

Waterloo Regional Police: CIMS Project

Name

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Date

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Communication Channels

Project communication is probably one of the most essential part of the project plan. The PMBOK Guide points out that the project managers need to consider the number of potential communication channel as a demonstration of the complexity of the project (PMI, 2004). In the case study of the Waterloo Regional Police, the number of communication channels are seven , which include are need to ensure they select an effective communication channel to use when communicating with their stakeholders. The formula for calculating the communication channel in the Waterloo Regional Police case study is achieved through the following formula: $n(n-1)/2$, where n represent the number of stakeholders. Therefore, in the case study, there are 7 key stakeholders and three remaining stakeholders in this project. Therefore, the communication channels for the seven key stakeholders can be calculated as follows:

$$\begin{aligned} &n(n-1)/2, \\ &7(7-1)/2 \\ &=7*6/2 \\ &=21 \end{aligned}$$

Therefore, there are 21 channels of communication within the key stakeholders at WRPS project. The following in a diagram representation of communication channels of the key stakeholders in the WRPS project:

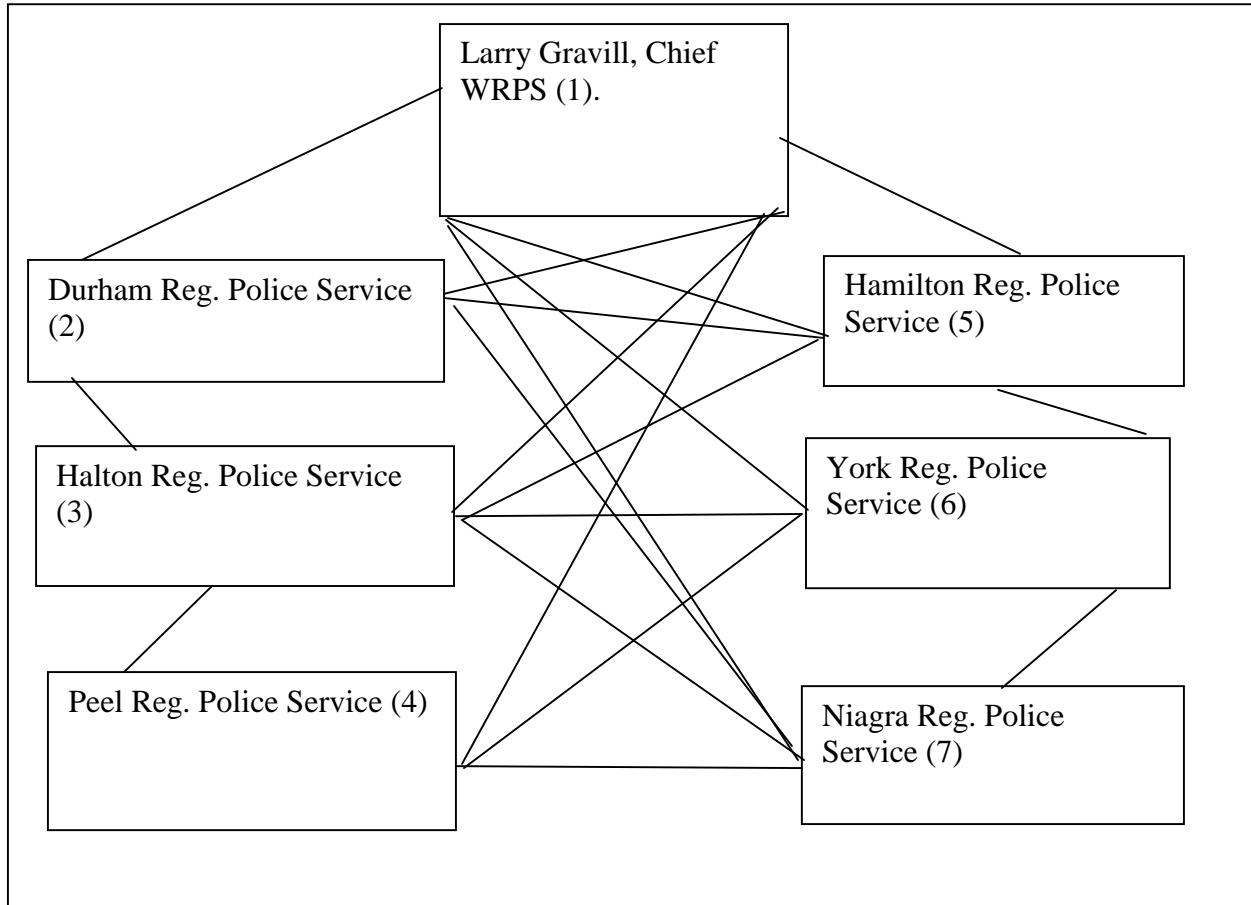


Figure 1: Communication Channel of Key Stakeholders

The calculation of the remaining 4 stakeholders can be given as follows:

$$\begin{aligned}
 & n(n-1)/2, \\
 & =4(4-1)/2 \\
 & =4*3/2 \\
 & =6.
 \end{aligned}$$

Therefore, there are 6 channels of communication within the remaining stakeholders at WRPS Project. In this case, the following figure 6 is the representation of the communication channels of the remaining stakeholders in the WRPS project:

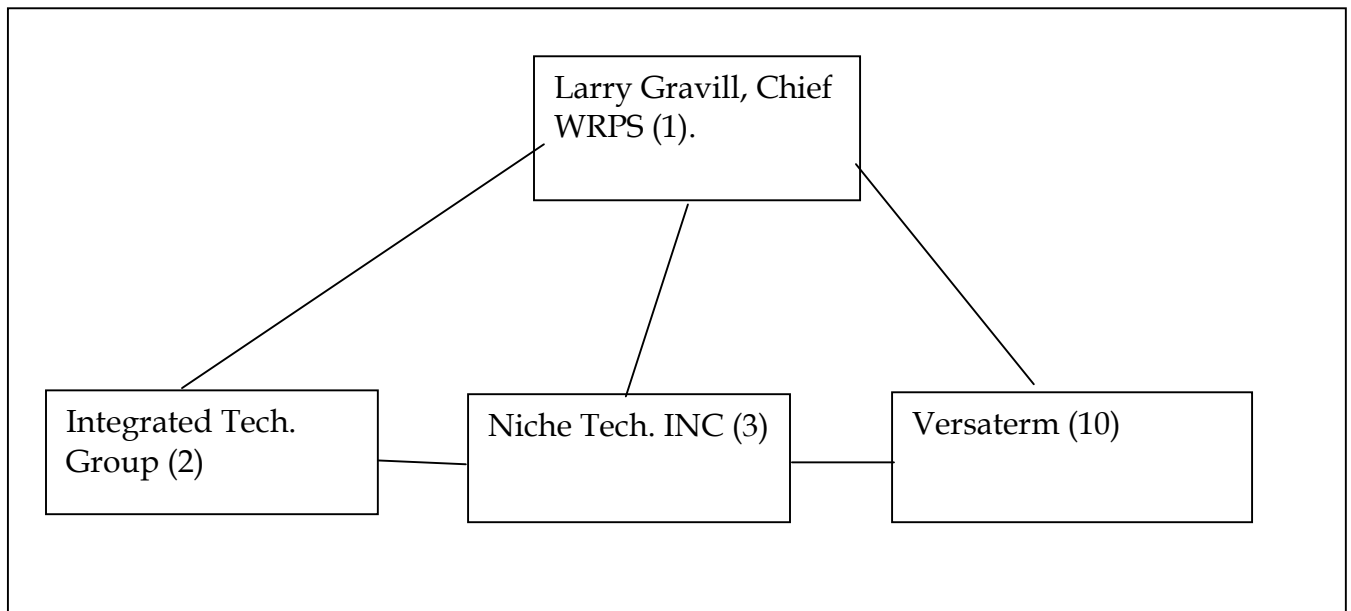


Figure 2: Communication Channels of Remaining stakeholders at WRPS Project

Potential Struggles

Key Stakeholders in the WRPS project include Larry Gravill, who is the Chief at WRPS. Other key stakeholders are the regional commanders who include Durham Regional Police Service, Halton Regional Police Service, Peel Regional Police Service, Hamilton Regional Police Service, York Regional Police Service and Niagra Regional Police Service. However, one of the major struggle that the key stakeholders might face is lack of sufficient funds to implement the desired project in their respective police stations.

The remaining stakeholders include the vendors under consideration to carry out the project. The vendors included, Integrated Tech. Group, Niche Tech. INC and Versaterm. One of the common struggle that might arise between the stakeholders is compliance with the new standards.

Collaboration and Communication Strategies

Brainstorming

Brainstorming-the first strategy to be used is brainstorming. Brainstorming is a conference communication technique by which a group attempt to solve a given problem by amassing their ideas and engagement of all members Cleland, and Ireland, 2006. In this case, the Chief Officer, Larry Gravill would invite all the stakeholders in the project and attempt to find a solution to the problem.

Meeting Regularly

The Chief at WRPS. Should ensure that they meet regularly with the entire team. This offers every stakeholder in the project opportunity to be present their finding about the project activities and in case of any changes they are discussed. A regular meeting will help the WRPS key stakeholders create a level playing field as they are being given a chance to forward their ideas concerns as well as share their status update. The Chief at WRPS should draft the agendas and send through email to all key stakeholders before the meeting in order to save time.

PMI: Knowledge Areas

In order to address each of the ten PMI areas, the project manager will develop a project charter. The project charter helps to initiate the project and authorize the steps that the project manager will take. Secondly, development of project management plan. A project management plan is the main guiding document that will be used in the WRPS project. The project management plan will be distributed and approved by the seven key stakeholders and also it will be shared with the selected vendors. Finally, the key stakeholder will be responsible for monitoring and controlling the work and provide the project status report in their region as well as identifying any project changes.

PMI: Approached Unsuccessfully

First, field reporting were a major problem and they were not operationally proven within the field as it was the case with Niche Company. Secondly. Lack of staff to allocate to the WRPS project was another problems in the project. Other CIMs agencies were faced with problems regarding compliance with the new standards.

Reference

Cleland, D. L., & Ireland, L. R. (2006). *Project management*. McGraw-Hill Professional.

Guide, P. M. B. O. K. (2004). A guide to the project management body of knowledge. In *Project Management Institute* (Vol. 3).