

Final Report

Project Management - Capstone Project

PMGT734- SEC.007

Prof. Lucas Thung

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Formatted, compiled and edited by: Rajvi Shukla

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Business Case

Introduction - Rajvi

Centennial's Centre for Accessible Learning and Counselling Services (CALCS) vision is to strive toward a fully accessible Centennial and creating conditions that maximize students' potential to thrive now and into our students' future, by fulfilling their purpose, providing a diverse range of programs and services to meet students' wellness and accessibility needs.

As students at Centennial College, we observed a need to create a project that helps people with ADHD and other learning disabilities to thrive and succeed. This can be done by making minute and consistent changes that have exponential effects enabling all of us to have a positive learning experience.

Project Deliverables- Rajvi

The aim of this project is to devise and hand over the plan proposing changes that Centennial can adopt benefiting individuals beyond the ones with ADHD and fulfill their business objectives. Centennial College provides various accommodations to people with learning disabilities. We are striving to incorporate innovative solutions/items to address the dynamic changing environment and needs. Based on our research and constraints, the plan contains suggest following:

- 1) Adjusting the physical factors of in-person classes such as lighting to be neurodivergent friendly.
- 2) Adding a time management feature in e-centennial that tracks the time and work required, shows progress of modules and more.
- 3) Implementation of the study buddy program

However, due to time and resources constraint; the focus of this project would be the addition of the time management feature in e-centennial and this plan also suggests other solutions for a comprehensive support program they can execute to support students with ADHD and also the general student population.

Business Objectives - Rajvi

1. To strive for a fully accessible Centennial
2. Fulfill Centennial's commitment to accessibility.
3. Educate students for career success.
4. Generate positive PR and buzz to build goodwill among the community and educational circles.
5. Increase student satisfaction to attract better prospective candidates.
6. Generate awareness among the student population about new solutions.

Current Situation and Problem/Opportunity Statement – Rajvi and Priya

Centennial College is a representative of Toronto residents, it's an amalgamation of different people from various cultures, races and experiences. In such a diverse environment, we also have individuals who have learning disabilities or simply just having a harder time in a restrictive old-age education system which is incompatible with their learning style.

Problem Statement:

Our college community, including students, teachers, and staff, lacks knowledge and understanding of ADHD. Since the education system is built for neurotypicals, educators often struggle to provide kids with ADHD with the proper assistance and accommodations that would improve their academic performance and quality of life. It is more imperative than ever to focus on ADHD. The Centre for ADHD Awareness is also pushing the agenda for provinces to acknowledge ADHD as a serious learning issue.

Three provincial education systems are failing students with ADHD according to a new national report done by the Centre for ADHD Awareness Canada (CADDAC). The four provinces who received a grade of “good” were Alberta, Manitoba, Saskatchewan, and Nunavut while “unsatisfactory or failing” grades were given to B.C., Ontario and Quebec. "Ontario is the province we worry about the most," added Heidi Bernhardt, the director of education and advocacy with CADDAC (Neufeld, 2022).

Students with ADHD may experience stigma, a lack of resources, and an inability to connect with their peers and teachers if this problem isn't addressed head-on. This results in an increase in college dropouts as they struggle to cope with a broken system, even with accommodations. As a result, there is a pressing need for innovative solutions that enable a more welcoming and supportive atmosphere in which students with ADHD can flourish on all fronts.

Critical Assumptions and Constraints - Rajvi and Priya

Assumptions:

- 1) College Support and resources support student welfare initiatives
- 2) College will take on the role of promotion and awareness campaigns among students.
- 3) Assuming the students are interested and engaging with the project.

Constraints:

- 1) We have a time constraint for the proposal of the project since it is only 2.5 months.
- 2) CALCS is understaffed and will require the project team to be independent in their activities.
- 3) Solutions or deliverables are different for each individual and the acceptable accommodations are regulated.
- 4) CALCS has a strict privacy policy which means there is limited research we could carry out.
- 5) Students will be hesitant to share about their disabilities due to concern about privacy or simply just their personal preferences.

Analysis of Options and Recommendation – Rajvi

There are three options for addressing this problem as mentioned in project deliverables such as:

- 1) Neurodivergent friendly construction updates in classrooms
- 2) Time management feature in e-centennial
- 3) Implementation of the study buddy program

Based on these three options, we decided to implement the second option i.e., adding the time management feature in e-centennial. While the second option has been chosen due to time and resource constraints, it is important to acknowledge the potential value of the other two options which the future generation can execute when we hand over these plans.

The first option, neurodivergent friendly construction updates in classrooms, involves making physical adjustments to create an environment that is more inclusive and supportive for students with ADHD. While this option has its merits, it requires significant time and resources to implement construction updates across multiple classrooms, which may not be feasible due to constraints.

The third option, the implementation of a study buddy program, aims to provide all students with a partner whom they can study with and keep each other accountable while simultaneously fostering networking and relationship building. This option can potentially increase engagement and ease academic stress on them. However, implementing and managing a comprehensive study buddy program involves coordination, training, and ongoing support, which may exceed the project team's expertise and other constraints like resources and time.

Given these considerations, the second option aligns more closely with the project's scope and constraints, as it also benefits the general student population along with students with ADHD hence making it more impactful which can be executed within the given limitations.

Preliminary Project Requirements - Priya

The main requirements of this project are:

- The main objective of the project must be clearly mentioned.
- Agreement from the Stakeholders.
- Identifying the right target audience.
- Having valid research documents and understanding about ADHD.
- Partnerships with existing clubs and associations in the college to reach maximum outreach.
- Having effective and active communication channels to share information.

Key Stakeholders – Vrushabh and Albara

#	Stakeholders	Roles & Responsibilities	Name
1	Students	This project is student-centric and is the primary audience impacted by the deliverable. We hope to receive feedback and comments to make the project better.	All Students
2	Academic advisor	Students can get help from academic advisers with course selection, scheduling, and academic preparation	Paula Greenwood - Manager, Student Advising
3	Faculty members	It is the responsibility of Faculty members to make accommodations for students with ADHD in the classroom.	All professors
4	Parents/ Guardians	Their advice, collaboration, and support are essential for students who are under the age of 18 or those who have designated their parents or guardians as involved persons.	All parents of students with ADHD
5	Accessibility services	This department focuses on offering assistance with accessibility, such as note-taking services, assistive devices, and different exam configurations.	Saira Merali: - Accessibility Program Specialist

6	Disability service officer	Support services for students with disabilities, such as ADHD, are coordinated by this department.	Kirsten Subraj :- Disability Management Consultant
7	Project sponsor	It is the responsibility of the sponsor to provide financial support for the success of the project	Prof. Lucas Thung

Budget Estimate and Financial Analysis – Karan

Total Budget Estimate is CAD \$268500

Note:

- Calculations are done for a year, with assuming 40 hours working hours per week.
- Coders are given 4 Month
- Project Manager for 1 year
- 2 Project team member for 1 year
- Content writer given more than a month
- Counselor getting pair for 7 months
- UI Designer taking 3 months

Benefits Assumptions

Centennial has around 40,000 students studying at the college each year. According to a survey, 41% of students drop out due to mental health and college stress. We are estimating that the feature will help 0.5% (200) individuals to cope with college and prevent dropouts. The rationale behind assumptions: we cannot find specific stats that outline the students suffering from ADHD who drop out or general students who drop out due to academic stress (Studiosity, 2022).

How much does Centennial make and lose?

Domestic and international – Centennial makes \$4,153 and \$5,760 respectively per semester (Centennial College, n.d.) and taking an average of 4500 for 3 semesters per year. If everyone paid their fees in the first semester, it would be 9000 (2 semesters) x 200 students.

We can expect to recover \$18,000,000 in lost revenue in a given year.

To note, we expect to see the benefits pick up over a period as it is unlikely to see instant benefits, but we can expect the benefits to continue even after the project ends.

Budget Allocation

We have allocated 15% of the budget to the planning phase (June and July) while we allocated 80% to the execution phase and the remaining 5% to the closing phase (Shukla,2023, Appendix A).

We also assume that the first few months will be dedicated to planning since we don't involve the coders/developers, the cost allocated is smaller compared to the execution phase.

Financial Analysis for Centennial College's ADHD Support Initiative													
Created by:	Date:												
Discount rate	0.95%												
Assume the project is completed in Month:	June	July	August	September	October	November	December	January	February	March	April	May	Total
Costs	2,68,500	20,139	20,139	26,850	26,850	26,850	26,850	26,850	26,850	26,850	26,850	13,425	
Discount factor	1.00	0.99	0.98	0.97	0.96	0.95	0.94	0.94	0.93	0.92	0.91	0.90	
Discounted costs	*****	19,936	19,735	26,045	25,776	25,508	25,239	25,239	24,971	24,702	24,434	12,083	5,22,165
Benefits	0	0	0	0	0	0	0	20,000	20,000	20,000	20,000	50,000	
Discount factor	1.00	0.99	0.98	0.97	0.96	0.95	0.94	0.94	0.93	0.92	0.91	0.90	
Discounted benefits	0	-	-	-	-	-	-	18,800	18,600	18,400	18,200	45,000	1,19,000
Discounted benefits - costs	(2,68,500)	(19,936)	(19,735)	(26,045)	(25,776)	(25,508)	(25,239)	(6,439)	(6,371)	(6,302)	(6,234)	(32,918)	(4,03,165) ← NPV
Cumulative benefits - costs	(2,68,500)	(2,88,436)	(3,08,171)	(3,34,216)	(3,59,391)	(3,85,439)	(4,10,738)	(4,37,177)	(4,63,547)	(4,89,849)	(5,16,083)	(5,42,318)	
ROI	-77%												
Assumptions (Refer	Payback in Year 1												

Schedule Estimate - Rajvi

The estimated time for this project is one year and includes the time taken for initiation and schedule buffer but excluding scheduled summer breaks, winter breaks and statutory holidays. Therefore, we estimate the project to start from May 11th, 2023 to May 09, 2024. This project is recommended to be evaluated monthly on its effectiveness and impact on student lives.

Potential Risks – Vrushabh

- 1) College policies that can potentially hinder the project
- 2) Lack of awareness and understanding for ADHD among the college community can lead to misconceptions.
- 3) Lack of resources or the restriction on resource usability due to college priorities can lead to delays and poor-quality deliverable.
- 4) Change-averse behaviour among students can lead to difficulty pursuing them to adapt/adapt to the technology.
- 5) As all the team members are also new to this concept, we may not have the expertise and it may take us longer to complete tasks because of the extensive research.

ibits- Karan

Assumptions		
Costs of the project are based on the following:		
Personnel	Hourly rate	Total
4 Web developers (Coding)	CAD 28	\$71,680
Project Manager	CAD 34	\$ 65,000
Project Team (2 member)	CAD 21	\$ 80,000
Content writer	CAD 22	\$ 3,900
Counselor (Time management specialization)	CAD 30	\$ 33,500
UX/UI designer	CAD 30	\$14,400
Subtotal		\$268,500*
Management Reserve (10%)	NA	\$26,850
Contingency reserves (5%)	NA	\$13,425

Total Project Budget Estimate	\$3,08,775
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*round off

References

Mark Neufeld. (2022, February 28). *Some provinces are falling behind on student support, says ADHD Awareness Canada*. CityNews. <https://winnipeg.citynews.ca/2022/02/28/adhd-student-support/>

Centennial College. (n.d.). *International vs domestic fees*. <https://www.centennialcollege.ca/international-education/tuition-and-fees/international-vs-domestic-tuition>

Studiosity. (2022). *2022 Canadian Student Wellbeing Survey*. [https://www.studiosity.com/hubfs/2022-STUDENT-WELLBEING-CANADA%20\(Chapter%203\).pdf?utm_campaign=CAN%20-%20Studiosity%20-%20Student%20Wellbeing%20Report&utm_medium=email&_hsmi=223706450&_hsenc=p2ANqtz--SoY5XhI8D1nkm4d-1GTOGKXj8ywl8Ig0WML3smM-VOpnbgOVBpsxyDsAKl8kbSMz6wyFaIRDlQYF6lr315Wf8ksvf-w&utm_content=223706450&utm_source=hs_automation](https://www.studiosity.com/hubfs/2022-STUDENT-WELLBEING-CANADA%20(Chapter%203).pdf?utm_campaign=CAN%20-%20Studiosity%20-%20Student%20Wellbeing%20Report&utm_medium=email&_hsmi=223706450&_hsenc=p2ANqtz--SoY5XhI8D1nkm4d-1GTOGKXj8ywl8Ig0WML3smM-VOpnbgOVBpsxyDsAKl8kbSMz6wyFaIRDlQYF6lr315Wf8ksvf-w&utm_content=223706450&utm_source=hs_automation)

Shukla, A. (2023). *Financial Analysis for Centennial College's ADHD Support Initiative* [Appendix A]. Retrieved from Excel document attached - Group.7 Business case.

Project Charter

Date Prepared: June 18th, 2023

Prepared By:

Rajvi Shukla - 301235265

Project Charter

Project Title: ADHD Care for Centennial

Project Start Date: May 11th, 2023

Project Finish Date: May 12th, 2024

Project Manager: Rajvi Shukla

Introduction

Project Charter Purpose

The purpose of the Project Charter is to provide detailed objectives, limitations, and assumptions of the project. Additionally, the Project Charter's intended audience is its main participants of the project, that being: the project team and the stakeholders.

Project Overview

Background

Centennial College recognizes the need to provide effective support for students with ADHD, whether they are entering college or are already enrolled. Students with ADHD face unique challenges in academic performance, time management, career planning, and personal well-being. Therefore, this project aims to develop and add a time management feature in e-centennial that caters to the needs of individuals with ADHD, ensuring their success and well-being at Centennial College.

Strategic Fit

The implementation of an ADHD support program aligns with Centennial College's commitment to fostering an inclusive and supportive learning environment. By addressing the specific needs of students with ADHD, the college aims to enhance student engagement, retention, and overall academic success.

Business Benefits

The program's successful implementation will result in increased student satisfaction, reduced dropout rates, improved academic performance, and higher retention rates among students with ADHD. These benefits will translate into monetary and non-monetary benefits such as prevention of lost revenue occurring by dropouts, media/PR buzz and ultimately, good academic performance into higher ratings.

Project Objectives

The project's objectives for the ADHD support program at Centennial College are as follows:

1. Increase student satisfaction by 10% after a year of project completion.
2. Build a comprehensive time management tool suitable for all including individuals with ADHD to meet their learning requirements to reduce their academic stress.
3. Generate positive media and PR buzz, promoting Centennial College's commitment to inclusivity and student support.
4. Foster an inclusive and supportive learning environment providing tools/solutions accommodating the unique challenges faced by students with ADHD.

Project Success Criteria

Success Criteria	Measurement	When	How
Student Satisfaction up by 10%	Feedback	Monthly after its run.	Surveys
Decrease of student dropouts by 0.5%	Comparison of data	End of every first semester	Compare previous and current dropout rates at the end of every first semester and track any improvements.
Decrease in missed/late assignments by 15%	Comparison of data	Bimonthly	Monitor the number of missed or late assignments against the total number of assignments given.
Better academic performance up by 10%	Comparison of data	End of every program	Compare the performance data from one semester to another to calculate the percentage increase in better academic performance

Scope

Scope: In

The following high-level deliverables will be in-scope:

- 1) Devise and hand over a plan proposing changes to Centennial College
- 2) Delivering the time management feature on time
- 3) Conformance to requirements to ensure client and end user satisfaction

Scope: Out

The following deliverables will be out-of-scope, and are requirements from other departments or teams:

- 1) Centennial will take on the responsibility of promoting and generating awareness for ADHD and the time management feature.
- 2) Group seven's responsibility ends at the planning phase.
- 3) Implementation and planning of other two options: neurodivergent friendly classrooms and study buddy program.

Project Deliverables

The main aim of this initiative is to develop a time management feature for e-centennial that benefits people with ADHD and the general student population. However, the project deliverable for group.7 team is to devise and hand over the plan to Centennial College. This plan can be used by future students to execute and bring change to the college system.

Approach

The Hybrid approach is deemed to be most suitable for this project. The project will be carried out in sequential phases (predictive) but use 4-5 weeks sprints (agile) during the execution phase and at the end, a sprint retrospective will be conducted to ensure quality by conformance to requirements, project objectives and testing the viability/usability of the feature.

Estimate Project Timeline

	Timeline	Descriptions
Phase 1 Initiation	May 8 th -May12 th 2023	Start of the project
	May 19 th – May 29 th 2023	Project initiation – Develop Business Case)
	May 30 th 2023	Project documentation sign-off
Phase 2 Planning	1 st June-18 th June 2023	Develop Project Charter
		Create and analyze all stakeholders – Stakeholder register and assessment
	19 th June - 9 th July 2023	Create a project plan including scope, schedule, budget, and resources
		Define the time management feature requirements for e-centennial
		Develop all sub-plans such as integration/Scope/Time/Cost/Quality/Risk/HR/Communication/Procurement/Stakeholder
	31 st July 2023	Deliver final report
Phase 3 Executing	September 2023 – January 2024	Kick off meeting with project and development team
		Coding and development begun
		Integrate with e-centennial
		Code Complete
Phase 4 Monitoring and controlling	September 2023- March 2024	Accept or decline any change requests
Phase 5 Closing	April – May 2024	Thank you, messages and email, sent
		Dispatch feedback form
		Analyze feedback form results
		Project Closed/Operations Start

Impacts

Assumptions

- 1) College Support and resources support student welfare initiatives
- 2) College will take on the role of promotion and awareness campaigns among students.
- 3) Assuming the students are interested and engaging with the project.

Constraints

- 1) We have a time constraint for the proposal of the project since it is only 2.5 months.
- 2) CALCS is understaffed and will require the project team to be independent in their activities.
- 3) Solutions or deliverables are different for each individual and the acceptable accommodations are regulated.
- 4) CALCS has a strict privacy policy which means there is limited research we could carry out.
- 5) Students will be hesitant to share about their disabilities due to concern about privacy or simply just their personal preferences.

Estimated Costs

Expenses	Hourly Cost	Total
4 Web developers (Coding)	\$28	\$71, 680
Project Manager	CAD 34	\$ 65,000
Project Team (2 member)	CAD 21	\$ 80,000
Content writer	CAD 22	\$ 3,900
Counselor (Time management specialization)	CAD 30	\$ 33,500
UX/UI designer	CAD 30	\$14,400
Subtotal		\$268500*
Management Reserve (10%)	NA	\$26850
Contingency reserves (5%)	NA	\$13425
Total Project Budget Estimate		\$3,08,775

Project Team and Responsibilities

Name	Role	Responsibilities
<i>Rajvi Shukla</i>	Project Manager	<ul style="list-style-type: none">·Facilitate communication between project sponsor, team members and other key stakeholders.·Secure resources required for the project (e.g., both budget and time)·Lead the project team to meet the project's objectives and stakeholder's expectation·Tackle any anticipated issues occurred through the project (e.g., change requests)
<i>Priyalakshmi Sangameswaran</i>	Team Member-Project Assistant	<ul style="list-style-type: none">• Update project documentation throughout the project.• Assist in the development and maintenance of project plans, schedules, and budgets.

		<ul style="list-style-type: none"> • Track project progress, milestones, and deliverables, and provide regular status updates. • Maintain project documentation, including meeting minutes, action items, and project-related files.
<i>Karan Sharma</i>	Team Member-Administrative Support	<ul style="list-style-type: none"> • Coordinating, informing, and giving feedback for team members. Formatting documents of each part of the project. • Responsible for leveraging and coordinating the resources for IT part of the project. • Coordinate project meetings, workshops, and events, including logistics and agenda preparation.
<i>Albara Murad Abdulrahim Alkhalaileh</i>	Team Member-Business Analyst	<ul style="list-style-type: none"> • Conduct stakeholder interviews and workshops to gather project requirements. • Analyze and document business processes, workflows, and system requirements. • Collaborate with stakeholders to define project goals and success criteria. • Support the project team in identifying and resolving requirements-related issues.

Executive Sponsor

Prof. Lucas Thang is deemed to be our primary financial sponsor of the project. He is responsible for aligning the project with strategic objectives of Centennial College and ensuring requirements are met and the benefits are obtained at the end of the project. He is also responsible for ensuring the project is appropriately resourced by the right people and funded properly.

Approvals:

Prepared by: Rajvi Shukla
(project manager)

Approved by: Lucas Thang
(project sponsor)

Craig Stephenson
(Project Owner)

Stakeholder Assessment

Prepared by: Rajvi Shukla

Date:14-06-2023

Name	Level of Interest	Level of Power	Engagement level	Potential Management Strategies
Craig Stephenson	3	5	Neutral	Increase awareness by regularly updating him on project progress and achievements. Leverage his power and interest to engage him in project decisions and provide frequent communication about the project's impact and benefits.
Jin Li	3	4	Neutral	Maintain a neutral stance by providing regular project updates and seeking feedback. Involve Jin Li in key decision-making processes to increase engagement and foster a sense of ownership and responsibility for the project's success.
Katherine Ge	3	4	Resistant	Address resistance through open communication and addressing concerns. Provide clear explanations of the project's benefits and involve Katherine Ge in financial planning discussions to gain her support and commitment.
Students at Centennial College	5	2	Supportive	Continue to engage and involve them by seeking their input, conducting surveys, and implementing their suggestions. Provide regular communication, share

				success stories, and showcase how the project addresses their needs and enhances their college experience.
All professors	5	2	Resistant	Address resistance through clear communication, support, and showcasing benefits
All parents of students with ADHD	5	4	Supportive	Foster support through information sessions, workshops, dedicated communication channels
Saira Merali	5	2	Supportive	Maintain support by involving in planning, implementation, and communication
Kirsten Subraj	5	2	Supportive	Maintain support by involving in planning, implementation, and communication
Prof. Lucas Thung	5	4	Supportive	Foster support through involvement, advice, recognition, and ownership
IT Department	2	1	Neutral	Increase engagement through clear communication, alignment, involvement, and training
Project Manager	4	3	Neutral	Maintain neutrality with transparent communication, involvement, and resource support
Project Team	4	2	Neutral	Enhance engagement through clear roles, collaboration, recognition, and supportive environment
CALCS	5	3	Leading	Provide leadership and support, recognize successes, involve in decision-making and implementation

Administration Department	2	1	Unaware	Increase awareness, involve in administrative decisions, highlight impact, and seek support
CCSAI	5	4	Leading	Maintain leading role through active involvement, guidance, communication, and collaboration

Stakeholder Register

Prepared by:

Rajvi Shukla.
Priya Lakshmi Sangameswaran
Albara' Murad Abdulrahim Alkhalaileh
Vrushabh Shah
Karan Sharma

Name	Position	Internal/ External	Project Role	Responsibilities
Craig Stephenson	President of Centennial College	Internal	Project Owner	Provides overall support, guidance, and resources for the project, approves major decisions
Jin Li	Director, Project Development Department	Internal	Project Director	Oversees the project, leads planning and development, ensures alignment with organizational goals
Katherine Ge	Director, Financial Planning & Analysis	Internal	Project Director	Budgeting, planning and overseeing all the financial activities
Students at Centennial College	Internal End users	Internal	End users	Interest and commitment to the project to ensure project success and provide feedback
Paula Greenwood	Manager, Student Advising	Internal		Contribute to drawing the attention of end users "students" and encourage them to participate in the

				project and improve the project
All professors	Teaching Faculty	Internal		Analyze and simplify the project and act as a liaison in the project
All parents of students with ADHD	N.A.	External	Advocates	Represents the needs and concerns of students with ADHD, supports their involvement and success in the project
Saira Merali	Accessibility Program Specialist	Internal		Providing expertise on accessibility requirements, assessing needs of students with disabilities, ensuring compliance with accessibility standards, monitoring progress, documenting activities, and staying updated on accessibility trends.
Kirsten Subraj	Disability Management Consultant	Internal		Offers insights and strategies for inclusion and accessibility, ensures project supports students with disabilities

Prof. Lucas Thung	Professor, Project Management	Internal	Project Sponsor	Providing funding and defining requirements, overall project oversight
IT Department	Centennial College	Internal	Technical Support	Providing technical support and expertise, assisting with the implementation of the time management feature in e-centennial, addressing any technical issues,
Project Manager	Student	Internal	Project Manager	Developing a project plan, coordinating and overseeing project activities, ensuring timely execution of tasks, managing resources, communicating with stakeholders, monitoring project progress, addressing any issues or risks,
Project Team	N.A.	Internal	Project Team	Assisting in the design and gathering feedback, collaborating with stakeholders to ensure alignment with project goals, and actively contributing to the overall success of the

				project through their specialized expertise and involvement in implementation activities.
CALCS	The Centre for Accessible Learning and Counselling Services at Centennial College	Internal	Project Stakeholder	Provides specialized accessibility services and expertise, supports students with disabilities throughout the project
Administration Department	Centennial College	Internal	Project Stakeholder	Offers administrative assistance, coordinates logistics, and provides necessary support for project operations
CCSAI	Centennial College Student Association Incorporated	Internal	Project Stakeholder	Represents the interests and perspectives of students, advocates for their needs and well-being.

Quality Management plan

Prepared by: Vrushabh

Introduction:

The quality management plan for ADHD care at Centennial College has as its main goal to provide superior treatment and support for students with ADHD, promoting their academic performance, personal well-being, and overall growth. With the help of this plan, a framework will be established to guarantee that all areas of ADHD care are provided inside the institution to the greatest levels of consistency and quality.

Plan Quality Management:

Inputs:

- Project Charter: Describes the broad project details, goals, and limitations.
- Register of Stakeholders: Lists stakeholders and their standards for excellence.
- Baseline Scope: Describes the project's objectives and deliverables.
- Enterprise environmental factors: External elements that may have an impact on the quality management strategy, such as rules and regulations and industry standards.
- Organizational process assets include internal policies, procedures, and quality management template sets.

Tools and techniques:

- Expert Opinion: Quality management specialists' suggestions were used to help create the plan.
- Surveys, questionnaires, and interviews are used to collect data on the requirements and expectations for quality.
- Benchmarking is the process of comparing performance and quality standards to industry standards or ideal practices to identify areas for improvement.
- Brainstorming: The practice of coming up with suggestions and ideas for worthwhile objectives and tactics.
- The practice of looking at data to identify trends, patterns, and ways to enhance quality control is known as data analysis.
- Cost-Benefit Analysis: Evaluating the costs and advantages of various quality methodologies in order to select the most suitable ones.

- Making decisions: Employing tools for making well-informed decisions about quality management initiatives.

Output:

- A quality management plan (QMP) outlines how the project will deal with quality throughout its lifecycle, including QMP's quality objectives, measurements, roles, and duties.
- Quality Indicators: measurable indicators that will be used to judge how well the project is performing and see if the quality goals are being reached.
- Revised project management plans: updates to the overall project management plan that take the quality management strategy and practices into account.

Manage Quality:

Inputs:

- The project's quality will be managed according to the quality management plan, which provides the structure and rules.
- Quality measurements: Specific measurements and standards for gauging and rating the effectiveness of ADHD treatment.
- Requests for Change that Have Been Approved: Any modifications that affect how well ADHD patients are treated.
- Data on work performance: Reliable information on project performance, including deliverables, flaws, and other quality-related data.
- Project Documents: Important project records, including specifications, design specifications, and test plans.
- Assets associated to organizational processes include internal policies, practices, and lessons gained in relation to quality management.

Tools and techniques:

- Data collection: Methods used to compile information on project performance and deliverables, such as inspections, audits, and reviews.
- Data analysis involves looking at data to identify trends, patterns, and opportunities for quality improvement.

- Making choices: Selecting the appropriate course of action to follow to solve quality issues and making choices pertaining to quality.
- Planning inspections and tests: arranging and conducting exams and inspections to evaluate the outcomes of ADHD therapy.
- Meetings: Collaborative discussions with project team members and stakeholders to address quality-related issues and reach decisions.

Output:

- Results of testing, inspections, and other quality control operations that provide data on the overall quality of deliverables for ADHD care.
- Deliverables that have been validated to satisfy the established quality requirements have undergone quality control procedures.
- Any modifications to the project's scope, timeline, or resources that are required as a result of quality control operations are known as change requests.
- Updates to project management plans: modifications to the quality management plan or other pertinent project management plans considering the conclusions and actions performed during quality control.
- Documenting the lessons discovered during the quality control process can help future researchers and practitioners to better understand and apply what was discovered.

Control Quality:

Inputs:

- The project management plan (PMP): This document lays out the general framework and rules for managing quality throughout the project.
- Quality measurements: Specific measurements and standards for gauging and rating the effectiveness of ADHD treatment.
- Data gathered from testing, inspections, and other quality control procedures make up quality control measurements.
- Requests for Change that Have Been Approved: Any modifications that affect how well ADHD patients are treated.
- Work Performance Data: Reliable information on project performance, including flaws and deliveries.

- Project Documents: Important project records, including specifications, design specifications, and test plans.

Tools and Techniques:

- Inspection: Conducting inspections to look through deliverables and find any flaws or non-conformances.
- Testing: Performing tests to make sure that the ADHD treatment complies with the requirements and performs as intended.
- Data analysis: Examining data gathered during quality control efforts to find trends, patterns, and opportunities for improvement.
- Cause and Effect Diagrams: Graphical representations that assist in determining the linkages between potential causes of quality problems.
- Control charts are statistical tools for tracking the consistency and efficiency of operations across time.

Output:

- Measures for evaluating the quality of products used in ADHD care include documentation of the findings from testing, inspections, and other quality control activities.
- Deliverables that have undergone quality control procedures and been confirmed to fulfil the established quality requirements are referred to as verified deliverables.
- Change requests: Any modifications to the project's scope, timeline, or resources that are required as a result of quality control efforts.
- Updates to the quality management plan or other pertinent project management plans considering the conclusions and actions performed during quality control.
- Documenting the learnings from the quality control process, including the best practices and insights, can help with future progress.

Communications Management Plan

Prepared By: Albara' Murad Abdulrahim Alkhalaileh

Introduction

The overall objective of a Communications Management Plan is to promote the success of a project by meeting the information needs of project stakeholders. The (ADHD Care for Centennial) Communications Management Plan (CMP) defines the project's structure and methods of information collection, screening, formatting, and distribution and outline understanding among project teams regarding the actions and processes necessary to facilitate the critical links among people, ideas, and information that are necessary for project success.

The intended audience of the (ADHD Care for Centennial) CMP is the project manager, project team, project sponsor and any senior leaders whose support is needed to carry out communication plans.

Stakeholder Identification And Analysis

Name	Title	Contact	Communication	Vehicle
Craig Stephenson	President of Centennial College	CraigStephenson@mycentennialcollege.ca	Status Reports and Internal Project Status Meeting	Email Phone
Jin Li	Director, Project Development Department	Jin Li@mycentennialcollege.ca	Periodic meetings and making recommendations for project development	
Katherine Ge	Director, Financial Planning & Analysis	Katherine Ge@my.centennialcollege.ca	Project financial reports Internal Project Meeting	financial reports
Prof. Lucas Thung	Project Sponsor	ithung@my.centennialcollege.ca	Project financial reports Internal Project Meeting	financial reports status reports
Project Manager	Project Manager	ProjectManager@my.centennialcollege.ca	Financial reports and status reports	status reports
Students at Centennial College	Internal End users	Students@my.centennialcollege.ca	feedback	feedback

Paula Greenwood	Manager, Student Advising	<i><u>Paula Greenwood</u> <u>@my.centennialcollege.ca</u></i>	status report	status report
Saira Merali	Accessibility Program Specialist	<i>SairaMerali@my.centennialcollege.ca</i>		
Kirsten Subraj	Disability Management Consultant	<i>KrstenSubrai@my.centennialcollege.ca</i>		
Project Team	Project Team	<i>Project Team@my.centennialcollege.ca</i>	status report	status report
CALCS	The Centre for Accessible Learning and Counselling Services at Centennial College	<i>CALCSmy.centennialcollege.ca</i>		
CCSAI	Centennial College Student Association Incorporated	<i>CCSAImy.centennialcollege.ca</i>		

3 COMMUNICATIONS VEHICLES

3.1 COMMUNICATIONS MATRIX

Vehicle	Target	Description Purpose	Frequency	Owner	Distribution Vehicle	Internal / External
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Status Report	All Stakeholders	The project status and progress report consists of several pages to inform all stakeholders of what is currently going on	Weekly	Project Manager	Email or virtual meeting or in person	Internal
financial reports	Craig Stephenson , Jin Li ,_Prof. Lucas Thung and Project Manager	A report that determines the financial matters of the projects, what has been spent and what is the budget for what will be done in the coming weeks	monthly	Katherine Ge	Email or virtual meeting or in person	Internal
Daily reports	Project Manager and Project Team	Daily reports from team members to the project manager describing what has been accomplished during the day and what will be worked on tomorrow	Daily	Project Team	Email	Internal

3.1.1 PROJECT MEETINGS

Meeting	Description Purpose	Frequency	Owner	Internal/ External
Status Meeting	A meeting aimed at informing the stakeholders of what is going on in the project and at what stage the project is now	Weekly	Project Manager	Internal
Financial Meeting	A meeting in which the financial matters of the project are discussed, what has been spent, and what is planned to be spent in the future to control the budget required for the project	monthly	Katherine Ge	Internal
Kick of meetings	It is the main meeting that announces the start of the project and in which the project manager is announced		Prof. Lucas Thung, Craig Stephenson	Internal
Standup meetings	A daily meeting for 15 minutes, in which team members talk about what has been accomplished, what will be done now, and what will be worked on tomorrow	Daily	Project Team	Internal

Communications Management Plan approval

The undersigned acknowledge they have reviewed the Communications Management Plan for Adhd Care For Centennial and agree with the approach it presents. Changes to this Communications Management Plan will be coordinated with and approved by the undersigned or their designated representatives through the Perform Integrated Change Request Process.

Signature: _____ Date: _____
Print Name: Rajvi Shukla
Title: Project Manager

Signature: _____ Date: _____
Print Name: Prof. Lucas Thung
Title: Project Sponsor

Signature: _____ Date: _____
Print Name: Craig Stephenson
Title: President of Centennial College

Cost Management Plan

Prepared by: Karan Sharma

Guidelines	Details
Units of Measure	Each resource will be measured in units such as staff (hours), staff(days), and currency (CAD).
Level of Precision	Cost estimates will be rounded to the nearest whole number.
Level of Accuracy	The acceptable range for cost estimates is +10%, including an amount for contingencies.
Cost Estimation	<p>Estimated costs for various project components are as follows:</p> <ul style="list-style-type: none"> • 4 Web Developers: \$71,680 • Project Manager: \$65,000 • Project Team (2 members): \$80,000 • Content Writer: \$3,900 • Counselor: \$33,500 • UX/UI Designer: \$14,400 • Subtotal: \$268,500* <p>*Round off</p> <ul style="list-style-type: none"> • Management Reserve (10%): \$26,850 • Contingency Reserves (5%): \$13,425 <ul style="list-style-type: none"> • Total Project Budget Estimate: \$ 308,775
Cost Control	<p>Cost control processes will be implemented to monitor and control project costs. The effective monitoring and control of project expenses is made possible by cost control tools such as</p> <ul style="list-style-type: none"> • cost management software, • financial dashboards, • budget tracking templates, • expense management systems, • resource management tools, • time tracking software. <p>These technologies will help our ADHD project to track actual costs against budgets, make educated decisions, and maintain cost control over the course of the project.</p>
Budget Allocation	<p>The estimated costs are allocated to specific project activities based on the provided Work Breakdown Structure (WBS). And using our project Budget Analysis.</p> <p>Total Budget Estimate is CAD \$268500</p> <p>Calculations are done for 1 year, assuming 40 hours/week</p>

	<p>Coders = 4 Month.</p> <p>Project =1 year</p> <p>2 Project team member =1 year</p> <p>Content writer = 1 Month</p> <p>Counselor = 7 Months</p> <p>UI Designer = 3 Months</p>
<p>Change Control Process</p>	<p>A change control process will be established to evaluate and approve changes that may impact project costs.</p> <ul style="list-style-type: none"> • Request submission: Make sure there is a formal procedure in place for submitting change requests. Any stakeholder should use a standardized form or template to record their request if they find a potential change that could affect project costs. • Request Review: The project manager, project sponsor will be reviewing the change requests and along with them, representatives of the affected departments have to be consulted as well. • Impact Assessment: Once a change request is received, thoroughly evaluate its impact to comprehend any potential effects on project expenses. • Approval/Rejection: The change control board or designated team should decide whether to accept or reject the change request after conducting the impact assessment. • Implementation: Implement the required steps to incorporate the change into the project when a change request has been authorized. • Documentation: Keep thorough records of all change requests, including information about each change's specifics, its financial impact, and the final decision.
<p>Cost Tracking and Reporting</p>	<p>Cost tracking and reporting will be done on a monthly basis using appropriate cost management tools.</p> <ul style="list-style-type: none"> • Developing a System for Tracking Costs: Organize and record all project-related expenses using a system or tool. This might be a financial management tool, spreadsheet, or project management program. • Recognize and classify expenses: Make ensuring that all project costs are appropriately recorded and categorized. • Recording and comparing actual costs

	<ul style="list-style-type: none"> • Analyze Cost Variances: To determine the reasons behind the cost variations, analyze them. For instance, if the personnel category is above budget, investigate whether overtime work or the need for more resources is to blame. • Plan routine Cost Review Sessions • Tracking cost trends: Maintain a close eye on expense trends throughout the project's life. Analyze the cost data for patterns or anomalies to find possibilities to reduce costs.
Cost Baseline	The CAD \$308,775 authorized project budget, which represents the anticipated final project expenditures, serves as the cost baseline. Along with other expenses, it covers personnel costs for those working on the project, like web developers, the project manager, and team members. Cost control procedures will be used to handle any deviations from the baseline that are detected.
Roles and Responsibilities	The project manager and project sponsor is responsible for overall cost management and securing necessary resources.
Cost Variance Analysis	Cost variances will be analyzed to identify deviations from the baseline, and corrective actions will be taken as needed.
Earned Value Management (EVM)	To evaluate cost and schedule deviations and quantify project success, Earned Value Management (EVM) approaches will be used. We may evaluate the state of the project, predict future performance, and take the necessary corrective steps to ensure project success by comparing the earned value (EV) against the planned value (PV) and actual cost (AC).
Cost Closeout	<p>The project's final phase, known as cost closeout, is dedicated to finalizing project costs. It includes:</p> <ul style="list-style-type: none"> • Carrying out financial audits: tying up loose ends, and finishing the project budget. • Verifying project expenses: guarantee compliance, a complete financial audit will be carried out. • Reconciliation of expenses: will be done to find and fix any errors. • Final budget analysis: Comparing actual expenditures to the approved budget will evaluate financial performance. • Financial records: will be arranged and safely kept. • Contracts: will be cancelled, • financial accounts: will be cancelled, • Unpaid obligations: will be fulfilled. <p>The project's financial results will be outlined in a final financial report, and records will be maintained for future use and audits.</p>

Requirements Documentation

Prepared by: Rajvi Shukla-301235265

1. As the Director of Financial Planning & Analysis, I want to ensure that the project stays under budget, so that additional resources can be saved to combat any unforeseen issues.
2. As a Project Manager, I want to ensure that the project is on schedule, so the college can avoid cost overruns.
3. As a Programmer, I want continuous feedback on the project so that our development team can make improvements before the next semester.
4. As a Project Manager, I want to host a kick-off meeting so that the project team can get introduced to the beginning of the project and starting duties.
5. As a student with ADHD, I want a very visual time management feature so I can visualize and track time spent.
6. As a student with ADHD, I want to know how much time each task takes so I don't go into an ADHD paralysis (where they overwhelmed and confused)
7. As a student, I want the tool to help decrease my stress regarding tracking academics so I can perform better.
8. As a student, I want a tool that helps me to manage my deadlines, so I don't miss any assignments.
9. As a new student, I want the tool to have guiding tutorials that helps me adapt to the new educational environment, so I don't get burnt out.
10. As a parent of a student with ADHD, I want to have access to the resources my child uses their ADHD.
11. As a professor, I want the feature to use AI to automatically task duration so that it doesn't increase my existing high-stress workload.
12. As a Disability Management Consultant, I want the feature to have User friendly UX and UI by use and access so all my students with disabilities can use it without visual, audio or navigation barriers.

13. As the President of College, I want the feature to align with the organization's vision, values and policies so that the feature focuses on the well-being of our students.
14. As the President of the college, I want the feature to generate PR buzz so we can market our college and increase goodwill.
15. As the Director of the Project Development Department, I want clear communications established so college stakeholders can monitor the project to give guidance and feedback.

Requirements Traceability Matrix

Prepared by: Rajvi Shukla

Req #	Description	Category	MoSCoW	WBS
1	Project under budget	Technical	Could	1.1.2.3
2	Project is on schedule	Technical	Must	1.1.2.2
3	Feedback on Project	Quality	Must	1.2.4 1.2.5 1.2.8 1.3.1
4	Host a Kickoff Meeting	Quality	Must	1.2.1
5	Visuals in the time management feature	Functionality	Must	1.2.3 1.2.2 1.3.1

6	Know the time taken on each task	Functionality	Should	1.2.3 1.2.2 1.3.1
7	Decrease stress	Functionality	Should	1.2.3 1.2.2 1.3.1
8	Managing deadlines	Functionality	Must	1.2.3 1.2.2 1.3.1
9	Guiding tutorials on adapting to a new system	Functionality	Could	1.2.4
10	Feature allowing parental control	Functionality	Could	1.2.3 1.2.2 1.3.1
11	Inclusion of AI	Functionality	Should	1.2.3 1.2.2 1.2.7 1.3.1
12	User friendly UX and UI	Functionality	Must	1.2.3

				1.2.2 1.3.1
13	Align with college policies, procedures and values	Operational	Must	1.3.1 1.1.1.1 1.1.1.3
14	Generate PR Buzz	Operational	Will not	1.1.2.1
15	Clear Communications Established	Operational	Must	1.1.2.5

Risk Management Plan

Prepared By: Priyalakshmi Sangameswaran

Introduction

The overall objective of a Communications Management Plan is to promote the success of a project by meeting the information needs of project stakeholders. The (ADHD Care for Centennial) Communications Management Plan (CMP) defines the project's structure and methods of information collection, screening, formatting, and distribution and outlines understanding among project teams regarding the actions and processes necessary to facilitate the critical links among people, ideas, and information that are necessary for project success. The intended audience of (ADHD Care for Centennial) CMP is the project manager, project team, project sponsor and any senior leaders whose support is needed to carry out communication plans.

Purpose Of The Risk Management Plan

The objective of a risk management plan is to identify, evaluate, and mitigate potential risks that could compromise the successful completion of a project, operation, or other endeavour. The primary goals of a plan for risk management are as follows:

Risk Identification: The plan assists in the identification of all potential risks that may arise

during the course of a project or activity. This entails systematically analysing multiple aspects of the project to identify potential risk factors.

Risk Assessment: After identifying risks, the next step is to evaluate their potential impact and likelihood of occurrence. This evaluation helps prioritise risks according to their severity and allows for the allocation of adequate resources for risk mitigation.

Risk Mitigation: The plan for risk management outlines mitigation strategies and actions. This involves the development of preventive measures, contingency plans, and risk response strategies to minimise the impact of risks or prevent their occurrence.

Risk Monitoring and Control: The plan also includes provisions for continuous monitoring and control of identified risks throughout the duration of the project. Regular monitoring ensures that risks are addressed promptly and that mitigation measures continue to be effective.

Communication and Stakeholder Engagement: The risk management plan facilitates communication with stakeholders by providing a transparent overview of the risks at hand and the steps being taken to manage them. It promotes openness and enables stakeholders to make informed decisions based on risk data.

RISK MANAGEMENT PROCEDURES

3.1 Process

Throughout the duration of the project, the project manager, in collaboration with the project team and project sponsors, will ensure that risks are actively identified, analysed, and managed. To minimise their impact, risks will be identified as early as possible in the project. The steps required to achieve this are outlined in the sections that follow. Rajvi Shukla will serve as the project's Risk Manager.

3.2 Risk Identification

The risk identification procedure entails systematically identifying potential threats to the project or initiative. The following is a step-by-step process for conducting risk identification:

Gather a Diverse Project Team: Assemble a diverse team of project-related experts and individuals with varying perspectives. This may include project managers, subject matter experts, stakeholders, and members of the team with pertinent experience.

Review Project Documentation: Examine Project Documentation Carefully review project documentation, including project plans, requirements, scope, and schedules, as well as any other pertinent documents. This will help identify potential risks related to project objectives,

deliverables, timelines, and resources.

Brainstorming Sessions: Conduct brainstorming sessions with the project team to generate a list of potential risks. Encourage open dialogue and originality in order to identify a vast array of risks. Consider employing techniques like mind mapping and nominal group technique to facilitate brainstorming.

Use Risk Categories: Take into account a variety of risk categories to ensure comprehensive coverage. Typical risk categories consist of technical risks, financial risks, operational risks, legal and regulatory risks, environmental risks, and human resource risks. Customise the categories to the project's specific context.

Analyze Historical Data: Examine historical data from previous similar projects or initiatives in order to identify risks that have occurred previously. This can provide invaluable insight into potential risks that could arise with the current project.

Conduct Interviews and Consultations: Engage key stakeholders, subject-matter experts, and relevant parties to obtain their insights and perspectives on potential risks. Conduct interviews or consultations to gain an understanding of their concerns, past experiences, and foreseen risks.

SWOT Analysis: Conduct a SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis to identify risks arising from internal and external factors that may have an impact on the project. Examine the project's strengths and weaknesses, as well as external opportunities and threats, in order to identify potential risks.

3.3 Risk Analysis

The procedure for risk analysis involves evaluating the identified risks to determine their potential impact and likelihood. Here is a detailed procedure for conducting risk analysis:

Define Risk Impact Criteria: Establish criteria for evaluating the potential project impact of risks. This can include cost, time, quality, scope, reputation, safety, and legal/regulatory compliance. Develop a scale or rating system, such as high, medium, and low or numeric scales, to quantify the impact.

Assess Impact: Evaluate the potential project impact of each identified risk. Consider the defined impact criteria and assess the potential repercussions should the risk materialise. Depending on the availability of data and the project context, evaluate the impact qualitatively or quantitatively.

Risk Prioritization: Rank the identified risks according to their assessed impact and

probability. This can be accomplished through the use of risk matrices, risk scoring, and risk categorization. Assign a higher priority to risks with greater impact and frequency.

Risk Assessment Documentation: Document the risk analysis results for each identified risk. Include a description of the risk, its assessed impact and likelihood, as well as the justification for the assessment. Include any underlying assumptions and uncertainties in the analysis.

Update Risk Register: Update the risk register or comparable documentation with each identified risk's assessed impact and likelihood. Maintain a centralised repository for the results of all risk analyses to facilitate ongoing risk management and monitoring.

3.4 Risk Response Planning

Risk response planning entails the formulation of strategies and measures to address identified risks. The objective is to reduce or eliminate risks and their potential negative effects. The following are the steps in risk response planning:

Risk Avoidance: Determine which risks can be avoided by taking specific actions. This could entail changing project plans, changing processes, or avoiding certain activities or resources entirely. The goal is to eliminate the risk or reduce its probability to an acceptable level.

Risk Mitigation: Create strategies to reduce the likelihood or impact of risks that cannot be avoided. Mitigation measures focus on proactive actions to reduce the risk's probability or potential consequences. This can include implementing additional controls, improving processes, enhancing quality assurance measures, or conducting additional testing.

Risk Transfer: Determine which risks can be transferred to a third party or external entity. Contracts, insurance policies, or agreements are commonly used for this. Risk transfer implies that another party assumes responsibility for managing or bearing the risk's consequences. Make certain that the transfer is properly documented and that all parties involved are aware of their respective roles and responsibilities.

Risk Acceptance: Identify risks that are deemed acceptable and do not necessitate further action. This may be true for risks with a low potential impact or a likelihood that falls within acceptable limits. Document your decision to accept the risk as well as your reasoning for doing so.

Contingency Planning: Create contingency plans for high-impact risks that cannot be fully avoided or mitigated. Contingency plans outline specific actions to be taken if the risk materialises. They could include alternative approaches, backup resources, or emergency response procedures. Contingency plans provide a structured approach to minimising the impact of unforeseen events.

Risk Monitoring and Review: Establish a mechanism to monitor the effectiveness of risk responses and to track changes in the risk landscape. Regularly review risk response plans to ensure their continued relevance and effectiveness. Update the plans as needed to reflect changing circumstances or newly discovered risks.

3.5 Risk Monitoring, Controlling, And Reporting

Risk monitoring, control, and reporting are essential components of risk management. These processes ensure that identified risks are constantly monitored, appropriate controls are put in place, and relevant information is communicated to stakeholders. The following is a summary of the steps involved in risk monitoring, control, and reporting:

Establish Risk Monitoring Framework: Define a structured framework for risk monitoring, including frequency, methods, and responsibilities. Create clear criteria for evaluating risk triggers or indicators that may indicate changes in the risk landscape.

Regular Risk Monitoring: Monitor identified risks on an ongoing basis throughout the project's lifecycle. This can be accomplished through regular check-ins, progress meetings, status reports, or risk review sessions. Monitor key risk indicators and keep an eye out for any changes or new risks.

Implement Risk Controls: As outlined in the risk response plan, implement appropriate risk controls and mitigation measures. Ensure that controls are implemented and monitored correctly in order to effectively reduce or eliminate risks. Evaluate the effectiveness of implemented controls on a regular basis.

Update Risk Register: Update the risk register or risk management documentation on a regular basis with the most recent information on identified risks, their status, and any changes in their assessment. Include information on controls that have been implemented, their effectiveness, and any new risks discovered during the monitoring process.

Risk Escalation: Identify risks that must be addressed immediately or escalated to higher levels of management. Create a clear procedure for reporting risks to the appropriate stakeholders or decision-makers as needed. Report high-impact or critical risks that may have a significant impact on project objectives as soon as possible.

3.6 Roles and Responsibilities

Various roles and responsibilities are involved in risk management to ensure effective risk identification, analysis, response, monitoring, and control.

Project Manager:

Overall project risk management responsibility.

- Overall project risk management responsibility.
- Assuring the establishment and implementation of risk management processes.
- Delegating risk management tasks to team members and allocating resources.
- Monitoring and evaluating the effectiveness of risk management activities.
- Making informed decisions based on risk information and communicating critical risks to appropriate stakeholders.

Risk Manager/Coordinator:

- In charge of overseeing and coordinating the risk management process.
- Facilitating risk identification sessions and keeping the risk register up to date.
- Analysing risks, determining their impact and likelihood, and ranking them in order of importance.
- Creating risk management strategies and plans.
- Risks are monitored and tracked throughout the project's lifecycle.
- Making certain that risk-mitigation measures are implemented and evaluated.

Project Team Members:

- Contributing to risk identification by sharing their expertise and insights.
- Participating in risk assessment and evaluation.
- Taking risk response actions as directed by the project manager.
- Promptly reporting any new risks or changes in risk status.
- Working with other team members to identify and mitigate risks.
- Providing feedback and input on risk management processes and improvements.

Stakeholders: People who actively participate in risk identification and assessment activities.

Providing feedback on risk priorities and potential impacts on their respective areas.

Supporting the implementation of risk response actions within their sphere of influence.

Monitoring risks and promptly reporting any significant changes or concerns.

Working with the project team to address and manage risks.

Contributing to risk communication and decision-making processes.

Executive Management: Providing direction and support for risk management efforts.

Assuring that risk management aligns with organisational goals and strategies.

Approving risk response plans and allocating resources to risk management activities.

Reviewing and approving critical risk assessments and proposed risk mitigation measures.

Receiving regular risk reports and making informed decisions based on risk information.

3.7 Qualitative Analysis

The project manager will assess the probability and impact of occurrence for each identified risk, with input from the project team, using the following approach:

High - Risk that has the potential to significantly impact project cost, schedule, or performance.

Medium - Risk that has the potential to slightly impact project cost, schedule, or performance.

Low - Risk that has the potential to have a negligible impact on cost, schedule, or performance

Probability	Impact	Probability* Impact
High	High	High
High	Medium	High
High	Low	Medium
Medium	High	High
Medium	Medium	Medium
Medium	Low	Low
Low	High	Medium
Low	Medium	Low
Low	Low	Low

Tools And Practices : Risk Register, Risk log will be updated periodically and also reviewed at every meeting.

Risk Management Plan Approval

The undersigned acknowledge they have reviewed the Risk Management Plan for ADHD Care for Centennial and agree with the approach it presents. Changes to this Risk Management Plan will be coordinated with and approved by the undersigned or their designated representatives through the Perform Integrated Change Request Process.

Signature: _____ Date: _____
 Print Name: Rajvi Shukla
 Title: Project Manager

Signature: _____ Date: _____
 Print Name: Prof. Lucas Thung
 Title: Project Sponsor

Signature: _____ Date: _____
 Print Name: Craig Stephenson
 Title: President of Centennial College

Schedule Management Plan

Prepared by: Rajvi Shukla - 301235365

Scheduling Method

For scheduling, the critical path is best suited to schedule the activities. Activity duration estimates will be provided by the project manager using his expert judgement, analogous estimation and in some activities, parametric estimation as well.

The network diagram is in the MS project file attached.

Scheduling Software

MS Project is the only software needed to schedule this project; this tool is provided by college.

Release and iteration length

Since the project employs a hybrid methodology, the execution phase will be iterations of 4 weeks and a retrospective meeting at the end of each sprint.

Units of Measure

The Units of Measure used are days, weeks, months and rarely, minutes for the amount of human resource work. There are no other measurements as we don't use major tangible resources.

Schedule Maintenance

The Project Manager and project coordinator are primarily responsible for maintaining schedule and any significant milestones and other progress is shared with key stakeholders via weekly reports. The progress of activities will be updated twice - thrice in a week on the Tracking Gantt chart using the progress bars with % complete.

Schedule Constraints

1. Must follow Centennial College's holiday schedule including blackout periods and summer vacations.
2. Project Planning Group are students and hence, the planning phase has to follow their academic schedule

Measuring Progress

The Schedule baseline is created and approved prior to the start phase of the project's execution which is the development of the feature. To measure progress, data such as actual

start and finish dates will be collected along with the work accomplished for jobs in progress will be recorded, and the actual time required to complete each task will be documented.

Tools and techniques such as earned value management, schedule variance, and schedule performance index will be used to measure the progress of the work against the overall schedule. Enabling the project manager to ensure tha the project is on schedule.

Reporting Format

MS Project will be used to generate reports to report to higher internal stakeholders in conjunction with other project documents and weekly status updates.

Scope Management Plan

Prepared by: Rajvi Shukla

Preparation Of The Scope Statement

The scope statement will be developed by the Project Manager after gathering data through the following ways:

1. Using the delphi Technique to gather information and consult with key stakeholders: Project Sponsor, Director of Project Development, CALCS and IT department.
2. Using data from approved project charter and business case
3. Using Organization's process assets such as templates, processes and policies regarding IT projects.
4. Brainstorming with Project Planning Team i.e Group 7
5. Expert Judgement of Project Manager

Work Breakdown Structure (WBS)

The WBS will be created using an analogous top-down approach and categorized sequentially in phases. The WBS is further decomposed according to the work required and deliverables needed to complete a phase.

The followings inputs are used to create the WBS:

- 1) Project Charter
- 2) Scope statement
- 3) Business Case

This Work Breakdown Structure will help the project to define the work required and hence, limit or eliminate scope creep.

Scope Baseline Approval and Maintenance

The Scope baseline is first approved by the Project Manager and then moved to the Project Sponsor and the Director of Project Development through email or weekly reports.

Once the Scope Baseline is approved, changes can only be made through the Formal Integrated Change Control process outlined in the Project Management Plan.

Deliverable Acceptance

The completed deliverable i.e., the time management feature will be formally accepted by the Project Sponsor and CALCS through testing in a live demonstration in a documented formal scheduled meeting.

Scope Statement

Prepared by: Rajvi Shukla - 301235265

Project Name	Centennial ADHD Care Project	Date	04-07-2023
Project Manager	Rajvi Shukla	Client	Centennial College

Project Deliverable
1. Development and integration of a time management feature for E-centennial

Product Scope
1. User-friendly user interface and UX design
2. Provide an estimated time each task would/should take.
3. Stopwatch functionality
4. Allow users to set due dates, reminders, and notifications for tasks.
5. Allow users to log their time in a time tracking tool manually and automatically
6. Provide visual indicators or progress bars to show completion status.
7. Synchronize e-centennial table to Google and Apple calendar
8. Pomodoro timer for time management for ADHD students

Project Scope
<p>The time management feature is developed for Centennial College for their online learning portal, E-centennial. The time management feature aims to provide effective support for students with ADHD, enabling them to enhance their academic performance, time management skills, career planning, and overall well-being.</p> <p>This feature is mainly targeted to students with ADHD however, available for use for the general student population as well.</p>

In- Scope
1) Development of the time management feature, conforming to requirements and product scope, which includes coding, integration with e-centennial, testing, launching and the final delivery,

2) Initiating and planning of the time management feature by Group 7 of Capstone.
3) Incorporate features that help students with ADHD regarding their time management
4) Collaborating with CALCS for their guidance and review of the feature to ensure the feature aligns with their support criteria so we can be effective to meet project objectives.
5) Conduct user testing and gather feedback to analyze performance data.

Exclusion/ Out of Scope
1) Centennial will take on the responsibility of promoting and generating awareness for ADHD and the time management feature.
2) Group seven's responsibility does not go beyond the planning phase of the project.
3) Implementation and planning of two other options: neurodivergent friendly classrooms and study buddy program.
4) Preparing a procurement management plan as this project does not require procurement and hence, no procurement management will be done.

Deliverable Acceptance Criteria
1) The feature operates efficiently, with quick response times and minimal delays in loading or processing tasks. It should be able to handle a reasonable workload without significant performance degradation.
2) The feature seamlessly integrates with the learning platform, without causing any conflicts or disruptions to other functionalities. It should be compatible with common web browsers and devices used by students.
3) The feature should have no bugs or runs seamlessly with no more than 3
4) The feature conforms to the predefined requirements and has features mentioned in the product scope.
5) The feature has appropriate security and data protection to prevent unwanted malwares and accesses.

Project Constraints
1) Time constraint for the planning of proposal of the project since it is only 2.5 months.
2) CALCS is understaffed and will require the project team to be independent in their activities
3) Solutions or deliverables are different for each individual and the acceptable accommodations are regulated.
4) CALCS has a strict privacy policy which means there is limited research we could carry out.
5) Students will be hesitant to share about their disabilities due to concern about privacy or simply just their personal preferences.

Project Assumptions

- 1) College Support and resources support student welfare initiatives
- 2) College will take on the role of promotion and awareness campaigns among students.
- 3) Assuming the students are interested and engaging with the project so the team can receive project feedback.

WBS for Centennial ADHD Care Project

1. Time Management Feature

1.1 Project Management

1.1.1 Initiation

1.1.1.1 Business Plan

1.1.1.2 Kick off meeting with stakeholders

1.1.1.3 Project Charter

1.1.1.4 Stakeholder identification and assessment

1.1.2 Planning

1.1.2.1 Scope Baseline

1.1.2.2 Project schedule

1.1.2.3 Project budget

1.1.2.4 Risk management plan

1.1.2.5 Communication plan

1.1.2.6 Quality Management Plan

1.2 Development of feature

1.2.1 Kick off meeting with development team

1.2.2 Design User Interface

1.2.3 Functionality and other attributes of the feature

1.2.4 CALCS review

1.2.5 User test and debug

- 1.2.6 Integration with E-Centennial
- 1.2.7 System compatibility
- 1.2.8 Final User test and debug
- 1.2.9 Launch

1.3 Project Closure/ Closing Phase

- 1.3.1 Final product delivery
- 1.3.2 Customer acceptance
- 1.3.3 Project review and evaluation

Work Breakdown Structure (WBS) Dictionary		
Work Package ID	1.2.4	
Work Package name	CALCS Review	
Work Package Description	This work package is about the collaboration between CALCS and the development team where CALCS will review the functionality and usability of the feature and it's effectiveness in meeting the needs of neurodivergent students. They will provide guidance and feedback.	
Assumptions and Constraints	<p>Assumptions: 1) None</p> <p>Constraints that may affect this work package:</p> <p>1) CALCS is understaffed and will require the project team to be independent in their activities 2) Solutions or deliverables are different for each individual and the acceptable accommodations are regulated. 3) CALCS has a strict privacy policy which means there is limited research we could carry out.</p>	
Responsible Organization	Project Management Team	
Schedule Milestones	Milestone	Due Date
	Review Completed	11/13/2023
Associated schedule activities	<ol style="list-style-type: none"> 1. Present the developed feature to the CALCS (Counselling and Accessibility Services) team 2. Gather feedback and suggestions from CALCS regarding the feature's suitability for students with ADHD 3. Address any concerns or recommendations raised during the review process 4. Collaborate with CALCS to ensure the feature aligns with their support programs and initiatives 	

Type of resources required	Meeting room and stationery
Cost estimates	TBD
Quality requirements	<ol style="list-style-type: none"> 1. Accessibility. 2. Safety and Security. 3. Ease of use 4. Enabling neurodivergent functionality 5. Technology.
Acceptance Criteria	Sign off from Disability Counselor and Accessibility Counselor
Technical references	None
Agreement information	Formal Sign off documentation

Activity Attributes		
Project: Centennial ADHD Care Project		Date: 08-07-2023
Activity ID: 75	Activity: Present the developed feature to CALCS	WBS No: 1.2.4
Activity Description: In a scheduled meeting, CALCS will review the functionality and usability of the feature and its effectiveness in meeting the needs of neurodivergent students through live demonstration and user testing		
Activity Responsibility: Project Management team	Resources and Skill Sets Required: IT knowledge, Public Speaking skills, meeting room, computers	
Activity Predecessors: 71, 67 - Conduct unit testing to ensure proper functionality and adherence to requirements and Finalize the design based on user feedback and requirements	Predecessor Scheduling: Finish to Start (FS)	Predecessor Dependency: There is no lead or lag time between this activity and its predecessor
Activity Successors: Gather feedback and suggestions from CALCS	Successor Scheduling: FS	Successor Dependency: There is no lead or lag time between this activity and its successor.
Type of Effort: This activity is of fixed duration and will be carried out within working hours of 1 day.		
Location of Activity: All work associated with this activity will occur at Centennial College – School of Business.		
Activity Assumptions: 1) These representatives have a supportive attitude towards the project.		
Activity Constraints:		

- 1) Solutions or deliverables are different for each individual and the acceptable accommodations are regulated so it would be difficult to tailor the features.
- 2) Depending on the feedback, some items from feedback may not met if it clashes with system compatibility, integration and usability.

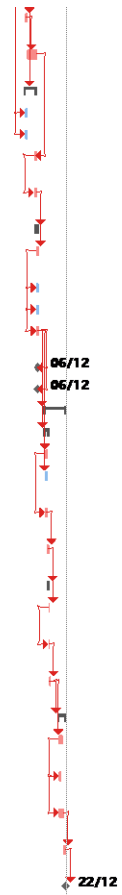
Gnatt Chart:

Prepared by: Rajvi Shukla

The bars highlighted in red are the critical activities and the following chart has been made on MS Project.

ID	Task Mode	Task Name	Duration	Start	Finish	Qtr 4, 2023				Qtr 1, 2024		
						Sep	Oct	Nov	Dec	Jan	Feb	Mar
0		ADHD Care Project	161.38 days	Thu 11/05/23	Fri 22/12/23							
1		Time Management Feature	161.38 days	Thu 11/05/23	Fri 22/12/23							
2		Project Management	87 days	Thu 11/05/23	Fri 08/09/23							
3		Initiation	45 days	Thu 11/05/23	Wed 12/07/23							
4		Business Plan	43 days	Thu 11/05/23	Mon 10/07/23							
5	✓	Conduct market research and analysis	1 day	Thu 11/05/23	Thu 11/05/23							
6	✓	Define business objectives and goals	3 days	Thu 11/05/23	Mon 15/05/23							
7	✓	Identify target audience and do business case financial	1 day	Mon 10/07/23	Mon 10/07/23							
8	✓	Kick off meeting with stakeholders:	2 days	Tue 11/07/23	Wed 12/07/23							
9	✓	Plan and schedule the kick-off meeting	1 day	Tue 11/07/23	Tue 11/07/23							
10	✓	Prepare an agenda and distribute it to stakeholders	1 day	Tue 11/07/23	Tue 11/07/23							
11	✓	Conduct the kick-off meeting to introduce the project, objectives, and team members	1 day	Wed 12/07/23	Wed 12/07/23							
12	✓	Discuss roles and responsibilities of stakeholders	1 day	Wed 12/07/23	Wed 12/07/23							
13	✓	Set expectations, timelines, and communication channels	1 day	Wed 12/07/23	Wed 12/07/23							
14	✓	Business Case Approved	0 days	Wed 12/07/23	Wed 12/07/23							
15		Planning Phase	42 days	Thu 13/07/23	Fri 08/09/23							
16	✓	Project Charter	8 days	Thu 13/07/23	Mon 24/07/23							
17	✓	Define project scope, objectives, and deliverables	3 days	Thu 13/07/23	Mon 17/07/23							
18	✓	Identify project stakeholders and their roles	3 days	Thu 13/07/23	Mon 17/07/23							
19	✓	Document project assumptions, constraints, and dependencies	5 days	Thu 13/07/23	Wed 19/07/23							
20	✓	Develop a project timeline and schedule	2 days	Thu 13/07/23	Fri 14/07/23							
21	✓	Obtain necessary approvals for the project charter	3 days	Thu 20/07/23	Mon 24/07/23							
22	✓	Project Charter	0 days	Mon 24/07/23	Mon 24/07/23							
23	✓	Stakeholder identification and assessment:	5 days	Thu 13/07/23	Wed 19/07/23							
24	✓	Conduct stakeholder analysis to identify all relevant stakeholders	4 days	Thu 13/07/23	Tue 18/07/23							
25	✓	Gather information about each stakeholder's interests, influence, and level of engagement	5 days	Thu 13/07/23	Wed 19/07/23							
26	✓	Assess the impact of each stakeholder on the project	1 day	Thu 13/07/23	Thu 13/07/23							
27	✓	Prioritize stakeholders based on their level of interest	1 day	Thu 13/07/23	Thu 13/07/23							
28	✓	Develop a stakeholder engagement plan to effectively manage stakeholder relationships	1 day	Thu 13/07/23	Thu 13/07/23							
29	✓	Scope Baseline:	8 days	Tue 25/07/23	Thu 03/08/23							
30	✓	Define project scope and boundaries	5 days	Tue 25/07/23	Mon 31/07/23							
31	✓	Identify and document project deliverables	3 days	Tue 25/07/23	Thu 27/07/23							
32	✓	Obtain stakeholder approval for scope	3 days	Tue 01/08/23	Thu 03/08/23							
33	✓	Project Schedule:	8 days	Fri 04/08/23	Tue 15/08/23							
34	✓	Develop a project schedule using project management software	4 days	Fri 04/08/23	Wed 09/08/23							
35	✓	Define project milestones and dependencies	2 days	Thu 10/08/23	Fri 11/08/23							
36	✓	Allocate resources and estimate task durations	4 days	Thu 10/08/23	Tue 15/08/23							
37	✓	Project Budget:	18 days	Wed 16/08/23	Fri 08/09/23							
38	✓	Identify and estimate project costs	11 days	Wed 16/08/23	Wed 30/08/23							
39	✓	Create a budget plan and allocate resources	3 days	Thu 31/08/23	Mon 04/09/23							
40	✓	Obtain financial approvals for the project budget	4 days	Tue 05/09/23	Fri 08/09/23							
41	✓	Risk Management Plan	14 days	Fri 04/08/23	Wed 23/08/23							
42	✓	Identify project risks and potential impacts	7 days	Fri 04/08/23	Mon 14/08/23							
43	✓	Assess and prioritize risks	6 days	Tue 15/08/23	Tue 22/08/23							
44	✓	Develop risk mitigation strategies	1 day	Wed 23/08/23	Wed 23/08/23							
45	✓	Create a risk management plan	6 days	Fri 04/08/23	Fri 11/08/23							
46	✓	Communication Plan	7 days	Fri 04/08/23	Mon 14/08/23							
47	✓	Identify project stakeholders and their communication needs	3 days	Fri 04/08/23	Tue 08/08/23							
48	✓	Determine appropriate communication channels and methods	1 day	Wed 09/08/23	Wed 09/08/23							
49	✓	Develop a communication plan and distribute it to stakeholders	3 days	Thu 10/08/23	Mon 14/08/23							
50	✓	Establish a feedback mechanism for effective communication	2 days	Wed 09/08/23	Thu 10/08/23							
51	✓	Quality Management Plan:	19 days	Fri 04/08/23	Wed 30/08/23							
52	✓	Define quality objectives and metrics	10 days	Fri 04/08/23	Thu 17/08/23							
53	✓	Establish quality control processes and activities	4 days	Fri 18/08/23	Wed 23/08/23							
54	✓	Conduct quality assurance activities	5 days	Thu 24/08/23	Wed 30/08/23							
55	✓	Document quality management procedures and guidelines	3 days	Fri 18/08/23	Tue 22/08/23							
56	✓	Planning Phase Completed and Documents Approved	0 days	Tue 22/08/23	Tue 22/08/23							
57	✓	Development of Feature	64 days	Mon 11/09/23	Thu 07/12/23							
58	✓	Kickoff Meeting with Development Team:	1 day	Mon 11/09/23	Mon 11/09/23							
59	✓	Schedule and conduct a kickoff meeting with the development team	1 day	Mon 11/09/23	Mon 11/09/23							
60	✓	Introduce the project objectives, deliverables, and timeline	1 day	Mon 11/09/23	Mon 11/09/23							
61	✓	Discuss roles and responsibilities of team members	1 day	Mon 11/09/23	Mon 11/09/23							
62	✓	Address any questions or concerns from the development team	1 day	Mon 11/09/23	Mon 11/09/23							
63	✓	Design User Interface	44 days	Tue 12/09/23	Fri 10/11/23							
64	✓	Review user requirements for the interface design	5 days	Tue 12/09/23	Tue 19/09/23							
65	✓	Create wireframes and mockups for the user interface	35 days	Wed 20/09/23	Tue 07/11/23							
66	✓	Conduct usability testing and gather feedback for iterative improvements	2 days	Wed 08/11/23	Thu 09/11/23							
67	✓	Finalize the design based on user feedback and requirements	1 day	Fri 10/11/23	Fri 10/11/23							
68	✓	Functionality and Other Attributes of the Feature:	63 days	Tue 12/09/23	Thu 07/12/23							
69	✓	Define the specific functionalities and attributes of the feature	45 days	Tue 12/09/23	Mon 13/11/23							
70	✓	Develop the necessary backend processes and algorithms to support the functionality	35 days	Wed 20/09/23	Tue 07/11/23							
71	✓	Conduct unit testing to ensure proper functionality and adherence to requirements	2 days	Wed 08/11/23	Thu 09/11/23							
72	✓	Incorporate any additional attributes or features as per the project scope	20 days	Fri 10/11/23	Thu 07/12/23							
73	✓	Feature developed	0 days	Thu 07/12/23	Thu 07/12/23							
74	✓	CALCS Review	1 day	Mon 13/11/23	Mon 13/11/23							
75	✓	Present the developed feature to the CALCS (Counselors)	1 day	Mon 13/11/23	Mon 13/11/23							
76	✓	Gather feedback and suggestions from CALCS regarding the feature	1 day	Mon 13/11/23	Mon 13/11/23							
77	✓	Address any concerns or recommendations raised during the review	1 day	Mon 13/11/23	Mon 13/11/23							
78	✓	Collaborate with CALCS to ensure the feature aligns with their requirements	1 day	Mon 13/11/23	Mon 13/11/23							
79	✓	Review Completed	0 days	Mon 13/11/23	Mon 13/11/23							
80	✓	User Test and Debug	8 days	Fri 10/11/23	Tue 21/11/23							
81	✓	Conduct user testing of the developed feature with a group of users	1 day	Fri 10/11/23	Fri 10/11/23							
82	✓	Collect user feedback on the usability, functionality, and performance of the feature	3 days	Fri 10/11/23	Tue 14/11/23							
83	✓	Identify and debug any issues or bugs encountered during user testing	8 days	Fri 10/11/23	Tue 21/11/23							
84	✓	Integration with E-Centennial	12 days	Wed 22/11/23	Thu 07/12/23							
85	✓	Development of Feature Completed	0 days	Thu 07/12/23	Thu 07/12/23							
86	✓	Integrate the developed feature with the existing E-Centennial platform	4 days	Wed 22/11/23	Wed 27/11/23							
87	✓	Ensure compatibility and smooth interaction between the feature and the platform	2 days	Tue 28/11/23	Wed 29/11/23							

88	☑	Test the integrated system to ensure proper functioning and data integrity	1 day	Thu 30/11/23	Thu 30/11/23
89	☑	Address any integration issues or conflicts that arise during the process	3 days	Fri 01/12/23	Tue 05/12/23
90	☑	System Compatibility	4 days	Thu 30/11/23	Tue 05/12/23
91	☑	Ensure the developed feature is compatible with different systems	1 day	Thu 30/11/23	Thu 30/11/23
92	☑	Test the feature on various platforms, browsers, and devices	1 day	Thu 30/11/23	Thu 30/11/23
93	☑	Address any compatibility issues or discrepancies discovered during testing	1 day	Tue 05/12/23	Tue 05/12/23
94	☑	Optimize the feature to provide a seamless experience across different systems	1 day	Tue 05/12/23	Tue 05/12/23
95	☑	Final User Test and Debug	1 day	Wed 06/12/23	Wed 06/12/23
96	☑	Conduct a final round of user testing with a diverse group of users	1 day	Wed 06/12/23	Wed 06/12/23
97	☑	Address any remaining issues, bugs, or usability concerns	1 day	Wed 06/12/23	Wed 06/12/23
98	☑	Fine-tune the feature based on the feedback and suggestions	1 day	Wed 06/12/23	Wed 06/12/23
99	☑	Perform thorough debugging and testing to ensure the feature's readiness for launch	1 day	Wed 06/12/23	Wed 06/12/23
100	☑	Final feature developed	0 days	Wed 06/12/23	Wed 06/12/23
101	☑	Execution Phase Completed	0 days	Wed 06/12/23	Wed 06/12/23
102	☑	Project Closure/Closing Phase	9.38 days	Mon 11/12/23	Fri 22/12/23
103	☑	Launch	2 days	Mon 11/12/23	Tue 12/12/23
104	☑	Prepare the feature for the official launch	1 day	Mon 11/12/23	Mon 11/12/23
105	☑	Coordinate with stakeholders for the launch timeline and communication plan	1 day	Mon 11/12/23	Mon 11/12/23
106	☑	Ensure all necessary documentation, user guides, and support materials are prepared	1 day	Mon 11/12/23	Mon 11/12/23
107	☑	Deploy the feature to the production environment and make it available to the users	1 day	Tue 12/12/23	Tue 12/12/23
108	☑	Customer Acceptance	0.38 days	Wed 13/12/23	Wed 13/12/23
109	☑	Present the final product to the customer for acceptance testing	2 hrs	Wed 13/12/23	Wed 13/12/23
110	☑	Address any issues or concerns raised during the acceptance testing phase	2 hrs	Wed 13/12/23	Wed 13/12/23
111	☑	Obtain formal customer acceptance of the delivered product	1 hr	Wed 13/12/23	Wed 13/12/23
112	☑	Project Review and Evaluation	4 days	Mon 18/12/23	Fri 22/12/23
113	☑	Conduct a project review to assess project performance and outcomes	2 days	Mon 18/12/23	Wed 20/12/23
114	☑	Evaluate the project against the defined objectives and success criteria	1 day	Mon 18/12/23	Tue 19/12/23
115	☑	Gather feedback from project stakeholders and team members	3 days	Mon 18/12/23	Thu 21/12/23
116	☑	Identify lessons learned and areas for improvement for future projects	1 day	Thu 21/12/23	Fri 22/12/23
117	☑	Project Closed	0 days	Fri 22/12/23	Fri 22/12/23



Stakeholder Management Plan

Prepared By: Albara' Murad Abdulrahim Alkhalaileh

Purpose

The stakeholder management plan is used for: planning the engagement of stakeholders, developing strategies to reduce or eliminate resistance and creating strategies to increase support and buy-in. Because planning for stakeholder management generates activities, this plan becomes an input to other subsidiary plans.

Stakeholder Register

Name	Position	Internal/External	Project Role	Responsibilities
Craig Stephenson	President of Centennial College	Internal	Project Owner	Provides overall support, guidance, and resources for the project, approves major decisions
Jin Li	Director, Project Development Department	Internal	Project Director	Oversees the project, leads planning and development, ensures alignment with organizational goals
Katherine Ge	Director, Financial Planning & Analysis	Internal	Project Director	Budgeting, planning and overseeing all the financial activities
Students at Centennial College	Internal End users	Internal	End users	Interest and commitment to the project to ensure project success and provide feedback
Paula Greenwood	Manager, Student Advising	Internal		Contribute to drawing the attention of end users "students" and encourage them to

				participate in the project and improve the project
All professors	Teaching Faculty	Internal		Analyze and simplify the project and act as a liaison in the project
All parents of students with ADHD	N.A.	External	Advocates	Represents the needs and concerns of students with ADHD, supports their involvement and success in the project
Saira Merali	Accessibility Program Specialist	Internal		Providing expertise on accessibility requirements, assessing needs of students with disabilities, ensuring compliance with accessibility standards, monitoring progress, documenting activities, and staying updated on accessibility trends.
Kirsten Subraj	Disability Management Consultant	Internal		Offers insights and strategies for inclusion and accessibility, ensures project supports students with disabilities
Prof. Lucas Thung	Professor, Project Management	Internal	Project Sponsor	Providing funding and defining requirements, overall project oversight
IT Department	Centennial College	Internal	Technical Support	Providing technical support and expertise, assisting with the implementation of the time management feature in e-centennial,

				addressing any technical issues,
Project Manager	Student	Internal	Project Manager	Developing a project plan, coordinating and overseeing project activities, ensuring timely execution of tasks, managing resources, communicating with stakeholders, monitoring project progress, addressing any issues or risks,
Project Team	N.A.	Internal	Project Team	Assisting in the design and gathering feedback, collaborating with stakeholders to ensure alignment with project goals, and actively contributing to the overall success of the project through their specialized expertise and involvement in implementation activities.
CALCS	The Centre for Accessible Learning and Counselling Services at Centennial College	Internal	Project Stakeholder	Provides specialized accessibility services and expertise, supports students with disabilities throughout the project
Administration Department	Centennial College	Internal	Project Stakeholder	Offers administrative assistance, coordinates logistics, and provides necessary support for project operations

CCSAI	Centennial College Student Association Incorporated	Internal	Project Stakeholder	Represents the interests and perspectives of students, advocates for their needs and well-being.
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Stakeholder Analysis

Stakeholder Name	Internal or External Stakeholder	Unaware, Resistant, Neutral, Supportive or Leading?	Level of Interest (1-10)	Ability to impact (1-10)
Craig Stephenson	Internal	Supportive	7	6
Jin Li	Internal	Leading	8	7
Katherine Ge	Internal	Supportive	6	6
Students at Centennial College	Internal	Leading	8	4
Paula Greenwood	Internal	Supportive	5	7
All professors	Internal	Neutral	6	5
All parents of students with ADHD	External	Supportive	8	5
Saira Merali	Internal	Supportive	6	7
Kirsten Subraj	Internal	Supportive	4	4
Prof. Lucas Thung	Internal	Supportive	8	8
IT Department	Internal	Supportive	3	4

Project Manager	Internal	Leading	9	8
Project Team	Internal	Leading	8	7
CALCS	Internal	Supportive	4	6
Administration Department	Internal	Supportive	4	5
CCSAI	Internal	Supportive	8	7

Stakeholder Analysis

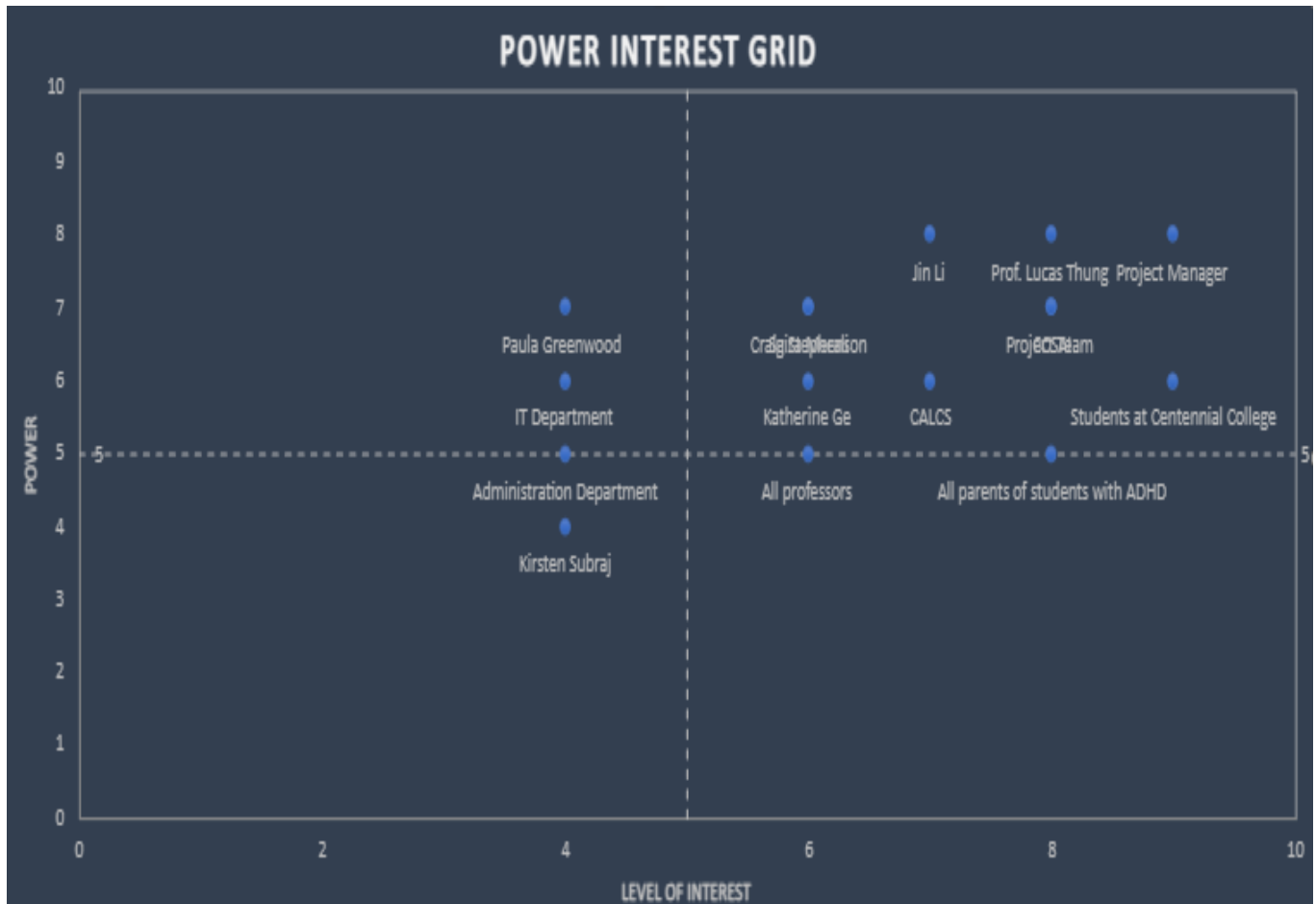
Stakeholder Name	What does this stakeholder need?	What expectations does this stakeholder have?	What is needed from this stakeholder?	What is the risk if this stakeholder is not engaged?	Should we monitor, keep informed, keep satisfied or manage closely?
Craig Stephenson	Plan, strategy and sound decisions for the success of the project	Perfect project success	Provide overall support, direction and resources to the project, and agree on key decisions	Poor direction and lack of resources for the project	manage closely
Jin Li	Flexibility in planning and development	Flexible and appropriate project planning commensurate with organizational goals	Lead the planning and development of the project and ensures alignment with organizational goals	Poor compatibility of project plans with organizational goals	manage closely
Katherine Ge	appropriate budget for the project	Successful implementation of the project within the specified budget	Budgeting, planning and supervising all financial activities	Weak budget and financial activities	manage closely
Students at Centennial College	Meeting their requirements through the success of the project and	They need to solve their problems and take their views	Active participation, explaining what they need and providing	Influencing the failure of the project because the project	manage closely

	solving their problems	for the success of the project	feedback for everything during the project creation period to achieve project success	revolves around them	
Paula Greenwood	Appropriate strategies that facilitate communication with end users	Get quick and easy strategies to communicate with end users	Reaching the largest number of end users and involving them in the project	Difficulty reaching a large number of end users	Keep satisfied
All professors	Understanding the project and its objectives to try to act as a liaison	Facilitate the process of presenting the project and considering the time required for these students	Analyze and simplify the project and act as a liaison in the project	Some problems in how to implement the project and how to integrate students	manage closely
All parents of students with ADHD	Meeting the needs of students with ADHD	The success of the project in meeting the needs of students and the ability to help them overcome their problems	Represent the needs and interests of students with ADHD, and involve them in the project	Difficulty understanding the needs and concerns of students with ADHD	Keep informed
Saira Merali	Time and strategies for accessing and facilitating the assessment of student needs	Easy and quick access to assess the needs of students with disabilities	Provides expertise on accessibility requirements, assesses the needs of students with disabilities, ensures compliance with accessibility standards, monitors progress, documents activities, and keeps up with accessibility trends.	Difficulty obtaining successful assessments that reflect students with disabilities	manage closely
Kirsten Subraj	Visions clear strategies	Visions and clear strategies to	Provides insights and	Difficulty providing	Monitor

		ensure support for students with disabilities	strategies for inclusion and accessibility, and ensures project support for students with disabilities	insights and strategies for inclusion and accessibility	
Prof. Lucas Thung	Project success and meeting needs	The success of the project, meeting the needs and solving the problems of students with ADHD	Providing funding and defining requirements, overall project oversight	The lack of the necessary funding for the project and thus the failure of the project	manage closely
IT Department	Obtaining the necessary equipment and tools to provide technical support	Ensure access to the necessary equipment and tools to provide technical support to carry out their work	Providing technical support and expertise, and assisting in the implementation of the time management feature in the electronic centenary, and addressing any technical problems	Some problems in implementing the time management feature, thus affecting the quality of the project	Keep satisfied
Project Manager	Obtaining the full support and capabilities necessary to lead the project and achieve success	Project success and implementation within the specified time and cost	Developing the project plan, coordinating and supervising project activities, ensuring timely execution of tasks, managing resources, communicating with stakeholders, monitoring project progress, and addressing any issues or risks	Project failure and lack of compliance with requirements	manage closely

Project Team	The appropriate work environment to help them achieve the goals of the project	Achieving project goals and success	Assist in design and gather feedback, collaborate with stakeholders to ensure alignment with project objectives, actively contribute to the overall success of the project through their specialist expertise and participate in implementation activities.	Failure to implement the project effectively, which leads to project failure	manage closely
CALCS	The availability of distinguished services to provide assistance to students with disabilities	To have an excellent environment that enables students with disabilities to obtain the required services	Provides accessibility services and expertise, supporting students with disabilities throughout the project	Lack of services and lack of support required for students with disabilities	manage closely
Administration Department	An appropriate and encouraging work environment	Providing the necessary assistance for the success of the project	Provide administrative assistance, coordinate logistics, and provide necessary support for project operations	Weak coordination and support required for project operations	Keep satisfied
CCSAI	Good work environment and appropriate strategies for obtaining students' points of view	Communicate students' interests and needs in a sound and excellent manner	Represent students' interests and perspectives and advocate for their needs and well-being.	Lack of communication of students' interests and points of view, thus affecting the quality of the project	manage closely

POWER / INTEREST GRID



Communications

1- Personalized Messages: Craft messages that resonate with each stakeholder group. Taking into account their level of experience, language and specific interests. Messages should be clear, concise and relevant to stakeholder interests and goals.

2- Multiple Communication Channels: Employ different communication channels to reach stakeholders effectively. These may include face-to-face meetings, email updates, newsletters, project websites, social media platforms, and other relevant media.

3- Two-Way Communication: Promote open and transparent communication by encouraging comments, questions, and suggestions from stakeholders. Actively listen to their concerns and respond promptly and respectfully. This helps build trust and shows that their input is valuable.

Risks

- 1) Lack of stakeholder participation
- 2) Stakeholder disputes
- 3) Miscommunication or bad communication
- 4) Stakeholder resistance or opposition Changing
- 5) stakeholder dynamics
- 6) Insufficient stakeholder analysis
- 7) Insufficient resources or capabilities
- 8) Lack of stakeholder comments and ratings

Activity:

1-Build trust and credibility with stakeholders: By effectively engaging stakeholders and addressing their concerns, respect for their views and contributions is shown, and trust and credibility are enhanced. This trust fosters collaboration and support and increases the likelihood of project success.

2- Managing stakeholder expectations Engaging stakeholders helps manage their expectations by providing clear and accurate information about the project's objectives, scope, timeline, and potential outcomes. This transparency reduces the potential for misunderstandings, conflicts, and dissatisfaction, ensuring that stakeholders have a realistic understanding of what to expect.

3- Addressing Concerns and Mitigating Risks: Engaging stakeholders effectively allows them to identify and address their concerns while mitigating potential risks. By actively listening and understanding their perspectives, you can anticipate challenges and develop strategies to manage or reduce risks that may affect the project.

4- Mobilizing Support and Reducing Resistance: Active stakeholder participation promotes a sense of ownership and engagement among stakeholders. This increases the likelihood of stakeholder support, collaboration and active participation. By reducing the risk of stakeholder resistance or opposition, project progress remains unimpeded.

Plan Approval

Date: _____

By initialing each page and signing below, I _____, in my capacity as _____, approve this stakeholder management plan.

By: _____
Signature

Rajvi Shukla, Project Manager

Template take from: www.mypmlc.com/project-management-resources/free-project-management-templates.

Lessons Learned Report

Prepared by: Rajvi Shukla

Date: 27-07-2023

Project Name: Centennial ADHD Care Project

Project Sponsor: Prof. Lucas Thung

Project Manager: Rajvi Shukla

Key Objectives:

1. Successfully complete the project initiating phase, including project charter and stakeholder analysis.
2. Understand how to implement a comprehensive project planning with a well-defined scope, schedule, and risk management plan.
3. Apply theoretical project management principles to real-world scenarios.
4. Identify and document lessons learned for improving future initiation and planning processes.

1. Did the project meet scope, time, and cost goals?

The project planning met the time goals and was completed on time for each checkpoint.

2. Did the project meet its objectives?

The project enables the team members to learn and apply knowledge in a contained capacity. We fulfilled our key objectives for the project and the degree of knowledge absorption is different from everyone.

3. In terms of managing the project, what were the main lessons your team learned?

Teamwork – It was a new experience working with individuals with varying schedules and understanding how to manage human resources was a key takeaway for all.

During the initiating and planning phases of the project. One of the most crucial takeaways was understanding the power of a comprehensive project charter. It served as our North Star, guiding us with clear objectives, scope, and stakeholder expectations right from the beginning.

Another lesson that stood out was the significance of identifying and engaging stakeholders early on. By fostering open communication and involving our project sponsor, we gained valuable insights into their needs and expectations, setting the stage for better project support and success.

4. Describe one example of what went right on this project.

What went right was the smooth division of work and cooperation of team members to trust and follow the project manager.

5. Describe one example of what went wrong on this project.

What went wrong was that many members were not familiar with some of the concepts of project management coupled with varying schedules resulted in delays and mishaps. This resulted in poor time management and added pressure on the project manager.

6. What will you do differently on the next project based on your experience working on this project?

On the next project, as a project manager, I would check the level of knowledge and competence of my team members to identify gaps and provide necessary training and education needed.

Applied Changes

We have not changed the content because this is the only planning and initiating phase of the project hence, we don't have any change requests since the execution of the project will determine the accuracy of the plan created.

Improvement Ideas

- 1) Do more stakeholders buy-in: Due to the nature of the project, we were not able to effectively engage all stakeholders in the planning process. If the planning were to be redone, I would focus on engaging stakeholders by validating scope, get expert guidance and more.
- 2) Lessons Learned Documentation: Start documenting lessons learned throughout the project at every milestone to ensure that we retain valuable insights and improvements captured at every stage for future reference.
- 3) Cost, Schedule and Scope: We believe that the team did a good job regarding the scope of the project, it's not unrealistic for an institute as big as Centennial college. Regarding cost and schedule, we would want to use more accurate tools and techniques for a better understanding of the resources and time needed to complete the project.
- 4) Progress Monitoring and Reporting: Implement a comprehensive progress monitoring and reporting mechanism to track KPIs and status of the project and have it built in in every plan. This will enable the project team to identify deviations early and take appropriate corrective actions.