MIS 3504
Digital Design and Innovation Studio

2: UNDERSTANDING PROJECT WORK AND THE PEOPLE INVOLVED

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JustInMind

1. Download trial program from website [http://www.justinmind.com/]

2. Access your license key on gradebook

3. Unlock the full version of the program

4. Learn how to use it
“About 30 minutes ago I walked by a co-worker's desk at CloudMine where I am interning and noticed that he was prototyping an iPhone app. I asked him about the program and found he was using Justinmind. From the classroom to the workplace :) ”

Nick Nendel
11 March 2013
Hey professor I hope your summer is going great!

I just wanted to reach out and update you about my internship I just started this week. My first day of work I sat down and started working in justinmind creating a prototype app! I remember that email you showed us and I would have never imagined I would be doing that immediately.

Thanks. . .

3 June 2014
PROJECT work
As IS
• What is a requirement

• How would you document one?
What is the best way to document a requirement?

a) A sentence (“The system shall...”)
b) A structured sentence (as in a business rule)
c) A structured text template
d) A table or spreadsheet (list of stakeholders)
e) A diagram (workflow)
f) A model (ERD)
g) A prototype or simulation
h) A graph
Core Requirement Components

- Data (Attributes Entities)
- Processes (or Use Cases)
- External Agents (or Actors)
Exercise: As a team discuss and identify the Core Requirements for a Grocery Store:
- External Agents
- Processes
- Data
- Business rules.

Give examples of each and how they relate to each other.
Grocery Store Example

Data:
- Products for sale
- Prices
- Inventory
- Tax rate

Processes:
- Order from suppliers
- Sell to customers
- Calculate total order

External Agents:
- Supplier
- Customer
- Government
Projects vs. Operations

• What is a project

• What differentiates a project from other operational work activities?
• What is a product
• What is a solution
• What is a deliverable
PEOPLE + roles
DESIGN INQUIRY / 5 questions to answer:

1. **what** inspired you (good or bad)
2. **who** are the affected stakeholders
3. **what** are their **unmet needs** + why are they important
4. **what** is your **solution**
5. **what** **resources** do you need to create and sustain your solution
Inquiry no.1

Who are the affected stakeholders or Who are the people who have something to gain or lose because of your project?
What is a Stakeholder?

“Persons and organizations actively involved in the project or whose interests may be positively or negatively affected by the execution or completion of the project”
• As a Business Analyst (BA), how many of these stakeholders work for you?

• If they don’t work for you, how do you get them to do what you need them to do? After all, they all have their regular job to do too.
Project roles
• What is a “Project Sponsor”?

• What is the project sponsor’s roles and responsibilities?

• How do you communicate with the sponsor?
• What is a “Project Manager”?

• What is the project manager’s roles and responsibilities?

• Can the BA also be the PM?
• What is a subject matter expert (SME)?

• What makes an SME an expert?

• Is the manager of a department always an expert on what goes on in their department?
• What are other technical roles

IT Architect
IT Developer
Data Administrator/Architect/Analyst
Who is important to the Project

Understand your stakeholders - including their motives, personal biases, expertise, and experiences!
Exercise:

Warehouse stakeholder case
Read the case

Work with your team

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Review your notes and

Identify who are stakeholders, subject matter experts, etc.

Identify all the stakeholders associated with this project and explain why you think they are a stakeholder.

Identify all the subject matter experts associated with this project and explain why you think they are SME’s.

What further questions would you ask each stakeholder and SME’s?
Consider:
Who are your stakeholders?
Ask yourself:

Are they the stakeholders for YOUR project?
Common Stakeholder Mistakes

• Company stakeholders are not likely to be project stakeholders (closeness to the project)
• *Roles* are as likely stakeholders as *individuals* but often forgotten
• SME’s probably are stakeholders if they are assigned to the project from the organization.
  You can be both!
• Lower level roles in the organization are often missed
• Groups that interact with the organization are often missed
Stakeholder Analysis: **Template**

<table>
<thead>
<tr>
<th>Stakeholder</th>
<th>Roles</th>
<th>Responsibilities</th>
<th>Interests</th>
<th>Success Criteria</th>
<th>Concerns</th>
<th>Advantages/Constraints</th>
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See pages 62-63 in Memory Jogger
Your PROJECT
Project client:
Interview #1:
What do you want to learn from him/her?
Questions should be:
- Broad to start
- Appropriate for the person being interviewed
- Start general then more specific
- Open-ended
As a team:

come prepared with
10 questions (in writing)
in priority order