Topic 6
Integration Management
“Bringing it all together”

Learning Objectives
• At the end of this topic, you should be able to:
  • Describe an overall framework for project integration management as it relates to the other project management knowledge areas and the project life cycle
  • Describe project plan development, including project plan content, using guidelines and templates for developing plans, and performing a stakeholder analysis to help manage relationships
  • Explain project plan execution, its relationship to project planning, the factors related to successful results, and tools and techniques to assist in project plan execution

Learning Objectives
• At the end of this topic, you should be able to:
  • Understand the integrated change control process, planning for and managing changes on information technology projects, and developing and using a change control system
  • Describe how software can assist in project integration management

Definition
Integration
“Combining parts into a whole”
Oxford English Dictionary

Question
• What are the tools and activities a project manager uses to bring a project together?
Example

- Rock concert
  - Catering & facilities
  - Stage management (act, lighting, sound)
  - Ticketing
  - Crowd control & security
- How are these different areas brought together for the event?

The Key to Overall Project Success

- Good Project Integration Management
  - Project managers must coordinate all of the other knowledge areas throughout a project’s life cycle
- Many new project managers have trouble looking at the “big picture” and want to focus on too many details
- Project integration management is not the same thing as software integration

Question

- What is project integration?
- What is software integration?

Project Integration Management Processes

- **Project Plan Development**: taking the results of other planning processes and putting them into a consistent, coherent document—the project plan
- **Project Plan Execution**: carrying out the project plan
- **Integrated Change Control**: coordinating changes across the entire project

Project Integration Management Overview

Note: The PMBOK® Guide 2000 includes similar charts for each knowledge area.

Framework for Project Integration Management

Focus on pulling everything together to reach project success!
Project Plan Development

- A project plan is a document used to coordinate all project planning documents
- Its main purpose is to guide project execution
- Project plans assist the project manager in leading the project team and assessing project status
- Project performance should be measured against a baseline plan

Question

- How do you determine where you are up to in the semester for this unit?
- What do you use as indicators of progress?
- What do you use to integrate the different aspects?

Attributes of Project Plans

Just as projects are unique, so are project plans
- Plans should be:
  - Dynamic
  - Flexible
  - Updated as changes occur
- Plans should first and foremost guide project execution

Common Elements of a Project Plan

- Introduction or overview of the project
- Description of how the project is organized
- Management and technical processes used on the project
- Work to be done, schedule, and budget information

Sample Outline for a Software Project Management Plan (SPMP)

What the Winners Do

“The winners clearly spell out what needs to be done in a project, by whom, when, and how. For this they use an integrated toolbox, including PM tools, methods, and techniques... If a scheduling template is developed and used over and over, it becomes a repeatable action that leads to higher productivity and lower uncertainty. Sure, using scheduling templates is neither a breakthrough nor a feat. But laggards exhibited almost no use of the templates. Rather, in constructing schedules their project managers started with a clean sheet, a clear waste of time.”

Stakeholder Analysis

- A stakeholder analysis documents important (often sensitive) information about stakeholders such as:
  - stakeholders' names and organizations
  - roles on the project
  - unique facts about stakeholders
  - level of influence and interest in the project
  - suggestions for managing relationships

Sample Stakeholder Analysis

<table>
<thead>
<tr>
<th>Key Stakeholders</th>
<th>Role on Project</th>
<th>Level of Interest</th>
<th>Level of Influence</th>
<th>Suggestions on Managing Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ahmed Susan Erik Mark David</td>
<td>Sponsor of project and one of the company's founders</td>
<td>Very high</td>
<td>Very high</td>
<td>Keep in informed, let him lead conversation quickly</td>
</tr>
<tr>
<td>Ahmed Susan Erik Mark David</td>
<td>DNA sequencing expert</td>
<td>Very high</td>
<td>Subject matter expert</td>
<td></td>
</tr>
<tr>
<td>Ahmed Susan Erik Mark David</td>
<td>Lead programmer</td>
<td>High</td>
<td>High</td>
<td></td>
</tr>
<tr>
<td>Ahmed Susan Erik Mark David</td>
<td>Supplies some instrument hardware</td>
<td>Low</td>
<td>Low; other vendors available</td>
<td></td>
</tr>
<tr>
<td>Ahmed Susan Erik Mark David</td>
<td>Competing for company resources</td>
<td>Very high</td>
<td>Very high</td>
<td>Make sure she reviews specifications and leads testing; can do some work from home</td>
</tr>
<tr>
<td>Ahmed Susan Erik Mark David</td>
<td>Best programmer I know, weird sense of humor</td>
<td>Low to medium</td>
<td>Low to medium</td>
<td>Give him enough lead time to deliver hardware</td>
</tr>
<tr>
<td>Ahmed Susan Erik Mark David</td>
<td>Start-up company, he knows we can make him rich if this works</td>
<td>Medium</td>
<td>Medium</td>
<td></td>
</tr>
<tr>
<td>Ahmed Susan Erik Mark David</td>
<td>Nice guy, one of oldest people at company, has 3 kids in college</td>
<td>High</td>
<td>High</td>
<td></td>
</tr>
</tbody>
</table>

Question

- How would you be best managed?
- What motivates you?
- What keeps you happy?
- How could this information be useful for your Project Manager?

Project Plan Execution

- Project plan execution involves managing and performing the work described in the project plan
- The majority of time and money is usually spent on execution
- The application area of the project directly affects project execution because the products of the project are produced during execution

What Went Wrong?

- Many people have a poor view of plans based on past experiences. Senior managers often require a plan, but then no one follows up on whether the plan was followed.
- For example, one project manager said he would meet with each project team leader within two months to review their plans. He cancelled the first meeting due to another business commitment. He rescheduled the next meeting for unexplained personal reasons. Two months later, the project manager had still not met with over half of the project team leaders.
- Why should project members feel obligated to follow their own plans when the project manager obviously did not follow his?

Important Skills for Project Execution

- General management skills like leadership, communication, and political skills
- Product skills and knowledge (see example of “What Went Right?” on p. 120)
- Use of specialized tools and techniques
Tools and Techniques for Project Execution

- Work Authorization System: a method for ensuring that qualified people do work at the right time and in the proper sequence
- Status Review Meetings: regularly scheduled meetings used to exchange project information
- Project Management Software: special software to assist in managing projects

Question

- The best way to handle change?
- Where do changes come from?

Integrated Change Control

- Integrated change control involves identifying, evaluating, and managing changes throughout the project life cycle
- Three main objectives of change control:
  1. Influence the factors that create changes to ensure they are beneficial
  2. Determine that a change has occurred
  3. Manage actual changes when and as they occur

Integrated Change Control Process

Change Control on IT Projects

- Former view: The project team should strive to do exactly what was planned on time and within budget
- Problem: Stakeholders rarely agreed up-front on the project scope, and time and cost estimates were inaccurate

- Modern view: Project management is a process of constant communication and negotiation
- Solution: Changes are often beneficial, and the project team should plan for them

Change Control System

- A formal, documented process that describes when and how official project documents and work may be changed
- Describes who is authorized to make changes and how to make them
- Often includes a change control board (CCB), configuration management, and a process for communicating changes
Change Control Boards (CCBs)

- A formal group of people responsible for approving or rejecting changes on a project
- CCBs provide guidelines for preparing change requests, evaluate change requests, and manage the implementation of approved changes
- Includes stakeholders from the entire organization

Making Timely Changes

- Some CCBs only meet occasionally, so it may take too long for changes to occur
- Some organizations have policies in place for time-sensitive changes
  - “48-hour policy” allows project team members to make decisions, then they have 48 hours to reverse the decision pending senior management approval
  - Delegate changes to the lowest level possible, but keep everyone informed of changes

Freezes

- It may be necessary to freeze other projects
- For example, an intranet may require a content ‘freeze’ while the underlying platform is changed.
- If one project is dependent on another, it may be necessary to freeze the dependent project.

Configuration Management

- Ensures that the products and their descriptions are correct and complete
- Concentrates on the management of technology by identifying and controlling the functional and physical design characteristics of products
- Configuration management specialists identify and document configuration requirements, control changes, record and report changes, and audit the products to verify conformance to requirements

Managing Integrated Change Control

Suggestions:
- View project management as a process of constant communications and negotiations
- Plan for change
- Establish a formal change control system, including a Change Control Board (CCB)
- Use good configuration management
- Define procedures for making timely decisions on smaller changes
- Use written and oral performance reports to help identify and manage change
- Use project management and other software to help manage and communicate changes

Software in Project Integration Management

- Several types of software can be used to assist in project integration management
  - Word processing: Documents production (templates)
  - Presentations: with presentation software
  - Spreadsheets or databases: Tracking (activities, time)
  - E-mail, websites and groupware: For communication
  - Project management software: can pull everything together and show detailed and summarized information (see Appendix A for details)
Example Summary Gantt Chart