



BSBPMG422

Apply project quality management techniques

Assessment 3 of 3

Project 2

Assessor Guide



Assessment Instructions

Task overview

This assessment task consists of **seven (7)** project tasks related to the scenario provided. Read the scenario carefully, then complete the tasks that follow.

Supporting documents

To complete some of the assessment tasks, you will need the following documents:

- Project Quality Management Plan template
- Project Quality Evaluation Report template

Assessment Information

Submission

You are entitled to three (3) attempts to complete this assessment satisfactorily. Incomplete assessments will not be marked and will count as one of your three attempts.

All questions must be responded to correctly to be assessed as satisfactory for this assessment.

Answers must be typed into the space provided and submitted electronically via the LMS. Hand-written assessments will not be accepted unless previously arranged with your assessor.

Reasonable adjustment

Students may request a reasonable adjustment for assessment tasks.

Reasonable adjustment usually involves varying:

- the processes for conducting the assessment [e.g. allowing additional time]
- the evidence gathering techniques [e.g. oral rather than written questioning, use of a scribe, modifications to equipment]

However, the evidence collected must allow the student to demonstrate all requirements of the unit.

Refer to the Student Handbook or contact your Trainer for further information.



Please consider the environment before printing this assessment.

Scenario: GreenThumb - A Gardening Companion App

You are employed as a Project Officer at CBSA. Recently, you were assigned to work with a new client, GreenThumb, assisting them with launching their new mobile app.

GreenThumb is a startup that aims to provide gardening enthusiasts with a comprehensive mobile app to assist with plant care, garden planning, and community engagement. The company has decided to launch a new mobile app that will include features such as plant identification, watering schedules, pest diagnosis, and a social platform for gardeners to share tips and experiences.

GreenThumb aims to have start the project on 1 August 202X and have the app launched in 3 months.

The company requested to achieve the following:

- Consistent user experience with a smooth and intuitive user interface across all devices, such as IOS, Android, tablets, etc.
- The app must comply with all relevant data protection regulations and ensure that user data is securely stored and transmitted.
- The app must be designed to handle an increasing number of users and data without compromising performance. This includes scalable architecture and efficient use of resources.
- Secure at least two strategic marketing partnerships with influencers, media outlets, or complementary brands to amplify reach and credibility to significantly boost the app's visibility and user trust. These partnerships help tap into existing audiences, providing a broader and more effective reach than standalone marketing efforts.

You will support the project team working with GreenThumb on this project, to select and apply quality management tools and techniques during the project.

Task 1

As it is stated in CBSA's 'Project Policy and Procedures', the company adopts a highly consultative approach to project management.

Using the following email template, write an email to the project team, suggesting quality management tools and techniques that you think may be relevant to this project and may help ensuring the success of the project. You may want to research on the internet for quality management tools and techniques that are relevant to the launch of a new app.

Your email must include:

- **two [2]** different quality management techniques
- **two [2]** different quality management tools
- a brief explanation for each tool and technique to explain why you think this would be suitable.

[Approximate word count: 250 – 300 words]

Assessor instructions: Students must write an email to the project team, meeting the word count, to suggest two [2] different quality management tools and two [2] techniques that they think may be relevant to this project (i.e., the launch of a new app) to ensure the success of the project. The email must include a brief explanation for each tool / technique to explain why this would be a suitable tool/ technique.

A sample answer is provided below:

To	Project team
Subject	<<Add a suitable subject>> Such as: Suggested quality management tools and techniques
Attachments	<<Add the attached documents' title>> Students must leave this empty

<<type your email here>>
Dear Team,

I hope this email finds you well. As we move closer to the launch of the new app, I wanted to suggest a few quality management tools and techniques that could be instrumental in ensuring a successful release. Below are two techniques and two tools that I believe will be particularly relevant to our project:

Techniques:

- Agile Testing:** Given the iterative nature of our app development, Agile Testing will allow us to continuously test features and functionalities throughout the development cycle. This approach will help identify and resolve issues early, reducing the risk of major bugs at launch and ensuring a smooth user experience.
- Risk-Based Testing:** With a limited timeframe before launch, Risk-Based Testing can help us prioritise testing efforts on the most critical and high-risk areas of the app. This technique will ensure that the most important features are thoroughly tested, reducing the likelihood of critical issues in key functionalities.

Tools:

- JIRA:** JIRA is an excellent tool for tracking and managing software development tasks, bugs, and issues. Its ability to integrate with Agile methodologies makes it perfect for coordinating our testing efforts and ensuring that all defects are logged, tracked, and resolved efficiently.
- Google Analytics:** Post-launch, Google Analytics will be crucial for monitoring user interactions with the app. It will provide valuable insights into user behaviour, helping us quickly identify any issues with app performance, user experience, or engagement that need to be addressed in subsequent updates.

I believe incorporating these tools and techniques into our project workflow will help us manage quality more effectively and support a successful app launch. I'm happy to discuss these suggestions further or assist with implementation.

Thank you for considering these recommendations.

Best regards,

Student's name

Task 2

The project team appreciated your suggestions, but they are slightly hesitant about this project as none of the team members have adequate knowledge about apps. They have asked you to put together **a series of questions** to the developers to better understand the testing process and how defects are handled.

Use the following email template to write an email to the developers, as requested by the project team.

[Approximate word count: 250 – 300 words]

Assessor instructions: Students must write an email to the developers, meeting the word count, asking a series of questions from the developers to better understand the testing process and how defects are handled. The email must include a brief explanation for each tool / technique to explain why this would be a suitable tool/ technique.

A sample answer is provided below:

To	Developers
Subject	<<Add a suitable subject>> Such as: Input requested or Questions to understand testing and defect handling
Attachments	<<Add the attached documents' title>> Students must leave this empty

<<type your email here>>
Good morning Team,

I hope you're doing well. As part of our efforts to ensure a smooth and effective testing process for the upcoming app launch, I'm gathering information on our current practices and approaches. Your insights will be invaluable in identifying any areas where we can improve our processes.

I would appreciate it if you could take a few minutes to answer the following questions. Your feedback will help us better understand our testing process and how we handle defects.

Testing process:

- What testing methodologies [e.g., unit testing, integration testing, system testing] are currently in use?
- How do you prioritise which features or components to test first?
- How often are tests run, and at what stages of development?
- Are there any automated testing tools you currently use? If so, which ones?
- How do you ensure coverage of all possible test cases?

Defect handling:

- How are defects identified and logged during testing?
- What tools or platforms [e.g., JIRA, Bugzilla] do you use to track defects?
- How do you prioritise defects for fixing?
- What is the typical turnaround time for resolving high-priority defects?
- How do you verify that a defect has been successfully resolved?

Your input is critical as we strive to enhance our development process and ensure the success of the upcoming app launch. Please feel free to provide any additional comments or suggestions that you think would be helpful.

If possible, please send your answers by COB Friday. Your timely response will allow us to address any identified issues promptly.

Thank you for your cooperation and valuable contributions.

Best regards,

Student's name

Task 3

The project team found the developers' input useful and they managed to put together the key deliverables for the project as it follows:

1. Develop a comprehensive document outlining the business goals, functional specifications, and user stories for the app. This document serves as the baseline for development and testing. Due date to be confirmed.
2. The final version of the app must be developed by the agreed due date, including all specified features and functionalities, ready for deployment. This includes both front-end (UI/UX) and back-end components.
3. The complete source code must be finalised for the app by the agreed due date, along with detailed documentation covering code structure, design patterns, application programming interfaces (APIs), and any third-party integrations.
4. Reports must be completed by the agreed due date, detailing the results of various testing phases, including unit testing, integration testing, system testing, and user acceptance testing (UAT).
5. Documentation of performance testing outcomes must be completed by the agreed due date, including metrics such as load times, scalability, and stress test results.
6. A report must be completed detailing the results of security testing, including vulnerability assessments, penetration testing, and compliance with data protection standards. Due date to be confirmed.
7. Finalised UI/UX design files and prototypes must be completed by the agreed due date, reflecting the intended user experience and interface elements, along with a report on user experience testing.
8. A detailed plan must be drafted by the agreed due date, outlining the steps for deploying the app to production, including rollback procedures, environment setup, and compatibility testing.
9. A plan must be prepared by the agreed due date for monitoring the app after launch, including tools for tracking user behaviour, performance metrics, and a process for handling post-launch issues.
10. Documentation and materials for end-user training and support must be completed, including user manuals, FAQs, and helpdesk procedures. Due date to be confirmed.

The team has asked you to draft a **proposed audit criterion** based on the key deliverables and to create an audit checklist based on the criteria.

Use the template provided to write an email proposing the audit criteria, then, using MS Word, create an audit checklist based on the criteria and attach it to the email.

Save the created checklist to your computer and upload it together with your assessment and other documents for marking.

[Approximate word count: 250 – 300 words]

Assessor instructions: Students must write an email to the project teams, meeting the word count, proposing the audit criteria based on key deliverables, then create an audit checklist based on the criteria. The checklist must be saved with the specified naming convention and submitted for marking. Students' answer may vary but must be relevant to the key deliverables provided. Students are not required to write one criterion for each key deliverable; however, audit criteria must be logical and relevant to the project.

A sample answer is provided below:

To	Project Team
Cc	Developers
Subject	<<Add a suitable subject>> Such as: Audit criteria for GreenThumb project
Attachments	<<Add the attached documents' title>> Such as: Audit checklist

<<type your email here>>

Good morning Team,

Hope this message finds you well. As requested, I've developed a set of audit criteria based on the provided key deliverables to ensure we meet all quality standards. I would appreciate your input on these criteria before finalising them.

Draft Audit Criteria:

1. Requirements validation:

- Ensure all app features meet the initial business and functional requirements.
- Confirm that all user stories have been correctly implemented.

2. Code quality:

- Review code for adherence to coding standards and best practices.
- Ensure there are no critical or high-priority bugs outstanding.
- Verify that code is optimized for performance and security.

3. Testing coverage:

- Confirm that all key functionalities have been tested (unit, integration, system, and acceptance testing).
- Ensure automated tests are in place where applicable and that they are up to date.

4. Performance metrics:

- Review performance test results to ensure the app meets response time, load capacity, and scalability requirements.
- Verify that the app performs well under different network conditions.

5. Security compliance:

- Ensure that the app meets security standards and that vulnerabilities identified in security testing have been addressed.
- Confirm that data protection and privacy compliance measures are in place.

6. User interface and experience (UI/UX):

- Verify that the app's user interface is consistent with design specifications.
- Ensure that the user experience has been tested and validated, including accessibility compliance.

7. Deployment readiness:

- Confirm that deployment plans and rollback procedures are documented and tested.
- Ensure that the app is compatible with all intended environments and platforms.

Checklist Based on Audit Criteria – student must create the checklist in a separate Word document, and submit it for marking, together with the assessment. The checklist is not included in the word count.

1. Requirements Validation:

- Features match business and functional requirements.
- User stories implemented and validated.

2. Code Quality:

- Code review completed.
- No critical or high-priority bugs outstanding.
- Code optimized for performance and security.

3. Testing Coverage:

- All key functionalities tested.
- Automated tests implemented and updated.

4. Performance Metrics:

- Performance test results reviewed.
- App meets performance and scalability requirements.

5. Security Compliance:

- Security standards met.
- Data protection and privacy measures in place.

6. User Interface and Experience (UI/UX):

- UI consistency with design specifications verified.
- UX validated, including accessibility compliance.

7. Deployment Readiness:

- Deployment plans documented and tested.
- Compatibility with environments and platforms confirmed.

Please review the above criteria and checklist and provide your feedback. If there are any additional areas you think we should focus on or adjustments needed, feel free to suggest them.

Your input will be crucial in ensuring that our app launch goes smoothly and that we deliver a high-quality product to our users.

Thank you in advance for your time and insights.

Best regards,

Student's name

Task 4

Now that you and the project team have a better understanding of what's involved in an app launch, the Project Manager has asked you to draft a **Project Quality Management Plan** with the following information:

- a) Identify **two (2)** quality requirements imposed by project clients.
- b) Identify **two (2)** quantifiable quality criteria that project deliverables must meet.
- c) Develop **two (2)** quality requirements in the project processes.
- d) Explain how quality control documents will be stored, including folder name, file naming convention.

Read carefully the information provided in the scenario at the beginning of the assessment, then complete each section of the provided Project Quality Management Plan template. Once completed, save the document in a folder on your computer, using the naming convention specified in the plan. Save all the project-related documents in this folder.

Assessor instructions: Student responses are likely to include different wording than the sample answers provided in the Project Quality Management Plan Assessor Guide. However, the acceptable responses must:

- be within the specified word limit
- reflect the characteristics described in the exemplar answer and be relevant to the scenario provided
- address the relevant sections of the plan
- save the document with the naming convention specified in the plan.

A sample answer is provided in the following document: [BSBPMG422_03_Project 2_Project Quality Management Plan_Assessor Guide](#).

Task 5

GreenThumb reviewed your recommendations for quality management tools and techniques provided in Task 1, the Audit checklist with the audit criteria outlined in Task 3 and the draft Project Quality Management Plan from Task 4. They were very pleased with your efforts in trying to understand the testing process as well and they have approved all documentation created by you.

They decided to use Jira for quality assurance. To commence the project, set up the project's Jira page, following these steps:

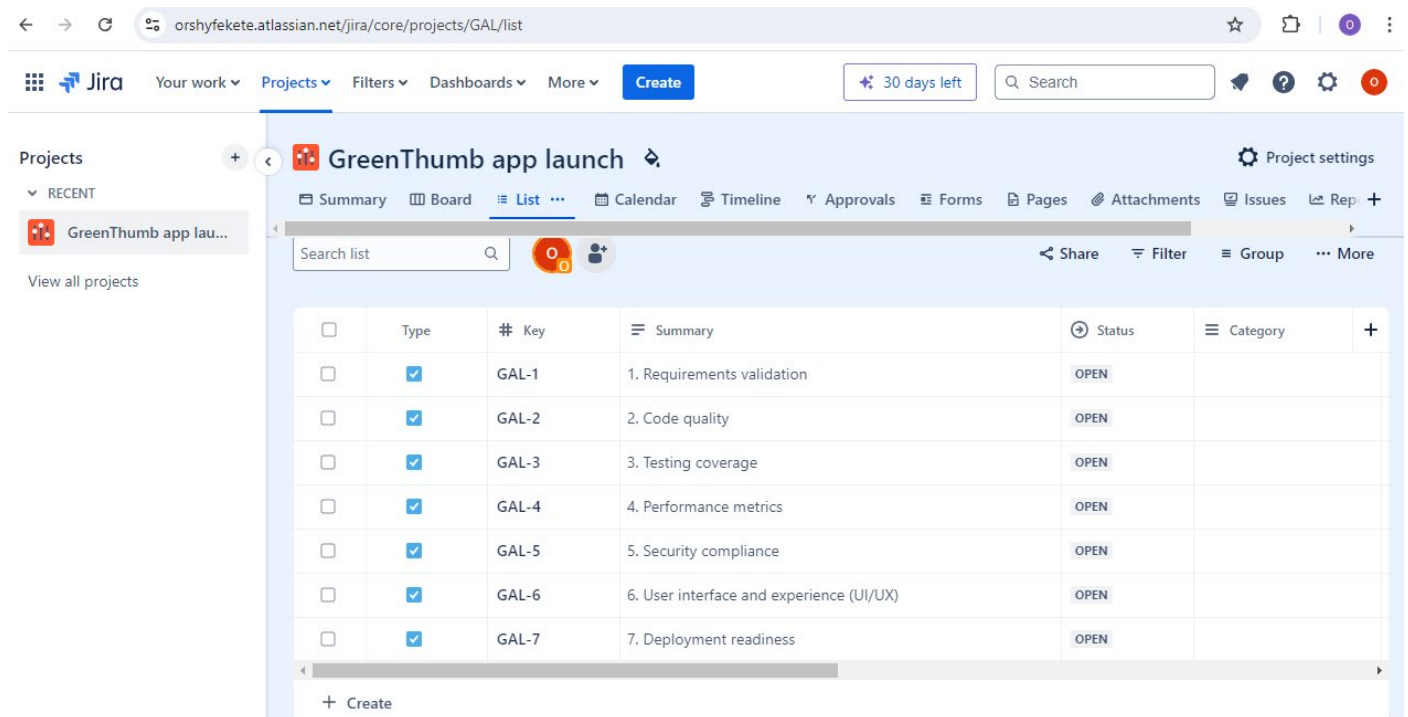
- Go to Jira's [official homepage](#) and create a free account. [Click on "Get started", then sign up either with your Google account or by providing your email address and following the prompts.]
- Once you created a Jira account, create the project's page.
- Using the audit criteria from Task 3, create a list of tasks by clicking on 'Create+', adding each criterion as a new task.
- Once all tasks are added to the project page, click on 'List' and take a screenshot of the project page, including a list of tasks. [You can take a screenshot by using the computer's 'Snipping tool' or by clicking on 'Print Screen' and pasting the screenshot in the space provided below.]

- Insert your screenshot in the box provided below. Your screenshot must clearly show the project's title and all the tasks as per the audit criteria from Task 3.

<<Insert your screenshot here>>

Assessor instruction: Students must create the project's Jira page following the steps provided and provide a screenshot. The project's steps must align with the quality criteria set by the student in Task 3.

See a sample screenshot below of how the Jira page should look like:



Task 6

The app has been officially launched on 1 November, as scheduled. The developers at GreenThumb have completed their testing and they have sent the following email with the results:

To	CBSA's Project Team
Subject	GreenThumb initial testing
<p>Dear All,</p> <p>I hope this email finds you well.</p> <p>Unfortunately, the team was caught up with other priorities and didn't have the time to complete testing before the app's launch. For some reason, the team was sure that there is more than a month until the official launch.</p> <p>Anyway, a bit late, but we have now completed the first round of testing for the GreenThumb app with the following results:</p> <ul style="list-style-type: none">• The app includes most planned features, with notable functionality in user authentication and data synchronisation. Initial testing revealed 8 bugs, including issues with the login process and data syncing errors.• Initial performance tests show acceptable load times (average 3 seconds) and stability under moderate load, but we didn't cover extreme load scenarios or long-term scalability.• Security testing has not yet commenced, so we don't know if there are any potential vulnerabilities.• Test users reported navigation difficulties and inconsistent design elements. The app reportedly worked the best on Android phones.• The team was extremely busy with developing the app, so they didn't have time to document all source codes. <p>Note that not all team members had access to Jira, so this slowed down communication with other stakeholders involved in the project.</p> <p>Hope this helps,</p> <p>Developers at GreenThumb</p>	

Using the template provided, complete the **Project Quality Evaluation Report template** to review the effectiveness of the quality processes and procedures based on predefined criteria set in the Project Quality Management Plan.

Your report must include:

- a summary of how the project met quality requirements of project clients.
- performance against project deliverables, identifying a minimum of **two [2]** shortfalls in quality outcomes, and
- recommendations for improvements that can be applied post-launch, as part of the company's continuous improvement process.

Once completed, save the report to your computer with the naming convention defined in the Project Quality Management Plan, and submit it for marking together with the other documents.

Assessor instructions: Students must complete an evaluation report based on the developers' test results. In the report, students must address each heading of the report, including a summary of how the project met quality requirements set in the Project Quality Management Report, identify a minimum of two (2) issues and provide recommendations for improvements that can be applied post-launch for similar future projects.

Example issues and benchmark answers are included in the BSBPMG422_02_Project 1_Project Quality Evaluation Report_Assessor Guide.

Task 7

Collect the project-related quality documents from Tasks 1-6 in a folder on your computer, according to the Project Quality Management Plan's information on how quality control documents will be stored. Make sure that all documents are saved with the required naming convention.

Take a screenshot of the folder, clearly showing the list of the documents saved in the folder. Insert your screenshot in the box provided below.

[You can take a screenshot by using the computer's 'Snipping tool' or by clicking on 'Print Screen' and pasting the screenshot in the space provided below.]

<<Insert your screenshot here>>

Assessor instruction: Students must create a folder on their computer and name it according to the information from the Project Quality Management Plan on how quality control documents will be stored. Using the set naming convention, students must save the following documents in the folder:

- Audit checklist (from Task 3)
- Project Quality Management Plan (from Task 4)
- Project Quality Evaluation Report (from Task 6)

Assessment checklist:

Students must have completed all questions within this assessment before submitting. This includes:

Task 1	Write an email to project team with suggested quality management tools and techniques	<input type="checkbox"/>
Task 2	Write an email to developers with questions regarding testing process and defect handling	<input type="checkbox"/>
Task 3	<ul style="list-style-type: none">• Write an email to project team with proposed audit criteria• Create an audit checklist	<input type="checkbox"/>
Task 4	Complete the Project Quality Management Plan	<input type="checkbox"/>
Task 5	Create the project's Jira page and provide a screenshot	<input type="checkbox"/>
Task 6	Complete the Project Quality Evaluation Report	<input type="checkbox"/>
Task 7	Provide a screenshot of the folder, including all quality documents	<input type="checkbox"/>



Congratulations, you have reached the end of Assessment 3!

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