

Exercise 1:

Your company has just placed you at SystemsDelivery, Inc., as a temporary project manager. You've been assigned the credit card validation project. This project is designed to be the next big thing in credit card fraud prevention. The management of SystemsDelivery believes that this product will be in high demand at every major retailer in the country. Of course the management needs this product to go to market as quickly as possible. On your first day, the project sponsor hands you several documents about the project. One of these documents is a scope statement the last project manager created before he quit. The scope statement includes the following items:

- The validation system will be housed in a device that attaches to all electronic cash registers.
- The validation system must be updated daily using a telephone line and a special toll-free number.
- The validation system contains both software and hardware components.
- The validation system must validate a credit card in 30 seconds or less.
- The validation system must be ready for the U.S. market first, Canadian second, and European third.
- Different devices and software will be needed for each market.

You need to follow the scope information provided for the credit card validation project and create the work breakdown structure (PBS). Answer the following questions:

1. What format will you use to create your work breakdown structure?

2. What is the name of the highest level component of the work breakdown structure?

3. What are the main project deliverables on the second level of the work breakdown structure?

4. Now that you have the main project deliverables defined, analyze each one and determine the sub-steps that make up each of these deliverables. These new sub-steps are level three. Draw them

5. Examine each level as you create it and determine the sub-steps until you have tasks that are easily assigned to one person. How many levels did you create for this work breakdown structure?

6. Uniquely number each component of the work breakdown structure. Draw your answers. Display your work