

EXAMPLE: REQUIREMENTS - PROJECT MANAGEMENT CONTRACT

Scope of Work for the Project Manager's Review

- Develop scope and manage change of scope
- Develop project charter
- Work breakdown structures and project plans
- Project monitoring and reporting
- Research: compile, comparison, and analysis (including financials)
- Cost benefit analysis to ensure efficiency and effectiveness
- Document research, findings, and recommendations
- Risk and issues analysis and management
- Action Plan with communications strategy

Project Charter

- A project charter is created to ensure everyone with a stake in the success of the project review shares a common understanding of the following:
 - Why the review is being undertaken
 - The goals of the review process
 - The phases of the project
 - The expected results
 - How, through whom, and over what time frame those results will be developed
 - How issues raised during the review will be managed
- Stakeholders – identify the primary stakeholders for the review
- Develop the project review organization chart

Evaluation Criteria – examples:

- Develop areas for measurement and specific indicators of success. For example:
 - Ability to meet and service needs
 - Ability to meet operational requirements
 - Resource allocation to match workload
 - Equipment availability
 - Training needs
 - Supervision and communication
 - Level and quality of service

Project Methodology

- Internal review strategies
 - For a collaborative process
 - Conduct internal interviews
 - Conduct focus groups with management teams
 - Identify concerns
- External review strategies
 - Identify best practices and strategies
 - SWOT analysis

Action plan

- Based on recommendations and approval from review process
- Identifies the tasks to be completed - by whom and when
- Internal and external communication plan to keep stakeholders informed