

Executive Summary: Agile Project Management with Microsoft Teams

Many businesses got affected in various ways by the increasing tendency of remote work. In particular, the modus operandi (MO) in work and education had to be changed. In 2020 managers and thus employees increasingly rely on the concept of working remotely.

Additionally, in times of digitalization, where Industry 4.0 rules over the current landscape of businesses, the key processes of companies tend to be more digitalized. In this context, companies increasingly offer opportunities for remote work to their employees. However, since this concept is based on online communication where project members are not in the same physical environment, collaborating and communicating amongst team members becomes challenging when a high frequency of information exchange is required.

Due to the shift of the workplace to home office, collaboration tools such as Zoom, Discord, or MS Teams have gained popularity. For this project the relevant collaboration and communication tool was MS Teams. MS Teams is an online PM (Project Management) platform, developed by Microsoft in 2017. The software is used for filesharing, communication (chat and calls), and collaboration with several plugins available.

The goal of this research project is to evaluate how the organization's PM can be supported with collaboration tools, based on PRINCE2 Agile and MS Teams.

The applied methods in this work are the analysis of the partner organization's previous PM, two interviews conducted with the IT department and the strategy department, and the resulting development of a concept for the current project management. The goal was to design a concept that can then be used to standardize the use of collaboration tools in PM.

In order to achieve the main goal of this project the following steps were defined:

- **Analysis of the current PM**

As mentioned before, the current PM had to be analyzed and summarized. With the derived knowledge from this analysis, the interviews with the IT- and Strategy Department have been planned.

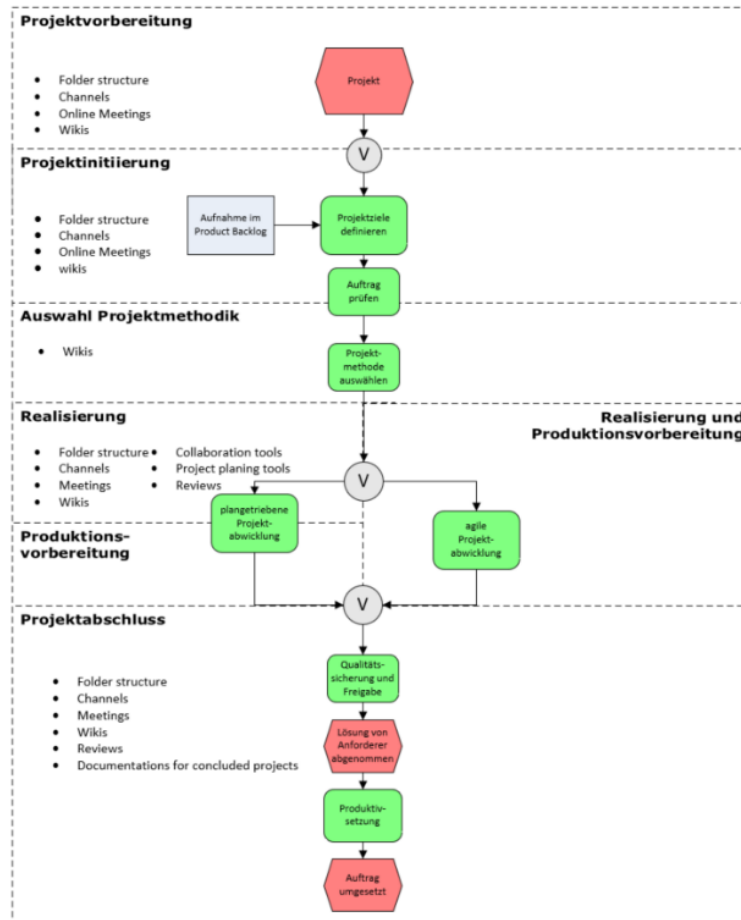
- **Interview IT- & Strategy Department**

For each process in a project implementation demands of contact persons have been evaluated. These requirements then evaluated in the team in order to narrow it down to a concept.

- **Concept Design**

For the concept development the design research science has been applied. Each requirement defined in the interviews was examined and integrated into the concept which had to be developed. In the

following a graphic is displayed. For each step of a project MS-Teams based solutions can be found on the left of the model.



- **Structure**

The defined structure of the concept shown in the model will then be implemented by the project manager. There is one Teams-team with one channel. Every channel has all tabs available that are shown in the model. The most important tab is MS-Planner that can be used for every phase in the project execution. The project leader uses the MS-Planner for project preparation and for planning sprints.

- **Evaluation**

The evaluation was performed with a MS-Teams functionality called MS-Forms. Three questions were asked concerning the usability of the concept. In conclusion a positive feedback was received and therefore the results of this project can be used for future innovations and extensions.