Project Management Case Interview

The goal: Transition our operations software from FullSlate (FS) to Tokyo Academics Suite (TAS)

Note: Full Slate is a web-based appointment scheduling software. The operations staff record the client info and check with tutors for availability before arranging an appointment. Tokyo Academics Suite is an improved version of FS.

Background: Tokyo Academics has been using FS for 4 years, but it has many flaws including inability to track revenue correctly, write lesson reports, check payrate & hours for tutors, and others. After a year of development, Tokyo Academics built TAS to replace FS and we need to train all of our staff to prepare for the transition.

The facts:

- Clients: 2000
    - Students: 1200
    - Parents: 800
- Staff: 60
    - Part time tutors: 35
    - Full time tutors: 15
    - Operations staff: 6
    - Off-site staff: 4
- Deadline: 1 month from today

Stages:

- Make sure all database are properly transferred.
- Train staff to use TAS.
- Make sure all billing information are correctly transferred

Tasks:

- As a project manager, you will choose one of the stages and structure a process for transition. What actions/steps are needed to ensure a smooth transition without disaster? How do you insure against disaster?
- Estimate the time required for your stage. How do you manage this transition?