

# Project Governance Framework

Service Description

**imc Learning Suite**

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# Preface



The main target group of this service description are imc customers and their dedicated imc Project Managers / Business Consultants, but also other involved people for LMS implementation / rollout projects.

The purpose of this document is to provide a detailed description of **imc project governance framework of LMS implementation projects**. So, this document provides an overview of the project manager activities and deliverables during an implementation project.

The overall goal of the imc Consulting department is to offer professional services within projects, aligned with defined project management tasks. This service description is based on the **imc LMS Project Implementation Methodology** and offers more details regarding project management activities.

The project governance framework described in this document highly depends on the project size and customer expectations. To tailor to individual needs, imc defined global standards for project management activities that can be modified or extended depending on the complexity and customer expectation. The document also mentions optional project management activities (e.g., separate risk log, separate milestone plan, stakeholder meetings), activities of a higher frequency (e.g., project status calls, project status reports) or additional measures to mitigate project risks (e.g., project advisor, additional resources).

# Project Roles & Project Management Tools

Here, we describe the various roles at imc side within a LMS implementation project and the various project management tools that are in use.

## imc Project Roles

Role	Description
<b>Project Manager</b>	<p>Each implementation project is assigned a Project Manager. The Project Manager is first responsible for the overall project planning, together with the customer's project manager. The Project Manager is thereafter responsible for day-to-day running of the project, and management of the scope, time, and budget. The Project Manager will also coordinate imc activities and involve relevant imc teams required as part of the project. The Project Manager is always the level 0 escalation point.</p> <p><u>Note:</u> The role of the Project Manager and Business Consultant can be combined, based on the project size and complexity.</p>
<b>Business Consultant</b>	<p>The Business Consultant is the subject matter expert for LMS implementation tasks. The tasks include:</p> <ul style="list-style-type: none"> <li>- Organising and managing requirements gathering workshops</li> <li>- Designing LMS workflows, based on requirements gathered during the workshop.</li> <li>- Specifying changes, where a change request has been ordered.</li> <li>- Configuration of the LMS</li> <li>- Training</li> <li>- UAT support</li> </ul> <p><u>Note:</u> Based on the project size and complexity, imc can assign multiple Business Consultants on a project.</p>
<b>Consulting Team Lead / Head of Consulting</b>	<p>In general, imc is organized in regional Consulting Teams and each implementation project is assigned to the Team Lead (or Head of Consulting) of the team the Project Manager / Business Consultant is a member of. This person is not directly involved in the project work but takes on a monitoring role and works as a level 2 escalation point.</p>
<b>Account Manager / Sales Representative</b>	<p>The Sales Representative is only responsible for handing over the customer to the project team (sales handover / project initiation) and does not take any active role in the project, except in case of an escalation (e.g., to clarify the scope of a project). The Account Manager will be responsible for all the commercial relationships and activities. These two roles might be covered by one person and might be involved in escalations.</p>
<b>Project Advisor (optional)</b>	<p>For some projects, imc staffs a project with a Project Advisor: a very experienced Consultant (e.g., Senior, or Principal level) that supports the Project Manager / Business Consultant, and provides advice on project</p>

	<p>matters, supported with industry best practices. The Project Advisor acts as a level 1 escalation point. The Project Advisor is an optional project resource only available on larger implementation projects with higher business or technical complexity. Your project manager will indicate in the project organisation if imc has resourced a dedicated project advisor for you.</p>
<b>Technical Coordinator (optional)</b>	<p>For some projects, imc staffs a project with a Technical Coordinator. This individual is a technical specialist bringing technical expertise into the project. The Technical Coordinator is an optional resource only available on larger implementation projects with higher technical complexity. Your project manager will indicate in the project organisation if imc has resourced a dedicated technical coordinator for you.</p>

## imc Project Management Tools

Tool	Description
<b>Project Plan</b>	<p>Based on the imc Project Implementation Methodology, the imc Project Manager is responsible for providing and managing the project plan. The project plan covers the project phases, work packages, and offers an up-to-date overview of the target project closure date. The project plan is updated by the imc Project Manager and is part of the regular Project Status Reports. The Project Plan is also one topic of the Project Status Calls. Depending on project size, duration, and complexity, imc uses the best appropriate software (e.g., Microsoft Excel, Microsoft Powerpoint, ProjectLibre or Microsoft Projects).</p>
<b>Project Minutes</b>	<p>For all workshops including Kick-Off, the imc Project Manager creates meeting notes that summarize results, open tasks, next dates, and other informative elements.</p>
<b>Project Status Calls</b>	<p>During the project phase, imc recommends having one regular (weekly) project status call. The status call is directed at the core project team on the customer and imc side. Topics of this call are the current project status report, the project plan, and project tasks.</p>
<b>Project Status Reports</b>	<p>The imc Project manager writes project status reports on a bi-weekly basis, including the current project status, project plan, completed tasks, upcoming tasks, identified risks, and general remarks. The project status is offered as a traffic light (green, yellow, red) indicating the project's time, budget, and scope.</p>
<b>Project Management Ticket Tool</b>	<p>During projects, imc uses Atlassian Jira as a project management ticket tool, to which the customer has access (see separate Customer Guide Jira Usage in Projects). Tickets can cover questions, potential issues, risks, coordination, and other project-related items. The project plan and project status reports can also be distributed via this tool. Please note that imc can only offer two named Jira accounts for each project.</p>

<b>Project File Share Tool</b>	For document sharing (e.g., slides, status reports, project plans), imc uses the ticket tool (Jira). In addition, shared folders (One Drive, MS Teams) can be used on demand.
<b>Project Risk Log</b>	In general, imc keeps track of project risks in Project Status Reports. The usage of a separate project risk log depends on the business or technical complexity of the implementation project.
<b>Project Change Log</b>	In general, imc keeps track of project changes in Project Status Reports and Jira. The usage of a separate project change log depends on the business or technical complexity of the implementation project.
<b>Project Milestone Plan</b>	Milestones are covered in Project Status Reports / the Project Plan, and imc indicates whenever milestones are reached. The usage of a separate project milestone plan depends on the business or technical complexity of the implementation project.

# Project Activities

Here we summarize the phased and ongoing project activities of the imc project roles.

## Project Start

Item	Activity	Who
1	The Project Manager prepares the <b>initial project plan</b> based on the imc implementation methodology and project scope/order. The initial project plan will be aligned with the customer in the Project Welcome Call or Project Kick-off.	Project Manager
2	The Project Manager provides access to the <b>imc Project Management Ticket Tool</b> (Jira) for the customer project team (up to two accounts are offered by imc). In addition, the overall <b>communication strategy</b> (project status call, emails, ticket system, file sharing) will be defined.	Project Manager
3	The Project Manager <b>opens the risk log and change log</b> (as part of the Project Status report or as separate tools) to capture project risks identified at the start of the project and to add change requests during the project phase.	Project Manager
4	The Project Manager defines and agrees with customer project manager regarding <b>project milestones</b> . Milestones are part of the project plan and only in specific situation, a separate Project Milestone Plan is created.	Project Manager
5	The Business Consultant <b>initiates &amp; coordinates Technical Setup tasks</b> with imc internal departments and customer.	Business Consultant

## Regular Activities

Item	Activity	Who
1	The Project Manager will manage and <b>monitor project scope, time, and budget</b> .	Project Manager
2	The Project Manager / Business Consultant document project activities in Jira and <b>update project ticket list</b> . This also includes the monitoring of imc internal tasks related to other departments (Design, Hosting, Deployment, Technical Services).	Project Manager / Business Consultant

3	The Project Manager <b>updates the risk log &amp; change log</b> as soon as new risk are identified and change requests are initiated.	Project Manager
4	The Business Consultant <b>coordinates necessary delivery processes</b> (patches, releases, customizations) with internal resources and informs customers regarding scheduled maintenance windows.	Business Consultant
5	The Project Manager inform the customer's project manager when <b>milestones are completed</b> via email with Account Manager in copy. In general, milestones are tracked in the project plan / project status report or in a separate milestone plan.	Project Manager
6	The Project Manager / Business Consultant ensures that all project related documents are stored in the <b>imc internal project folder</b> .	The Project Manager / Business Consultant

### Weekly / Bi-weekly / Monthly Activities

Item	Activity	Who
1	The Project Manager organizes the <b>weekly Project Status Call</b> with core project team on imc and customer side.	Project Manager
2	The imc Project Manager discusses and <b>updates the project risk log &amp; change log</b> together with customer's project manager <b>once a week</b> (e.g., within weekly status call).	Project Manager
3	The imc Project Manager <b>updates the imc internal project reporting</b> to Consulting Team Lead and Head of Consulting once a week (end of day on Fridays) within the main project implementation ticket (BC).	Project Manager
4	The imc Project Manager <b>controls project budget</b> with all involved imc resources (including Design, Hosting, Technical Services) <b>once a week</b> (end of day on Fridays).	Project Manager
5	Consulting Team Lead / Head of Consulting internally <b>monitors project status</b> with Project Manager based on the <b>imc internal project reporting</b> . In addition, resource planning and project budget is checked / controlled. These activities are on a <b>weekly basis</b> .	Consulting Team Lead / Head of Consulting & Project Manager
6	The Project Manager prepares the <b>bi-weekly project status report</b> and submits this report to the customer's project manager.	Project Manager

7	The Project Manager coordinates monthly an <b>imc internal strategic project meeting</b> with the Account Manager and (optional) Project Advisor.	Project Manager, Project Advisor, Account Manager
8	The Project Manager, Project Advisor, and Account Manager <b>offer participation in customer stakeholder meetings</b> once a month as optional services (needs extra order).	Project Manager, Project Advisor, Account Manager
9	Consulting Team Lead / Head of Consulting internally controls final project budgets and time reporting at the <b>end of each month</b> .	Consulting Team Lead / Head of Consulting
10	The imc Management (Head of Consulting, Team Leads, and imc Board member responsible for Consulting & Projects) <b>monitors internal project status reports monthly</b> .	Head of Consulting, Team Leads, Board member

## Project End

Item	Activity	Who
1	The Project Manager coordinates, requests, and internally stores the official <b>project closure sign-off document</b> from customers' project manager (as part of the project closure procedure right after Technical Go-live). The document may contain non-blocking reported software defects or open activities that are handed over to support team or will be delivered after project closure (see Service Description Project Closure).	Project Manager
2	Project Manager coordinates <b>formal handover to imc Support Team</b> including Welcome to Support call.	Project Manager
3	Project Manager <b>coordinates Sunset Meeting</b> as formal handover to Account Management with customer.	Project Manager, Account Manager
4	Project Manager / Business Consultant ensures that all project documents are stored in the <b>imc internal project document folder</b> (OneDrive).	Project Manager / Business Consultant
5	Project Manager <b>updates internal budget positions and time reporting</b> at the end of the project and ensures alignment with Project Closure document.	Project Manager
6	Project Manager / Business Consultant <b>conduct internal Lessons Learned process</b> .	Project Manager / Business Consultant

7	Project Manager / Business Consultant <b>update internal customer ticket (CUST)</b> in Jira and inform imc support agent.	Project Manager / Business Consultant
8	Project Manager / Business Consultant <b>closes the main project implementation ticket (BC)</b> after all other activities are completed.	Project Manager / Business Consultant

Additional Notes: the previous tables describe the standard project management services offered by imc and considered in the LMS implementation project offer. In case other activities are requested, imc Account Management can rate the additional effort and offer additional services in case imc is able to. Typical examples are: (i) more frequent status calls (e.g., twice a week), (ii) participation in customer internal meetings (e.g., stakeholder meetings, internal project meetings, worker council), (iii) more frequent project status reports (e.g., once a week), (iv) usage of other project tools (e.g., ticket system of customer, customer file share), or (b) specific project plan or status report file formats.

## Additional Topics

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In this chapter the additional topic (i) escalation levels, (ii) managing change requests in projects, and (iii) managing unexpected resource bottlenecks are covered.

### Escalation Levels

Based on the project roles and the imc organisational structure, imc defined the following escalation levels for any LMS implementation project. Escalations must be announced and initiated with clear escalation scope.

- Level 0: Project Manager
- Level 1: Project Advisor (optional)
- Level 2: Consulting Team Lead / Head of Consulting
- Level 3: imc Board member

### Managing Change Requests

The project scope is defined by the official order. Any deviation from the ordered project scope can be requested as Change Request. There are two types of Change Requests: (a) project work related change requests (e.g., extended test phase or project duration, additional trainings) or (b) change requests related to software (customizations / standard enhancements).

Any change request is identified and initiated by imc Project Manager & customer's Project Manager. Change requests are recorded in Jira. If the customer decides to investigate effort, imc project manager involves the Account Manager.

In some cases, budget shifts (with existing project positions) are possible or non-allocated project budget / on-demand budget can be used to realize Change Requests.

For software related change requests, imc Project Manager / Business Consultant will create imc internal tickets for effort estimation (REQ) such that imc Account Manager is able to offer the Change Request to the customer's Sponsor. The imc Account Manager can request support from Business Consultant / Project Advisor / Technical Coordinator if needed and provides quote to customer's Sponsor.

It is important to note that any Change Request might have direct impact to project timeline / project plan if the change request cannot be delivered after official project closure. Any impact on project timeline must be considered and additional Project Management might be needed.

### Managing Unexpected Resource Bottlenecks

Any LMS implementation project plan must be realistic and consider the availability of resources. Nevertheless, unexpected bottlenecks in the availability of resources can occur at any time. It is imc's endeavour to communicate existing delays promptly and to adjust the planning

immediately – always with the goal of keeping the impact on the common project plan as low as possible. Such delays can occur especially in the case of availability of technical resources.

In addition, unexpected absences (especially due to illness) can also occur within the project team (Project Manager / Business Consultant). As soon as these become known, imc (Project Manager / Business Consultant, Project Advisor or Team Lead / Head of Consulting) will inform the customer about the absence and its impacts. It will not be possible in all cases to immediately replace the absence with an adequate resource. Therefore, planned project activities may be postponed and the project may be on hold. In the case of longer absences due to illness, imc will consider re-staffing the project. Similar situations might also happen on customer side. Mitigating actions (such as addition project team members) can be ordered as optional services (additional Project Management).

If imc must change the project staffing (long-term absence due to illness, other reasons), the imc Management (Head of Consulting, Team Lead) will communicate a corresponding change. This may also lead to delays in the current project plan, which unfortunately cannot be avoided. In principle, however, it is the overall goal of imc to keep the impacts as low as possible and to provide an adequate replacement resource for the implementation project.