ASSESSMENT 1

Course Name	BSB61215 Advanced Diploma of Program Management
Subject/module	Program Governance
Assessment method	Case Study
Weighting	50%
Units of Competency	BSBPMG612 Implement program governance

Instructions

1. Assessments should be completed as per your trainer's instructions.
2. Assessments must be submitted by the due date to avoid a late submission penalty.
3. Plagiarism is copying someone else's work and submitting it as your own. You must write your answers in your own words or appropriately reference your sources. A mark of zero will be given for any assessment or part of an assessment that has been plagiarised.
4. A list of references must be included.
5. You may discuss your assessments with other students, but submitting identical answers to other students will result in a failing grade. Your answers must be yours alone.
6. Your trainer will advise whether the assessment should be digitally uploaded or submitted in hard copy. Assessments that are digitally uploaded should be saved in pdf format.
7. You must pass both assessments in the subject to pass the subject.

Assessment 1 – Case Study

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A Checklist

Sabin Srivannaboon, Dragan Z. Milosevic, and Peerasit Patanakul

Similar to a project, a program has its own life cycle from start to completion. It is born; it lives; and eventually it dies. And when it dies, the joy of discovery and the excitement of team compositions are about to be history. Nevertheless, the closure process is never easy, as administrative dislocation is often an issue. A program faces termination either because its charter has been fulfilled or conditions arise that bring the program to an early close. In the former, the closure begins after a phase-gate review of the delivery of program benefits, where the product is delivered, accepted by the customer, and/or transited into an operation. In the latter, the program is stopped because it may be unsuccessful or has been superseded.

VACATION TIME, ALMOST

James Powell is more than ready to take a long vacation in Hawaii with his family. He just needs to finish his work, go back home, and catch the flight! This sounds simple, but the work still keeps James busy at his office even now, at 6:30 PM on Friday. James is a program manager, who has been managing a new product development program for six months, and now it is about time to cease it. Even though the program is almost completed, James still needs to prepare a checklist of what needs to be done during his program closure. He wishes it could be just a list of things to see in Hawaii.

James knows that projects under the program expect to be closed before the program is terminated. And the program closure should capture important information such as lessons learned and customer's sign-off. He also knows that the formal acceptance of the program should be achieved by reviewing the program scope and the closure documents of the program, and by reviewing the results of any verification of deliverables against the program requirements. All of this will help James learn about things that lead to success and/or failure for future programs in the company.

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CASE STUDIES

As he is going through the documents, James starts jotting down some notes:

- Assure all deliverables have been completed and the program completion criteria have been met.
- Obtain customer sign-off or an agreement that the program has finished and that no more work will be carried out.
- Review significant feedback from customers.
- Release the program resources to other programs.
- Analyze the program results including lessons learned, which address the following:
  - Did the delivered product/solution meet the business requirements and objectives? What did we miss? What did we learn from this program, strategically and operationally?
  - Was the customer satisfied? What did they like? What didn't they like?
  - Was the program schedule met? Could schedule pull-in opportunities be identified for future programs?
  - Was the program completed within its budget forecast? Could cost reduction opportunities be identified for future programs?
  - Were the risks identified and mitigated? Could it be used for future programs?
  - What could have been done differently?
- Assure the lessons learned results have been shared in appropriate venues.
- Assure all required documents have been archived.
- Celebrate the program completion!

James thinks his list is comprehensive enough. Now it's time to go home.

Milosevic, D. Z., Patanakul, P., & Srivannaboon, S. (2007). A Checklist Case Studies in Project, Program, and Organizational Project Management (pp. 329-330). Hoboken, UNITED STATES: John Wiley & Sons, Incorporated.

Assessment 1

1. Read the case study title "A Checklist" and answer the following question:
    a. How would you change the list?   *(8 marks)*
    b. Who should be involved in the closure review?   *(8 marks)*
    c. What governance issues do you need to consider?   *(8 marks)*

    In your response you must include the following:

    Describe a verbal exchanges that you will have with a member of staff, using language and features appropriate to the audience. You will need to demonstrate that you have used active listening and questioning techniques to confirm understanding.

2. Explain one task that you have undertaken and demonstrate that you can understand and adhere to organisational policies and external compliance requirements.   *(5 marks)*

3. Describe how you will interact well with others by selecting and using appropriate practices when communicating with relevant stakeholders to seek and share information.   *(5 marks)*

4. As the Program Manager, complete the checklist. Firstly, decide which documents you would need to refer to when completing the checklist.

    - Checklist – Project Closure
    - Budget Spreadsheet
    - Change Request
    - Communications Management Plan
    - Cost Management Plan
    - Deliverable Acceptance Register
    - Lessons Learned Register
    - Project Charter
    - Project Status Report
    - RASCI
    - Risk Management Plan

    - Team Survey
    - Change Analysis
    - Change Request Register
    - Contract Selection
    - Deliverable Acceptance
    - Human Resource Management Plan
    - Procurement Management Plan
    - Project Closure Report
    - Quality Management Plan
    - Resource & Skills Matrix
    - Risk Register

                                                                          (8 marks)

    Assessment 1 total: 42 marks