Business Scenario

- This scenario describes how a project is finished faster and with higher quality due to improved communication over the Internet.

A New Project

- Let's assume that you have managed to sell a large project to one of your main clients.

- As usual, the expectations from the client side are high

- You have subcontracted a number of freelancers to deal with specific needs and to increase the project speed.

- Also, the client tells you to involve a number of employees in the project and to keep them up-to-date with the advances on a weekly base.
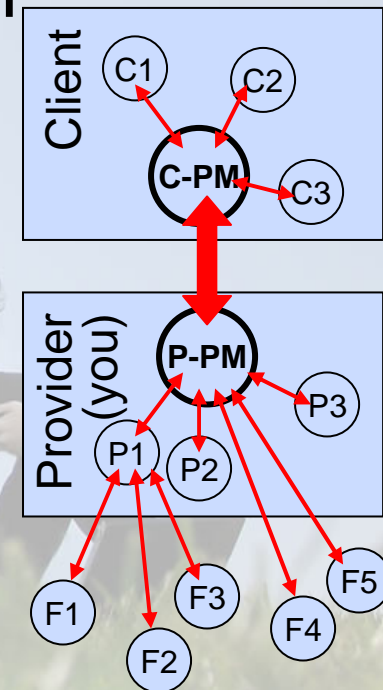
Communication Spheres

- We need to support the case that the customer doesn't even get to learn about the existence of (freelance) provider in the project. So we separate the project in three „spheres"
- Customer Sphere with PM
- Staff Sphere
- Provider Sphere
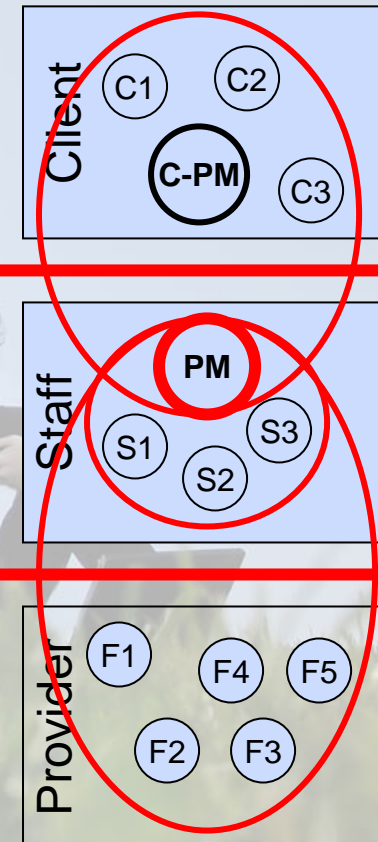
Project Organization

- Showing the project organization using a diagram, we can identify:
  - The provider side project manager (P-PM)
  - The client-side project manager (C-PM)
  - Provider staff (P1 – P3)
  - Client staff (C1 – C3) and
  - A number of freelancers (F1-F5).
- Communication typically flows through Email and telephone

Team Communication

- However this time, the management needs to reduce the project management effort due to the size of the project and the reduced margin.

- Communication needs to be faster because of the tight deadline.

- Also, the client wants to receive weekly status reports and access to temporary results.
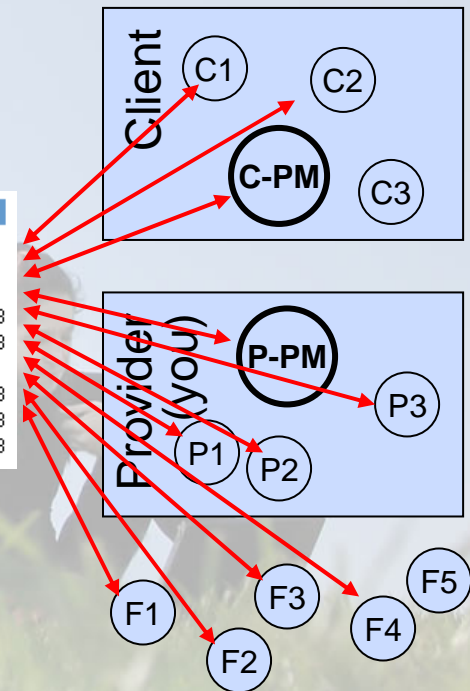
Project/ Open

Centralized Communication

- To improve communication, a common file space with all important documents is shared by all team members
- Bulletin boards (discussions) allow for a free flow of information

Communication Spheres

- However, differentiated access rights allow to protect critical information.

- Visibility of information depends on the profile of each team member.

- The identity of the client can be hidden to freelancers.

- The presence of freelancers in the project can be hidden to the client.

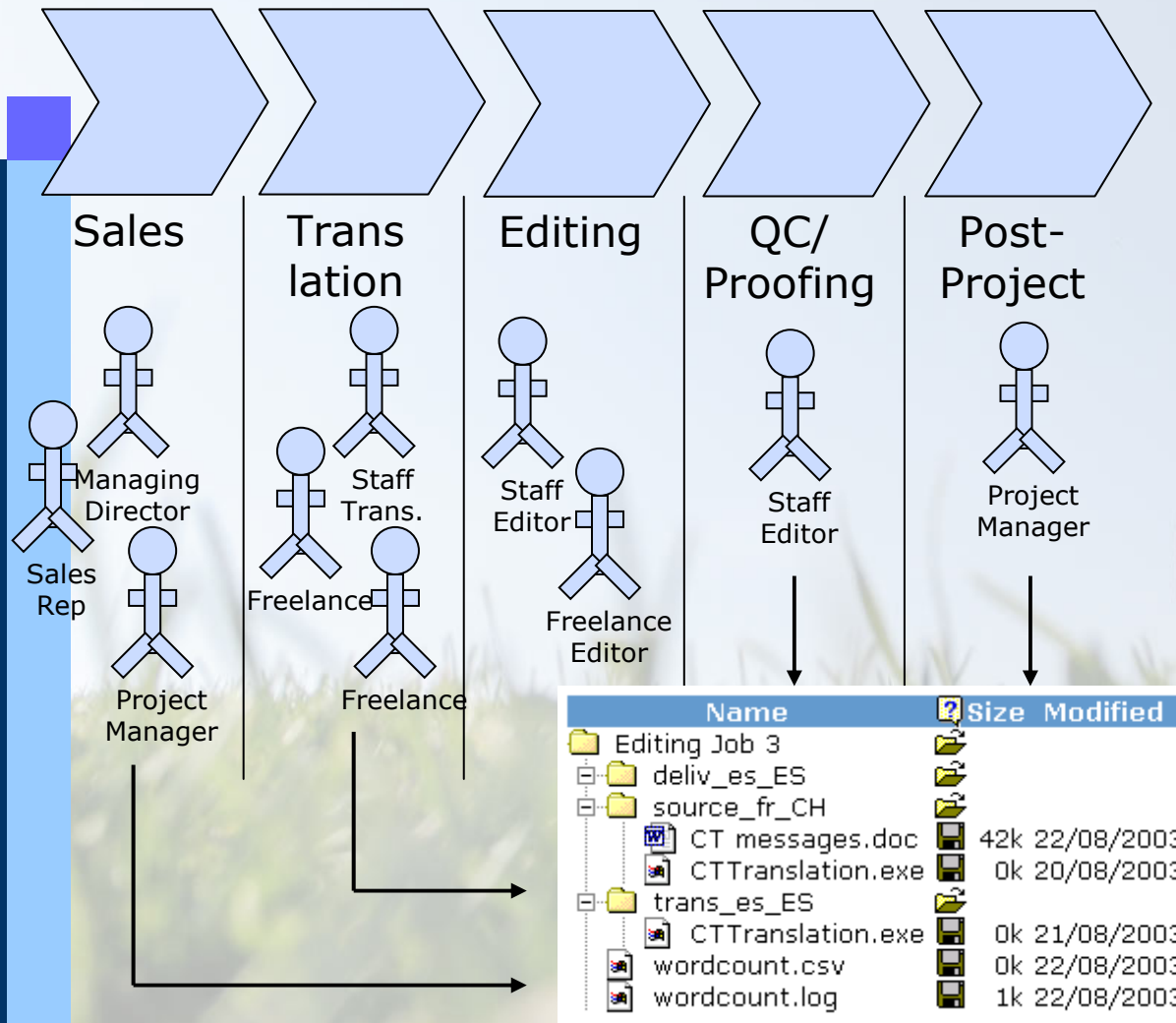# Project Phases

| Sales | Trans lation | Editing | QC/ Proofing | Post- Project |

Managing Director

Sales Rep

Project Manager

Staff Trans.

Freelance

Freelance

Staff Editor

Freelance Editor

Staff Editor

Project Manager

Name	?	Size	Modified
Editing Job 3			
deliv_es_ES			
source_fr_CH			
CT messages.doc		42k	22/08/2003
CTTranslation.exe		0k	20/08/2003
trans_es_ES			
CTTranslation.exe		0k	21/08/2003
wordcount.csv		0k	22/08/2003
wordcount.log		1k	22/08/2003

- All project documentation is collected in a folder on the local server.

- In-house staff can work with local files

- The contents of the folder are available over the Internet.

Project/Open

File Permissions

|		Profile				
Project Folder		P-PM	C-PM	Trans.	Editor	QC
0-Presales		R/W	-	-	-	-
1-Source		R/W	R/W	R	R	R
2-Translation		R/W	-	R/W	R	R
3-Editing		R/W	-	R	R/W	R
4-Proofing		R/W	-	R	R	R/W
5-Delivery		R/W	R	R	R	R

- Folder Permission can be set as a function of the ro of a team membe in a project.

- Additional Folders and profiles allow to adapt to custom specific project phases

- Read/Write permissions for each profile/folder can be modified to adapt to open or closed project policies.

Incident Workflow

- Open questions, issues and other incidents can be assigned to project members.

- The responsible person can mark the incident as "resolved", causing a notification to the initiator.

- Or the responsible person can assign the incident to another person, "escalating" the issue or "delegating" the issue to somebody capable of resolving the issue.
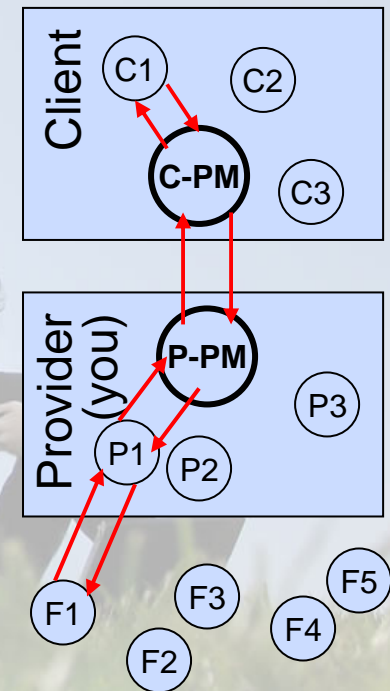
Bulletin Board

- Bulletin Boards (Internet discussions) allow project participants to communicate, while maintaining a written trail of the communication.

- Two bulletin boards are available for each project, for client and provider discussions.

- The project manager can pass messages between the two boards.

Client Board

Provider Board

Client

C1 C2
C-PM C3

Provider (you)

P-PM
P1 P2 P3

F1 F2 F3 F4 F5