



**Quality Management Plan
California IT – A Commitment to Green**

Document Control

Document Information

	Information
Document Id	
Document Owner	Marjorie Rubenstein
Issue Date	April 2, 2009
Last Saved Date	
File Name	ITMAXVI_QualityPlan.doc

Document History

Version	Issue Date	Changes
[1.0]	04/02/2009	Document created

Document Approvals

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1 Quality Overview

As the first step in creating the Quality Management Plan, ITMA XVI identified the areas where the project would be most affected by quality. Therefore this Quality Management Plan addresses the process of providing quality deliverables to the project.

1.1 Definition

ITMA XVI defines *quality* as a measure of excellence or state of being free from defects, deficiencies, and significant variations.

2 Quality Assurance

2.1 Overview

There are several methods that will be used to ensure that the ITMA XVI California IT - A Commitment To Green project, and the deliverables that result from it adhere to appropriate quality standards. There are four project teams: Project Management Office (PMO); Green Information Technology (Green IT); Green Integration Team (GIT); and Design, Outreach and Marketing (DMO). Each team meets separately to research, vet, write and review their deliverables. This will ensure that each member of the ITMA XVI class has an opportunity to contribute to the deliverables.

2.2 Procedures

These procedures provide the ability for any member of a project team to make suggestions and/or comments regarding the content of deliverables. The project adopts the following procedures:

- **Internal Project Team Reviews**
These are project team work sessions in which each team reviews all deliverables prior to submitting them to the Project Management Office and the Design, Outreach and Marketing team. Each team has the ability to review deliverables produced by other teams.
- **ITMA XVI Class Manager Reviews**
The class managers will receive the final drafts of each deliverable for their review and input. Monthly project status meetings with the PMO and the Class Managers will be held via teleconference. Discussions regarding the deliverables will be on the agenda. Any changes/edits/omissions that are suggested will then be taken back to the specific team that produced that deliverable for editing and submission to the DMO team for finalization.
- **Finalization of Deliverables**
The DMO team will receive the final document versions. They will review the documents and package them in a format that will provide consistency and uniformity prior to publishing them on the Project website.

2.3 Overview

Team and Team Leads	Deliverables	Sign-off Authority	Resolution
Green Integration Team <i>Team Leads: Anita Fearman Patricia Rogers</i>	<ul style="list-style-type: none"> • Identify Project Sponsors and Partners • Project Schedule • Project Roles and Responsibilities • Identify CA IT Strategic Plan Component • Policy letter development 	<i>PMO: Marjorie Rubenstein, Valerie Holley, Karan Marsh, LaTrenda Easton</i> Deliverable should satisfy the project goal and deliverables as stated in the project charter.	Ready for Class Manager review Ready for website posting where needed
Green Integration Team Project Review <i>Team Leads: Raju Sah, John Rubio</i>	<ul style="list-style-type: none"> • Document Scope • Best Practices – IT Asset Life Cycle • Best Practices – IT Energy Efficiency • Utilization of IT to Enable Green Best Practice 	<i>PMO: Marjorie Rubenstein, Valerie Holley, Karan Marsh, LaTrenda Easton</i> Deliverable should satisfy the project goal and deliverables as stated in the project charter.	Ready for Class Manager review Ready for website posting where needed
Design, Marketing and Outreach Team <i>Team Leads: Raymond Basiri, Spencer Forslund</i>	<ul style="list-style-type: none"> • Marketing Plan • Events – Attendance Only • Government Technology Conference • Develop ITMA XVI branding • Package deliverables 	<i>PMO: Marjorie Rubenstein, Valerie Holley, Karan Marsh, LaTrenda Easton</i> Deliverable should satisfy the project goal and deliverables as stated in the project charter.	Ready for Class Manager review Ready for website posting where needed
Telework Team <i>Team Leads: Becky Pipoly Kelly Gillan</i>	<ul style="list-style-type: none"> • Recommended Telework Roles • Statewide Policy • Establish partnership • Develop Guidelines for Managers and Staff • Keys for Telework Success 	<i>PMO: Marjorie Rubenstein, Valerie Holley, Karan Marsh, LaTrenda Easton</i> Deliverable should satisfy the project goal and deliverables as stated in the project charter.	Ready for Class Manager review Ready for website posting where needed

Team and Team Leads	Deliverables	Sign-off Authority	Resolution
Project Management Office Project Review <i>Team Leads: Marjorie Rubenstein, Valerie Holley</i>	<ul style="list-style-type: none"> • Master Project Plan • Risk Management Plan • Communication Plan • Quality Management Plan • Monthly Issues/Risks/Log • Monthly Status Reports • Steering Committee Facilitation 	Class Managers: Debra Gonzales, Nabil Fares, Jim Hanacek Deliverable should satisfy the project goal and deliverables as stated in the project charter.	Ready for Posting on website

2.4 Responsibilities

This section defines the roles and responsibilities for all human resources involved with quality management.

Document Originator

The Document Originator submits the deliverable to the PMO for review. The Document Originator's responsibilities include:

- Creating the deliverable
- Vetting the deliverable within the team
- Submitting the deliverable to the PMO.

ITMA XVI PMO

The PMO receives each deliverable from each of the teams.

- PMO members review the deliverables for completeness, subject content and whether the deliverable meets the goals as established in the Charter.
- Submits deliverables to the Class Managers.
- Ensures the deliverables have been submitted to the DMO Team for finalization
- Monitors the progress of all deliverables.

Class Managers

The class managers review and approve each deliverable.

- Reviews deliverables for subject content and completeness.
- Submits requests for changes to any deliverable through the PMO
- Approves the final deliverables for ITMA XVI Academy project.