**Work Breakdown Structure (WBS) Template**

**Work Breakdown Structure (WBS)**

**RAMs Corner: ITRO Ticketing Service system**

**Nacor Industries**

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# Introduction

The Work Breakdown Structure presented here represents all the work required to complete this project.

# Outline View

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

1.2.16.2   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 1

1.5.3 Unit Testing for Release 3

1.5.3.1 Milestone: Successful Testing for Release 1

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 Kick-off meeting

1.6.2 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 Update Reports and Documentations

1.7.3 Gain Formal Acceptance

1.7.4 Archive Files/Documents

1.7.5 Closeout Meeting with Members

# Hierarchical Structure

|  |  |  |
| --- | --- | --- |
| **Level** | **WBS Code** | **Element Name** |
| 1 | 1 | RAMs Corner : ITRO Ticketing System |
| 2 | 1.1 | Initiation |
| 3 | 1.1.1 | Initial Planning/Brainstorming |
| 3 | 1.1.2 | Client Selection |
| 3 | 1.1.3 | Project Kick-off meeting |
| 3 | 1.1.4 | Milestone: Project Idea |
| 2 | 1.2 | Planning |
| 3 | 1.2.1 | First Project Meeting with Members |
| 3 | 1.2.2 | First Project Meeting with Client |
| 3 | 1.2.3 | Project Proposal Initial Creation |
| 3 | 1.2.4 | Second Project Meeting with Members |
| 3 | 1.2.5 | Second Project Meeting with Client |
| 3 | 1.2.6 | Initial Project Proposal Editing |
| 3 | 1.2.7 | Initial Project Proposal Proofreading |
| 3 | 1.2.8 | Third Meeting with Members |
| 3 | 1.2.9 | Third Meeting with Client |
| 3 | 1.2.10 | Deliverable: Project Proposal |
| 3 | 1.2.11 | Project Proposal Revision |
| 3 | 1.2.12 | Fourth Meeting with Members |
| 3 | 1.2.13 | Fourth Meeting with Client |
| 3 | 1.2.14 | Milestone: Project Proposal Approval |
| 3 | 1.2.15 | Kick-off meeting for project management planning |
| 3 | 1.2.16 | Project Management Plan Drafting |
| 4 | 1.2.16.1 | Business Case |
| 4 | 1.2.16.2 | Project Charter |
| 4 | 1.2.16.3 | Stakeholder Analysis |
| 4 | 1.2.16.4 | Stakeholder Management Analysis |
| 4 | 1.2.16.5 | Cost Management Analysis |
| 4 | 1.2.16.6 | Cost Management Plan |
| 4 | 1.2.16.7 | Schedule Management Plan |
| 4 | 1.2.16.8 | Scope Management Plan |
| 4 | 1.2.16.9 | Work Breakdown Structure |
| 4 | 1.2.16.10 | Work Packages |
| 4 | 1.2.16.11 | Human Resource Management Plan |
| 4 | 1.2.16.12 | Quality Management Plan |
| 4 | 1.2.16.13 | Risk Management Plan |
| 4 | 1.2.16.14 | Communications Management Plan |
| 4 | 1.2.16.15 | Procurement Management Plan |
| 4 | 1.2.16.16 | Implementation Plan |
| 4 | 1.2.16.17 | Change Management Plan |
| 3 | 1.2.17 | Project Management Plan Editing/Proofreading |
| 3 | 1.2.18 | Fifth Meeting with Members |
| 3 | 1.2.19 | Fifth Meeting with Client |
| 3 | 1.2.20 | Deliverable: Project Management Plan |
| 3 | 1.2.21 | Project Management Plan Revision |
| 3 | 1.2.22 | Sixth Meeting with Members |
| 3 | 1.2.23 | Sixth Meeting with Client |
| 3 | 1.2.24 | Milestone: Project Management Plan Approval |
| 3 | 1.2.25 | Milestone: Sponsor Acceptance |
| 2 | 1.3 | System analysis and Detailed Design |
| 3 | 1.3.1 | Kick-off meeting for System analysis and Detailed Design |
| 3 | 1.3.2 | System Analysis and Detailed Design Drafting |
| 4 | 1.3.2.1 | Event Table |
| 4 | 1.3.2.2 | Use Case Diagram |
| 4 | 1.3.2.3 | Use Case Full Description |
| 4 | 1.3.2.4 | Context Diagram |
| 4 | 1.3.2.5 | Data Flow Diagram |
| 4 | 1.3.2.6 | Entity Relationship Diagram |
| 4 | 1.3.2.7 | Activity Diagram |
| 4 | 1.3.2.8 | Object Diagram |
| 4 | 1.3.2.9 | Class Diagram |
| 4 | 1.3.2.10 | Sequence Diagram |
| 4 | 1.3.2.11 | State Transition Diagram |
| 4 | 1.3.2.12 | Package diagram |
| 4 | 1.3.2.13 | Component Diagram |
| 4 | 1.3.2.14 | Deployment Diagram |
| 3 | 1.3.3 | Seventh Meeting with Members |
| 3 | 1.3.4 | System Analysis and Detailed Design Editing/Proofreading |
| 3 | 1.3.5 | Seventh Meeting with Client |
| 3 | 1.3.6 | Deliverable: System Analysis and Detailed Design |
| 3 | 1.3.7 | System Analysis and Detailed Design Revision |
| 3 | 1.3.8 | Eighth Meeting with Members |
| 3 | 1.3.9 | Eighth Meeting with Client |
| 3 | 1.3.10 | Milestone: System Design Approval |
| 2 | 1.4 | System Prototyping and Development |
| 3 | 1.4.1 | Kick-off meeting for development |
| 3 | 1.4.2 | Deliverable: Low fidelity wireframe |
| 3 | 1.4.3 | Ninth Meeting with member |
| 3 | 1.4.4 | Ninth Meeting with Client |
| 3 | 1.4.5 | Deliverable: High Fidelity Wireframe |
| 3 | 1.4.6 | Tenth meeting with member |
| 3 | 1.4.7 | Tenth meeting with client |
| 3 | 1.4.8 | Milestone: Wireframe Approval |
| 3 | 1.4.9 | UI/UX Design |
| 3 | 1.4.10 | UI/UX Evaluation |
| 3 | 1.4.11 | 11th meeting with members |
| 3 | 1.4.12 | Backend Development |
| 3 | 1.4.13 | Milestone: Verified Use Case Reuqirements |
| 3 | 1.4.14 | 11th Meeting with the client |
| 2 | 1.5 | Testing |
| 3 | 1.5.1 | Unit Testing for Release 1 |
| 4 | 1.5.1.1 | Milestone: Successful Testing for Release 1 |
| 3 | 1.5.2 | Unit Testing for Release 2 |
| 4 | 1.5.2.1 | Milestone: Successful Testing for Release 2 |
| 3 | 1.5.3 | Unit Testing for Release 3 |
| 4 | 1.5.3.1 | Milestone: Successful Testing for Release 3 |
| 3 | 1.5.4 | 12th meeting with members |
| 3 | 1.5.5 | Integration Testing |
| 4 | 1.5.5.1 | Milestone: Successful Integration Testing |
| 3 | 1.5.6 | User Acceptance Testing |
| 4 | 1.5.6.1 | Milestone: Successful User Acceptance Testing |
| 3 | 1.5.7 | Performance Testing |
| 4 | 1.5.7.1 | Milestone: Successful performance Testing |
| 3 | 1.5.8 | Production Readiness Testing |
| 4 | 1.5.8.1 | Milestone: Successful Production Readiness Testing |
| 3 | 1.5.9 | Parallel Testing |
| 4 | 1.5.9.10 | Milestone: Successful Parallel Testing |
| 3 | 1.5.10 | 13th Meeting with Members |
| 3 | 1.5.11 | 12th meeting with client |
| 2 | 1.6 | Deployment and Control |
| 3 | 1.6.1 | Deployment and Control Kick-off meeting |
| 3 | 1.6.2 | Train General Users |
| 3 | 1.6.3 | Set up Kiosk for Localize Deployment |
| 3 | 1.6.4 | Deploy the hosted app |
| 3 | 1.6.5 | Milestone: Discovery and Feedback |
| 3 | 1.6.6 | 14th Meeting with Members |
| 3 | 1.6.7 | 13th meeting with client |
| 3 | 1.6.8 | Promotion and Advertisement |
| 3 | 1.6.9 | Update Documentations |
| 2 | 1.7 | Closeout |
| 3 | 1.7.1 | Auditing |
| 3 | 1.7.2 | Update Reports and Documentations |
| 3 | 1.7.3 | Gain Formal Acceptance |
| 3 | 1.7.4 | Archive Files/Documents |
| 3 | 1.7.5 | Closeout Meeting with Members |

# Tabular View

|  |  |  |  |
| --- | --- | --- | --- |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** |
| 1. RAMs Corner: ITRO Ticketing Service 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 |
| 1.2.16.2   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 Requirement |
| 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 Kick-off meeting |
| 1.6.2 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 Update Reports and Documentations |
| 1.7.3 Gain Formal Acceptance |
| 1.7.4 Archive Files/Documents |
| 1.7.5 Closeout Meeting with Members |

# Tree Structure View

# WBS Dictionary

|  |  |  |  |
| --- | --- | --- | --- |
| **Level** | **WBS Code** | **Element Name** | **WBS Dictionary** |
| 1 | 1 | RAMs Corner : ITRO Ticketing System | The name of the Project |
| 2 | 1.1 | Initiation | Initiation of the project. |
| 3 | 1.1.1 | Initial Planning/Brainstorming | Project Ideas  Project Concept  Brainstorming with project team member  Project client prospects |
| 3 | 1.1.2 | Client Selection | The process of selecting a project or customer to work on is included in this work package. The team will search for new projects and clients, assess their viability, and choose the best option considering the needs, limitations, and risks for the team. |
| 3 | 1.1.3 | Project Kick-off meeting | Meeting with members to discuss what project kind of project and system are going to develop. Discuss with the team what are the initial details needed to start the project. |
| 3 | 1.1.4 | Milestone: Project Idea | Project Ideas from team members  Project Ideas from project Client |
| 2 | 1.2 | Planning | Planning Phase for RAMs Corner: ITRO Ticketing Service System |
| 3 | 1.2.1 | First Project Meeting with Members | Meeting with members to discuss what project kind of project and system are going to develop. Discuss with the team what are the initial details needed to start the project. |
| 3 | 1.2.2 | First Project Meeting with Client | Meeting with project client to consult initial executed task and project deliverables, assigning work to each member to efficiently distribute workload and finish all tasks on time. |
| 3 | 1.2.3 | Project Proposal Initial Creation | Project Ideas from team members  Project Ideas from project Client |
| 3 | 1.2.4 | Second Project Meeting with Members | Meeting with the project team members to check the task progression that was assigned in the first project meeting and its completion. Also, assigning of new tasks for each member in accordance to the next output needed for the second project meeting. |
| 3 | 1.2.5 | Second Project Meeting with Client | Meeting with project client to consult initial executed task and project deliverables, assigning work to each member to efficiently distribute workload and finish all tasks on time. |
| 3 | 1.2.6 | Initial Project Proposal Editing | Project proposal editing, all the documents under the project proposal needs to be check, also to see if the contents of these documents are correct and aligned with the project idea. |
| 3 | 1.2.7 | Initial Project Proposal Proofreading | Proofreading of project proposal, examining all the possible mistakes, uncertainty on the paper itself, also in preparation for the upcoming sprint 1 which is set to give initial feedback on the outputs of the initial project proposal |
| 3 | 1.2.8 | Third Meeting with Members | Meeting with Project team members just to check all the deliverables for each week has met and complete. |
| 3 | 1.2.9 | Third Meeting with Client | Meeting with project client to consult initial executed task and project deliverables, assigning work to each member to efficiently distribute workload and finish all tasks on time. |
| 3 | 1.2.10 | Deliverable: Project Proposal | Project proposal edited and proofread, examining all the possible mistakes, uncertainty on the paper itself, which is set to give initial feedback on the outputs |
| 3 | 1.2.11 | Project Proposal Revision | comments from the previous discussions and suggestions that the project team should review and need to consult with the client since this significant people know how to properly implement such change requests. |
| 3 | 1.2.12 | Fourth Meeting with Members | meeting to see how long the team progresses or members meet on a weekly basis. |
| 3 | 1.2.13 | Fourth Meeting with Client | Work Package is complete once the project team already met the project client and document all the suggestions and change requests from the client. |
| 3 | 1.2.14 | Milestone: Project Proposal Approval | Approved Revised project Proposal |
| 3 | 1.2.15 | Kick-off meeting for project management planning | Kick-off meeting for project management planning, review the entire project and ready for task assigning for weekly document deliverables for project management planning |
| 3 | 1.2.16 | Project Management Plan Drafting | Assigning for task to project team members  Self-paced learning for each documents task  Meetings for document updates |
| 4 | 1.2.16.1 | Business Case | Executive summary of the project  Objectives  Scope  Cost-Benefit Analysis  Risk Assessment |
| 4 | 1.2.16.2 | Project Charter | Project schedule and timeline |
| 4 | 1.2.16.3 | Stakeholder Analysis | Listing of Stakeholders for the project |
| 4 | 1.2.16.4 | Stakeholder Management Analysis | Identifying Key Stakeholders and  Stakeholder Analysis |
| 4 | 1.2.16.5 | Cost Management Analysis | Estimated Salaries Computation |
| 4 | 1.2.16.6 | Cost Management Plan | Cost management approach for the project |
| 4 | 1.2.16.7 | Schedule Management Plan | Schedule management approach for the project |
| 4 | 1.2.16.8 | Scope Management Plan | Scope of the project and the scheduling |
| 4 | 1.2.16.9 | Work Breakdown Structure | Outline view of all the work breakdown structure starting from the initiation to the closeout of the project |
| 4 | 1.2.16.10 | Work Packages | Recording and the documentation of the progress of the project, from how it was approved, planning phase, meetings & recordings, sprints, system creation, system release and announcement, until the execution and the finished part of the project which is determined and made scenarios of. |
| 4 | 1.2.16.11 | Human Resource Management Plan | Determining what the members, leader, stakeholder, and adviser’s roles are what are they supposed to do to benefit the project. |
| 4 | 1.2.16.12 | Quality Management Plan | Assuring that the quality of the project is at industry standard |
| 4 | 1.2.16.13 | Risk Management Plan | This is to determine the underlying risks and how to avoid bumping into these risks and encountering errors along the process while the project is ongoing. |
| 4 | 1.2.16.14 | Communications Management Plan | To determine how to get the message across through the audience and convince them about the system including getting the stakeholder’s perspective or trying the system in a user’s perspective. |
| 4 | 1.2.16.15 | Procurement Management Plan | Market research and continuous improvement |
| 4 | 1.2.16.16 | Implementation Plan | To determine the course of implementing the project and the handover of the project from the team to the client |
| 4 | 1.2.16.17 | Change Management Plan | Change management process and the responsibilities of each member during the changes in the project |
| 3 | 1.2.17 | Project Management Plan Editing/Proofreading | Proofreading of documents of project management plan  Editing of documents of project management plan |
| 3 | 1.2.18 | Fifth Meeting with Members | Meeting with project team before meeting with client to discuss what is the progress in planning. Discuss with the team what are the initial details needed to start the project. |
| 3 | 1.2.19 | Fifth Meeting with Client | Meeting with project client to consult initial executed task and project deliverables, assigning work to each member to efficiently distribute workload and finish all tasks on time. |
| 3 | 1.2.20 | Deliverable: Project Management Plan | The project management plan is already for checking. |
| 3 | 1.2.21 | Project Management Plan Revision | Checking all the project management plan documentations to see if there are a few to no revisions. |
| 3 | 1.2.22 | Sixth Meeting with Members | Meeting with project team before meeting with client to discuss the changes from the project management plan Discuss with the team what are the initial details needed for the next phase of the project |
| 3 | 1.2.23 | Sixth Meeting with Client | Meeting with project client to consult initial executed task and project deliverables, assigning work to each member to efficiently distribute workload and finish all tasks on time. |
| 3 | 1.2.24 | Milestone: Project Management Plan Approval | The project management plan was accepted and supported by the project manager and the client |
| 3 | 1.2.25 | Milestone: Sponsor Acceptance | The Project Management Plan was accepted by the Project Sponsor. |
| 2 | 1.3 | System analysis and Detailed Design | System Analysis and Detailed Design phase of the project |
| 3 | 1.3.1 | Kick-off meeting for System analysis and Detailed Design | he team would have a meeting for the system analysis and detailed designs and for the making of diagrams, |
| 3 | 1.3.2 | System Analysis and Detailed Design Drafting | Start of the drafting for the design of the system |
| 4 | 1.3.2.1 | Event Table | Visual representations of the event that occurs in the system  Event name  Trigger  Response  Outcome |
| 4 | 1.3.2.2 | Use Case Diagram | These are scenarios on how the user interacts with the system which has a particular goal.  Actors, users or groups who interact with the system |
| 4 | 1.3.2.3 | Use Case Full Description | These are scenarios on how the user interacts with the system which has a particular goal. |
| 4 | 1.3.2.4 | Context Diagram | Shows and illustrates the flow data between the external entities and the system without putting too much detail. |
| 4 | 1.3.2.5 | Data Flow Diagram | It Represents a set of interconnected processes which shows each performing some specific functions inside the system |
| 4 | 1.3.2.6 | Entity Relationship Diagram | Used to design the database of the proposed system crows foot model |
| 4 | 1.3.2.7 | Activity Diagram | These are tasks that need to be performed in order to complete the project. Each of these activities in the content is represented by a rectangle. |
| 4 | 1.3.2.8 | Object Diagram | is a useful tool in project management to model the objects and their relationships in a project. Can be used to represent the different objects in a project and their relationships at a particular stage of the project |
| 4 | 1.3.2.9 | Class Diagram | It shows the classes, attributes, operations, and relationships between the classes in the system. |
| 4 | 1.3.2.10 | Sequence Diagram | interactions between different components or actors in a system or project. It can help to understand the flow of tasks, activities, and events in the system or project. |
| 4 | 1.3.2.11 | State Transition Diagram | model the different states that a project may go through during its lifecycle. |
| 4 | 1.3.2.12 | Package diagram | organize and structure a system's components or classes into logical groups called packages. A package is a container that groups related elements together and provides a namespace for them. |
| 4 | 1.3.2.13 | Component Diagram | illustrate the components of a system and the relationships between them. |
| 4 | 1.3.2.14 | Deployment Diagram | visualize the physical deployment of hardware and software components in a system. It can help project managers and stakeholders to understand the architecture and topology of a system and how it is deployed in different environments |
| 3 | 1.3.3 | Seventh Meeting with Members | The members would have a meeting about the progress of the event table and diagrams and finish the remaining deliverables. |
| 3 | 1.3.4 | System Analysis and Detailed Design Editing/Proofreading | The editing or revision of the previous deliverables (Diagrams, Event table, User case description, etc.) |
| 3 | 1.3.5 | Seventh Meeting with Client | The team will have a meeting with the client to discuss the progress of the project. |
| 3 | 1.3.6 | Deliverable: System Analysis and Detailed Design | The team would complete the deliverables which are the diagrams, event table, use case description, & etc. |
| 3 | 1.3.7 | System Analysis and Detailed Design Revision | The team would need to revise the deliverables and would need consult with the team adviser, and the class adviser. |
| 3 | 1.3.8 | Eighth Meeting with Members | The team would have a meeting regarding the project’s progress and how it has been so far. |
| 3 | 1.3.9 | Eighth Meeting with Client | The team would have a meeting with the client regarding the project’s progress and future. |
| 3 | 1.3.10 | Milestone: System Design Approval | Milestone of the project where the system design has been approved along with the supposed deliverables that were submitted. |
| 2 | 1.4 | System Prototyping and Development | System Prototyping and Development Phase of the project |
| 3 | 1.4.1 | Kick-off meeting for development | Introduction of system to client  System Design and analysis Idea  Initial UML Diagram Consultations |
| 3 | 1.4.2 | Deliverable: Low fidelity wireframe | Creation of Low Fidelity Wireframe and outlining the web and mobile view of the system |
| 3 | 1.4.3 | Ninth Meeting with member | Meeting for the update in the low-fidelity wireframe deliverable |
| 3 | 1.4.4 | Ninth Meeting with Client | Project Update  System Consultation  Features and Functions suggestions |
| 3 | 1.4.5 | Deliverable: High Fidelity Wireframe | Creation of finalize High Fidelity Wireframe, in preparation for the next course designing of UI/UX which requires a working and deployable system application. |
| 3 | 1.4.6 | Tenth meeting with member | Assign project team members with new duties and responsibilities. |
| 3 | 1.4.7 | Tenth meeting with client | Project Update  System Consultation  Features and Functions suggestions |
| 3 | 1.4.8 | Milestone: Wireframe Approval | Approved Low and high-fidelity Wireframe by the Project Client |
| 3 | 1.4.9 | UI/UX Design | Initial System UI/UX (static)  Initial System Function |
| 3 | 1.4.10 | UI/UX Evaluation | System UI/UX (static)  System Function Evaluation |
| 3 | 1.4.11 | 11th meeting with members | Review the effectiveness of UI/UX Design  Assign project team members with new duties and responsibilities. |
| 3 | 1.4.12 | Backend Development | Create logical events in the system  Create system database |
| 3 | 1.4.13 | Milestone: Verified Use Case Requirements | Use cases are verified and the standard set is met after the backend development |
| 3 | 1.4.14 | 11th Meeting with the client | Project Update  System Consultation  Features and Functions suggestions |
| 2 | 1.5 | Testing | Testing phase for the project |
| 3 | 1.5.1 | Unit Testing for Release 1 | Testing for the function of different release 1 modules |
| 4 | 1.5.1.1 | Milestone: Successful Testing for Release 1 | Successful testing for the release 1 modules |
| 3 | 1.5.2 | Unit Testing for Release 2 | The team would create the 2nd release plan modules of the system |
| 4 | 1.5.2.1 | Milestone: Successful Testing for Release 3 | Successful testing for the release 2 modules |
| 3 | 1.5.3 | Unit Testing for Release 3 | The team would create the 3rd release plan modules of the system |
| 4 | 1.5.3.1 | Milestone: Successful Testing for Release 3 | Successful testing for the release 3 modules |
| 3 | 1.5.4 | 12th meeting with members | The team would meet regarding the project’s releases and progress. |
| 3 | 1.5.5 | Integration Testing | The team would do an integration testing to test the system’s function and if it’s working properly when integrated. |
| 4 | 1.5.5.1 | Milestone: Successful Integration Testing | Successful integration of releases 1,2, and 3 modules |
| 3 | 1.5.6 | User Acceptance Testing | Responsiveness  Consistency  Visual Appeal  Accessibility  Performance |
| 4 | 1.5.6.1 | Milestone: Successful User Acceptance Testing | All use cases are verified to be accepted |
| 3 | 1.5.7 | Performance Testing | The team would test the performance of the system, to know if it’s working properly or if there’s something that is needed be fixed. |
| 4 | 1.5.7.1 | Milestone: Successful performance Testing | The system successfully runs smoothly with little-to-no performance flaws |
| 3 | 1.5.8 | Production Readiness Testing | The team would do the production readiness testing. |
| 4 | 1.5.8.1 | Milestone: Successful Production Readiness Testing | Successful integration of hardware equipment and the web-app |
| 3 | 1.5.9 | Parallel Testing | Doing the parallel testing or testing the system multiple times in different environments versus the current system to ensure the system is best used in the current ITRO environment |
| 4 | 1.5.9.10 | Milestone: Successful Parallel Testing | The RAMs Corner is proved to be better than the current system used by the ITRO |
| 3 | 1.5.10 | 13th Meeting with Members | The team would have a meeting and discuss the system and the project’s future. |
| 3 | 1.5.11 | 12th meeting with client | The team will meet with the client regarding the system that was released and the projects future. |
| 2 | 1.6 | Deployment and Control | Deployment and Control Phase of the project |
| 3 | 1.6.1 | Deployment and Control Kick-off meeting | To kick off the meeting for deployment and control of the system |
| 3 | 1.6.2 | Train General Users | To train or teach the users on how to use the system and how it operates. |
| 3 | 1.6.3 | Set up Kiosk for Localize Deployment | The team strategized on how to setup a kiosk for localized deployment |
| 3 | 1.6.4 | Deploy the hosted app | The team strategized on how to properly deploy the app |
| 3 | 1.6.5 | Milestone: Discovery and Feedback | Feedback is received from the general users and some problems are discovered. |
| 3 | 1.6.6 | 14th Meeting with Members | The team together with the client had a meeting to report a discovery that has been made to program the system in a better way without sacrificing the quality of work |
| 3 | 1.6.7 | 13th meeting with client | The team together with the client had a meeting to report a discovery that has been made to program the system in a better way without sacrificing the quality of work |
| 3 | 1.6.8 | Promotion and Advertisement | To promote and advertise the ticketing system to the public. |
| 3 | 1.6.9 | Update Documentations | Updating the progress of the project’s documentation and deliverables in general along with the project’s overall progress. |
| 2 | 1.7 | Closeout | Closeout Phase of the project |
| 3 | 1.7.1 | Auditing | By doing an audit of the whole thing, may it be documents or website, the team can find out whether the project is optimized to meet the client’s request. |
| 3 | 1.7.2 | Update Reports and Documentations | Handing over the reports, documentations, and the system to the client |
| 3 | 1.7.3 | Gain Formal Acceptance | Getting a permit or a formal acceptance for the team and for the website to operate legally |
| 3 | 1.7.4 | Archive Files/Documents | Archive all the necessary files and documents for the entire project, and handover to the client once the project is done. |
| 3 | 1.7.5 | Closeout Meeting with Members | Closeout meeting with members contains all the necessary tasks that each project team members should accomplish, making sure that all outputs within the project documentations are complete as well as the functional system that is ready to deploy and handover to the project client. |

# Glossary of Terms

Level of Effort: Level of Effort (LOE) is how much work is required to complete a task.

WBS Code: A unique identifier assigned to each element in a Work Breakdown Structure for the purpose of designating the element’s hierarchical location within the WBS.

Work Package: A Work Package is a deliverable or work component at the lowest level of its WBS branch.

WBS Component: A component of a WBS which is located at any level. It can be a Work Package or a WBS Element as there's no restriction on what a WBS Component is.

WBS Element: A WBS Element is a single WBS component, and its associated attributes are located anywhere within a WBS. A WBS Element can contain work, or it can contain other WBS Elements or Work Packages.