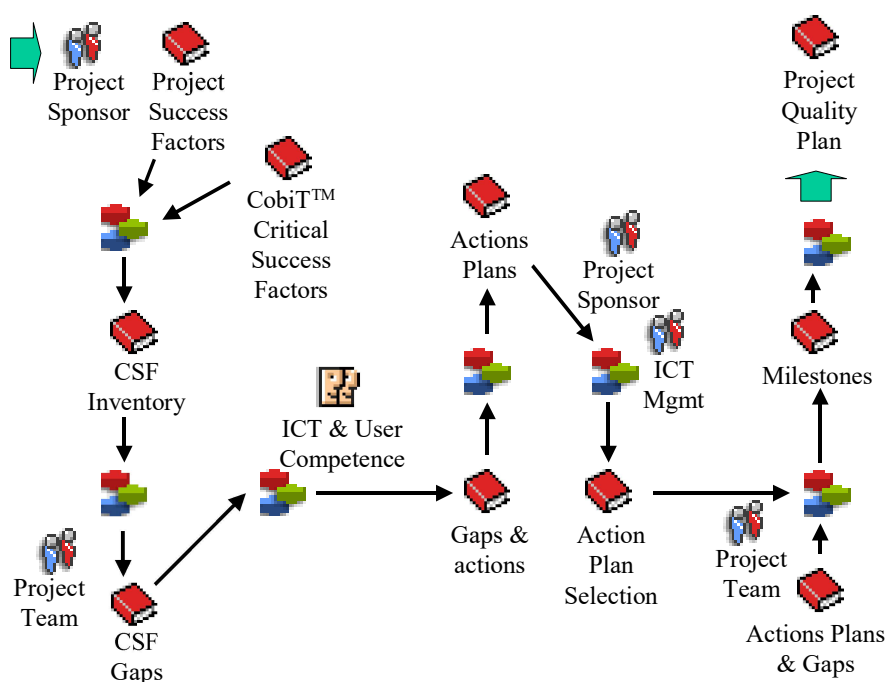
Objectives

- Complement project plans with actions desired to bridge gaps between project success factors as perceived by the Project Sponsor on one hand, and success factor translation in the project specifications and provisions at the other hand.
- Provide a simple follow through mechanism for Management and Sponsor to monitor Quality Plan implementation progress.

Approach

The methodology used is based on CobiT^{TM} Management Guidelines, Critical Success Factors (CSFs). CobiT^{TM} is a TradeMark of the Information Systems Audit and Control Foundation. Methodware's CobiT 3rd Edition Management Advisor is used to manage this service.

- The Project Sponsor success factor expectations are mapped against all applicable Critical Success Factors of the CobiT^{TM} Management Guidelines.
- The ICT Project Team is consulted to find where gaps exist between CSF specifications and the project specifications and provisions.
- Interviews are next conducted to size the gaps and to outline actions required to resolve the gaps.
- The suggested individual actions are grouped together in Action Plans according to their nature and the resulting Action Plans are sized for impact, cost and risk factors.
- Action Plans are prioritized and selected for application with ICT Management and Project Sponsor.
- For very large projects or, where there is a need to execute specific Action Plans in the overall ICT Governance context, Action Plans may be grouped together again in separate parallel projects.
- Every Action Plan is extended with a minimum number of milestones with the project team and these milestones are so mapped on the projects' timeline.

Deliverables

- Quality Plan: Action Plan Matrix, mapping milestones against project success criteria and project timeline
- List of CSF gaps with their assessment and chained Action Plans
- List of Action Plans with underlying CSF gap assessments
- List of Action Plans with impact, cost and risk quantification

Specific Quality Plan - Principles

Initiation	Tracking	Closure

Requirements Definition	ProtoBlue	Design Functional - Technical	Build and Test	Acceptance	Production Prep & Impl.

Availabilty		A1		A3				
Continuity				A2	A4			
Data Quality								
Functionality								
Maintainability						A5		
Operability								A6
Performance								
Reliability								
Security								
Stability								
Supportability								
Usability								

Quality Checkpoints - Action Plans & Milestones

Project Success Factors
Action Plans
Action Plan milestones & due dates
Project Timeline

Priority
- Low
- Moderate
- High

C1-Preparation/Protoblue	C1-Realisation	C1-Final Preparation & Pilot	C1-CPG Roll-Out

2001 — mar apr may jun jul aug sep oct nov dec | 2002 — jan feb mar apr

Availability
- A21 NBC platform interface testing — M1 13 — M2 2 — M3 14
- A28 Operational Key Performance Indicators
- A35 SAP Change & Release Control
- A37 Change Management Practices
- A38 Acceptance Test Procedures

Continuity
- A12a NBC financial follow-up system
- A12b NBC financials - SLA pricing — M4 15 — M5 15
- A33 NBC Contingency Aspects
- A35 SAP Change & Release Control — M18 13 — M19 30 — M20 15

Data Quality
- A09 EAI - Business process dependencies
- A30 Data Administration requirements

Functionality

Maintainability
- A01 Programme Management Practices
- A02 Project Management Practices — M6 15 — M7 15 — M8 15
- A09 EAI - Business process dependencies
- A15 Expertise succession plans — M9 30 — M10 30
- A23 NBC System documentation framework
- A25 Duty segregation Development/QA/Production
- A41 SAP Operational Standards — M11 30 — M12 30 — M13 30

Operability
- A32 End-User Troubleticket Resolution — M14 15 — M15 15
- A37 Change Management Practices
- A39 SLM Set-up & Implementation
- A40 NBC Service Performance
- A41 SAP Operational Standards — M16 15 — M17 15

Performance
- A28 Operational Key Performance Indicators