Southern New Hampshire University

QSO 340 Milestone Two Guidelines and Rubric

Overview: To complete this milestone assignment, you will continue your case study analysis and address topics ranging from stakeholder analysis to PMBOK® knowledge areas.

Prompt: For this milestone, you will submit a paper that addresses sections II and III of the final project.

Specifically, the following **critical elements** must be addressed:

II.   **Analysis**: Analyze the case and include the following components.
   d.   Build a complete stakeholder **register** for the case study project using the provided template. Your register should identify all necessary stakeholders and highlight key stakeholders.
   e.   Using your stakeholder register, calculate and diagram the **communication channels** the project manager will use for key stakeholders and remaining stakeholders.
   f.   Using examples from the case study, differentiate between key and remaining stakeholder channels and discuss the **potential struggles** that might be faced by each.
   g.   Select two **collaboration and communication strategies** you could use to address potential challenges communicating with various stakeholders based on your communication channels. Explain the reasoning for your selections.

III. **PMI (Project Management Institute®)**
   a.   Provide a brief description of how the project approaches each of the ten PMI® **knowledge areas**. In other words, describe the knowledge areas in terms of how they are used in the case study project.
   c.   Identify where knowledge areas or process groups are **approached unsuccessfully** and explain your reasoning using examples from the case study.

(Note that, before submitting your final project in Module Seven, you must to include all of the critical elements in the Final Project Guidelines and Rubric document. This includes the elements that you completed in Milestone One and Milestone Two.)

Rubric

Guidelines for Submission: Your draft of these sections of the case study analysis should be 3–4 pages in length. It should be formatted with 12-point Times New Roman font, double spacing, and one-inch margins, and all citations and references should be formatted according to APA guidelines.

Critical Elements	Proficient (100%)	Needs Improvement (75%)	Not Evident (0%)	Value
Analysis: Register	Builds a complete stakeholder register for the case study project using the provided template, identifying all necessary stakeholders and highlighting key stakeholders	Builds a stakeholder register for the case study project but does not use the provided template, or does not identify all necessary stakeholders or highlight key stakeholders	Does not build a stakeholder register for the case study project	15
Analysis: Communication Channels	Calculates and diagrams correctly the communication channels the project manager will use for key stakeholders and remaining stakeholders	Calculates and diagrams the communication channels the project manager will use for all stakeholders, but diagram is incomplete or channels are inaccurate	Does not calculate or diagram the communication channels the project manager will use for stakeholders	15
Analysis: Potential Struggles	Differentiates between key and remaining stakeholder channels and discusses the potential struggles that might be faced by each, using examples from the case study	Differentiates between key and remaining stakeholder channels and discusses the potential struggles that might be faced by each, but discussion contains inaccuracies or does not use examples from the case study	Does not differentiate between key and remaining stakeholder channels or discuss the potential struggles that might be faced by each	15
Analysis: Collaboration and Communication Strategies	Selects two collaboration and communication strategies that could be used to address potential challenges while communicating with various stakeholders, explaining reasoning, and strategies are based on communication channels	Selects two collaboration and communication strategies that could be used to address potential challenges communicating with various stakeholders, explaining reasoning, but strategies are not based on communication channels, or explanation is cursory or contains inaccuracies	Does not select two collaboration and communication strategies that could be used to address potential challenges	15
PMI: Knowledge Areas	Provides a brief description of how the project approaches each of the ten PMI knowledge areas	Provides a description of how the project approaches the PMI knowledge areas, but description is cursory or contains inaccuracies	Does not provide a description of how the project approaches the PMI knowledge areas	15
PMI: Approached Unsuccessfully	Identifies where knowledge areas or process groups are approached unsuccessfully and explains the reasoning using relevant examples from the case study	Identifies where knowledge areas or process groups are approached unsuccessfully and explains the reasoning, but explanation is cursory, contains inaccuracies, or does not use relevant examples from the case study	Does not identify where knowledge areas or process groups are approached unsuccessfully, or does not explain the reasoning	15
Articulation of Response	Submission has no major errors related to citations, grammar, spelling, syntax, or organization	Submission has major errors related to citations, grammar, spelling, syntax, or organization that negatively impact readability and articulation of main ideas	Submission has critical errors related to citations, grammar, spelling, syntax, or organization that prevent understanding of ideas	10
			Total	**100%**