

9-2 Applied Assignment: Implementation Issues

Nadine Stokes

Department of Instructional Design and Learning Technology: Franklin University

IDPT 715: Instructional Design

Dr. Patrick Bennett

November 7, 2021

Adjustments to ensure the training is as effective as possible, given the change in implementation timeline.

Foreseeing an event that could disrupt the project initiative is vital to ensuring the project's success. To make certain the project comes to fruition according to the specified guidelines, the project manager must devise a plan that will manage occurrences during the initial phase of the project. Undetected occurrences are underlying, they are not readily seen during the onset of the project (Wiley et al., 2019, pp. 521). Preventive measures will eliminate ramifications that will arise when the risk have not been calculated.

An unpredictable event has occurred prior to the CSR's and Supervisors training. The project sponsor has made a request to adjust the time that had been allotted for the training. The project manager and project team will have half the time to execute the training. From past experiences, the project manager has become familiar with documentation that is vital to project planning. In fact, to assure the project manager and project team will remain compliant throughout each project, documentation that will capture every detail of the project will be utilized by the project management team (Neumeyer 2021).

It is imperative that accurate record keeping is generated and submitted to the project management team, project sponsor, and stakeholders. The following documents have been created by the project management team and stored within Teams document repository:

1. Scope Document
2. Project Plan
3. Project Status Report
4. Project Budget
5. Project Charter
6. Project Communication Plan
7. Change Request Plan
8. Risk Log

- 9. Stakeholder Document
- 10. QA Test Plan

The document that will be used to record the alteration in the initial timeframe for training will be the Change Request Plan. The project manager will record the project sponsors alteration to the initial training timeframe, the updated alteration schedule will be logged. In addition, recording the change will resolve issues that could evolve in the project workflow outcomes (Bridges, 2020). To accommodate the project sponsors request, the project manager will schedule a meeting, the following will be requested to attend the meeting:

- 1. Project Manager
- 2. CSR's and Supervisors
- 3. Recorder

The original timeframe for training was discussed:

- 1. **CSR's and Supervisors (25)** - must be trained a total of 10.4 hours per person in the (8) weeks training period. Total (260) hours.
- 2. **Timeframe for Training**-11/1/2021- 12/20/2021.
- 3. **Client Feedback**- client will give a response to the project manager.
- 4. **Team Integrate Feedback**- client revision request, the project manager will address the concerns of the client. Revisions; 11/20-11/23/21.
- 5. **Anticipated completion for training**- 12/23/2021.

First suggestion, overtime hours to complete training for CSR's and Supervisors:

- 1. CSR's and Supervisors **(25)** – must be trained a total of (5.2) hours per person in the (4) weeks training period total (130) and (1) hour over-time per person.

Second suggestion, revising training material:

- 2. The project manager, project team, and content experts will re-examine the training material to ensure important content is not left out before combining the topics.
- 3. This will reduce the time as requested for training without eliminating vital training information.
- 4. The content will be formatted to ensure there will not be an overwhelmingly amount of material to learn during the training sessions. The training material will include branching

5. scenarios, assess your knowledge sections, and quizzes. The learning modules will guarantee the trainees will receive top notch training that is aligned with the learning objectives.

How will you communicate with the members of your project team regarding the change in implementation schedule? With Kimberly, Julie, other stakeholders?

The project manager will schedule a meeting with the project team, Julie Mille VP, and Kimberly Wilson, SVP, and the stakeholders to discuss the suggestions that were proposed to accommodate the revised training schedule:

External Stakeholders:

1. Julie Mills, Exec. VP- Project Sponsor
2. Kimberly Wilson - Executive SVP
3. CSR's and Supervisors
4. Joan Miller - HR
5. Jeff Owens - IT
6. Dave Jensen - Accounting

Internal Stakeholders:

1. Nadine Stokes. - Program Manager
2. Jennifer Coates - Instructional Designer
3. Daniel McMillan - Instructional Designer
4. Barbara Smith - Product Control Manager
5. Susan Jeffries - Graphic Designer
6. Daniel Brooks - Quality Manager
7. Patricia Chiles - Procurement Manage

To assure the project management team is compliant with the alterations in the training schedule, the following documents will be utilized during the meeting. The **scope document** gives insight into the purpose of the project, the teams responsibility, and expected goals. It contains pertinent information about the project, it gives details about the design of the project and how it should be executed. The **communication plan** is essential because it is used to convey information to the project manager, project team, and the stakeholders on an ongoing basis. Communication is the lifeline that keeps the project management team, project sponsor, and the stakeholders

connected throughout the lifecycle of the project. If this resource is removed from the project, the project will be disconnected from its life source.

1. **Project Status Report:** The project status plan is used to communicate the project status to stakeholders, report progress's, achievements, risks, issues, and how to proceed with the project thereafter (Types of Documentation in Project Management, 2019).

What actions will you take to effectively implement the training under this new timeline?

Upon receiving approval from the project sponsor, the new timeframe for training will be documented by the project manager. The project manager will distribute the communication plan to the project sponsor, executive senior vice president, project team, and stakeholders. This process will be utilized to record information about the requested alteration to the training schedule:

1. Complete a Change Request Form including:
 2. Description
 3. Reasons
 4. Benefits
 5. Costs
 6. Impacts
 7. Any supporting documentation
 8. Approvals

In addition to the distribution of the communication plan, the project manager will email a formal letter that contains the new timeframe for training to the senior leadership of the Deliverable Insurance Company. The project manager will use Teams to remind the project team, project sponsor, and stakeholders about the new timeframe for training. The Outside Stakeholder (Customers) will not receive the documentation.

When alterations that were not anticipated are made, adjusting to the new schedule can be daunting for the project team. During these trying times, the project manager must keep the team focused, encouraged, and vigilant in completing the task that is at hand.

References

Amado, M., Ashton, K., Ashton, S., Bostwick, J., Clements, G., Drysdale, J., Francis, J., Harrison, B.,
 Nan, V., Nisse, A., Randall, D., Rino, J., Robinson, J., Snyder, A., Wiley, D., &
 Anonymous. (2019). Project (2019). Project Management for Instructional Designers.

<http://pm4id.org/> (Links to an external site.)

Bridges. J. (2020, November 20). How to Write a Scope of Work (Example Included). Accessed
 November 5, 2021, from:

<https://www.projectmanager.com/training/write-scope-work>

Neumeyer. A (2021). The documents you MUST create for any project. Accessed November 5, 2021
 from: <https://www.tacticalprojectmanager.com/essential-project-documents/>

Types of Documentation in Project Management. (2019, August 14). Accessed November 6, 2021,
 From: <https://study.com/academy/lesson/types-of-documentation-in-projectmanagement.html>