

# **Monitoring and Controlling Process Group Artifacts**

10.3 Control Communications

10.3.3 Information management systems (Tools and Techniques)

PMGT 690, ERAU, Prof. Sherman

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10.3.3 Information management systems (Tools and Techniques): PMGT 614, our team produced a project dashboard. This is a common tool used to control communication catered to specific tasks. This homework explains how the project dashboard is utilized and how it is an effective tool in controlling communications.

When planning and preparing to use a dashboard report, you must first decide the role of dashboards in the company. Project managers must find out where and how they fit into projects (Dow and Taylor, 2015). Dashboards provides visibility on the work being done. Project managers can get quick visual on the status of the project during any phase of the life cycle. Developing the dashboard, project managers need to take into consideration the type of project. Typical information categories that reflect important aspects of project performance include finding the core of the project. A project reporting dashboard should be more than just data on a screen. It should have a core theme based on the essence of the problem (<https://epoc.org>, 2009). Project team need to ask the question, “What do you want to know?”. It is imperative to keep the information focused on the critical items. “Interesting” items, or items that are requested from third parties can be reserved for the Appendix.

Not all projects and or scenarios are identical. Project teams need to shape their dashboards to address a specific audience and communicate critical information so they can understand and be delivered quickly. Dashboard content must be organized in a way that reflects the nature of the information and that supports efficient and meaningful monitoring. Structuring the dashboard is an opportunity to define the correct way to look at the project. It will provide a

certain view or look at the project. How project teams choose to lay out information shapes how the audience understands the big picture and how smaller pieces fit together.

Flow-based structures emphasize a sequence of events or actions across time. The structure of a dashboard can also emphasize the relationship between entities or measures. These relationships can pertain to mathematics, geographical or functional. Another dashboard structure could be grouping related information. This can be put into hierarchal order.

Another important aspect in designing the project dashboard is knowing who will be viewing the dashboard; who is the audience? The stakeholders identified need to know the status of the project at all times. Project teams need to ask when designing project dashboards, who is the audience. What do they want to see and what do they already know? Delivering a standardized dashboard across an entire organization has benefits of getting everyone on the same page (Traverso and Schneider, 2012). However project teams must prioritize the audiences so conflicts can be more easily handled.

## **Conclusion**

Dashboards can come in many different shapes and sizes. What never changes is a good dashboard focus on the most important information and communicate this information clearly and concisely. When developing project reporting dashboards, it is important to know the intended audience, prioritize the information and then develop the dashboard in relation to the type of project.

## Reference List

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Dow, W. and Taylor B (2015). *Project Management Communication Tools*. Dow Publishing LLC. Renton, WA