

HUMAN RESOURCE MANAGEMENT PLAN

JEREMY R. CURBEY

EMBRY-RIDDLE AERONAUTICAL UNIVERSITY

MASTERS OF SCIENCE PROJECT MANAGEMENT CAPSTONE

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Human Resource Plan

Within any critical projects, a human resource management plan will assist all, upper and lower level(s), management prevent any such margin of errors from which is not reflected on the scope of a particular project. The purpose of this human resources management plan is to effectively manage the outcome of the IT restructure project. Appropriate human resources will be implemented within this plan so all necessary skills, team building strategies, and team activities are effectively managed for the IT restructure project. None the less, this plan will reassure all managing personnel are provided an excellent view towards the roles and responsibilities, but more importantly towards the organizational layout of the department's holding responsibility on achieving a successful restructure. The human resources management plan includes:

- Roles and responsibilities of team members throughout the project
- Project organization charts
- Staffing management plan to include:
 - How resources will be acquired
 - Timeline for resources/skill sets
 - How performance reviews will be conducted

Roles and responsibilities of team members throughout the project

The roles and responsibility for the IT restructure project are essential to project success. Project team must clearly, and effectively, understand the roles and responsibility to successfully perform the required duties for a successful restructure. The Project team will be responsible on overseen all required work for an effective outcome. The Project team is also responsible for approving any work, or change order activities the meet the established acceptability criteria and fall within acceptable variance.

Project Manager, Application Support: Responsible on the maintenance and repair of application and system problems, or any incident that is disrupting the application service those business users depend on. Responsibility is within technical capability and business understanding. Crucially, applications are production, or live, issues and need immediate attention. This PM will have one administrator, five programmers, and six business analyst under its organizational chart.

Project Manager, Network and Communication: Responsible for analyzing, designing, testing, and evaluating network systems, such as local area networks (LAN), wide area networks (WAN), Internet, intranet, and other data communications systems. This PM will perform network modeling, analysis, and planning. Research and recommend network and data communications hardware and software. This PM will have four techs under its organizational chart, consisting of network and security architect, network administrator, server administrator, and network technician.

Project Manager, PC Support: Responsible for repairing and maintaining all staff computers (PCs) of individuals and external departments. Techs will hold experience and demonstrated knowledge in the university's IT computer repair and its vital components. This PM will have three software techs, one training specialist, two phone supports, one technology specialist, one media specialist, two lab techs, and two hardware techs under its organizational chart.

Project Manager, Training Leads (TL) (3 positions): The TL will consist of all three Project Managers, and will be responsible for training all network users on the features provided by the upgrades to the existing software. The TL will coordinate training times/locations with each department's training advocate. The TL will provide training status to the PM in accordance with the project communications management plan.

Functional Managers: This role will be managed and handle by the Secretary to the CIO, functional managers is responsible for providing resources for the project in accordance with the project staffing plan. Functional manager is responsible for working with the PM to determine skill sets required and approving resource assignments. Functional manager is also responsible for conducting performance appraisals of assigned resources based, in part, on the PM’s feedback regarding project performance.

Chief Information Officer (CIO): Is responsible for the overall success of the IT Restructure Project. The CIO must authorize and approve all project expenditures. The CIO is also responsible for approving that work activities meet established acceptability criteria and fall within acceptable variances. The CIO will be responsible for reporting project status to the University Committee for approval, in accordance with the communications management plan. The CIO will evaluate the performance of all project team members and communicate their performance to University Committee.

Project organization charts

The following RACI chart shows the relationship between project tasks and team members. Any proposed changes to project responsibilities must be reviewed and approved by the project team. Changes will be proposed in accordance with the project’s change control process. As changes are made all project documents will be updated and redistributed accordingly.

	Project Manager Application Support	Project Manager Network and Communication	Project Manager PC Support	Project Manager Training Leads	Functional Managers	Chief Information Officer
Requirements Gathering	A	R	R	A	C	I
Coding Design	A	R	C	A	C	I

Coding Input	A	R				
Software Testing	A	R	R	R	I	I
Network Preparation	A	C	R	R	I	I
Implementation	A	C	R	R	C	C
Conduct Training	A	R	R	R	C	C

- R – Responsible for completing the work
- A – Accountable for ensuring task completion/sign off
- C – Consulted before any decisions are made
- I – Informed of when an action/decision has been made

Staff Management

The IT restructure project will be entirely managed by the Project Management Team. There will be no outsourcing work by any means. Project will require staying within budget, and assistance from University students wishing to complete community service time will be resources if any manual labor is required. Project team will remain within the scope of this project, and will handle all negotiation to retain within the budget requirements.

Resource Calendar

The IT restructure project will last a total time frame of one calendar year. All resources must be completed before initiation. Project Managers will follow the network diagram’s calendar schedule and will be imposed to provide proper change orders, with approval, for any change to take in effect of the network calendar. All work will be performed under the regular 40hr weekly schedule, with no approval for overtime.

Performance Reviews

The Project Team will review each contractors assigned work activities at the onset of the project and communicate all expectations of work to be performed. The Project Team will then evaluate each team member throughout the project to evaluate their performance and how effectively they are completing their assigned work. Prior to releasing project resources, each project manager will meet with the appropriate stakeholder and provide feedback on employee project performance. Keep in mind that each manager will perform a formal performance review on each team member.

References

Larson, E. W. & Gray, C. F. (2014). *Project management: the managerial process with MS Project 2007* (6th Ed.). New York, NY: McGraw-Hill/Irwin.

Lussier & Achua (2013). *Leadership Theory, Application, & Skill Development* (5th Ed.). Mason, OH: South-Western.