

TeleSoftas
In touch with mobile

Vytautas Taujanskas

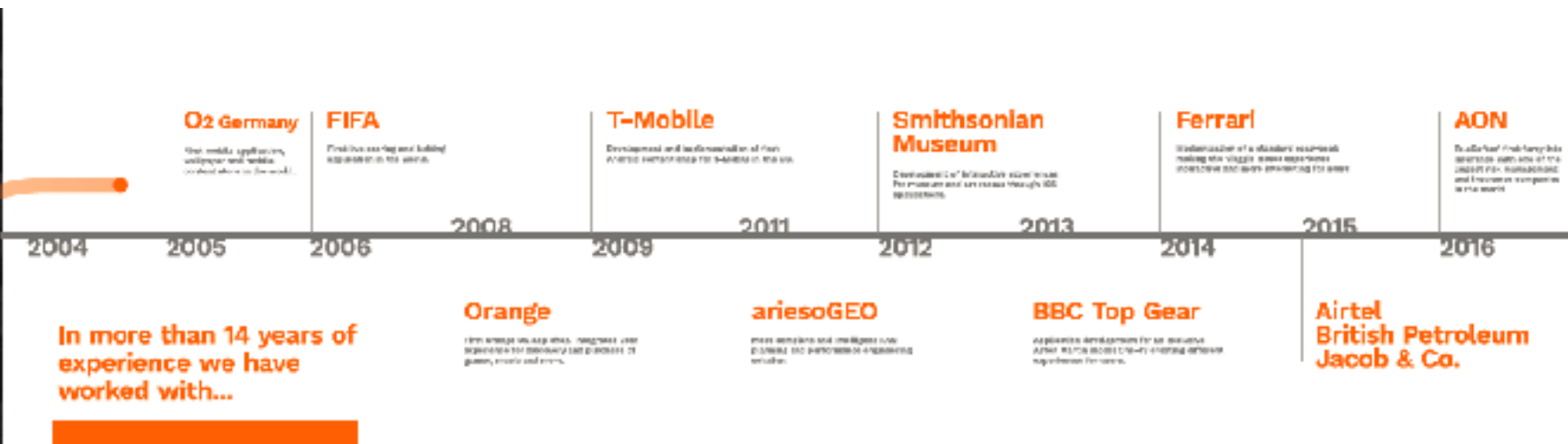


- Software services – 2004 – ongoing
 - Developer, analyst
 - Project manager, project sponsor
 - Unit manager (30+ FTE)
 - CBDO @ TeleSoftas
 - <https://www.linkedin.com/in/taujanskas/>

TELESOFTAS – key figures

- Founded in 2004
- 350+ delivered projects
- 120 employees
- 2 branches, 3 sales offices
- Projects for biggest European mobile and media companies

TeleSoftas
Empowering Innovation
We are leaders in mobile and software development outsourcing business in Northern and Eastern Europe.



100+ Team
= 350+ projects
= 350+ smiles

Our services

- Consulting and software development services
- Architecture design
- Business processes and IT analysis
- Quality assurance
- User experience and design
- Project and Delivery Management



Content

- What is a project?
- Project risks management
- Practical tools for risk management

What is a Project

- A project is a temporary endeavor undertaken to create a unique product, service, or result (PMBOK)
 - Creates unique result (service, product, information)
 - Definite beginning and end
 - Has objectives
 - Has interrelated activities
 - Has resources

Sample projects

- Build a house
- Adapt corporate webpage for mobile devices
- Move to other office building
- Build a LNG terminal
- Close nuclear power plant
- Change sales process

Not projects

- Create monthly report
- Go to work
- Call center activities
- Police patrol

Pre-project setup

- Identify the project
- Validate the project
 - Prepare business case
 - Identify and analyze stakeholders
- Prepare charter and sign-off

Where do projects come from

- Market demand
- Business needs
- Customer request
- Technological advance
- Legal requirements
- Social need

Project Charter

- Project Title and Description
- PM and assigned authority level
- Business Case
- Preassigned resources
- Stakeholders
- Known Stakeholder requirements
- Deliverables
- Assumptions
- Constraints
- Measurable Objectives
- Project Approval Requirements
- High level Risks
- Signatures authorizing the project

Project Charter

- Can be created by PM, approved by Sponsor
- Changes unlikely
- Gives authority to PM
- High level requirements, risks

Project risk management

Terms / Definitions

- Risks
 - Threats
 - Opportunities
- Risk Management

Terms / Definitions

- There always are risks
- The sooner you know about them the better
- There are plenty of ways to manage risks, use what is most appropriate
- Successful PM

Risk Management Process

- Plan Risk Management
- Identify Risks
- Perform Qualitative Risk Analysis
- Perform Quantitative Risk Analysis
- Plan Risk Responses
- Control Risks

When Risks Are Managed Properly

- No fires
- Risks are identified always
- If risk event occurs there is a plan
- PM has more time for other things

Risk Management Plan

- Methodology
- Roles and responsibilities
- Budget
- Timing
- Risk categories
- Definitions of probability and impact
- Stakeholder tolerances
- Reporting
- Tracking

Risk Categories / Sources of Risk

- External
- Internal

- Unforeseeable

Risk Categories / Sources of Risk

- Schedule
- Cost
- Quality
- Scope
- Resources
- Customer
- Suppliers
- Cultural differences
- Lack of PM effort / knowledge

Risk Identification Tools and Techniques

- Documentation review
- Information gathering techniques
- SWOT analysis
- Checklist analysis
- Assumption analysis
- Diagramming techniques

Risk Register

- List of risks
- List of potential responses
- Root cause of risks
- Updated risk categories

Practical tools for risk management

Risk Register

Ref	Source	Date	Description	Rating	Actions	Status
1	QA	05/05/09	Product defects	High	Monitor performance	Ongoing
2	Sales	05/15/09	Obsolete stock	High	Increase inventory	Funding approved
3	HR	06/04/09	Stock appraisals at 66%	Very high	Training program expanded	Training officer appointed
4	OSHA	06/25/09	Noncompliance with safety regulations	Very high	New safety equipment installed	Completed 07/31/09

Probability and Impact Matrix

		Probability				
		Very high 5	High 4	Medium 3	Low 2	Very low 1
Impact	Very high 5	25	20	15	10	5
	High 4	20	16	12	8	4
	Medium 3	15	12	9	6	3
	Low 2	10	8	6	4	2
	Very low 1	5	4	3	2	1

Expected Monetary Value

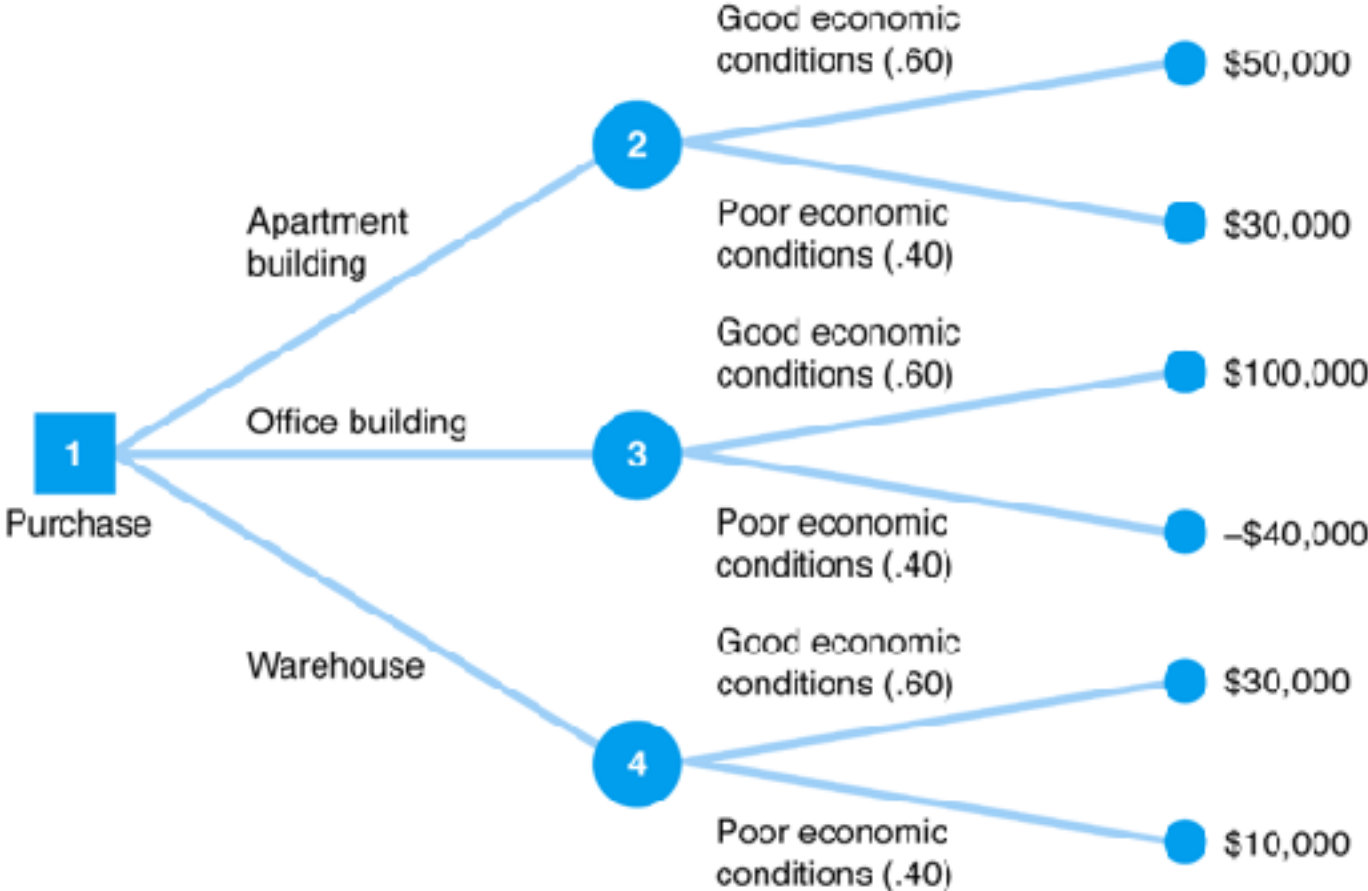
- $EMV = P * I$

A	13 %	€ 10 000	€ 1 300
B	20 %	€ 100 000	€ 20 000
C	37 %	€ 100 000	€ 37 000

Decision trees

- Take into account future events, making decision now
- Uses Expected Monetary Value
- Uses Mutual Exclusivity

Decision trees



Plan Risk Responses

- Do smth. to eliminate threats
 - Do smth. to make sure opportunities happen
 - Decrease the impact of threats
 - Increase the impact of opportunities
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- Do smth. If the risk happens (contingency plan)
 - Do smth. If contingency plan does not work (fallback plan)

Risk Response (Mitigation) Strategies

- Threats:
 - Avoid
 - Mitigate
 - Transfer
 - Accept
- Opportunities
 - Exploit
 - Enhance
 - Share
 - Accept

Risk Response (Mitigation) Strategies

- Use them timely
- Use appropriate strategy to the severity of risk
- One response for many risks
- Many responses for one risk
- Involve stakeholders, experts when selecting strategy

THANK YOU

Vytas Taujanskas

CBDO

vytas@telesoftas.com

+370 612 613 10

<https://www.linkedin.com/in/taujanskas/>