

Project Management

Storyboard

Overview

Course Title:	Project Management
Learning objective:	By the end of this course, learners will be able to explain the project management process while using a variety of tools to complete a project.
Description Text	This course is an introduction to Project Management and its essentials. By the end of this module, you will have a solid knowledge about managing a project and how to turn a plan into a success like a pro.
Units	Five
Client:	Customer Service, Inc. (fictitious)
Instructional Designer:	Alex Criswell

Units

Nr	Name	Content
1	Start Here	Course Overview and Objectives
2	Defining a Project	Definition, Overview, Examples
3	Project Management Overview	Definition, Overview, Project Management Process, Project Management Lifecycle
4	Project Management Checklist	Project Checklist
5	End of Course	Quiz, Summary, References
6		

Style Guide

Logo	Yes; custom designed.
Cover Photo	Yes - Stock - Project Management, checklist.
Custom colours	Sushi - 8BC34A (Custom)
Fonts	Heading: Lato Body: Merriweather
Additional Notes	Layout: Split Left Image Navigation: Sidebar Lesson Headers: Accent Tint Nav: Learners can navigate freely through units.
Templates	N/A

Unit 0: Start Here

Lesson		Description	
BLOCK ID	0	BLOCK TYPE	Image and Text
NOTES Stock Image: Project Management - Checklist		CONTENT Introduction to Project Management	

Lesson		Course Overview	
BLOCK ID	0.1	BLOCK TYPE	Image and Text
NOTES https://oercommons.s3.amazonaws.com/media/thumbnails/3c/ad/3cad08ff20411d3543f5a489b382c71a.jpg		CONTENT <h2>Welcome to the Project Management course!</h2> <p>This course is an introduction to Project Management and its essentials. By the end of this module, you will have a solid knowledge about managing a project and how to turn a plan into a success like a pro.</p>	

Lesson		Course Outcome and Objectives	
BLOCK ID	0.2	BLOCK TYPE	Image and Text
NOTES Image of something outcome/focus based.		CONTENT Course Outcome By the end of this course, learners will be able to explain the project management process while using a variety of tools to complete a project. Course Objective By the end of this course, learners will be able to: <ul style="list-style-type: none">• Define a project.• Identify examples of projects.• Summarize the Project Management process.• Explain the five cycles the Project Management lifecycle.• Use a project management checklist to complete a project.	

Lesson		What to Expect	
BLOCK ID	0.3	BLOCK TYPE	Image and Text
NOTES Image of expectation-based item.		CONTENT Expectations Included in this course, you will find content and resources regarding project management. Units This course is divided into units as follows: <ul style="list-style-type: none">• Defining a Project• Project Management Overview• Project Management Checklist	

Unit I: DEFINING A PROJECT

Lesson		Definition of a Project	
BLOCK ID	1.1	BLOCK TYPE	Image, Text, and Embed YouTube
NOTES		CONTENT	
Image of project-based item.		<p>What is a Project?</p> <p>A project is a temporary endeavor designed to produce a unique product, service or result with a defined beginning and end undertaken to meet unique goals and objectives, typically to bring about beneficial change or added value. The end is reached when the project's objectives have been achieved or when the project is terminated because its objectives will not or cannot be met, or when the need for the project no longer exists. A project may also be terminated if the client (customer, sponsor, or champion) wishes to terminate the project.</p> <p>Discover More</p> <p>Review the following video titled Introduction to Project Management for more information on projects and project management.</p> <p>https://youtu.be/BOU1YP5NZVA</p>	

Lesson		Overview of a Project	
BLOCK ID	1.2	BLOCK TYPE	Image and Text
NOTES Emphasize top quote.		CONTENT <h2>Project Overview</h2> <p>Every project creates a unique product, service, or result. The outcome of the project may be tangible or intangible.</p> <h2>What a Project Can Create</h2> <p>A project can create:</p> <ul style="list-style-type: none">• A product that can be either a component of another item, an enhancement of an item, or an end item in itself;• A service or a capability to perform a service (e.g., a business function that supports production or distribution);• An improvement in the existing product or service lines (e.g., A Six Sigma project undertaken to reduce defects);• A result, such as an outcome or document (e.g, a research project that develops knowledge that can be used to determine whether a trend exists or a new process will benefit society).	

Lesson		Examples of Projects	
BLOCK ID	1.3	BLOCK TYPE	Image, Text, and Embed YouTube
NOTES		CONTENT	
		<h2>Project Examples</h2> <p>Examples of projects include, but are not limited to:</p> <ul style="list-style-type: none">• Developing a new product, service, or a result;• Effecting a change in the structure, processes, staffing, or style of an organization;• Developing or acquiring a new or modified information system (hardware or software)• Conducting a research effort whose outcome will be aptly recorded;• Constructing a building, industrial plant, or infrastructure; or• Implementing, improving, or enhancing existing business processes and procedures. <h3>Discover More</h3> <p>Review the following resource from Caravel to read about examples of projects.</p> <p>https://youtu.be/BOU1YP5NZVA</p>	

Unit II: PROJECT MANAGEMENT OVERVIEW

Lesson		Definition of Project Management	
BLOCK ID	2.1	BLOCK TYPE	Image and Text
NOTES Image of projects or people.		CONTENT <h2>What is Project Management?</h2> Project management is the application of knowledge, skills, tools, and techniques to project activities to meet the project requirements. Project management is the practice of: 1) initiating, 2) planning, 3) executing, 4) controlling, and 5) closing the work of a team to achieve specific goals and meet specific success criteria at the specified time.	

Lesson		Overview of Project Management	
BLOCK ID	2.2	BLOCK TYPE	Image, Text, and Embed YouTube
NOTES		CONTENT	
Emphasis on quote		<p>Primary Challenge</p> <p>The primary challenge of project management is to achieve all of the project goals within the given constraints. This information is usually described in project documentation, created at the beginning of the development process.</p> <p>Focus</p> <p>The object of project management is to produce a complete project which complies with the client's objectives. In many cases, the objective of project management is also to shape or reform the client's brief to feasibly address the client's objectives. Once the client's objectives are clearly established they should influence all decisions made by other people involved in the project – for example, project managers, designers, contractors and sub-contractors.</p> <p>Managing a Project</p> <p>Managing a project typically includes, but is not limited to:</p> <ol style="list-style-type: none"> 1. Scope, 2. Quality, 3. Schedule, 4. Budget 5. Resources, and 6. Risks 	

Lesson		Project Management Process	
BLOCK ID	2.3	BLOCK TYPE	Image, Text, and Interactive Media
NOTES		CONTENT	
<p>Stock Image - Individuals in a project of success.</p> <p>Processes can be divided in media. Tab or Accordion.</p>		<p>Project Management Lifecycle Process A process is a set of interrelated actions and activities performed to create a pre-specified product, service, or result. Each process is characterized by its inputs, the tools and techniques that can be applied, and the resulting outputs.</p> <p>Project Manager Needs The project manager needs to consider organizational process assets and enterprise environmental factors. These should be taken into account for every process, even if they are not explicitly listed as inputs in the process specification. Organizational process assets provide guidelines and criteria for tailoring the organization's processes to the specific needs of the project.</p> <p>Project Success In order for a project to be successful, the project team should:</p> <ul style="list-style-type: none"> • Select appropriate processes required to meet the project objectives • Use a defined approach that can be adapted to meet requirements • Establish and maintain appropriate communication and engagement with stakeholders • Comply with requirements to meet stakeholder needs and expectations • Balance the competing constraints of scope, schedule, budget, quality, resources, and risk to produce the specified product, service or result. <p>Project Processes The project processes are performed by the project team with stakeholder interaction and generally fall into one of two major categories:</p> <ul style="list-style-type: none"> • Project management processes. These processes ensure the effective flow of the project throughout its life cycle. These processes encompass the tools and techniques involved in applying the skills and capabilities described in the knowledge areas. • Product-oriented processes. These processes specify and create projects product. Product-oriented processes are typically defined by the project life cycle and vary by application area as well as the phase of the product life cycle. The scope of the project cannot be 	

Lesson		Project Management Lifecycle	
BLOCK ID	2.4	BLOCK TYPE	Image, Text, and Interactive Media
NOTES Accordion Media - Interactive.		CONTENT <h2>Life Cycle of Project Management</h2> <p>Click through each of the tabs for more information on each of the areas of the life cycle.</p> <p>Initiate</p> <ul style="list-style-type: none">• Identify a project's stakeholders.• Establish clear and measurable project outcomes.• Create a well-defined project scope statement <p>Plan</p> <ul style="list-style-type: none">• Identify, assess, and manage project risks.• Create a realistic and well-defined project schedule. <p>Execute</p> <ul style="list-style-type: none">• Hold team members accountable for project plans.• Conduct consistent team-accountability sessions.	

UNIT III: PROJECT MANAGEMENT CHECKLIST

Lesson		Project Checklist	
BLOCK ID	3.1	BLOCK TYPE	Image and Text
NOTES		CONTENT	
Image of checklist		<p>Checklist</p> <p>Project checklists are useful and considered crucial in identifying the needed resources in a project. It also serves as a maintenance tool when you are bombarded with too many tasks that are looming on their deadlines. When you have an organized list of things to do and priorities to take into account, your workflow will be much easier and frantically running back and forth on what task to tackle first is not an option.</p> <p>It's a given that once you create a checklist, you have a clear vision of what you're supposed to do. For project checklists, it's more than identifying the tasks, but the objectives of the project as well. You don't limit your project checklist on your designated tasks, but rather you have to extend that reach to your team and the progress of the project.</p> <p>Project Management Checklist</p> <p>A very informative and common list on how to create a project management checklist is detailed in this unit in further sections.</p>	

Lesson		Understanding Your Role	
BLOCK ID	3.2	BLOCK TYPE	Image and Text
NOTES Image of Stakeholder/Role		CONTENT <h2>Understand Your Role</h2> <p>Having a clear understanding of your role is an important pillar of a successful project. Even if it isn't documented on paper, it will help you ensure that all stakeholders are considered and that you're aware of your responsibilities in case issues arise.</p>	

Lesson		Identify the Stakeholders	
BLOCK ID	3.3	BLOCK TYPE	Text and Embed YouTube
NOTES		CONTENT	
		Identify the Stakeholders	
		<p>A project is successful when it has met the expectations of all stakeholders. A stakeholder can be anybody directly or indirectly impacted by the project. It is not always easy to determine the project's stakeholders, particularly those affected indirectly. A stakeholder could be:</p> <ul style="list-style-type: none">• The client• The project manager• The project teams• Consultants	
		<h2>Discover More</h2>	
		<p>Review the following video titled How To Get Project Stakeholders on Your Side for more information on Project Management stakeholders.</p>	
		<p>https://youtu.be/RS4djBoGSRA</p>	

Lesson		Write a Project Plan	
BLOCK ID	3.4	BLOCK TYPE	Image and Text
NOTES Image of Tools		CONTENT Write a Project Plan Now you've gathered enough information to start planning the project. Use whatever project planning tool that works for you, be it Trello, Scoro, or even a simple spreadsheet. Some tools are more comprehensive than others, but a rock-solid project plan can be achieved in any solution as long as it helps you to formalize your thoughts and keep consistency	

Lesson		Set Goals	
BLOCK ID	3.5	BLOCK TYPE	Image, Text, and Interactive Media
NOTES		CONTENT	
<p>Accordion for SMART Goals</p>		<p>Set Goals</p> <p>The first step in creating any project plan is setting achievable goals. Meet with the stakeholders and discuss the possible outcomes. Turn the output into a comprehensive list and prioritize the needs. A good technique for doing this is reviewing them against the SMART principle.</p> <h2>SMART Goals</h2> <p>The acronym SMART has several slightly different variations, which you can modify depending on your project. Click on each of the tabs to learn more.</p> <p>S – specific, significant</p> <p>M – measurable, motivational</p> <p>A – agreed upon, attainable, action-oriented</p> <p>R – realistic, relevant, rewarding, results-oriented</p> <p>T – time-bound, tangible, trackable</p> <p>Insert Media: Dungdm93. (2016). SMART Goals. Wikimedia Commons. CC BY-SA 4.0. https://commons.wikimedia.org/wiki/File:SMART-goals.png https://creativecommons.org/licenses/by-sa/4.0</p> <h2>Create a Vision</h2> <p>From the smaller goals, create a wider vision statement. Without a strong, shared vision, it's hard to gather the momentum needed to get the project off the ground</p>	

Lesson		Develop a Budget	
BLOCK ID	3.6	BLOCK TYPE	Image and Text
NOTES		CONTENT	
		<p>Develop the Budget</p> <p>A project budget is a detailed, time-based estimate of all the costs for your project. You typically develop a budget in phases – from an initial estimate to a detailed version to the final approved project budget.</p> <p>Starting a Project</p> <p>When starting a project, it is difficult to know how much it will eventually cost – and with so much uncertainty in projects, it can be one of the project manager’s greatest challenges.</p> <p>Your <u>project budget</u> will be made up of different direct and indirect costs, with a small amount assigned for contingency reserve.</p> <p>Once you have an idea of how long a project is going to take and how much resources you need, you can calculate the approximate total for the direct and indirect costs.</p> <p>Determine the Direct Costs</p> <p>These costs are directly attributed to the project and charged on an item-by-item basis.</p> <ul style="list-style-type: none"> ● Labour (people) costs ● Consultant fees ● Raw material costs ● Software licences ● Travel costs <p>Determine the Indirect Costs</p>	

Lesson		Create a Resource Allocation Plan	
BLOCK ID	3.7	BLOCK TYPE	Text
NOTES		CONTENT	
Emphasize quote.		<p>Create a Resource Allocation Plan An organization's resources include people, equipment, materials, knowledge, and time. Find out what resources are available for the project, now and in the future. A resource allocation plan is an important tool in the effective management of scarce resources.</p> <p>Describe the type of resources needed and the timing of that need. As the project schedule changes, the resource plan must be flexible enough to adjust as these alterations occur.</p> <p>A Resource Plan</p> <p>A Resource Plan will help you to:</p> <ul style="list-style-type: none"> ● Identify the number of resources required per project activity ● Plan the timeline for using or consuming these resources ● Create a detailed resource utilization schedule 	

Lesson		Establish the Deliverables	
BLOCK ID	3.8	BLOCK TYPE	Text and Embed YouTube
NOTES Emphasize quote.		CONTENT Establish the Deliverables Using the previously defined goals, create a list of things the project needs to deliver to meet those goals. Simply put – tasks and subtasks. Specify when and how to deliver each item. Add notes to tasks that might seem confusing or need an explanation. It never hurts to add detail! Discover More Review the following video titled What are Project Deliverables - Project Management for more information on Project Management stakeholders. https://youtu.be/YRiS5moPBTw	

Lesson		Create a Timeline	
BLOCK ID	3.9	BLOCK TYPE	Image and Text
NOTES		CONTENT	
		Create a Timeline	
		Create a list of tasks that need to be carried out for each identified deliverable. For each task, determine the following:	
		<ul style="list-style-type: none">• The amount of effort (hours, days, etc.) required for completing the task• The responsible person who will carry out the task	
		Once you have established the amount of time needed for each task, you can work out the effort required for each deliverable, and delivery date.	
		<h2>Use Project Planning Software</h2>	
		At this point in the planning, you can use <u>project planning software</u> such as <u>Scoro</u> , <u>Wrike</u> , <u>MS Project</u> or any of your choosing, to create your project schedule. Alternatively, use one of the many free templates available.	

Lesson		(Re-)Assess the Deadline	
BLOCK ID	3.10	BLOCK TYPE	Text
NOTES		CONTENT	
		<p>(Re-)Assess the Deadline</p> <p>A common problem discovered at this point is that you have an imposed delivery deadline from the client, that, based on your estimates, is unrealistic.</p> <p>If you discover that you can't deliver the project in time, you must contact the client immediately.</p> <h2>Options</h2> <p>The options you have:</p> <ul style="list-style-type: none">• Renegotiate the deadline (project delay)• Employ additional resources (increased cost)• Reduce the scope of the project (fewer deliverables) <p>Use the previously created project schedule to justify pursuing one of these options.</p>	

Lesson		Create a Communications Plan	
BLOCK ID	3.11	BLOCK TYPE	Text and Embed YouTube
NOTES		CONTENT	
		<p>Communications Plan A project must begin with clear communication of the project goals and the effort required to meet them.</p> <p>Create a document showing:</p> <ul style="list-style-type: none">• Who should be informed about the project?• How often and when should they be informed• How will they receive the information? <p>Status Report</p> <p>The most common reporting tool is the weekly or monthly status report, describing how the project is performing, milestones achieved, and the work you've planned for the next period.</p> <h2>Discover More</h2> <p>Review the following video titled Project Management: Creating a Communications Plan for more</p>	

Lesson		Create a Risk Management Plan	
BLOCK ID	3.12	BLOCK TYPE	Text
NOTES Emphasize the quote.		CONTENT Risk Management Plan Although often overlooked, risk management is an important part of project management. It is important to identify as many risks to your project as possible and be prepared if something bad happens. Here are some examples of common project risks: <ul style="list-style-type: none">● Unclear roles and responsibilities● Poor communication resulting in misunderstandings, quality problems and rework● Stakeholders adding or changing requirements after the project has started● Lack of resource commitment● Misunderstanding stakeholder needs● No stakeholder input obtained● Too optimistic time and cost estimates Remember: Ignoring risks doesn't make them go away	

Lesson		Manage the Documentation	
BLOCK ID	3.13	BLOCK TYPE	Image and Text
NOTES Image of documents		CONTENT Documentation To keep the project transparent and everyone on the same page, keep your project plan attached to other project-related documents such as the proposal, time logs, work reports, meeting notes, or anything else that might come in handy.	

Lesson		Format	
BLOCK ID	3.14	BLOCK TYPE	Text
NOTES		CONTENT	
		Format	
		Having followed this checklist, you should now have an excellent and actionable project plan. Now it's time to match the content with appearance.	
		<ul style="list-style-type: none">• Include the project information such as the client & project name• Add your company's (and the client's) logo• Use your company's branded fonts and colour scheme	

Lesson		Track the Progress	
BLOCK ID	3.15	BLOCK TYPE	Image and Text
NOTES Image of a dashboard		CONTENT Progress Tracking Congratulations, you made it! Don't forget to update your plan as the project makes progress, and continually measure progress against the plan. Project managers often use a <u>project KPI dashboard</u> that provides a quick overview of the project's performance and updates. Having a real-time overview of the KPIs helps to make informed decisions and achieve long-term goals.	

Unit IV: End of Course

Lesson	Quiz - Intro Screen		
BLOCK ID		BLOCK TYPE	Q0
NOTES	CONTENT Ready to test your knowledge on what you learned? Click the Start Quiz button to begin. There is no time limit and the quiz can be completed as many times as necessary to achieve a passing grade. A 80% or better is required in order to receive credit/passing grade for the quiz.		

Lesson		Quiz - Question 1	
BLOCK ID		BLOCK TYPE	Q1
NOTES	CONTENT Question 1/7 Text A project can create: (Select all that apply.) <ul style="list-style-type: none">• A product that can be either a component of another item, an enhancement of an item, or an end item in itself.• A service or a capability to perform a service (e.g., a business function that supports production or distribution).• An improvement in the existing product or service lines (e.g., A Six Sigma project undertaken to reduce defects).• A result, such as an outcome or document (e.g., a research project that develops knowledge that can be used to determine whether a trend exists or a new process will benefit society).• All of these options. Answer CORRECT: All of these options. Feedback All of these options are correct.		

Lesson	Quiz - Question 2		
BLOCK ID		BLOCK TYPE	Q2
NOTES	CONTENT Question 2/7 Text Fill in the blank: A _____ is a temporary endeavour designed to produce a unique product, service or result with a defined beginning and end undertaken to meet unique goals and objectives, typically to bring about beneficial change or added value. Fill in the blank: A _____ is a temporary endeavour designed to produce a unique product, service or result with a defined beginning and end undertaken to meet unique goals and objectives, typically to bring about beneficial change or added value. <ul style="list-style-type: none">● project● service● business● manager Answer CORRECT: project Feedback		

Lesson		Quiz - Question 3	
BLOCK ID		BLOCK TYPE	Q3
NOTES	CONTENT Question 3/7 Text True or False: The outcome of the project may be tangible or intangible. <ul style="list-style-type: none">• True• False Answer CORRECT: True Feedback The outcome of the project may be tangible or intangible.		

Lesson	Quiz - Question 4		
BLOCK ID		BLOCK TYPE	Q4
NOTES	CONTENT Question 4/7 Text What is a primary challenge of Project Management? <ul style="list-style-type: none">● Achieve all of the project goals within the given constraints.● Make all stakeholders happy.● Meet all time deadlines within a project.● Ensure employees are not overworked in a project. Answer CORRECT: Achieve all of the project goals within the given constraints. Feedback The primary challenge of project management is to achieve all of the project goals within the given constraints.		

Lesson		Quiz - Question 5	
BLOCK ID		BLOCK TYPE	Q5
NOTES	CONTENT		
	Question		
	5/7		
	Text		
	Fill in the blank: A _____ is a set of interrelated actions and activities performed to create a pre-specified product, service, or result.		
	<ul style="list-style-type: none">● process● service● project● task		
	Answer		
	CORRECT: process		
	Feedback		
	A process is a set of interrelated actions and activities performed to create a pre-specified product, service, or result.		

Lesson	Quiz - Question 6		
BLOCK ID		BLOCK TYPE	Q6
NOTES	CONTENT Question 6/7 Text Identify the phases of the project management lifecycle. (Select all that apply.) <ul style="list-style-type: none">● Initiate● Plan● Execute● Monitor and Control● Close● Communicate● Manage Answer CORRECT: Initiate CORRECT: Plan CORRECT: Execute		

Lesson		Quiz - Question 7	
BLOCK ID		BLOCK TYPE	Q7
NOTES	CONTENT Question 7/7 Text Match the correct item in regards to the SMART acronym. Answer S – specific, significant M – measurable, motivational A – agreed upon, attainable, action-oriented R – realistic, relevant, rewarding, results-oriented T – time-bound, tangible, trackable Feedback S – specific, significant M – measurable, motivational		

Lesson		Summary	
BLOCK ID		BLOCK TYPE	
NOTES		CONTENT	
		Key Points	
		In this course, the following was covered.	
		<ul style="list-style-type: none">• Definition of a project• Examples of a project• Overview of Project Management• Explanation of the Project Management Lifecycle• Tips within a Project Checklist	
		Course Reference	
		n.d.. Open Educational Resources Commons. Project Management. Public Domain. https://www.oercommons.org/courseware/lesson/59988/overview	
		Thank you for completing this course!	

Lesson		References	
BLOCK ID		BLOCK TYPE	
NOTES		CONTENT	
		<p>References</p> <p>2013 Project Management Institute. A Guide to the Project Management Body of Knowledge (PMBOK Guide). Fifth Edition.</p> <p>Covey. F. Project Management. https://www.franklincovey.com/Solutions/Productivity/project-management.html</p> <p>Project. (2013). Project Management Checklist. https://project-management.com/project-management-checklist/</p> <p>Project. (2017). Why is it important to have a project checklist?. https://www.project-management.pm/project-checklist/</p>	