**Scope Management Plan**

**RAMS Corner: Ticketing Service System**

**Nacor Industries**

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**Date**

**June 2023**

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## 1.1 Introduction

Towards the start of the project: RAMS Corner Ticketing System, the team, Nacor Industries has already set a list of scope and limitations that would enable the group to focus on the tasks at hand and not be swayed nor distracted by minor issues nor inconveniences prior, during and after the development phase. This Scope Management Plan aims to identify and elaborate the necessary processes used to define, control, approach, delegate, and verify the project’s scope which involves—but are not limited to—the following:

1. Requirement Collection

* This process would be done through collective and regular meetings with the group and the client through a Scrum-Fall methodology-based workflow. This ensures that the needed data and resources would be gathered and verified simultaneously while also allowing freedom for the team in case of revision, as referenced in the figure below:

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Description automatically generated

Figure 7: Scrum Fall Methodology

1. Scope Definition

* Involves the checking of all the necessary documents such as contracts, agreements, and statements of work to ensure that they align with the project's goals, objectives, and constraints.

1. Work Breakdown Structure (WBS) Creation

* The WBS is comprehensive and accurate visual representation of the tasks and goals that the team came up with through various sessions and meetings which entails all the work packages required to complete the project.

1. Scope Verification

* This would be done through performing a walkthrough of the project deliverables with stakeholders to ensure that they meet their needs and expectations. Furthermore, it will allow stakeholders to provide feedback and make suggestions for improvement as indicated accordingly through the team’s Scrum-Fall Methodology.

1. Scope Control

* Controlling the project’s scope is needed to reflect any changes in the project's goals, objectives, or constraints. Prior to any changes the team would make sure that the stakeholders are aware of the project's scope.

### 1.2 Scope Management approach

The scope of the web application, RAMS Corner: Ticketing System is pre-determined in Scope Definition, Project Scope Statement, Work Breakdown Structure (WBS) and WBS dictionary. The primary objective of the project is to develop the said application for the client, APC-ITRO, and provide a platform for them to use in lieu of their current email-based reporting system. The scope of the project revolves mainly around the main project documentation and the creation phase would include the planning of the system’s functionalities, design, actual development, test cases for usability and performance, along with the provision of user manuals, training, and support for the stakeholders and clients.

### 1.3 Roles and Responsibilities

In order to promote organizational harmony and present a systematic and effective development procedure, each member of the team, Nacor Industries, along with other stakeholders has been assigned with roles according to their interests and areas of expertise, with the roles being listed below:

|  |  |
| --- | --- |
| **ROLES** | **RESPONSIBILITIES** |
| Project Manager | * Assigns work to all team members * Ensures that project deliverables are done on time * Facilitates team meetings with the project client and development team for possible changes and requests within the system and project documentations. * Executes scope change requests from project client and development team if changes will be necessary as discussed in consultations. |
| Product Owner | * Defines and prioritizes the project requirements and ensures that the final product meets the needs of the stakeholders. * Works closely with the Project Manager and Scrum Team to ensure that the project deliverables align with the scope. * Represents the stakeholders and clients’ best interest during meetings. |
| Scrum Master | * Facilitates the Agile Development process with regards to the Scrum framework * Works closely with the Project Manager and Product Owner to ensure that the project is progressing according to the defined scope. |
| Documentation Team | * Oversees the project documentation deliverables and ensures that the documents are presentable and free from errors. * Ensures that the project documents are adjusted and updated according to what the project client and project manager discussed on change requests. |
| QA Tester | * Ensures that the system is free of bugs and is usable * Oversees the development to assess the quality of the system prior to its deployment |
| Junior Developer | * Responsible for testing the source code to identify and fix any issues or bugs. They collaborate with quality assurance (QA) engineers to ensure the software meets the desired functionality and quality standards. |
| Project Sponsor | * As a key stakeholder, the client provides all the necessary information needed by the project team in their work organization, if necessary, in the project development * Suggests changes in the system according to their work organization that should ensure the system is properly developed before deployment |

Table 4: Scope Management - Roles and Responsibilities

### 1.4 Scope Definition

The project, RAMS Corner: ITRO Ticketing Service System, is designed for the use of the (1) APC organization; (2) APC staff and faculty members, (3) APC students, will help the ITRO in their workflow in identifying problems within the building. This ticketing system that the team is developing allows the ITRO Admins to have more control over how it tracks and resolves the ITRO Client complaints. The team’s ticketing software has a set of processes that enable the ITRO to efficiently oversee incidents and service requests logged or reported by its ITRO clients which involves—and is specifically limited to—the following:

* Infrastructure-Based
* Desktop Support
* Server/Cloud Services Support
* Audio/Video Equipment Support
* Software-Based
* Backend Development Support
* Business Analysis/QA
* Data Analysis
* Software Development Support

The flexible ticketing solution increases IT service delivery and overall ITRO Client satisfaction by integrating native IT service management modules such as IT problem management and asset management. But this ticketing system will not cover the management of the requests to ITRO that are raised via phone calls. This application serves only as Ticket Management and does not include ITRO’s Problem Management and User Management. This project will be used and be made available only to the APC staff, personnel, and students.

### 1.5 Project Scope Statement

**Product Scope Description**

The project team's goal is to develop a deployable IT ticketing service system that will be complete and functional as a requirement for the team’s Project-Based Learning (PBL) course with the following features stated below:

* Dashboard
  + The dashboard is meant to provide information and updates at a glance, customized to each user and user type.
    - ITRO Client:
      * A simpler version which aims to give ample information about the possible concerns of the client at a glance which includes ticket status, number of tickets sent, and KB shortcuts.
    - ITRO Admin/ITRO Staff:
      * The admin and staff dashboard has a more technical and professional look but has the same functions related to their concerns that involves—but are not limited to—the following: received tickets, assigned tickets, statuses of tickets concerning them, ticket summary, active clients, and agents, etc.
* Notifications
  + The notifications pane would be available to every user type and would provide them with the latest updates regarding their tickets and other issues that may be of concern to them.
* Ticket Table
  + The ticket table lists all of the tickets received by the ITRO, along with their current status and details which entail the date and time it is created, along with its prioritization, assignment, etc.
* Knowledge Base
  + The Knowledge Base is a collection of common IT problems and their resolutions that would aim to empower the users and give them the ability to troubleshoot their problems by themselves.
    - ITRO Admin:
      * Could view, add, modify, hide, and approve KB entries to be viewed by the ITRO Clients.
    - ITRO Staff:
      * Could view, add, modify, or hide KB entries from the ITRO Clients.
    - ITRO Client:
      * Could view the knowledge base for self-troubleshooting.
* Generate Reports
  + This feature was made exclusively for the ITRO Admin/Staff interface so that they may be able to view the data regarding the tickets sent depending on their choice of date frame that could be downloaded in PDF format.
* Tags
  + This feature allows the users tagged through the CC section of the tickets to be notified about any updates and progress made to the tickets.
* My Personal Tickets
  + This pane allows the users to see the tickets that the clients have sent personally.

The project team also aims to hand over the said deployable IT Ticketing Service System for the ITRO Department of Asia Pacific College in November since they are the main project beneficiaries as well as their respective clients (APC community.)

**Acceptance Criteria**

Success for the project will be measured on three factors: deliverables, quality of work, and deployment. If these three were deemed to be complete by the stakeholders and project client, then the project would be considered a success.

**Project Deliverables**

Upon successful project completion, the team would be able to provide the fully-functional and finished system, along with the source code through GitHub with the Software Requirement Specification along with several other project documentations which include—but are not limited to the following:

* User Manual
* Drafted Project Proposal Documentation
* System Analysis and Detailed Design Documentation
* Business Case
* Project Charter
* Stakeholders Management Strategy Plan
* Scope Management Plan
* Cost Management Plan
* Time Management Plan
* Human Resource Management Plan
* Communication Management Plan
* Procurement Management Plan
* Project Status Reports Distribution Plan
* Change Request Documentation
* Project Execution Monitoring Report
* Implementation Plan
* Risk Management Plan
* Change Management Plan
* Project Status Reports
* Transition-Out Plan
* Project Turn-Over Plan
* Post Project Review Plan

**Project Exclusions**

The limitations and exclusions that the team found out has been compounded and listed below and were limited to the design and implementation constraints that the RAMS Corner web application will encounter:

* Data Privacy
  + Upon takeover, the ITRO would be the one fully responsible for the web-application, and any other authorization regarding the APC faculty and the user’s credentials.
* Deployment Budget
  + The ITRO would be the ones in charge of the system’s deployment within their budget, along with any other preceding financial needs that the app might incur, which ,may include labor cost, depreciation cost, and web-hosting cost.
* Manpower / Workforce
  + The web-application has been made with the limited manpower that the ITRO currently has, however, their lack of workforce should be dealt with in order to have more hands-on deck to ensure that there would always be an eye out to see the updates within the system.
* Training / System Migration
  + The ITRO staff are bound to learn and familiarize themselves with the new system to utilize it to its fullest extent along with its features and functionalities.

**Project Assumptions:**

1. The ITRO, as well as their clients have access to the internet through APC RAMS Wi-Fi (or personal data/ISP) along with the necessary devices to use the web application.
2. The ITRO Staff would be trained in using the new web application.
3. The web application will be developed without any major technical issues or roadblocks.
4. The web-app will be deployed by the client using their resources with sufficient processing power, memory, and storage.
5. The web application will be developed within the given timeline
6. The APC faculty and students would utilize the new system instead of the email-based reporting system.
7. The ITRO would properly launch and promote the new system.
8. The email notification system will work without any issues.

**Project Dependencies:**

1. The team will use Laravel, an open-source PHP web framework for developing web applications.
2. The team will use MySQL as their database for the web application.
3. The ITRO would provide the developers with accurate information about their office and services.
4. The users need access to the internet and the necessary devices to use the web application.
5. The web application needs to be hosted on a reliable and secure server provided by ITRO.
6. The web application should have access to a reliable and fast internet connection.
7. The email notification system should have access to a reliable and fast internet connection.
8. Microsoft Outlook should function accordingly in order to send the email-based notifications.
9. The web browser/s upon which the application would be opened should be free of viruses or malware and is reliable.

### 1.6 Work Breakdown Structure

1. ***RAMS Corner : ITRO Ticketing System***

**1.1 Initiation**

1.1.1 Initial Planning/Brainstorming

1.1.2 Client Selection

1.1.3 Project Kick-off meeting

1.1.4 Milestone: Project Idea

**1.2 Planning**

1.2.1 First Project Meeting with Members

1.2.2 First Project Meeting with Client

1.2.3 Project Proposal Initial Creation

1.2.4 Second Project Meeting with Members

1.2.5 Second Project Meeting with Client

1.2.6 Initial Project Proposal Editing

1.2.7 Initial Project Proposal Proofreading

1.2.8 Third Meeting with Members

1.2.9 Third Meeting with Client

1.2.10 Deliverable: Project Proposal

1.2.11 Project Proposal Revision

1.2.12 Fourth Meeting with Members

1.2.13 Fourth Meeting with Client

1.2.14 Milestone: Project Proposal Approval

1.2.15 Kick-off meeting for project management planning

1.2.16 Project Management Plan Drafting

1.2.16.1 Business Case

1.2.11 Project Charter

1.2.16.3 Stakeholder Analysis

1.2.16.4 Stakeholder Management Analysis

1.2.16.5 Cost Management Analysis

1.2.16.6 Cost Management Plan

1.2.16.7 Schedule Management Plan

1.2.16.8 Scope Management Plan

1.2.16.9 Work Breakdown Structure

1.2.16.10 Work Packages

1.2.16.11 Human Resource Management Plan

1.2.16.12 Quality Management Plan

1.2.16.13 Risk Management Plan

1.2.16.14 Communications Management Plan

1.2.16.15 Procurement Management Plan

1.2.16.16 Implementation Plan

1.2.16.17 Change Management Plan

1.2.17 Project Management Plan Editing/Proofreading

1.2.18 Fifth Meeting with Members

1.2.19 Fifth Meeting with Client

1.2.20 Deliverable: Project Management Plan

1.2.21 Project Management Plan Revision

1.2.22 Sixth Meeting with Members

1.2.23 Sixth Meeting with Client

1.2.24 Milestone: Project Management Plan Approval

1.2.25 Milestone: Sponsor Acceptance

**1.3 System analysis and Detailed Design**

1.3.1 Kick-off meeting for System analysis and Detailed Design

1.3.2 System Analysis and Detailed Design Drafting

1.3.2.1 Event Table

1.3.2.2 Use Case Diagram

1.3.2.3 Use Case Full Description

1.3.2.4 Context Diagram

1.3.2.5 Data Flow Diagram

1.3.2.6 Entity Relationship Diagram

1.3.2.7 Activity Diagram

1.3.2.8 Object Diagram

1.3.2.9 Class Diagram

1.3.2.10 Sequence Diagram

1.3.2.11 State Transition Diagram

1.3.2.12 Package diagram

1.3.2.13 Component Diagram

1.3.2.14 Deployment Diagram

1.3.3 Seventh Meeting with Members

1.3.4 System Analysis and Detailed Design Editing/Proofreading

1.3.5 Seventh Meeting with Client

1.3.6 Deliverable: System Analysis and Detailed Design

1.3.7 System Analysis and Detailed Design Revision

1.3.8 Eighth Meeting with Members

1.3.9 Eighth Meeting with Client

1.3.10 Milestone: System Design Approval

**1.4 System Prototyping and Development**

1.4.1 Kick-off meeting for development

1.4.2 Deliverable: Low fidelity wireframe

1.4.3 Ninth Meeting with member

1.4.4 Ninth Meeting with Client

1.4.5 Deliverable: High Fidelity Wireframe

1.4.6 tenth meeting with member

1.4.7 tenth meeting with client

1.4.8 Milestone: Wireframe Approval

1.4.9 UI/UX Design

1.4.10 UI/UX Evaluation

1.4.11 11th meeting with members

1.4.12 Backend Development

1.4.13 Milestone: Verified Use Case Requirements

1.4.14 11th Meeting with the client

**1.5 Testing**

1.5.1 Unit Testing for Release 1

1.5.1.1 Milestone: Successful Testing for Release 1

1.5.2 Unit Testing for Release 2

1.5.2.1 Milestone: Successful Testing for Release 2

1.5.3 Unit Testing for Release 3

1.5.3.1 Milestone: Successful Testing for Release 3

1.5.4 12th meeting with members

1.5.5 Integration Testing

1.5.5.1 Milestone: Successful Integration Testing

1.5.6 User Acceptance Testing

1.5.6.1 Milestone: Successful User Acceptance Testing

1.5.7 Performance Testing

1.5.7.1 Milestone: Successful performance Testing

1.5.8 Production Readiness Testing

1.5.8.1 Milestone: Successful Production Readiness Testing

1.5.9 Parallel Testing

1.5.9.10 Milestone: Successful Parallel Testing

1.5.10 13th Meeting with Members

1.5.11 12th meeting with client

**1.6 Deployment and Control**

1.6.1 Deployment and Control Kickoff meeting

1.1 Train General Users

1.6.3 Set up Kiosk for Localize Deployment

1.6.4 Deploy the hosted app

1.6.5 Milestone: Discovery and Feedback

1.6.6 14th Meeting with Members

1.6.7 13th meeting with client

1.6.8 Promotion and Advertisement

1.6.9 Update Documentations

**1.7 Closeout**

1.7.1 Auditing

1.7.2 Reports and Documentations Handover

1.7.3 Gain Formal Acceptance

1.7.4 Archive Files/Documents

1.7.5 Closeout Meeting with Members

### 1.7 Scope Verification

The project team, Nacor Industries, will conduct scope verification upon each meeting with the client to ensure that the deliverables are in line with the original scope. In accordance with the scrum-fall methodology *(see* [*Figure 7*](#_9._List_of) *for reference),* this will guarantee that the deliverables are accepted by the client to ensure that the project will be finished on time and within the scope and budget.

### 1.8 Scope Control

Prior to any pivotal changes that may occur within the project’s development, the team ensures that each decision would need to first be approved by the stakeholders, especially the client: APC-ITRO, before getting greenlit. This process would be documented accordingly.

# Sponsor Acceptance

Approved by the Project Sponsor:

Date:

**Mr. Jojo Castillo**

ITRO Head