
Project Management Office

**Issues Management Plan for
Enterprise Data Definitions and
Chart of Accounts Project**

Revision #1.3

Office of Financial Management

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Overview

This document describes the process the Enterprise Data Definitions and Chart of Accounts Project (EDD/COA) will follow to manage project issues. ***For the purposes of this project, issues are defined as something in dispute or something to be decided.***

The resolution of issues may have an impact on the project's scope or schedule.

The Issue Management process will bring visibility to issues, accountability, and timely resolution of issues. Analysis of the issues will provide data and understanding for more informed decisions. Recording and reviewing issues will prevent the team from forgetting about issues that could adversely impact the project.

Issue Process

The project will use TestTrack Pro to track issues. TestTrack Pro will be used to document and communicate issues to the Lead Business Analyst. It also serves to record the potential impact, recommendation, estimated effort, and the related management actions.

When an issue is identified, the Project Team Member identifying the issue will enter the issue into TestTrack Pro.

The Issue Originator assigns the issue to the Lead Business Analyst for review. He/she reviews the issue to see if it is applicable to the project and assigns a priority using the Issue Analysis charts below. The Lead Business Analyst will review the issue with the Project Issue Management Team on a weekly basis.

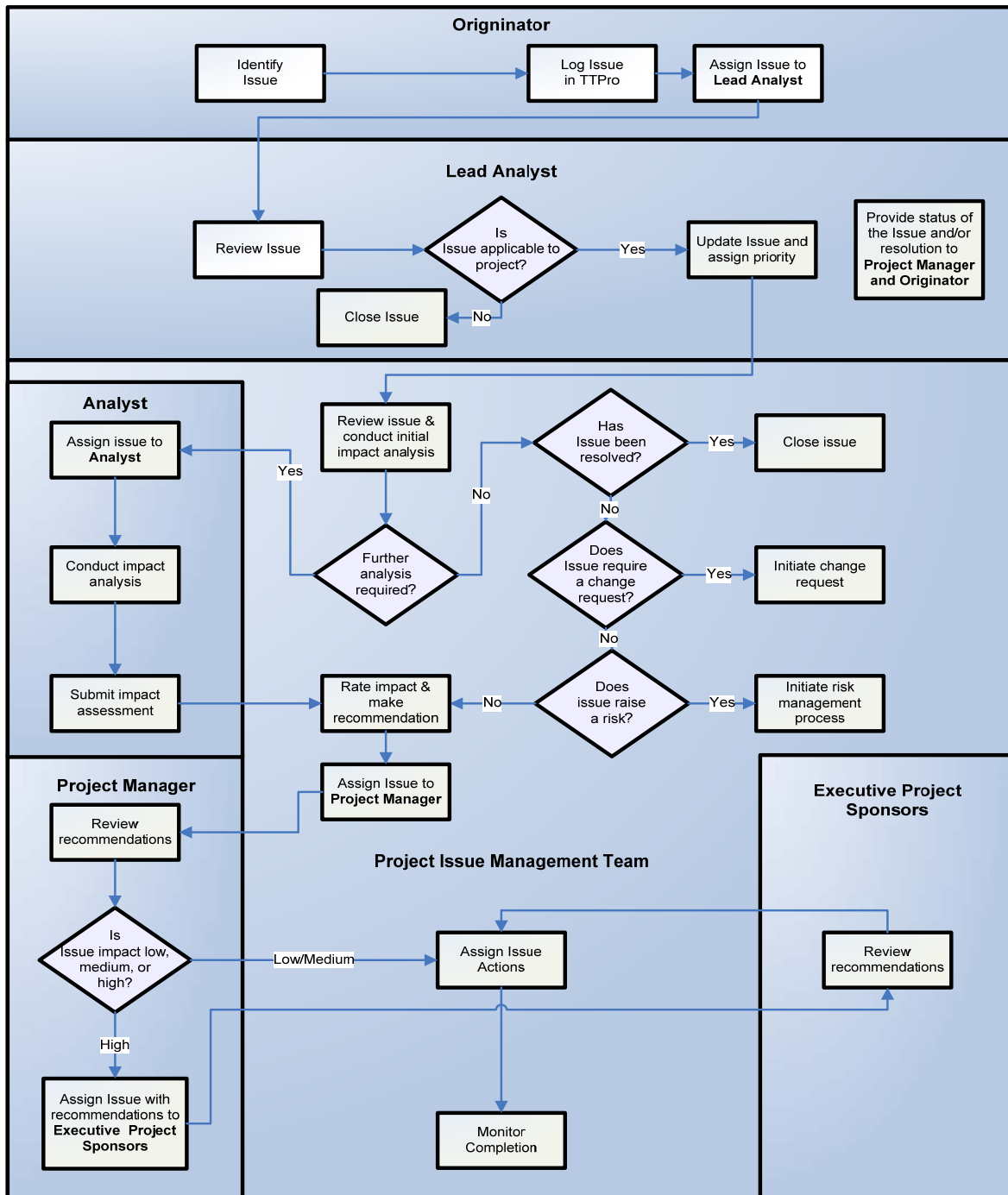
The Project Issue Management Team will review the issue and conduct an initial impact analysis. They may also assign the issue to an Analyst to conduct the impact analysis to evaluate the impact. The Project Issue Management Team will review the impact assessment and make a recommendation.

The Project Manager will authorize low to medium impact issue resolutions. Issue resolutions having a high impact on the project will be forwarded to the Executive Project Sponsors.

The Lead Business Analyst keeps the Issue Originator and Project Manager posted on the status of the issue and/or resolution.

The following diagram portrays the steps in the process and interaction of the process roles. The roles in the issue management process are the Issue Originator, the Lead Business Analyst, the Project Manager, the Executive Project Sponsors, the Project Issue Management Team, and the Project Team

Issue Process Flowchart



Roles and Responsibilities

Executive Project Sponsors

Candace Espeseth, Sadie Rodriguez-Hawkins

- Reviews high impact issues, impact analysis, and recommendations
- Either approves the resolution, denies the resolution, or places the resolution on hold
- Ensures any additional resources, as needed, are available

Project Manager

Ann Bruner

- Either approves low to medium impact resolution, denies the resolution, or places the resolution on hold
- Assigns high impact issue, impact analysis, and recommendations to Executive Project Sponsors for approval
- Assists in securing additional resources, if necessary
- Makes necessary updates to project plan

Lead Business Analyst

Lee Hall

- Tracks status of issue
- Logs issues from anyone not actively involved with the project in TestTrack Pro
- Clarifies issue
- Keeps issue originator apprised of issue status
- Assigns issue priority
- Assigns issue for impact analysis to analyst
- Reviews issue with Project Issue Management Team
- Forwards issue, impact analysis, and recommendation to Project Manager
- Leads Project Issue Management Team
- Performs a value analysis

Project Issue Management Team

- Reviews issues and conducts impact analysis
- Makes recommendations to Project Manager

Issue Originator

(Anyone can be an issue originator)

- Documents the issue as clearly and completely as possible in TestTrack Pro.
- Assigns issue to Lead Analyst

Analyst

(Any project team member assigned an issue for impact analysis)

- Researches and clarifies issue as needed
- Identifies alternative resolutions
- Makes recommendation
- Estimates time and resources required to resolve the issue
- Identifies where added tasks fit into project plan
- Updates issue in TestTrack Pro with impact analysis
- Assigns updated TestTrack Pro issue to Project Manager
- Updates functional and application specifications, as necessary

Issue Analysis

Evaluating penalty for not addressing issue			
Impact Area	Low (1)	Medium (2)	High (3)
Technical Performance	Minimal or no impact Acceptable - some reduction in margin	Acceptable - significant reduction in margin	Acceptable – no remaining margin Unacceptable
Schedule	Minimal or no impact Additional resources required – able to meet dates	Minor slip in key milestone – unable to meet dates	Major slip in key milestone or critical path impacted Cannot achieve major project milestones
Cost	Minimal or none <5% cost increase	5-10% cost increase	>10% cost increase
Scope/ Functionality	Insignificant change in scope	Minor areas of change in scope	Major areas of change in scope Scope changes unacceptable to client or significantly alters the project or deliverables.
Quality	Minimal or no impact Acceptable - some reduction in margin	Acceptable - significant reduction in margin	Acceptable – no remaining margin Unacceptable

Evaluating penalty for not addressing issue			
Impact Area	Low (1)	Medium (2)	High (3)
Impact on other teams	Minimal or no impact Additional resources required – able to meet dates	Minor slip in key milestone – unable to meet dates	Major slip in key milestone or critical path impacted Cannot achieve major project milestones
Policy Issue (See Appendix B)			Policy issues require approval by Executive Sponsors

Issue Severity = Potential Consequence * Probability of Occurrence

Issue Severity				
Consequence	High (3)	(3)	(6)	(9)
	Medium (2)	(2)	(4)	(6)
	Low (1)	(1)	(2)	(3)
		1	2	3
Probability				

Probability of Occurrence

1. Minimal /Unlikely/Rarely
2. Probable/Likely/Sometimes
3. Significant/Highly Likely/Always

Issue Impact Rating	
High (6-9)	High: <ul style="list-style-type: none"> • Significant impact on cost, schedule, and performance • Significant action required • High priority management attention required
Medium (3-4)	Medium: <ul style="list-style-type: none"> • Some impact • Special attention may be required • Additional management attention may be required
Low (1-2)	Low: <ul style="list-style-type: none"> • Minimal impact • Normal oversight needed to ensure risk remains low

Issue Tracking with TestTrack Pro

This project will use TestTrack Pro to track issues. The link to TestTrack Pro is:
<http://198.238.39.8/scripts/ttcgi.exe?command=loginscreen>

The TestTrack Pro issue will be identified as:

Issue Type: Issue

Business Unit: Accounting

Product: EDD/COA

Sub-product:

Project: this may be assigned if it is known which sub-product it is affecting. This will include phases and iterations of this project.

The Project Manager is responsible for assigning the creation of any project, product, sub-products, and sub-sub products in TestTrack Pro. The Project Manager is also responsible for creating reports necessary for tracking and training team members on the use of TestTrack Pro.

Acceptance

We, the undersigned project members, have reviewed this document and approve its contents.

Name and Title	Signature	Date
Candace Espeseth Executive Sponsor		
Sadie Rodriguez-Hawkins Executive Sponsor		
Ann Bruner Project Manager		

Appendix A: Revision History

<u>Revision</u>	<u>Date</u>	<u>Author</u>	<u>Description of change</u>
1.0	11/22/2007	Ann Bruner	Drafted
1.1	1/9/2008	Ann Bruner	Issue Graph
1.2	1/11/2008	Lee Hall	Replace Product Mgr title with Lead Analyst
1.3	1/15/2008	Lee Hall	Grammatical corrections; replaced Lead Analyst with Lead Business Analyst

Appendix B: Definitions

Policy Issues are defined as something that needs to be decided relating to:

1. New or modified policy or Legislative requirements of agencies
2. Type and level of detailed information required from agencies or recipients
3. Legislature implementations related to requirements