SOP Subject	Internal Projects	Authorized By	Ken Fong
Category	Standard Operating Procedures	Status	Draft
Version	1.0	Effective Date	
Date Prepared	January 29, 2007		

Introduction	
Purpose	Provide guidance for prioritization, performance consistency and quality in ResQSoft internal projects
Personnel Concerned	All ResQSoft staff and consultants
Directives Cancelled	None
Distribution	Email and SharePoint
Originator	ResQSoft Project Management Office

Revision History	
1.0	

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1.0 Standard Operating Procedure Summary: Internal Projects

- PMO Project Control Documents and SOPs are not mandatory, but are recommended. Task and Issue Tracking is strongly recommended, particularly when resources of other functional departments are required. Discretion to determine what PMO-recommended controls to use for an internal project rests with the cognizant project manager. Unless otherwise specified, the Technical Director or Chief Technology Officer is the project manager for such projects.
- Internal projects must be planned so as not to interfere with client projects, to the maximum extent practical, and resource usage must be agreed to by any client projects to which that resource is also assigned.
- Efforts expended on internal projects shall be charged against the appropriate department and matter code in both timesheets and, as appropriate, Scarab tasks.

2.0 Standard Procedures

2.1 General Procedures

In addition to client engagements, ResQSoft is committed to developing its valuable intellectual property in *Engineer* and other software that ResQSoft licenses to, or uses for the benefit of, clients. To maintain and improve upon ResQSoft's competitive advantage and increase the efficacy of this intellectual property, ResQSoft will, from time-to-time, engage in internal projects to upgrade or otherwise improve functionality of ResQSoft software. These projects, typically, are undertaken between client engagements and are often ongoing efforts.

The following general procedures govern internal projects:

1. Unless specifically approved by the PMO, client engagements take priority over internal projects and developer resources should first be allocated whenever possible to client-billable work.

2. The PMO's Project Control Documents and SOPs do not apply to internal projects but, and specifically for Task and Issue Tracking, are recommended by the PMO.

3. The functional office to which the internal project pertains may, at its discretion and judgment, require one or more of the standard Project Control Documents and SOPs applicable to PMO portfolio projects to be used for the internal project (e.g., Status Reports).

2.2 Task and Issue Tracking

The PMO recommends that all internal projects shall provide for detailed Task and Issue Tracking to monitor project progress and maximize chances of project success. Currently, ResQSoft uses the Scarab tracking system for this purpose and the project manager, with support from the PMO, shall be responsible for ensuring the timeliness and accuracy of information in Scarab. The project manager may delegate this responsibility to the project technical lead. If required to be used by the cognizant project manager, this information

shall be available for import (e.g., Microsoft Excel spreadsheet) into the ResQSoft Internal Portal's PMO section for preparation of management reports.

Tasking in Scarab shall be done in accordance with the Action Item Log – Internal SOP, attached hereto for reference and also available from the ResQSoft Internal Portal. Scarab shall be the primary mechanism for Action Item tracking and management rather than other means, including email or IM. However, this statement does not permit staff to ignore a task they have undertaken to complete just because it is not entered into Scarab.

Action Items -
Internal Use

2.3 Project Cost Center

All staff efforts associated with the project shall be charged against the appropriate internal department and matter code in timesheets and Scarab Tasks. These codes are created and maintained by the ResQSoft PMO. Contact the PMO if the appropriate charge code(s) are missing.

3.0 Questions and Comments Relating to Internal Projects

Any questions or comments relating to this SOP should be directed to the employee's or consultant's immediate supervisor or the ResQSoft PMO. Any deviations from policy must be requested and approved in writing by the ResQSoft PMO.

PMO Use Only

Status	Active SOP
Next Action	Quarterly Progress Review
Next Action Date	April 1, 2007