



Project Management Northwest

1.0 Define The definition phase of the project is the most important. The success of the project relies heavily on a definition of what needs to be accomplished. The Project Management Northwest process uses decision criteria and risk management tools to define how the solution will be selected and how the decisions will be made throughout the process. Typically the Project Lead will participate in the interview process with one other person, one as the interviewer while the other as the note taker.

1.1 Client Interviews

There are three different client positions to be interviewed there is the Stakeholder, the Decision Maker and the User. An individual could hold one or all three of these client positions.

1.1.1 The Stakeholder has the responsibility for making the project's results perform to specific criteria. The stakeholder will be the first interview. The goal of the interview is to get the basic understanding of the requirements, wants and needs of the project.

1.1.2 The Decision Makers are the ones holding the purse strings; they have a big picture view of how this project integrates with other projects and the long-range strategy. The decision Makers will have a different view of the critical element of the project. The goal of the Decision Makers Interview is to validate the Stakeholders definition of the basic requirements, wants and needs and to identifying the critical elements for the final down selection process.

1.1.3 The User interview is to find out how things will function in the finished product. The user could be the Stakeholder or Decision Maker, a customer, employee, family member or the community. The user has a different perspective than the Stakeholder and Decision Maker. The goal of the user interview is to identify the desired functionality of the finished product.

1.1.4 The Stakeholder (2) After interviewing all of the Decision Makers and Users a report is to be made to the Stakeholder. The goal of this interview is validate the users requests and inform the Stakeholder of the Decision Makers expectations.

1.1.5 Documentation of the interviews is very important. A concise sentence that depicts the interviewee's position is key for establishing the criteria elements in the next step of the process. Defining the criticality, meets and acceptability statements is the goal of this step. These elements will be categorized into operation, look and feel, financial and schedule statements.