Capstone Integration Project

MAN6310

Project Closure Report
Assignment – 3
Group Assignment

CLIENT

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TEAM SYNERGY

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1.Introduction

Skill Pointers is an education consulting firm which aims at helping international students to get Australian Universities Admission. Through association with international consultation companies, Skill Pointers assists universities in enhancing their intake of overseas students and therefore contributing towards the academic export nation of Australia. Skill Pointers want to provide students with a convenient interface for course search and enrolment at the same time addressing the problem of recruitment management for universities.

Team Synergy was assigned to perform a detailed business analysis and assist in the web application's development. It was important to understand its UI experience and modernise back-end infrastructure to address future growth. The work conducted for the project had the system analysis at its beginning and followed the Waterfall process to provide a strict organisation of the phases of project.

In this closure report, the accomplishments of the project are also described, problems faced which are for example erasing the Figma design, as per client instruction. It also discusses the ethical issues such as data privacy and security that were considered all through the execution of the project to ensure that a valuable and reliable solution is provided to Skill Pointers.

2.Current System Evaluation

The current CourseFinder.ai system which can be accessed through the dashboard, address just the basic need of finding courses or universities. It enables students to browse through different academic programs and refine their search and accustom them to details about institutions and courses. There are filters, by means of which parameters are introduced and the options that match can be determined. The user interface is functional and offers those components required to tool around the site, it also retains a clean and sparse feel. Through the knowledge management system, students can establish accounts; login; and even participate in interacting with the system with regards to their course selection. At this stage, the application provides such minimal number of its functions, which include only the search in the database of programs and educational institutions. However, some specific features like individual course suggestions and consequently more complex forms of interactivity are not yet observable within the current system infrastructure. While there is not an organised live support or a chatbot feature on the platform, the users can easily get around the site to search for any information they require for making their academic choices. In the same way, the

dashboard captures the basic elements needed for constructing course searches, offering a functional grounding to the user regarding academic prospects (Coursefinder.ai, 2015).

Unfulfilled Deliverables

- **Figma design**:
  Initially, a Figma-based design for the revamped UI was planned but was removed upon the client's request due to shifts in project scope and project budget.

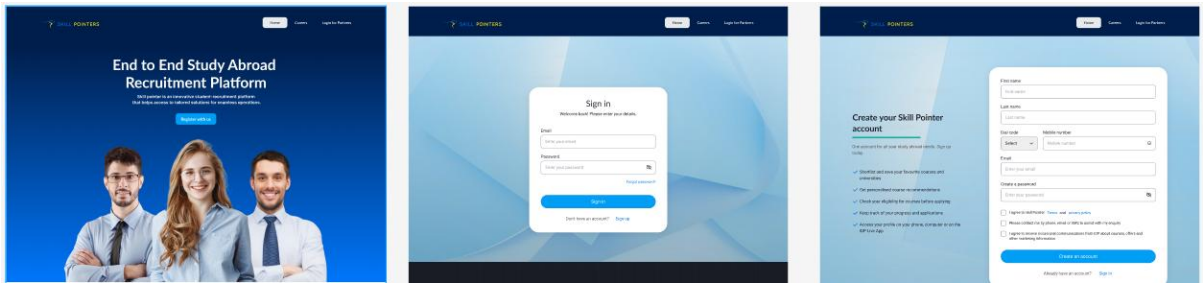


Image: Developed Figma image of the suggested Skill Pointers new Web Application

- **Marketing Strategy**:
  The client deprioritised the implementation of the marketing strategy, despite it being outlined in the proposal. The client emphasised that the consultation agency's functionality operates with a marketing strategy which consumes a lot of time.

3.Stakeholders

Stakeholder Register

A Stakeholder Register is a tool that project managers use to capture and organize information about the stakeholders who impact the project they manage. This document helps project managers to analyze the influence and interest levels of all stakeholders in relation to the project during its life cycle (Schwartz, 2024).

Stakeholder Name	**Role/Title**	**Influence**	**Interest**	**Requirement/Expectations**	**Communication Method**	**Frequency**	**Contact Information**
Ahammed Razin	Communication and Project Risk Officer	High	High	Communication Strategy, Announcements	Teams, Email	Weekly	achundiy@our.ecu.edu.au

Madhushani Dharmkeerthi	Finance Officer	Moderate	Moderate	Financial Reports, Budget Discussions	Teams, Email	Weekly	wdharmak@our.ecu.edu.au
Roshni Fernando	Business Requirement Documentation Officer	Moderate	Moderate	Business Requirement Documentations	Teams, Email	Weekly	prferna0@our.ecu.edu.au
Akshay Andrews	Owner/ Founder	High	High	Strategic alignment, ROI, clear goals	Meetings, Reports	Weekly/As needed	info@skillpointers.com
Meera Meera Sahid Ansari	Chief Marketing Officer (CMO)	Medium	High	User insights, competitive analysis, user acquisition	Email, Meetings	Bi-Weekly	meeramansari@skillpointers.com
Vishnu namboodri	Chief Technology Officer (CTO)	High	High	Clear requirements, feature prioritization	Meetings, Project Boards	Weekly	vishnunamboodri@skillpointers.com
Aashin Mani Rajan	Customer Support Manager	Medium	Medium	Improved user experience, reduced user issues	Email, Feedback Sessions	Monthly	aashinmanirajan@skillpointers.com
Keith Fitzpatrick	Project Supervisor	High	High	Key decisions, Project risks	Teams, Email	Weekly/As needed	k.fitzpatick@ecu.edu.au

Aravind Krishna	Project Manager	High	High	Project Updates. Task Assignments	Teams Online Meetings	Weekly y	aksasiku@our.ecu.edu.au
Osama Bin Nawaz	Business System Analyst	Moderate	Moderate	Technical Requirements, System Design	Teams, Email	Weekly y	Onawaz@our.ecu.edu.au

Stakeholder management Plan

Stakeholder identification

Effective stakeholder management was critical to the project's success. The stakeholder analysis ensured that each stakeholder's expectations were managed and aligned with the project goals. The stakeholders identified for this project and their involvement include:

1. Akshay Andrews Rajan (Project Sponsor/Client):

Akshay, the founder of Skill Pointers, played a pivotal role in approving the project's direction, making key strategic decisions, and providing overall guidance. His elevated level of influence and interest required weekly meetings and reports to ensure that the project met his expectations and aligned with the company's strategic goals.

2. Meera Sahid Ansari (Chief Marketing Officer - CMO):

Meera's role focused on gathering insights on user acquisition and competitive analysis. She was particularly interested in how the application's updates would enhance the user experience and attract more students to the platform. Her feedback shaped key features of the web application, especially those concerning the marketing strategy.

3. Vishnu Namboodri (Chief Technology Officer - CTO):

As the CTO, Vishnu was responsible for overseeing the technical implementation of the web application. His elevated level of influence ensured that clear technical requirements were established early in the project. Weekly meetings were essential to discuss feature prioritization and ensure the technical team delivered solutions that met the business needs.

4. Aashin Mani Rajan (Customer Support Manager):

Aashin provided insights into user issues and worked closely with the development team to ensure the application improved the user experience. Although his influence was moderate, his role in addressing user concerns was key to ensuring the application's user-friendliness and resolving user pain points.

5. Keith Fitzpatrick (Project Supervisor):

Keith provided academic oversight and guidance throughout the project. His elevated level of influence necessitated regular updates on project risks and key decisions, ensuring the team stayed on track to meet academic and project standards.

6. Project Team Members:

The internal team members, including the project manager, business system analyst, communication officer, and finance officer, were integral to the project's success. Each member was responsible for managing various aspects of the project, ensuring smooth collaboration and the timely delivery of project milestones.

7. Users (Students and Professionals):

The end users, comprising students and professionals using the platform for course enrolment, were at the centre of the design and feature enhancement processes. Their feedback, collected through surveys and feedback forms, guided decisions on usability and functionality improvements.

8. Educational Institutions:

These institutions provided courses through the Skill Pointers platform and were key partners. Their feedback was used to enhance course visibility and streamline the enrolment process for international students.

Stakeholder matrix

Stakeholder matrix, which is a grid in which you represent the significance of relevant and interested parties (Stolze et al., 2007).

Stakeholder Analysis

A stakeholder analysis is the process of identification of such people in advance of a project, grouping according to their participation, interest, and influence levels towards a project, and determining the

best way to include and communicate with each of these stakeholder groups throughout (Product Plan, 2018).

Stakeholder	Role/Interest	Influence on Project	Requirements/Expectations
Management Team	Strategic decisions, project approval	High	Clear goals, strategic alignment, ROI
Marketing Team	User acquisition, engagement strategies	Medium	Insights on user behavior, competitive analysis
Development Team	Implement technical changes, feature improvements	High	Clear requirements, prioritization of features
Customer Support Team	Address user issues, provide user feedback	Medium	Improved user experience, reduced user issues
Users	Use the platform for course enrollment	High	User-friendly interface, relevant course recommendations
Educational Institutions	Provide courses, partner with the platform	Medium	Increased enrollments, visibility on the platform

Stakeholder Communication Plan

Stakeholder	Communication Method	Frequency	Purpose
Management Team	Meetings, Reports	Weekly/As needed	Status updates, key findings, decision-making support
Marketing Team	Email, Meetings	Bi-Weekly	Share user insights, discuss marketing strategies
Development Team	Meetings, Project Boards	Weekly	Clarify requirements, prioritize features

Customer Support Team	Email, Feedback Sessions	Monthly	Gather user feedback, discuss user experience
Users	Surveys, Feedback Form	Quarterly	Collect user feedback, improve user experience
Educational Institutions	Email, Meetings	Quarterly	Discuss partnership outcomes, improve visibility

Stakeholders Engagement Strategies

- **Management Team:**

Engage through regular meetings and detailed reports to ensure alignment with strategic goals.

Provide clear ROI analysis to support decision-making.

- **Marketing Team:**

Share user behaviour insights and competitive analysis to inform marketing strategies.

Collaborate on campaigns to improve user acquisition and engagement.

- **Development Team:**

Use agile methodologies to prioritize and implement features based on the business analysis findings.

Maintain an open line of communication through project boards and regular meetings.

- **Customer Support Team:**

Gather and incorporate feedback from support interactions to enhance user experience.

Conduct regular feedback sessions to discuss common user issues and potential improvements.

- **Users:**

Use surveys and feedback forms to gather user input on platform features and usability.

Implement changes based on user feedback to improve satisfaction and retention.

- **Educational Institutions:**

Maintain regular communication to discuss partnership outcomes and opportunities for increased visibility. Provide data-driven insights on course enrolments and user preferences.

4.Communication Plan

Project Communication and Engagement

Communication plays the crucial rule of any project which can give the same importance we could give the blood circulation system of the body. It provided the foundation for effective team alignment, stakeholder engagement and transparency of the entire process until the closure stage.

We have followed a structed project management framework and it was waterfall methodology. Regard to communication plan, it was incorporated with formal as well as informal channels to maintain and ensure the clarity, efficiency, and responsiveness of the communication (Project Management Institute, 2021, p.73). This approach enabled us to convey the critical information accurately and attend to issues in a timely manner and it helped to maintain the project on track according to the work breakdown structure.

Communication Channels

Structured communication channels

We established structed channels and scheduled updates and they are key elements of our communication plan. When conducting weekly/fortnightly meetings, milestone-based reviews and frequently conducted status updates were carried through formal channels such as Microsoft Teams meetings. It helped tremendously to maintain the regular communication rhythm which helped to kept informing the stakeholders about the project status. By following the best practices introduced by the Project Management Institute, benefited the project to convey valuable information such as progress, changes and challenges faced among the stakeholders. It gave the clarity on the goals and expectations through each phase of the project. (Project Management Institute, 2021, p.58).

Informal Communication Channels

Even though it senses awkward and unprofessional to use informal communication channels inside the important official project or task, we must understand the busy schedules and the convenience of the parties involved in with us. (Ex: WhatsApp, Google Documents). These methods offered the quick updates and access the project related documents at any given time, and it helps to proceed with the tasks quickly as possible. Further, compared to formal communication, informal communication can convey people's ideas and attitudes more authentically (Schwalbe, K., 2018, p.4). When considering WhatsApp there are disadvantages such as the tasks took over to complete or the approval/consent given through the message to proceed with some activity can be revoke without informing by deleting the message on the chat. Further when working on the shared google documents, anybody can accidently delete the file or make changes of any sections since the access is granted to everyone to edit the file.

How the Communication Register Worked as a Documentation Tool

The fundamental tool which used to manage all the project-related communication in our project is the Communication register. Communication register tracked the communication instances such as detailing the purpose, frequency, medium and audience and created a transparent and a formal record for auditing purpose (Project Managers.net, 2024).

Communication Register

Communication Type	Objective of Communication	Medium	Frequency	Audience	Owner	Deliverable
Project Kick-off meeting	Introduce the project objective and the team members	In-Person meeting, MS Teams Meetings	Once	Project Sponsor, Project Team members, Stakeholders	Project Manager	In-Person and digital sources
Project Updates	Share project progress and milestones	Email, MS Teams Meetings	Weekly - Mondays 10.30am to 11.30am or Fridays 12.30pm to 1.30pm	Project Supervisor	Project Manager	Digital and email communication
Stakeholder Meetings	To address concerns and feedback from the service providers and team members.	WhatsApp Group, MS Teams Meetings, In-Person Meetings	Weekly or any day upon requirement	Project Team, Stakeholders	Project Manager	In-Person and digital sources

Project Review Meeting	Evaluate the project outcome and present state of the project. On going issues/challenges and grant approval to proceed with the identified solutions	MS Teams Meetings, In-Person Meetings	First Monday of every fortnight starting from 12th August 2024	Project Sponsor, Project Supervisor, Project Team members, Stakeholders	Project Manager	Digital sources
Project Closure Event	Celebrate completion of project proposal and handover to the client	In-Person and Virtual meetings with the client	20th October 2024 at 16:30 Hrs at JO02 137 and Roshini **Fernando invited you to a Microsoft Teams Meeting: Project Closure Event** Monday, 20th October 2024 4:30 pm - 5:30 pm (AWST) Meeting link: Project Closure Event | Microsoft Teams | Meet-up-Join	Project Sponsor, Project Supervisor, Project Team members, Stakeholders	Project Manager	In-Person and digital sources

Communication in Stakeholder Management

1. Identifying and Prioritizing Stakeholders

In this project we have prioritized our stakeholders depending on their level of influence and interest. The primary stakeholder is our client and the project supervisor and our team members also in the priority list as they were directly involved in decision making as well as providing updates on the tasks. The Project management Institute publishers guided our project to adjust communication based on the stakeholder's role and importance within the project. We managed to maximum levels of stakeholder engagement and establish consistent feedback significantly to overall project success (Vogwell, 2003).

2. Maintaining Stakeholder Engagement and Trust

We have prioritized the regular updates with our client as well as the project supervisor to maintain the balance stable communication throughout the process to build the trust and confidence on our effort (Waida, 2020).

At the meetings held we have clarified critical concerns effortlessly due to the practical solutions given with clear instructions. Further it avoided the potential misunderstandings could have happen among stakeholders including project team additionally this this motivates the team members to actively involved in the assigned tasks as they should answer the enquiries regarding their respective task under the job role. It was an instance where we observe the accountability of the individual performance.

3. Ethical Communication and Maintaining Confidentiality

This was critical to maintain the integrity of the project and particularly the instances where we handle the client sensitive data and information. We adhered to the confidentiality protocols such as restricting the access for sensitive data only with the members who need them to play their role in the project. As a team we always adhere to respect stakeholder privacy, transparency, and confidentiality. By adhering to ethical standards, we as a team able to strengthen our stakeholder trust and further it prevented occurring any ethical breaches as well as the information mishandling. In this project we had the opportunity to strengthen our knowledge on Globally recognized Information security standards. ISO 27001, also known as ISO/IEC 27001, is one of them and it is a recognised structured methodology

dedicated to information security and its related risk management processes (*ISO/IEC* 27001 Information Security Management System | GCC, 2015).

4. Project closure and Communication

Project closure was the final activity of our project communication strategy, and it ensured the deliverables aligned with the expectations of the project requirements. The structured communication approach during the project closure confirmed the stakeholders that their expectations were met and emphasizing a positive conclusion to the project. This stage elaborated an update on project documentation and discussion session with the client as well as official handing over the project outcome to the client.

Communication Summary Report

One of the key success factors behind the project completion can be mentioned as our communication strategy. From the project initiation to closure we have used combined formal and informal communication channels following best practices guided by Project Management Institute. It helped to carry on the communication clear, responsive, and clear till the end. Further it supported to keep the stakeholder engagement in line with the project goals while maintaining the transparency. By prioritizing the stakeholders based on their influence and involvement, we were able to tailor our communication to meet all stakeholders need of data and information requirement on time to streamline their contribution to the project activities.

At the project closure our structured communication approach allowed us to present a clear review of the project outcome by confirming stakeholders that their goals met and succeeded. Further our effort on ethical communication, especially with the confidentiality strengthened the trust of our client. The learning outcomes we achieved by this project has offered values to our lives as well as lead the project to success.

5.Project Plan/Work Breakdown Structure (WBS)

WBS is a list of deliverable oriented breakout of the project work down to its smallest components to organize the project team. It is worthy of note that among the vital project tools applied in the arrangement of the Skill Pointers Web Application project was the WBS. In terms of the method used in the WBS, the authors were able to show the roadmap of the project broken down in segment tasks from initiation to completion. Its relevance is in the power to organize a large amount of work into a

series of straightforward and measurable tasks that can then be effectively assigned and controlled (Cleland, 2004, p. 104- 114).

Ironically, it has been noted that in the case of the Skill Pointers project, what was most critical was the WBS as it helped to keep the goal of the project in perspective. It made certain that all components of the platform, improvement of scalability, security or increased performance, signs on schedule were tallied. The WBS helped in efficient resource utilization, risk analysis and planning and confirming the timely delivery of each phase. With such WBS, the team could well arrange all the work to be done and its interrelationships to gain perspective, control over the project schedule and plan the next phases of the work in detail.

Gantt Chart

The Gantt chart, developed by Charles Gantt is one of the project management tools which is essential each time that waterfall method is in use. The chart depicts a graphical representation to accomplish and plan activities for two or more phases of related undertakings. In our project, following the waterfall approach, each phase—Phase 1: Initiation and Approval, Phase 2: Research and Analysis, Phase 3: Design and Provide Suggestions, Phase 4: Feedback and Modification, Phase 5: Documentation, and Phase 6: Project Closure and Handover—was completed in sequence, with each phase fully finalised before moving on to the next. These phases are easily shown by a Gantt chart that presents a clear sequence of events in terms of tasks and their interrelations and when some changes are made, it is clear on the chart to deal with the changes. This is more crucial in our waterfall framework since changes made in the preceding phases cause complete rejection of the subsequent phase (Stober & Hansmann, 2010, p.15-18).

Also, Gantt charts help in conveying the development progress to other stakeholders with detail on when specific activities are due, when inputs from the stakeholder are needed, and another significant project phase. They help in the overall management of the systems through aligning the work plans and the timeline throughout the project cycle to make sure team deliver the project on time. They also enable effective prioritisation of resources since when ballooned, the essential activities and parts of an organization that need close observation can be easily noted from the charter. In this manner, the Gantt chart acts as an indispensable tool in formal project management, which makes the process clear and understandable (Stober & Hansmann, 2010, p.15-18).

ID	Task Mode	Task Name	Duration	Start	Finish
1		**Business Analysis for Web app**	**73 days**	**Thu 25-07-24**	**Sat 19-10-24**
2		**Phase 1: Initiation and Approval**	**14 days**	**Thu 25-07-24**	**Mon 12-08-24**
3		Team Meeting	1 day	Thu 25-07-24	Thu 25-07-24
4		Supervision Meeting	1 day	Thu 25-07-24	Fri 26-07-24
5		Initial Documentation	3 days	Fri 26-07-24	Wed 31-07-24
6		Initial contact with client	3 days	Thu 01-08-24	Sat 03-08-24
7		Suppervisor Approval	1 day	Mon 05-08-24	Mon 05-08-24
8		Client Approval	1 day	Tue 06-08-24	Tue 06-08-24
9		PID Draft Submission to Client	1 day	Thu 08-08-24	Thu 08-08-24
10		Approval of PID	1 day	Fri 09-08-24	Fri 09-08-24
11		Project proposal submission	1 day	Mon 12-08-24	Mon 12-08-24
12		**Phase 2: Research and Analysis**	**9 days**	**Tue 13-08-24**	**Wed 21-08-24**
13		Conduct in-depth research on current industry trends and analyze competitor strategies to identify opportunities and best practices.	3 days	Tue 13-08-24	Thu 15-08-24
14		Gather and analyze data on user preferences and behaviors to ensure the product meets target audience needs.	3 days	Fri 16-08-24	Sun 18-08-24
15		Meet with the supervisor to review project status, discuss any issues, and receive guidance on the next steps.	1 day	Mon 19-08-24	Mon 19-08-24
16		Develop an EVM report to evaluate project performance against planned scope, schedule, and budget.	2 days	Tue 20-08-24	Wed 21-08-24
17		**Phase 3: Design and provide suggestions**	**26 days**	**Thu 22-08-24**	**Sun 22-09-24**
18		Study current front-end design and recognize	4 days	Thu 22-08-24	Mon 26-08-24
19		Provide suggestions and development for user-friendly front-end UI design that aligns with user needs and client branding.	4 days	Wed 28-08-24	Sun 01-09-24
20		Conduct a meeting with the supervisor to review the design models and make any necessary adjustments based on feedback.	1 day	Mon 02-09-24	Mon 02-09-24
21		Study current Back-end design and recognise	4 days	Tue 03-09-24	Sat 07-09-24
22		Provide suggestions and development for user-friendly Back-end UI design that aligns with user needs and client branding.	5 days	Mon 09-09-24	Fri 13-09-24
23		Conduct a meeting with the supervisor to review the design models and make any necessary adjustments based on feedback	1 day	Mon 16-09-24	Mon 16-09-24
24		Document the design and development process, including key decisions and any modifications, to maintain transparency and provide a clear reference for future stages.	2 days	Tue 17-09-24	Wed 18-09-24
25		Submit the all suggestion for UI design to the client for review and feedback, ensuring it meets all specified requirements.	3 days	Thu 19-09-24	Sun 22-09-24
26		**Phase 4: Feedback and Modification**	**5 days**	**Mon 30-09-24**	**Fri 04-10-24**
27		Make necessary modifications based on the	4 days	Mon 30-09-24	Thu 03-10-24
28		Report any modifications to the client, explaining the rationale and ensuring alignment with project goals.	1 day	Fri 04-10-24	Fri 04-10-24
29		**Phase 5: Documentation**	**5 days**	**Mon 07-10-24**	**Fri 11-10-24**
30		Create an initial draft of the project documentation, including technical specifications, user guides, and maintenance instructions	3 days	Mon 07-10-24	Wed 09-10-24
31		Conduct a meeting with the supervisor to review the draft documentation and make any necessary	1 day	Thu 10-10-24	Thu 10-10-24
32		Perform a thorough review of the documentation to ensure accuracy and completeness before finalization.	1 day	Fri 11-10-24	Fri 11-10-24
33		**Phase 6: Project Closure and Handover**	**7 days**	**Sat 12-10-24**	**Sat 19-10-24**
34		Complete the final version of all project documentation, incorporating any last-minute updates.	4 days	Sat 12-10-24	Wed 16-10-24
35		Officially hand over the completed project and documentation to the client, providing any necessary training and support to ensure a smooth transition.	1 day	Sat 19-10-24	Sat 19-10-24

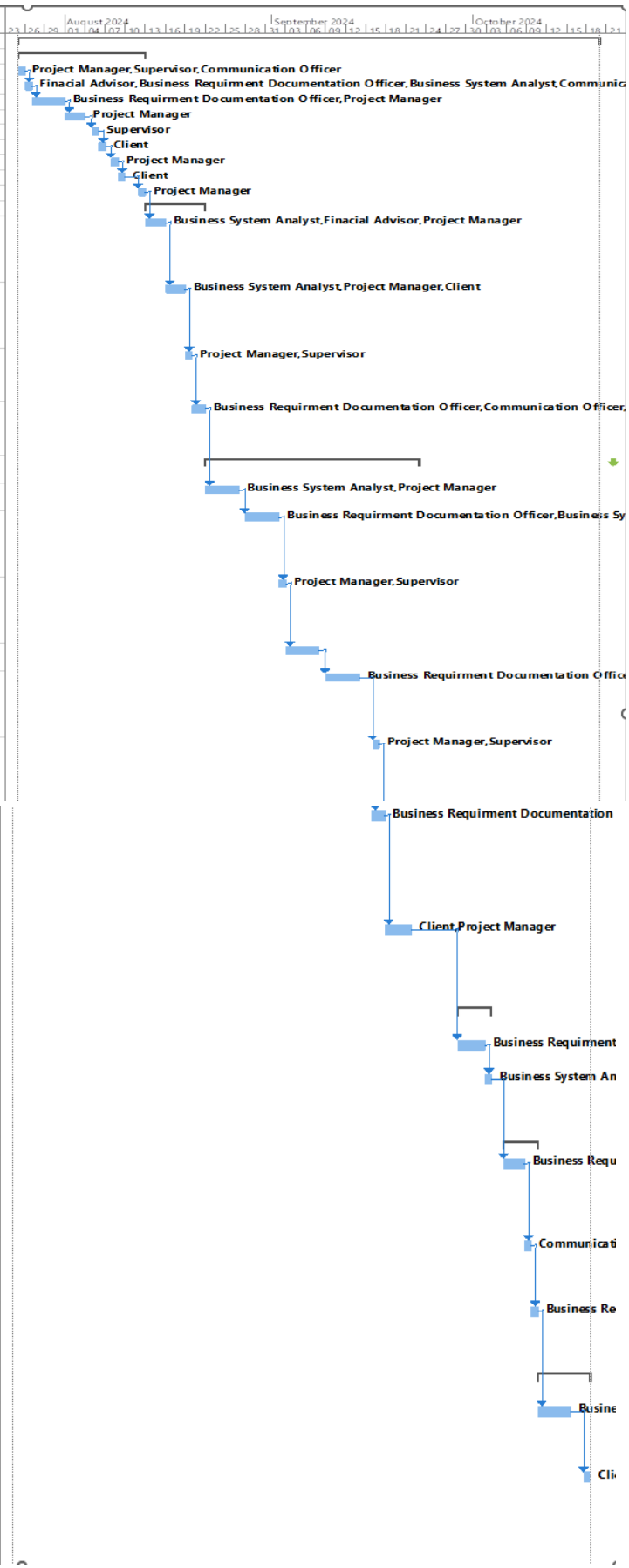


Figure – WBS with Gantt chart depiction

6.Cost Control

Cost control was reduction in costs and was done by comparing the actual cost with the cost baseline. EVM as a major tool that helped the team track how effectively the project was being done in terms of the costs and time. Any deviations from the standard were pointed out and correct immediately to prevent cost controls issues (Hanna, 2009, p. 297-304).

Daily Space Cost Performance Reports were prepared to indicate the amount of money that was used and in relation to this – the amount of work accomplished. This real-time tracking was vital for monitoring expenses thanking to which the team could manage resources needed and still there would not be need in overhauling the cost estimate.

The team always applied Variance Analysis to know why a particular cost variation was likely to happen and how-to address the space. This made it easier for the project to be run within the cost baseline since any costs that went out of line were corrected immediately any time they were noticed.

Cost Reporting

Regarding the financial management the team prepared the Cost Reports on the monthly basis which showed the activity of the project according to the cost baseline. These reports were in terms of Earned Value (EV), Planned Value (PV) and Actual Cost (AC) to provide the project manager and the project's stakeholders with a realistic picture of the financial status of a project at a given period (Stewart, 2007, p. 203–212).

The cost reports which were obtained was useful in determining whether the resources deployed were optimal and whether the project was within the cost estimates. With this kind of transparency, the team was able to keep the stakeholders abreast of the status of the financial aspect of the project and thus avoid nasty shocks and financial surprises.

Cost Management

Cost management was the orderly process of identifying costs, controlling and keeping track of the expenditures made in the Skill Pointers project to ensure that project concluded with the total cost.

Sustainable cost control was widely important to completing the project on schedule and within the provisions of financial means (Cadle & Yeates, 2008, p. 31- 38).

Cost Planning and Estimation

This was done through cost estimation where labour costs, cost of using technologies and other miscellaneous costs were predicted according to the project's scale. This was used in the establishment of the cost baseline which acted as the project costs against which actual costs were compared. All aspects of the project were prequalified in relation to the resources needed and potential costs were identified right from the beginning.

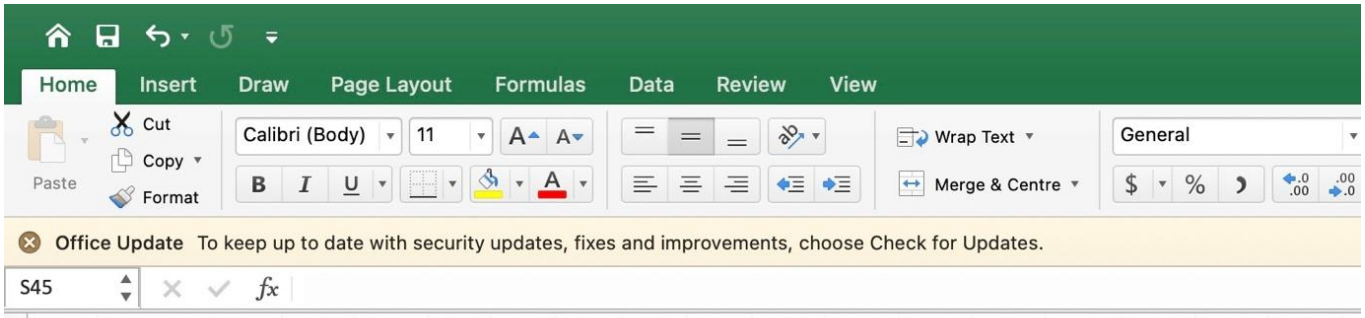
Cost Baseline (CBL)

CBL is one of the most powerful and useful tools in any project as this is the approved budget that sets the standards of measuring costs. In the course of its implementation, the cost baseline was instrumental in helping the Skill Pointers project to adhere to the laid down financial resources.

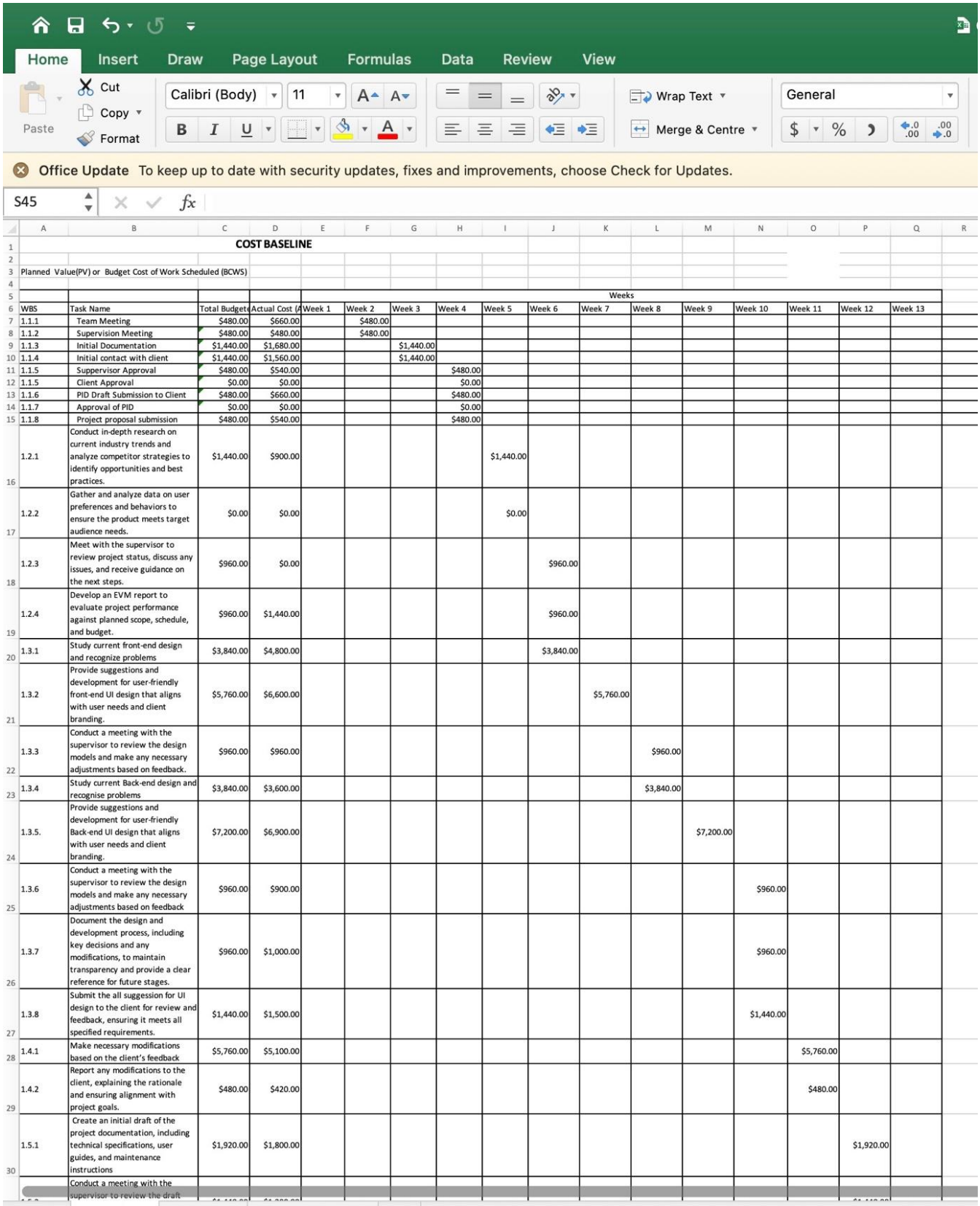
The cost baseline is a reference point used to track costs to compare against future spending has been a benchmark to gauge cost advances. That early setting of the baseline helped the team understand how much money the project would have for each phase of work, thus simplifying the management of the money used during the project. Slight variances from the conventional method in terms of labour, technology, and other costs could be detected easily and appropriate measures were taken to refrain from going over the set score in the project (Henderson, 2023).

Keeping to the cost baseline made the project affordable, which is crucial in such projects where technical enhancements lead to new costs. The basic gave the team financial solidity since it put a marker of economic point that the project's costs had to respect if it expected to achieve the set goals.

The cost baseline transcends the concept of managing costs but did help in managing the expectations of the stakeholders. Here the stakeholder is confident about the fact that with the definition of the budget before beginning of the project and a strict implementation of the budget the project will be completed within the identified resources.



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
26		transparency and provide a clear reference for future stages.															
27	1.3.8	Submit the all suggession for UI design to the client for review and feedback, ensuring it meets all specified requirements.	$1,440.00	$1,500.00										$1,440.00			
28	1.4.1	Make necessary modifications based on the client's feedback	$5,760.00	$5,100.00											$5,760.00		
29	1.4.2	Report any modifications to the client, explaining the rationale and ensuring alignment with project goals.	$480.00	$420.00											$480.00		
30	1.5.1	Create an initial draft of the project documentation, including technical specifications, user guides, and maintenance instructions	$1,920.00	$1,800.00												$1,920.00	
31	1.5.2	Conduct a meeting with the supervisor to review the draft documentation and make any necessary revisions.	$1,440.00	$1,200.00												$1,440.00	
32	1.5.3	Perform a thorough review of the documentation to ensure accuracy and completeness before finalization.	$960.00	$960.00												$960.00	
33	1.6.1	Complete the final version of all project documentation, incorporating any last-minute updates.	$3,840.00	$3,780.00													$3,840.00
34	1.6.2	Officially hand over the completed project and documentation to the client, providing any necessary training and support to ensure a smooth transition.	$480.00	$480.00													$480.00
35		Total Budgeted Cost	$48,480.00	$48,460.00		$960.00	$2,880.00	$1,440.00	$1,440.00	$5,760.00	$5,760.00	$4,800.00	$7,200.00	$3,360.00	$6,240.00	$4,320.00	$4,320.00
36			Cummalative planed value(CPV)			$960.00	$3,840.00	$5,280.00	$6,720.00	$12,480.00	$18,240.00	$23,040.00	$30,240.00	$33,600.00	$39,840.00	$44,160.00	$48,480.00
37																	
38			Cumulative actual cost (AC)			$1,140.00	$4,380.00	$6,120.00	$7,020.00	$13,260.00	$19,860.00	$24,420.00	$31,320.00	$34,720.00	$40,240.00	$44,200.00	$48,460.00
39			Cumulative Earn Valu(EV)			$960.00	$3,552.00	$5,280.00	$6,576.00	$12,096.00	$17,088.00	$21,696.00	$28,416.00	$33,024.00	$39,192.00	$41,376.00	$48,480.00
40																	
41																	
42			Cost Varience (CV= EV- AC)			-$180.00	-$828.00	-$840.00	-$444.00	-$1,164.00	-$2,772.00	-$2,724.00	-$2,904.00	-$1,696.00	-$1,048.00	-$2,824.00	$20.00
43			Scheduled Varience (SV= EV- PV)			$0.00	-$288.00	$0.00	-$144.00	-$384.00	-$1,152.00	-$1,344.00	-$1,824.00	-$576.00	-$648.00	-$2,784.00	$0.00
44			Cost Performance Index (CPI= EV/AC)			$0.84	$0.81	$0.86	$0.94	$0.91	$0.86	$0.89	$0.91	$0.95	$0.97	$0.94	$1.00
45			Schedule Performance Index (SPE= EV/ PV)			$1.00	$0.93	$1.00	$0.98	$0.97	$0.94	$0.94	$0.94	$0.98	$0.98	$0.94	$1.00
46																	



COST BASELINE

Planned Value(PV) or Budget Cost of Work Scheduled (BCWS)

WBS	Task Name	Total Budgete	Actual Cost (A	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13
				Weeks												
1.1.1	Team Meeting	$480.00	$660.00		$480.00											
1.1.2	Supervision Meeting	$480.00	$480.00		$480.00											
1.1.3	Initial Documentation	$1,440.00	$1,680.00			$1,440.00										
1.1.4	Initial contact with client	$1,440.00	$1,560.00			$1,440.00										
1.1.5	Supervisor Approval	$480.00	$540.00				$480.00									
1.1.5	Client Approval	$0.00	$0.00				$0.00									
1.1.6	PID Draft Submission to Client	$480.00	$660.00				$480.00									
1.1.7	Approval of PID	$0.00	$0.00				$0.00									
1.1.8	Project proposal submission	$480.00	$540.00				$480.00									
1.2.1	Conduct in-depth research on current industry trends and analyze competitor strategies to identify opportunities and best practices.	$1,440.00	$900.00					$1,440.00								
1.2.2	Gather and analyze data on user preferences and behaviors to ensure the product meets target audience needs.	$0.00	$0.00					$0.00								
1.2.3	Meet with the supervisor to review project status, discuss any issues, and receive guidance on the next steps.	$960.00	$0.00						$960.00							
1.2.4	Develop an EVM report to evaluate project performance against planned scope, schedule, and budget.	$960.00	$1,440.00						$960.00							
1.3.1	Study current front-end design and recognize problems	$3,840.00	$4,800.00						$3,840.00							
1.3.2	Provide suggestions and development for user-friendly front-end UI design that aligns with user needs and client branding.	$5,760.00	$6,600.00							$5,760.00						
1.3.3	Conduct a meeting with the supervisor to review the design models and make any necessary adjustments based on feedback.	$960.00	$960.00								$960.00					
1.3.4	Study current Back-end design and recognise problems	$3,840.00	$3,600.00								$3,840.00					
1.3.5.	Provide suggestions and development for user-friendly Back-end UI design that aligns with user needs and client branding.	$7,200.00	$6,900.00									$7,200.00				
1.3.6	Conduct a meeting with the supervisor to review the design models and make any necessary adjustments based on feedback	$960.00	$900.00										$960.00			
1.3.7	Document the design and development process, including key decisions and any modifications, to maintain transparency and provide a clear reference for future stages.	$960.00	$1,000.00										$960.00			
1.3.8	Submit the all suggession for UI design to the client for review and feedback, ensuring it meets all specified requirements.	$1,440.00	$1,500.00										$1,440.00			
1.4.1	Make necessary modifications based on the client's feedback	$5,760.00	$5,100.00											$5,760.00		
1.4.2	Report any modifications to the client, explaining the rationale and ensuring alignment with project goals.	$480.00	$420.00											$480.00		
1.5.1	Create an initial draft of the project documentation, including technical specifications, user guides, and maintenance instructions	$1,920.00	$1,800.00												$1,920.00	
	Conduct a meeting with the supervisor to review the draft															

Figure -cost base line

Earned Value Management (EVM)

Earned value management system or EVM is a sophisticated project management technique that demonstrates the performance in terms of scope, schedule and cost. The project role of EVM in the project that was implemented by the team was particularly very vital especially whereby it provided clues whether the project was within the time and cost estimates set for the Skill Pointers project (Li, 2023, p. 101-109).

The CPI and SPI values were 1.0 in this project, which suggested that the project carried out according to the plan perfectly in aspect to cost and schedule. These activities made the team confident enough that the project would be done on time and would not cost much money. Through EVM, actual performance metrics could be tracked in 'real-time,' and thus, influenced decisions for corrective actions when deviations occurred.

The most crucial factor that is associated with EVM in this project is that it provided value to the stakeholders relative to the health of the project at any time. The team could remember to submit monthly reports that would indicate how much of the budget had been spent, how much of the work had been done and whether the project was a go, slower or even behind schedule. Maintenance of transparency became imperative for attaining confidence of the various stakeholders and keenness of the project on its goals. Estimated working hours for each team members were multiplied to $60 per hour and considered in the labour cost. EVM metrics were CPI and SPI both of which were 1.0 which means that the project was on schedule and within budget.

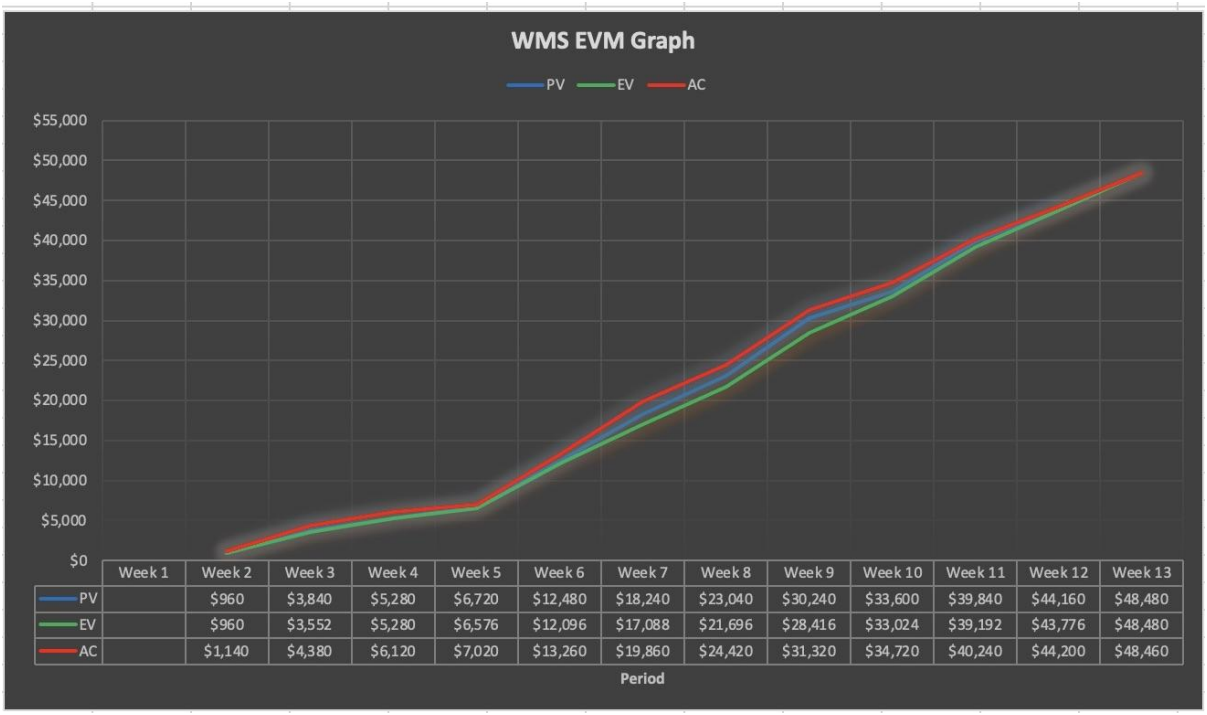
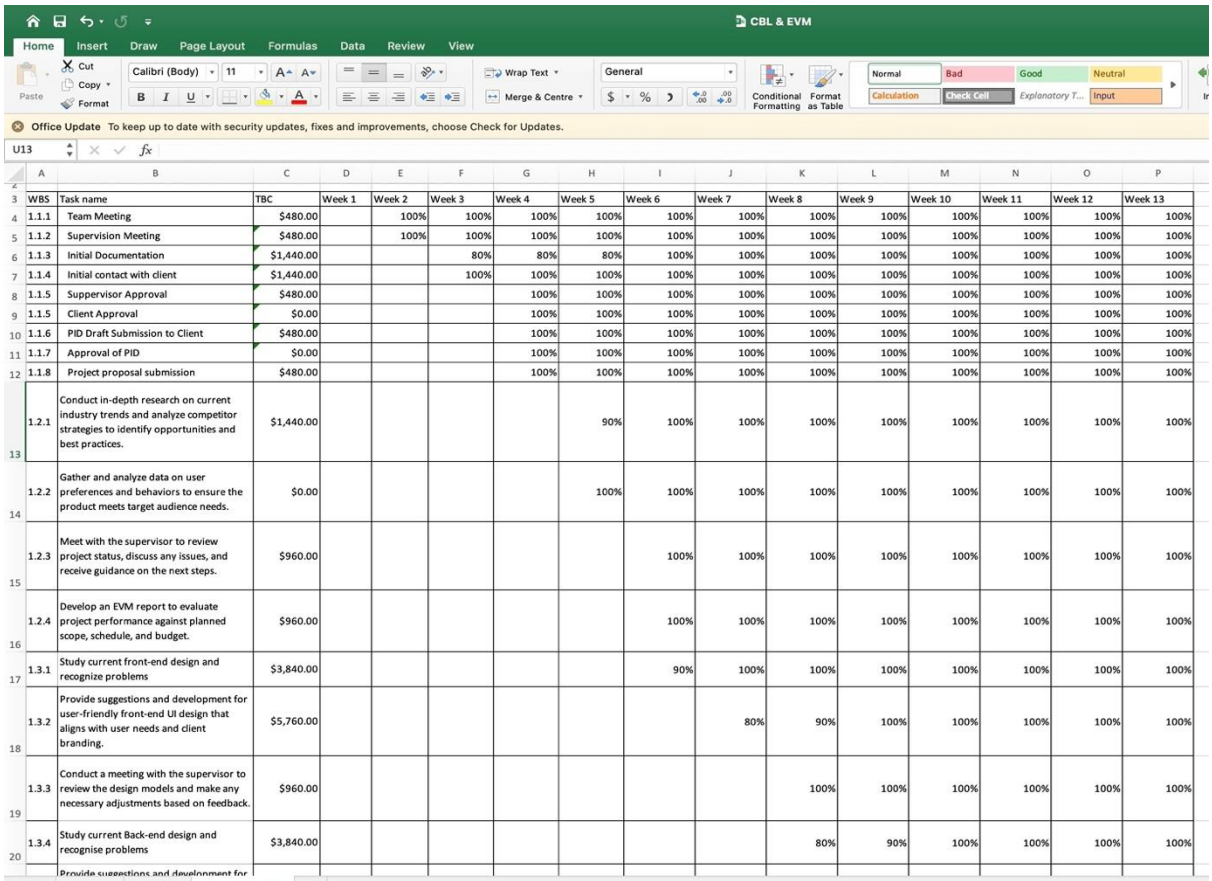


Figure- EVM graph



WBS	Task name	TBC	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13
1.1.1	Team Meeting	$480.00		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.1.2	Supervision Meeting	$480.00		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.1.3	Initial Documentation	$1,440.00			80%	80%	80%	100%	100%	100%	100%	100%	100%	100%	100%
1.1.4	Initial contact with client	$1,440.00			100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.1.5	Suppervisor Approval	$480.00				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.1.5	Client Approval	$0.00				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.1.6	PID Draft Submission to Client	$480.00				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.1.7	Approval of PID	$0.00				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.1.8	Project proposal submission	$480.00				100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1.2.1	Conduct in-depth research on current industry trends and analyze competitor strategies to identify opportunities and best practices.	$1,440.00					90%	100%	100%	100%	100%	100%	100%	100%	100%
1.2.2	Gather and analyze data on user preferences and behaviors to ensure the product meets target audience needs.	$0.00					100%	100%	100%	100%	100%	100%	100%	100%	100%
1.2.3	Meet with the supervisor to review project status, discuss any issues, and receive guidance on the next steps.	$960.00						100%	100%	100%	100%	100%	100%	100%	100%
1.2.4	Develop an EVM report to evaluate project performance against planned scope, schedule, and budget.	$960.00						100%	100%	100%	100%	100%	100%	100%	100%
1.3.1	Study current front-end design and recognize problems	$3,840.00						90%	100%	100%	100%	100%	100%	100%	100%
1.3.2	Provide suggestions and development for user-friendly front-end UI design that aligns with user needs and client branding.	$5,760.00							80%	90%	100%	100%	100%	100%	100%
1.3.3	Conduct a meeting with the supervisor to review the design models and make any necessary adjustments based on feedback.	$960.00								100%	100%	100%	100%	100%	100%
1.3.4	Study current Back-end design and recognise problems	$3,840.00								80%	90%	100%	100%	100%	100%

21		aligns with user needs and client branding.													
22	1.3.6	Conduct a meeting with the supervisor to review the design models and make any necessary adjustments based on feedback	$960.00									100%	100%	100%	100%
23	1.3.7	Document the design and development process, including key decisions and any modifications, to maintain transparency and provide a clear reference for future stages	$960.00									85%	100%	100%	100%
24	1.3.8	Submit the all suggestion for UI design to the client for review and feedback, ensuring it meets all specified requirements.	$1,440.00									70%	100%	100%	100%
25	1.4.1	Make necessary modifications based on the client's feedback	$5,760.00										90%	100%	100%
26	1.4.2	Report any modifications to the client, explaining the rationale and ensuring alignment with project goals.	$480.00										85%	100%	100%
27	1.5.1	Create an initial draft of the project documentation, including technical specifications, user guides, and maintenance instructions	$1,920.00											80%	100%
28	1.5.2	Conduct a meeting with the supervisor to review the draft documentation and make any necessary revisions.	$1,440.00											100%	100%
29	1.5.3	Perform a thorough review of the documentation to ensure accuracy and completeness before finalization.	$960.00											100%	100%
30	1.6.1	Complete the final version of all project documentation, incorporating any last-minute updates.	$3,840.00												100%
31	1.6.2	Officially hand over the completed project and documentation to the client, providing any necessary training and support to ensure a smooth transition.	$480.00												100%
32		Cumulative EV			$960.00	$3,552.00	$5,280.00	$6,576.00	$12,096.00	$16,704.00	$21,696.00	$28,416.00	$33,024.00	$39,192.00	$43,776.00	$48,480.00

Figure - Cumulative Earned value percentage of completion

7. Project Deliverables and Achievements

The project deliverables provide a clear outline of what has been accomplished and what will be presented to the client at each phase of the project. The completion of the business analysis for the web application has yielded the following key deliverables:

1. Business Goals Document:

This document outlines the refined business goals of the web application and their alignment with the strategic objectives of Skill Pointers. It applies the SMART (Specific, Measurable, Achievable, Relevant, Time-bound) criteria to ensure each goal is actionable and trackable. These goals were established in collaboration with the client to provide a foundational direction for the project's analysis and future development.

2. Stakeholder Analysis Report:

This report identifies and classifies all stakeholders involved in the project, detailing their roles, requirements, expectations, and level of influence. It ensures that the project meets the specific needs of each stakeholder, ensuring their involvement and satisfaction throughout the project lifecycle. Key stakeholders such as the project sponsor, marketing team, development team, and end users are mapped out for effective communication and management.

3. Market Analysis Report:

A comprehensive study of current market trends and competitive positioning, offering insights into the best practices adopted by similar applications in the market. This report has been instrumental in ensuring the web application remains competitive by integrating those best practices.

4. User Journey Maps:

User journey maps visually depict how users interact with the web application. These maps help the team identify any pain points users may encounter, enabling them to streamline the user experience and ensure the application is intuitive and easy to use.

5. Feature and Gap Analysis Report:

This report evaluates the current features of the web application and identifies gaps between its current state and the desired state. The gaps are prioritized to inform which features should be added or enhanced in future updates, ensuring continuous improvement of the platform.

6. Data Analysis Report:

This report includes quantitative and qualitative data to inform decisions around the web application's design and functionality. It provides actionable insights based on user behaviour, performance data, and key metrics that have shaped recommendations for future development.

7. Cost-Benefit and Risk Analysis Report:

This deliverable evaluates the financial viability of implementing suggested changes to the application. It compares the potential costs against the expected benefits to ensure that the proposed improvements provide a good return on investment. Additionally, potential risks associated with the project are assessed, with mitigation strategies outlined.

8. Performance Metrics Definition Document:

A comprehensive list of metrics that will be used to track the performance of the web application in achieving its business goals. These include user engagement, response time, and scalability performance, providing the team with data-driven insights to monitor and optimize the application.

9. Implementation Plan:

A detailed roadmap that outlines how the recommended improvements will be executed. It includes key timelines, resource allocation, and milestones to ensure that all parties understand the step-by-step process required to deliver the updated web application successfully.

10. Final Comprehensive Report and Presentation:

The final report compiles all the key findings and deliverables into a cohesive document. It includes summaries of market analysis, stakeholder engagement, data insights, performance metrics, and the implementation plan. This report will be presented to the client to communicate the project's results and recommended next steps.

8.Risk Management

Without risk management, any project will not succeed. It lets project teams foresee potential issues and avoid creating a bottleneck. The systematic identification of risks and vulnerability assessments of projects can spare disruptions, make it possible to allocate resources better as well as provide flexibility in meeting timelines. This approach helps avoid major setbacks and make project activities run smoother. However, with risk management, better decisions out of the team benefit, and in this way, the preparedness of the team in meeting unknown situations, leading to overall a better stable and succeeding project (Taylor, 2008).

Risk Identification

Risk Identification from Week 1 - Week 7)

Risk 1: Delay in PID submission.

Delayed PID upload was a compliance risk that could hinder project progress. Despite that, the prompt clarification from our tutor was enough to ensure all documentation passed the required standards and the PID is now uploaded to keep the schedule. This had a timed response that reinforced the need for project integration and kept the timeline impact negative.

Risk 2: Incomplete Front-End Ui Suggestions.

We could only get to 80% completion of the front-end UI design on scheduled time, resulting in delays. Additionally, inaccurate or misleading business analysis reports created doubts and further confusion leading to a prolonged development period to accommodate all standards.

Risk 3: Front-End Design Review Delay.

Challenges like review and task complexity pushed timelines and stretched resource needs with client cancelling the initial idea of a figma design, with 90% of the front-end design completed by week 6. After evaluation, it was further delayed by week 7 issues were discovered during the final review.

Risk 4: Delay In Research Completion.

Problems assessing industry trends and competitor plans slowed progress, reaching research at 90% by the 5th week. However, the team fought through with extra resources for a more in-depth analysis. Research, compensating for delays, was completed by week 6 and no critical data was missed.

Risk Identification from week 8 – week 13

Risk 1: Incomplete Front-End UI Suggestions.

The team continued to make strong progress on UI/UX development between weeks 8 and 13 and achieved 90% design completion in week 8 and drove further refinement in client requirements. The design was finalised, per client specifications and project standards, by week 9. However, regular audits ensured that UI & UX was one of a kind.

Risk 2: Back-end design review delay.

Week 8 was at 80% but progress was slowed to a trickle in week 8 due to bottlenecks in the design of the back end. Week 9 resolved access issues and completed 90%, with the final review in week 10 identifying previously unseen critical issues.

Risk 3: Design and development process documentation delay.

Last-minute design changes meant that documenting the design and development activities was very hard with only 85% completion by week 10. A couple of weeks later, documentation was finalized to put in place transparency and guidelines for other project stages to come.

Risk 4: UI Design submission for client feedback delay.

First, only 70% of the UI design suggestions for clients are ready because it somehow needs to be changed locally to satisfy requirements. Although these adjustments pushed back completion, by week 11, the final submission was complete and in good shape in addressing all patient feedback areas.

Risk 5: Client Feedback and Modifications Completion delay.

90% was completed within week 11 with client feedback requiring modification. Some unexpected fine-tuning delayed results which slowed down things further. All adjustments were finalized by the next week, ending with total client and project requirements expectations.

Risk 6: Client Modification delay and rationale delay.

By week 11, 85% of change reporting to the client was lagging, that started because clarifications were still required to connect it to project goals. By the following week, all reports were completed, and we had sent them to the client's satisfaction and met broader project objectives.

Risk 7: Initial Project Documentation Delay.

Technical complexities slowed its preparation of 80% of project documentation, which included detailed technical information and user manuals, by week 12. A refined version of the poster, including key information, was completed by next week for use and reference on the poster.

Risk Matrix:

Impact

	Insignificant 1	Minor 2	Significant 3	Major 4	Severe 5
5 Almost Certain	Medium 5	High 10	Very high 15	Extreme 20	Extreme 25
4 Likely	Medium 4	Medium 8	High 12	Very high 16	Extreme 20
3 Moderate	Low 3	Medium 6	Medium 9	High 12	Very high 15
2 Unlikely	Very Low 2	Low 4	Medium 6	Medium 8	High 10
1 Rare	Very Low 1	Very Low 2	Low 4	Medium 4	Medium 5

Table – Risk Matrix (Guevara, 2024)

Risk Register:

Risk	Impact	Impact	Probability Level (1-5)	Priority Level	Mitigation notes	Owner

		Level (1-5)				
Incomplete Front-End UI Suggestions	Clear and concise changes of the UI as well as UX along with improvements both resulted to alterations in the design completion time.	4	4	Very High 16	Stipulate that each client specifies its demands and hold repeated UI/UX checkups.	Osama bin Nawaz (Business System Analyst)
Back-end design review delay	Problems with admin privileges affecting back-end review and thus hindering project development.	3	3	Medium 9	Address admin access problems quickly and commit to funds for quicker review.	Aravind Sasikumar (Project Manager)
Design and development process documentation delay	Documentation synchronization also slowed down the capturing essential design changes affecting transparency.	3	4	High 12	Enhance aspects of team work so that everyone documents the same decisions at the same time.	Roshini Fernando (Business Requirement Documentation Officer)
UI Design submission for client feedback delay	Updates involving prepping for client feedback on UI suggestions presented overall	4	3	High 12	Spend more time for the set of UI suggestions that would be presented to the clients to finish before	Akshay Andrews Rajan (Client)

	inefficiencies in workflow.				going to the next stage.	
Client Feedback and modifications completion delay	Feedback from the clients resulted in longer than expected time for finetuning and final modifications.	4	4	Very High 16	Enhance importance given to client feedback and spend more time with tweaking depending on the client's preferences.	Osama bin Nawaz (Business System Analyst)
Client Modification delay and rationale delay	More definitions of client change, consequent delayed reporting, and correspondent correspondence with project goals and deliverables.	3	3	Medium 9	Improve the communication with the client that, changes have been made early enough to avoid cases of delay.	Akshay Andrews Rajan (Client)
Initial project Documentation Delay	Technical issues caused delayed preparation of final report hence there were shortcomings in the technical accuracy of the reports.	4	4	Very High 16	Spend more time on collecting and collecting technical documentation because all the necessary information can take a lot of time.	Roshini Fernando (Business Requirement Documentation Officer)
Delay in PID upload	Compliance risks could have taken a very long time to identify	4	3	High 12	To minimize delay in compliance, ensure that PID is clarified in	Aravind Sasikumar (Project Manager)

	missing documentation which could have slowed the whole project.				good time and submitted as soon as possible.	
Incomplete Front-End UI Suggestions	Some failures in design led to confusion and further affected UI development schedules.	4	4	Very High 16	Find ways to ad-supervisor info early and do comprehensive reviews to prevent design confusion.	Osama bin Nawaz (Business System Analyst)
Front-End Design Review Delay	Issues encountered during the review process and in the task, difficulty further slowed completion of the front-end design.	3	3	Medium 9	Seek more time and expatriate more effort and resources in the design review to ensure a successful completion.	Aravind Sasikumar (Project Manager)
Delay in Research Completion	Certain specific investigations caused certain general timelines within the study to be extended – this influenced the pace of development.	3	4	High 12	Allocate additional resources to the process to complete all the needed research on time.	Madhushani Dharmakeerthi (Project Coordinator / Finance Officer)

Table – Risk Register

(Eby, 2018)

9.Ethical Considerations

The creation of CourseFinder.ai which is aimed to help international students connect with Australian universities gives rise to numerous ethical and social concerns the acceptable functioning of such platform must be questioned and when evaluated critically. The main aspects considered are data privacy, informed consent, fairness, accessibility, transparency, and social implications about the platform.

- **Data Privacy and Security**
  The processing of personal and identifiable information, including students records and other data, remains an important aspect of the ethical premises of CourseFinder.ai. With cyber threats on the rise and data breaches being a norm rather than the exception – it is important to safeguard users' data. CourseFinder.ai stores student information such as names, their academic background and course preferences, which may be exploited or accessed by unsavoury third parties. To counter these problems, the platform must abide by the GDPR rules in Europe, and Australia's Privacy Act (Das Chaudhury & Choe, 2023). These laws demand that personal information must be stored securely and transferred encrypted, while other measures must be taken to ensure control against unauthorized access. In terms of the choice of values, the platform should consider data minimisation, or the policy of collecting only that data which is required to make the platform work, and data control for users. This includes giving the users a mechanism through which they can opt out of the system by requesting for their accounts to be deleted or their data to be expelled from the system. The use of superior methods of data encryption and the adoption of secure user identification protocols adds further layers of protection to the data entered.
- **Informed Consent and Transparency**
  Having informed consent is an ethics fundamental in use of data. For CourseFinder.ai, it is communication regarding which data is collected, why it is collected, in what manner it will be utilised, and with whom it may be disseminated. This openness helps winning the confidence of the clients so that the students can input their details on the platform. The platform must also be clear on the use of algorithms and personalisation features of products offered. For example, if car rental firm uses the machine learning algorithms to recommend specific course based on the user's behaviour, the users should be informed on how the firm uses their data to make that recommendation (Nayak et al., 2023). If possible, the users should be allowed to disallow recommendation algorithms to use their data to recommend certain courses to them.

- **Fairness and Non-Discrimination**
  A major ethical consideration in platforms like CourseFinder.ai is ensuring fairness in access and service delivery. To do this, the platform should ensure that it does not engineer algorithmically prejudices that will place some categories of students at a disadvantage. For instance, learning algorithms could inherit biases and in this case would reject applications from some students while accepting from others basing their decision on old data sets. To this end, the development team needs to review its algorithms for signs of bias that a platform might develop. There are guidelines in ethical machine learning practices advanced through things like; having involved and diverse data sets, applying the fairness criteria in recommendation engines, they help in reducing discrimination risks (Barocas et al., 2023, p.172). Further, it should not favour some students from some areas since they came from rich families, or, on the contrary, deny access to some materials to students from poor families.
- **Accessibility and Inclusion**
  Making sure CourseFinder.ai is available to all students especially those with a disability is a moral and social responsibility. This translates to mean that the platform must be compliant with web standards, for instance the Web Content Accessibility Guidelines (WCAG) in a bid to enable the platform to be used by persons with the various disabilities; visually impaired, hearing, and even those with impaired understanding (Panda & Chakravarty, 2020). Accessibility also applies to the language used, meaning any multiculturalism is to be represented in the language used. As CourseFinder.ai targets students from different countries most of whom are right now learning English, it will be effective if it is developed in different languages, or it comes with an option of a translator. This inclusion makes it easier for the platform to access as many people as possible and eliminates cases where potential users might be locked out because they do not understand the language that has been used to develop the platform.
- **Social Impact and Equity**
  There is a lot that CourseFinder.ai can do to help the lives of the international students through offering them training chances that they would have no access to. Although, the platform should also consider the existing social disparities that are present and ensure that they close the existing gaps with its negative impacts. For example, it may focus on connecting with universities; with outstanding programs of providing scholarships, bursaries, or other kinds of help to needy students. This would bring equity in the sense that more students from low-income status would be able to access the higher education institutions (Chiramba & Ndofirepi, 2023, p 56 –75). In addition, and most importantly, CourseFinder.ai can place a special emphasis

on counselling and support services which would allow students to cope with the social and emotional challenges students usually experience while studying in another country.

- **Ethical Use of AI and Personalisation**
  The organisations which are already using personalisation algorithms need to embrace the features responsibly, especially as they evolve and become standard in operations such as those at CourseFinder.ai. Though, the adjustment of the content based on the preferences and previous behaviour gradually might make students blind to the options they do not search for, that is why, configuring can cause “filter bubbles” and amplify existing prejudices in the choice of an academic plan or other opportunities. To this end, the platform must have leverage to recommend a wide talent spectrum of students to a diverse array of schools and academic disciplines. However, we point out that there is also a risk of personalising the process, so inappropriate or invasive that it manipulates upon student data or behaviour without permission. Legal use of AI requires them to be clear, unbiased, and allow subjects to decline to be judged by an artificial intelligence program if they wish to (Hakan Kan, 2024).
- **Accountability and Compliance**
  It is important that there is accountability in the management of a platform like Coursefinder.ai, so ethics should be observed. CourseFinder.ai needs to make certain that the events of the developers, administrators, and other stakeholders promoting and applying CourseFinder.ai do not lack rules regarding who is responsible for delivering ethical solutions. This includes periodic assessments on the utilisation of data, policies, and procedures in maintaining user privacy as well as the bias that may be inherent in algorithms used. In addition, legal requirements of each country and international legislation on education, students and data should be followed. This compliance also further strengthens the credibility of the platform it complies with the legal requirements governing such services with a view of protecting individuals and their data (Brunner, 2022, p 236-251).

10.Conclusion

The project for Skill Pointers along with web application that works under CourseFinder.ai was successfully implemented to provide a comprehensive analysis and recommendation services to increase the market viability of the system. The success of this project is based on the improvement of the most essential requirement of our target clientele: the International students who require smooth and dependable access to educational programs in Australia. As the UX, recommendation of content, and tech optimization concerns have been addressed, the concept

has been realized successfully as it aimed at enhancing the platform's contribution to the convenience and addressing students' needs.

One of the major benefits of the organisational structure of the project is its use of the waterfall model, complemented by the identification of stakeholders. To maintain the client's approval, timely updates and a dialogue to realign client expectations were made including where Figma designs were omitted and changes to the marketing plan due to the budgetary concern. These changes were tough but it showed the strong ability of the team in managing the fluctuating demands of the client that doesn't do harm to the overall value of the project.

Furthermore, the project maintained high levels of Ethical sensitivity to data confidentiality, people, society, and data sharing. Also, adopting ethical communication norms associated with formal integration of key stakeholders enhanced these relationships, project stability and laid down foundation for potential future engagements of Skill Pointers.

The project related to the company Skill Pointers and with the web-application CourseFinder.ai has achieved the status of an advanced plan offering a balanced set of analysis and recommendation to increase its competitiveness in the market. The success of this project is based on meeting the basic needs of target consumers, international students who would like to enrol in educational programs in Australia without worrying about the quality of services provided by the institution. Seeking UX advancements, increasing basic and advanced AI-driven suggestions along with enhancing the project's technical aspect meets the goals set when the aim was to better students' platform experience and needs.

The integrated work delivery model besides stakeholders' involvement in the project has enabled the project team to address changing requirements effectively. When it came to Ensure Client Expectancy Change Control communications with the client were frequent and effective leading to a number of changes such as the removal of Figma based designs and a change in the overall marketing strategy due to financial constraints. These changes, of course, are not easy and they demonstrate the ability of the team to learn and to provide the client with product that meets their current needs without sacrificing the value of the entire project.

Furthermore, the project maintained low risk in ethical issues such as use of data privacy and confidentiality and high levels of transparency. The commitment to ISO 27001 standards and Australia's Privacy Act created a reliable approach to handling sensitive data and improving client confidence in the team and the regulation. Further, ethical communication practices which, complemented the establishment of structure stakeholder relations enhanced these relations and project stability thus creating a healthy-future relations.

Last but not the least; the project incorporated detailed measurement criteria and activities, WBS and Gantt charts to properly coordinate and allocate tasks, and resources for realizing the timeline. The Earned Value Management (EVM) system gave daily information on cost and schedule control which made the project transparent. The implementation of these frameworks was crucial for CourseFinder.ai to be on time with the deadlines and under budget and thus set up for future advancements. Further down, the proposed improvements in user interaction and

application technology are expected to strengthen CourseFinder.ai's market position and facilitate its objective of assisting international learners to make quality educational decisions.

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Appendices

Appendix A

Business Analyst Report for Skill Pointers

Introduction

The growth of internet and social media pave way to easy yet effective way to get a job done. This enables aspiring students to search and find colleges and courses that suit them. CourseFinder. ai is a web app that enables users to find out the courses and other educational programs which may interest them. It delivers its users various selection modes which help them make decision with regards to their choice of course. There is a clear potential to the platform though there are areas in the business model and user experience that can be improved to deliver more competitiveness for the business and a better user satisfaction level. In this report, recommendations for improvement will be made and CourseFinder will be discussed in relation to other successful online student consulting services.

Where the Business is now

CourseFinder. ai helps the agents in course search and enrolment by providing filters and recommendations according to the student's preferences. However, there are several areas where improvement is needed: However, there are several areas where improvement is needed:

1. User Interface (UI) and User Experience (UX)

Although the concept and operation of the platform are simple, the appearance of the platform can be optimised. However, today the users may feel that the navigation is inconvenient because there are not enough elements that provide an interaction. For instance, the sign-up process can be made easier with one-click button for signing in to the site with the social network or Google account.

2. Personalised Recommendations

Personalised Recommendations offers suggestions; however, based on users' previous choices and activities, there can be more machine learning algorithms utilisation that can go deeper clustering and categorization process in aspect of finding courses related to one's background. CourseFinder could provide more precise and targeted course suggestion if it would include data from previous search queries, clicks and enrolments.

3. Content and Resources

CourseFinder can create more value by providing additional services such as providing reviews on the courses by offering visual gallery, independent commentaries on various programs from professors and class discussions by other students. This would enhance the confidence among clients, and they will spend most of their time on the platform hence solving the problem giving the platform an edge over the rest.

4. Customer Support and Interaction

As for the support of the student in real-time interactions, there seem to be not much. Having a live chat support or having chatbots that can assist the students in real-time while they are in the learning platform would enhance the student generated question's effectiveness by allowing them to pose their questions while using the platform.

Areas for Improvement

1. Better Data Analytics Implementation

Some ways of improving CourseFinder include using modern techniques of data analysis to track the dynamics of the courses offered as well as the behaviour of the students and the users. It may be useful to apply this data to determine the direction moving forward and improve and adjust for its goals, services, and advertisement.

2. Improved Marketing and Outreach

Marketing looks to be decidedly understated. To saturate the market and reach out more students and institutions, CourseFinder needs to advertise on the Internet, preferably use social networks and SEO. By contrast, 'Study Reach' and 'IDP Education' are other online consulting services which link the students to different universities rely on promotion strategies and corporate relationships with the universities. This is where CourseFinder could grow, this is the market they need to explore and tap to be able to reach out for more students or clients for them to post and for more services to be offered to the students.

3. Mobile App Development

Most of the competitor's products include mobile apps to ensure that clients can access services on the move. Creating a separate application for CourseFinder will be beneficial for the platform and for students particularly for those, who often use applications and mobile devices to search for information

and make decisions.e.g. IDP is currently using a mobile app which is easy and convenient for students to use.

4. Partnerships with Educational Institutions

Therefore, the CourseFinder has possibilities to distinguish from the similar projects, linking with a higher number of educational institutions. Such collaborations may enable the platform offer specific classes or even charge less, effectively making the platform more attractive to students.

5. Better Webpage utilization

From a user interface perspective, making the searchability of the users simple by keeping web articles, blogs and latest news about education and universities. Segmenting categorized blocks at the opening of the website may help users to find their preferred services. For example, placing services like “find a college,” “find a course,” “find a scholarship,” “find an accommodation” inside attractive boxes at the opening page will enhance accessibility of users.

Characterisation with Other Online Student Consulting Businesses

1. IDP Education

IDP is a world’s largest education consultant with the support of student wants to enrol in the course in foreign countries. They can offer student reviews, specialists’ tips, and direct access to the schools. CourseFinder can further strengthen its model by adding some of the similar services, for example, expert counselling sessions with the representatives of certain academic programs and individual assistance for the international students.

2. Study Reach

In this case, StudyReach is a portal that market international students to educational institutions across the world. Among them the site stands out as particular useful providing individual consultations and advisory services to students willing to enter an overseas university. It would be advisable for CourseFinder to follow the same line of approach by offering guidance for students wanting to study abroad with a support service that would augment students’ application experience, thus improving the interaction factor.

3. UpGrad GSP

UpGrad GSP is about providing education curriculum in the form of online programs in collaboration with premiere universities. t provides trained tutors and employment support services and industry standard courses. CourseFinder could extend the range of services by providing students with an

opportunity to get professional mentorship and/or career placement services to make the platform a one-stop-service solution for student needs that go well beyond course choice.

Recommendations

Drawing from this analysis, the following recommendations could help CourseFinder first; ai improve its business and stay competitive: Ai improve its business and stay competitive:

1. Real Time Updates

Providing real time updates regarding colleges, admission, introduction of courses and newsletters for subscribed users will improve establish a connection with CourseFinder.

2. Enhance Personalisation

Integrate more intelligent software to facilitate better course recommendation according to the users' history, preferences, and patterns. (TH Davenport, 2018)

3. Expand Marketing Efforts

Promote social media marketing, collaborations, and influencer marketing for potential student acquisition to reach out for more students. (D Chaffey, 2019)

4. Mobile App Development

Incorporate the use of a mobile application to enhance the possibility of the students to use the platform from their mobile devices.

5. Add New Features

Add quality features like the student reviews, discussion forums, and the expert advice sections to improve on the platform's usability and create a community. One of the features, as mentioned in fifth point of Area of Improvement - Segmenting categorized blocks at the opening of the website may help users to find their preferred services. For example, placing services like "find a college," "find a course," "find a scholarship," "find an accommodation" inside attractive boxes at the opening page will enhance accessibility of users.

6. Improve UI/UX

In this case, the best approach would be to make changes that will make user to enjoy their experience more on the website such as Streamlining the registration process, enhancing the site's navigation, and make the interface more friendly. (Don Norman, 2014)

7. Form Partnerships

Establish strategic partnerships with institutions of learning to ensure that only they get to enjoy a range of promotions including scholarships and course discounts placing CourseFinder at a competitive edge. (Mike Molesworth, 2010)

8. Integrate Accommodation Services

Integrating a service for accommodation by partnering with student accommodation services and genuine apartments will help students find admissions nearby the University and this will enhance a long-term relationship and competitive advantage.

9. Real Time Updates

Giving real-time updates like an admission opening date and closing date, submission of documents on time, securing accommodation and flight tickets by utilizing websites traffic, data analytics and ticket or accommodation availability.

10. Pre-Admission Services

Offering pre-admission services like course counselling, preadmission webinars and assistance in preparing documents and essential for the application could save user's time and this will enhance overall experience of the user.

11. Post-Admission Services

Providing after sale car for a product after its sale is as important as developing and selling the product. In this case, offering post admission services like option to book the most student friendly transportation tickets and taxi services will offer a strong tie with the customers.

12. Real-time admission services

Like post and pre-admission services, offering a real-time admission services will provide users a guided path to face application process and able to provide an error free completion within time.

13. Customer Support Enhancements

Integrate chatbots and the live chat assistance capabilities that will enable the students to seek help and support as they engage with the platform. (Ethan Fast, 2017)

So, as to enhance the **back end of CourseFinder. ai**, there exist several ways in which improvements can be made to make the platform more effective, secure, scalable, and more friendly to the users. Below are some key back-end recommendations: Below are some key back-end recommendations:

14. Database Optimisation

Current Challenge of data management is vastly enlarging number of users, the database as a system would have to store more data as well as requests to retrieve that data.

The first recommendation is to use NoSQL such as MongoDB or keep a combination of both SQL: using structured databases and NoSQL, for unstructured databases. This will enable it to become more scalable and adaptable once the Online Teaching Platform assumes larger proportions. Further, there is the need to incorporate indexing and query optimisation to increase efficiency in the search and retrieval of course data. (Stonebraker, 2010). Secondly, usage of big data technology could address the problem in a more structured and concise manner (Wang et al., 2020).

15. Caching for Faster Performance

Large user base and internet traffic may cause long response times particularly when the users are searching for courses particular at the peak usage.

We recommend the use of caching, such as tools like Redis or Memcached which can store such data which are frequently used (for example, most popular results of courses, users' preferences etc.) in memory thus cutting down the time of the data retrieving and the load on the database. (Josuttis, 2013)

15. Enhanced Security Measures

Amidst of increased cyber-attacks, protecting personal data and payment information is important since users often input personal information to such applications.

Recommendation for this is to implement OAuth 2. 0 or OpenID Connect especially for user authentication, and specifically for social sign-ins. Further, use of encryption mechanisms such as SSL/TLS for the data exchange between the client side and the server side; or use of hashing techniques like bcrypt for the password storage. (Ruef, 2018)

16. API Integration and Management

User accessibility and integration with other services such as partner organisations or payment providers, or other LMSs, may be restricted or challenging to manage.

For this, introduce the API Gateway service as a means of interaction between CourseFinder and other services. This will solve API versioning, scalability as well as security issues. (Amazon Web Services, 2019)

17. Load Balancing and Auto-Scaling

A major disadvantage is that the performance of the platform may be affected at times when there is pressure of users, such as during enrolments.

One of the powerful approaches is load balancing that help in dispersing the incoming traffic to different servers. Google Cloud Load Balancing or AWS Elastic Load Balancing (ELB) are some of popular and efficient load balancing services that are available. Also, set auto-scaling in a way that it scales the number of servers according to the traffic received in the system. (Thomas, 2018)

18. Content Delivery Network (CDN) Integration

It is noteworthy that the users of the sites and services of different geographic regions can face the problem of slow loading of the Web pages, especially if the page contains many media files such as videos or images.

Using a CDN including Cloud-flare or AWS CloudFront to replicated/ store static content (e. g. images, documents, course previews) on servers spread across different geographical regions minimize the time taken by content to be delivered globally. (Hamilton, 2016)

19. Data Backup and Disaster Recovery

Current challenge in data back-up is in case of the server crash, threat actors attack or loss of data this could significantly affect the platform.

Recommendation for back-up is to organise a strong backup and disaster recovery policy with cloud solutions like AWS S3 or Azure Backup. Store copies of data and make sure that the backup frequency is frequent, and the means of recovery is efficient. (Ewald, 2019)

Risk Identified & Mitigation Strategies

1. UI/UX challenges

In the front-end review, I found the current UI and UX, have some usability challenges. Poor navigation and the time-consuming sign-up may disappoint the users and result in disengagement. This could hurt the overall success of the platform.

Mitigation Strategy

Regularly facilitate communication between the design and development teams to priorities usability improvements. Assure effective and timely changes to UI/UX using feedback from users and stakeholders (UXPin, 2023).

2. Delayed Implementation of Personalization Features

While personal recommendations powered by AI algorithms have the potential to create an enormous success factor for platforms, there is also a risk that such technology may be so complex that any implementation may be grossly delayed. Delays would impair the satisfaction of users and still further reduce the competitiveness of the platform.

Mitigation Strategy

Establish a channel of constant communication among the development and data teams such that the progress about personalization features will be tracked down. Set clear deadlines and ensure to address bottlenecks through reallocation of resources when necessary (Slack, 2024).

3. Inadequate Customer Support

As highlighted, no real-time support of customers exists, either via chatbots or offering at least some sort of live support. Where there is no immediate help, the user could be in trouble, which once more may drive frustration and disengagement.

Mitigation Strategy

Support the development and implementation of interim solutions- for instance, a simple chatbot- while developing an integrated support system. State this risk as urgent when communicating to stakeholders and prioritize accordingly (Bartosz Baziński, 2023).

4. Database And Performance Bottleneck

The more users that join, the more challenging it is for the system to store data, keeping performance in mind. Even extended response times during hours of the day or month peaks where more enrolments are happening may prevent a good user experience.

Mitigation Strategy

System performance reviews along with database scalability are made regularly with the IT team. Multiple solutions were suggested to reduce response time, including caching and load balancing to handle heavy traffic (Shivangi, 2023).

5. Lack of Strategic Partnerships

This project will especially be successful with the partnerships made with educational institutions. Without these, it may prove hard for the portal to stay ahead with major services that students may benefit from.

Mitigation Strategy

Arrange for regular meetings with the stakeholders to identify and reach out to potential educational institutions. Stay in close contact with probable partners and close deals as fast and efficiently as possible (Lockhart, 2023).

Conclusion

CourseFinder.ai is well-positioned in the education consulting space, but with the implementation of strategic changes, it can improve its competitive advantage and user satisfaction. By enhancing personalisation, refining the user experience, and adding additional services, CourseFinder can differentiate itself from competitors like IDP Education and Student Edge, ensuring sustained growth and success in the market.

This report outlines several steps that CourseFinder.ai can take to enhance its business operations. These suggestions, if implemented, will result in an improved user experience and higher engagement with students and institutions, ensuring a strong market position for the platform.

By implementing these back-end changes, CourseFinder.ai can significantly improve its scalability, performance, security, and overall user experience. These improvements will help the platform of Skill Pointers handle growth efficiently, offer more personalised services, and stay competitive in the student consulting space.

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Appendix B

Capstone Project Client Report

Capstone Project Client Report

Thank you for supporting ECU Master of Management Information Systems students with a project and your time.

Would you please provide feedback about the project?

Client Business Name:____Skill Pointers_____

Client Partner:_____KC overseas educations_____

Please indicate the following

Was the project successful?

Yes	X	No	

Comment

The project was successful in addressing the key issues of scalability, security, and performance enhancements for the Skill Pointers platform. The team effectively delivered actionable recommendations based on thorough system analysis, all within the set timeline and budget.

The project team maintained regular communication and ensured that all stakeholder feedback was incorporated into the project's scope. This contributed to well-aligned project goals and a smooth progression through each phase.

Communication was transparent and frequent throughout the project. Weekly updates and documented meetings ensured that the project remained on track and that all stakeholders were fully informed of developments.

Ethical considerations were at the forefront of the project. The team ensured that user data privacy and security were prioritized in the recommendations, aligning with best practices for platform security and ethical data management.

The project group successfully managed stakeholders

Disagree Agree

① ② ③ ④ ⑤

The project group communicated effectively

Disagree Agree

① ② ③ ④ ⑤

The project group successfully managed ethical considerations

Disagree Agree

① ② ③ ④ ⑤

Further comments

The project team demonstrated a high level of professionalism, delivering a well-structured analysis and set of recommendations that will significantly improve Skill Pointers' platform. Their approach to managing stakeholder feedback and ethical considerations was particularly commendable.

SP Support Skill Pointers<info@skillpointers.com>

To: Aravind SASIKUMAR

Cc: Osama NAWAZ; Madhushani DHARMAKEERTHI; Ahammed CHUNDIYAN MOOCHI; Roshini FERNANDO

Reply Reply all Forward

Sun 10/20/2024 7:20 PM

Some content in this message has been blocked because the sender isn't in your Safe senders list. Trust sender Show blocked content

Capstone Project Client Repo... 73 KB

EXTERNAL EMAIL - Be careful with links and attachments.

Dear Aravind and Team Synergy,

Thank you for your kind words and for submitting the final Business Analysis Report. It has been a pleasure working with Team Synergy, and I truly appreciate the dedication and professionalism your team has demonstrated throughout the project.

I have reviewed the report and attached the completed closure report as requested. Please feel free to reach out if you need any further clarification or adjustments.

Best regards,
Akshay

Appendix C

Project Closure Meeting Minutes

Group Name: Team Synergy

Client Name: Akshay Andrews Rajan

Venue: Richmond Hill Library

Date and Time: 20-10-2024 and 10am to 1pm

Attendees: All team members and a whatsapp video call with the client

1. Project Recap (Including Problem and Solutions)

- **Problem**: Skill Pointers' web application, CourseFinder.ai, had several limitations in user experience (UX), personalisation, and scalability.
- **Solution**: A business analysis was conducted, and solutions included improving the UX/UI design, integrating personalized recommendations, and enhancing the platform's technical performance through caching, database optimization, and load balancing. Adjustments were made as required, such as the removal of the Figma design upon the client's request.

2. Differences Between Planned and Actual Events

- **Planned**: The original scope included delivering a new UI design using Figma, adding personalised recommendations, and enhancing marketing strategies.
- **Actual**: The Figma design was removed based on the client's instruction. Additionally, certain marketing strategies were also removed due to budget constraints.
- **Why**: These changes were made to align with the client's shifting priorities, focusing on immediate functionality and technical upgrades over aesthetic changes.

3. Elements That Went Well

- **Business Analysis and Risk Management**: The thorough business and market analysis provided valuable insights for enhancing the platform. Risk identification and mitigation strategies ensured the project was on track with minimal disruptions.
- **Collaboration and Communication**: Close collaboration with the client and regular communication within the team ensured that project changes were addressed promptly and efficiently.
- **Why**: Strong project management and clear communication channels allowed for adaptability and successful problem-solving.

4. Elements That Did Not Go Well

- **Figma Design**: The initial design work on the Figma UI was cancelled.
- **Technical Challenges**: Implementing certain technical recommendations, like scaling personalisation features, faced delays due to complexity.
- **Why**: Shifting client priorities and technical limitations led to these delays and changes in deliverables.

5. Lessons Learned

- **Adaptability is Key**: Flexibility in adjusting project scope and deliverables based on client needs and technical challenges was crucial to maintaining project progress.
- **Communication is Critical**: Ongoing, transparent communication between the team and the client ensured that challenges were addressed early, and adjustments were made efficiently.
- **Prioritise Key Functionalities**: While visual and UX improvements are important, ensuring the technical robustness of the platform must take place to handle scalability and performance demands.

6. Any Other Business (AOB)

- The final project report will include recommendations based on ethical considerations and social perspectives.

Total Project Meeting Minutes

Meetings	Minutes Since PS5	Overall Minutes
Client meeting	30 Minutes	235 Minutes
Team meeting	180 Minute	750 Minutes

Appendix D

Final Project Supervision Bi-weekly report which has our meeting minutes. We had a few unofficial individual meetings apart from the meeting minutes mentioned.

MAN6310 MIS Capstone
Weekly Project Update Report

Project Group Name: TEAM SYNERGY

Date: 10-10-2024

Overall Project Status:

- Submitted the final Business Analysis Report to the client.

Work completed from 30-09-2024 – 10-10-2024

- Completed the Business Analysis Report and the Risk Analysis

Any work forecasted to be completed this week but outstanding:

- Sign off by the client

Work to complete in coming week:

- Final Submission and Assignment 3.

What's going well and why:

- Client was satisfied with the report and will give a in-depth look into it to sign off.

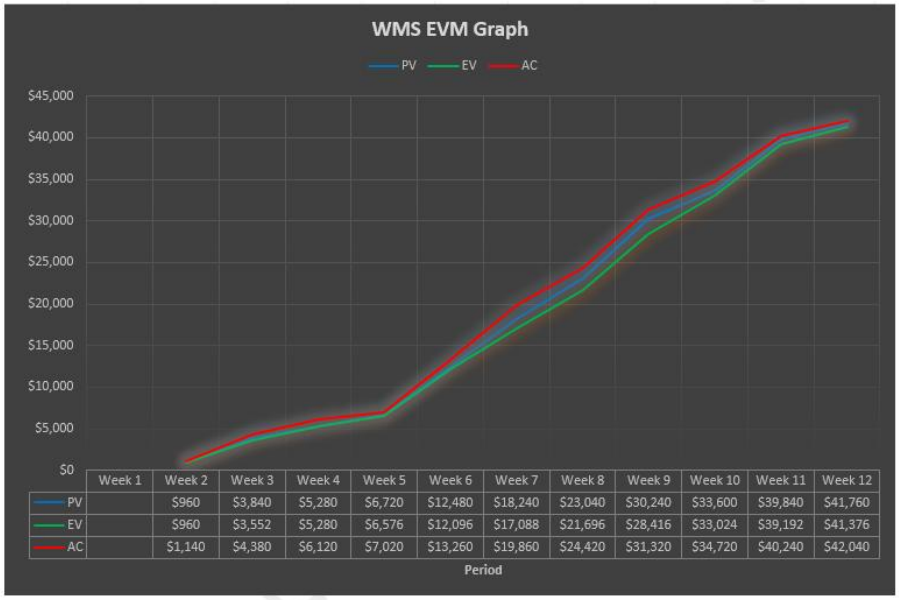
What's not going well and why:

- Didn't enrol for best project contest. We would like to get enrolled if it's still open.

EXAMPLE ONLY

MAN6310 MIS Capstone
Weekly Project Update Report

Earned Value Management (EVM) Summary:



	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12
PV		$960	$3,840	$5,280	$6,720	$12,480	$18,240	$23,040	$30,240	$33,600	$39,840	$41,760
EV		$960	$3,552	$5,280	$6,576	$12,096	$17,088	$21,696	$28,416	$33,024	$39,192	$41,376
AC		$1,140	$4,380	$6,120	$7,020	$13,260	$19,860	$24,420	$31,320	$34,720	$40,240	$42,040

Feedback Required from Project Supervisor:

MAN6310 MIS Capstone
Weekly Project Update Report

- Next steps for successful project Submission

Meetings	Minutes Since PS3	Overall Minutes
Client meeting	30 Minutes	195 Minutes
Team meeting	60 Minute	570 Minutes

Report prepared and given by, Roshini Fernando, 10590460

All the steps where effectively communicated with Project Supervisor

Appendix E

Final Project Supervision Meeting Report

ECU MMIS Capstone Unit (MAN6310)
Project Supervision Meeting Notes

Date/Time: Mon 30 Sept 2.15pm **Project Supervision meeting No.** 4.

Group: Synergy **Client/Project:** Skill Pointers

Project Manager: Aravind

Communications Officer (for this week) : "

Present: All

Apologies: –

Project Supervisor Checklist (✓ or ✗):

Have I received :

- ☐ All WIL documents from students
- ☐ Reviewed previous week's notes (if applicable)
- ☐ Project Status Update Word doc for the week uploaded to Assignments folder in Canvas
- ☐ Updated EVM calcs
- ☐ Updated Project Plan (e.g. MPP file)
- ☐ Meeting Minutes (client)
- ☐ Meeting Minutes (Project team)

Project Supervisor Notes:

* Business Analysis report requested by client. Looks good, client appreciated it and offered some suggestions. Refined report to go to client by 4th October.
* EVM looks good. Project Plan shows everything is on track.

Good work! ☺

<END>

Project Supervision Notes (BLANK) KF03
MAN6310 2024 Sem2

RU OK?

1 / 2