Swerve

Scope Management Plan – Project: digitalCOI

The Team

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Background Summary

Problem & Opportunity

70% of all commercial property tenants are not compliant with their insurance requirements. Commercial tenants must annually produce a certificate of insurance (COI) providing proof that their insurance policy meets the insurance conditions outlined in their lease agreement. Due to manual and inefficient COI tracking, landlords cannot enforce compliance. The case area is to create a compliance tracking system that takes an input of certificates of insurance and landlord lease agreements, and to create a brokerage system that enables more efficient insurance policy issuance and fulfillment. The goal is to automate compliance tracking, and portions of the follow up to increase compliance. The organization is a start-up, the product that that start-up will produce is called digitalCOI.

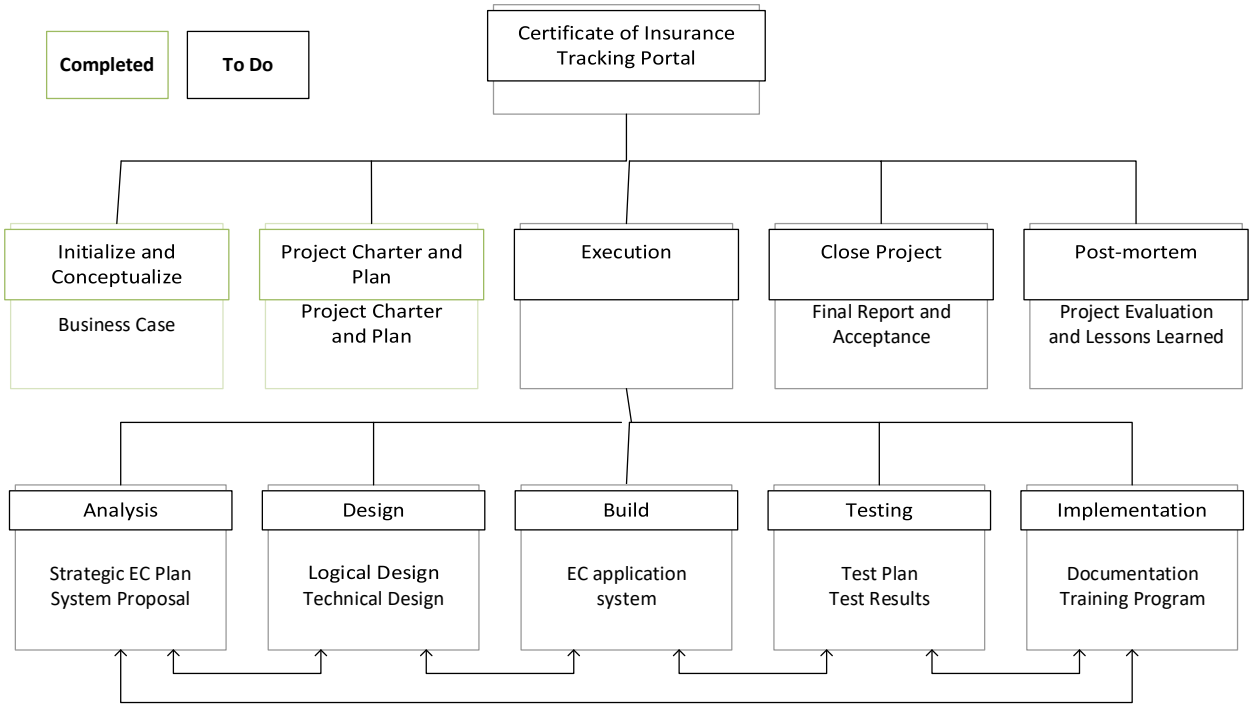
MOV Summary

This project will be considered successful if the system can process a certificate of insurance and determine compliance in under 3 minutes in a live scenario.

This metric should be realized within the first 6 months of operations after initial deployment. This time is required to test and iterate with a partner client. The test partners, Community Trust, will ensure that we have adequate feedback required to fulfil this timeframe.

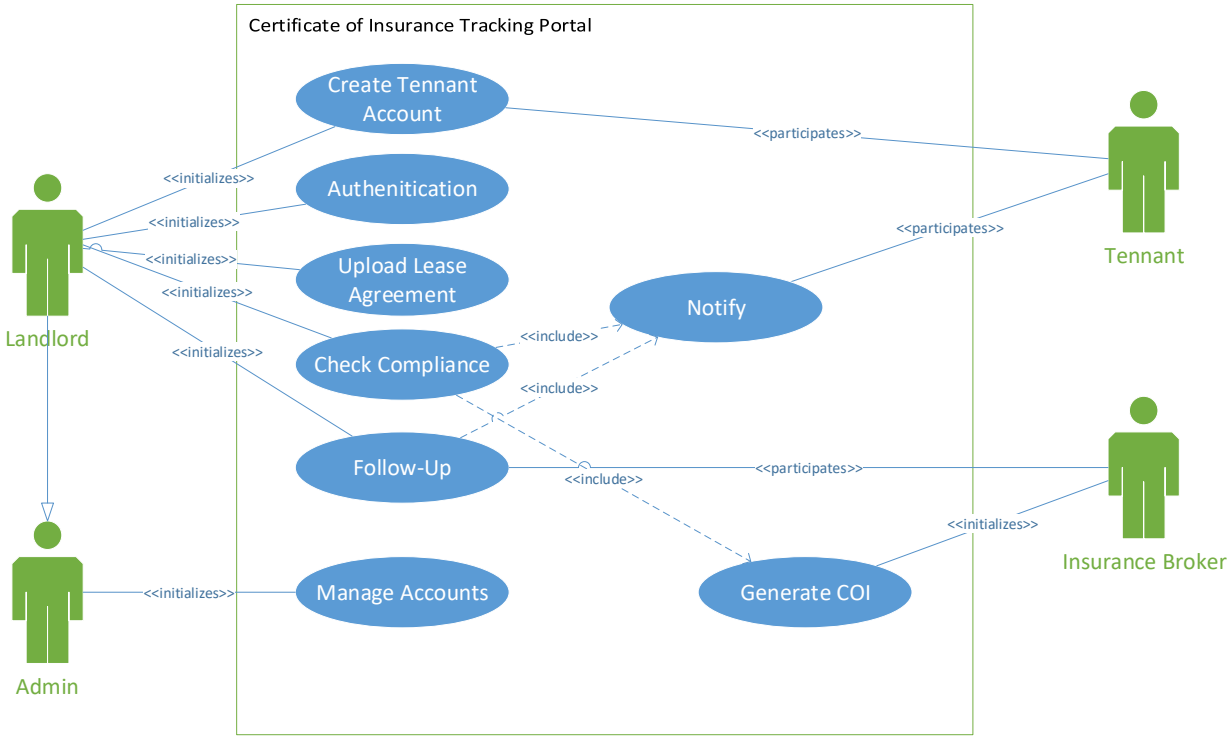
Deliverable Structure Chart

The below chart outlines the deliverable structure that defines the detailed work packages and maps the project life cycle. Since the project has ambiguity, and there is a definite need to test and learn with a pilot customer, the iterative software development approach will be used to develop the product. This is shown by the recursive arrows in the below diagram. The iterative approach will give the development team the flexibility required to create a scalable and malleable solution. The outputs of the project phases are communicated in the sub boxes.



Use Case Diagram

The below use case diagram is to communicate the functional requirements of digitalCOI. The features are lean because it is a simple web portal, however the bulk of the insurance compliance tracking will be features performed by the system relating to the image processing and document cross referencing. Since this system interacts very closely with the certificates of insurance, it is important to note that the any functions pertaining to automating insurance policy fulfilment, creation or payment are outside of the scope of this project. Identifying the state of insurance compliance within a specific region and how the process differs from Ontario is also outside of the scope of the project.



Scope Change Process

Due to the iterative software development approach used in this project, it is very likely that the scope will change. To adequately manage expectations, budget and timelines, the following request form and its accompanying request log will be used to track changes.

Any person working on the project can log a scope change request at the identification of any new feature or requirement. The scope change may only be approved by the project manager after a meeting with the test client to ensure it is a real need. Scope request changes should have a duration of no longer than 10 days from request to response in order to keep the project moving quickly in the right direction.

Scope Change Request Form

Requester Name: Request:

Request Date: Request #:

Description

Justification

Alternatives

Impact	Alternative 1	Alternative 2	Alternative 3
Scope			
Schedule			
Resources			
Costs			

Recommendation

Authorized by:

Date of Authorization:

Scope Log

Request Number	Request Title	Date of Request	Requested By	Priority (L, M, H)	Authority to Approve Request	Expected Response Date	Scope Approved (Y,N)
001							
002							

Work Breakdown Structure

Phases, Milestones & Resources

Assumptions:

All testing, network development, database development and front-end development outside of the AI work can be completed by a team member. Team Developer/Analyst rate is $30/hr

AI Specialist rate is $80/hr[1]

All developer tools, library resources, OA tools and development environments will be open source

Phase Grouping	**Approval Needed By**	**Resources Required**	**Team Members Assigned**
Pre-Tech Initialization, Charter and planning	Project Sponsor	Business Student Analysts, Ivey Library	Austin
		Project Manager, OA tools	Austin
Analysis	Project Manager & Sponsor	Training Data, OA & Case tools	Noah Matthew
		System Analyst, Case & OA tools	Noah Matthew Jimmy
Design	Project Manager & Sponsor	System Analyst, user, programmers and development environment	Jimmy Matthew Connor
		System analyst programmer and case tools	Jimmy Matthew Connor Quentin
Build	Project Sponsor	Programmers, system analysts, network specialists, program development tools, and relational database management system	Jimmy Connor Quentin Matthew Husayn
Testing	Project Manager	System analysts & OA tools	Husayn Quentin
	Project Manager	Programmers, System analysts, & OA tools	Husayn Quentin
Implementation	Project Manager	Systems analysts & OA tools	Matthew Noah
	Project Manager & Project Sponsor	Trainers, documentation writers, & OA tools	Connor Jimmy Noah
Final Deliverable & Project Close	Project Sponsor	Project Sponsor, project manager, & OA tools	Austin Noah
Post Project Analysis	Project Manager	Project team, knowledge management system	Austin Noah

[1] Markou, Greg (Systems Architect at ChainSafe). Interviewed by Austin Baggio Toronto, February 5th 2017.

Task Breakdown and Time Estimates

Phase Grouping	Deliverable	Task – Further Broken Down	Team Members Assigned	Time Estimate, in total hours per task considering resources and team assignments	Cost Estimate	Justification
Pre-Tech Initialization, Charter and planning	Business Case	Write Business Case Document	Austin	3 hours	$90	Previous Experience
	Project Charter	Write Charter	Austin	1 hour	$30	Previous Experience
	Plan	Write Plan	Austin	1 hour	$30	Previous Experience
		MILESTONE Team meeting to approve the pre-tech deliverables				
Analysis	Technology & Org. assessment	Interview Insurance Broker to understand vision, generate vision document	Noah Matthew Austin	3 hours	$270	Previous Experience
	Technology & Org. assessment	Generate Usage Scenarios	Noah	4 hours	$120	Previous Experience
	Technology & Org. assessment	Generate ER Model	Noah Matthew	6 hours	$360	Previous Experience
	Technology & Org. assessment	Generate Use Cases	Matthew	6 hours	$180	Previous Experience
	Requirements definition	Write Functional Requirements	Noah Matthew Jimmy	3 hours	$270	Previous Experience
	Requirements definition	Write non-functional Requirements	Matthew Jimmy	2 hours	$120	Previous Experience
	Compile SRS	Compile all Analysis into SRS	Austin Matthew	2 hours	$120	Previous Experience
		MILESTONE SRS approved by test client				

Design	User Interface	Build Simple Portal Prototype	Jimmy Matthew Connor	10 hours	$900	Previous Experience
		MILESTONE Test customer approves the Prototype				
	Physical and technical design	Write Document	Jimmy Matthew Connor Quentin	9 hours	$1080	Approximately 1 hour per feature
Build	Application System Features	Build backend routes and schema	Jimmy	6 hours	$10	Based on similar projects
		Create Tenant Account	Quentin	3 hours	$90	Based on similar projects
		Authentication	Connor	5 hours	$150	Based on similar projects
		Upload Lease Agreement	Connor	5 hours	$150	Based on similar projects
		Follow-up	Husayn	20 hours	$600	Based on similar projects
		Notify	Husayn	10 hours	$300	Estimate from professional, Greg Markou
		Admin Tools	Connor	5 hours	$150	Based on similar projects
		Generate COI Portal	Jimmy	2 hours	$60	Based on similar projects
		MILESTONE Functional front-end approval by test client				
		Check Compliance	Mattew Connor Jimmy AI Expert	100 hours	$8200	Based on 80 hours estimate from Greg Markou aML specialist, plus connectivity dev time of 20 hours
		MILESTONE Track first certificate				
Testing	Testing plan	Write Unit Tests	Husayn Quentin	4 hours	$240	Previous Experience
	Testing plan	Run tests	Husayn Quentin	2 hours	$120	Previous Experience

	Testing plan	Address Issues	Jimmy Mattew	10 hours	$600	Previous Experience
	Testing results	Analyze Results	Jimmy Matthew Noah	4 hours	$360	Previous Experience
	Testing results	Write Testing Summary Document	Husayn Quentin	2 hours	$120	Previous Experience
		MILESTONE client approves test passed				
Implementation	Change management and implementation plan	Write User Guide	Matthew Noah	3 hours	$180	Previous Experience
	Training program	Write user documentation & training class	Connor Jimmy Noah	3 hours	$270	Previous Experience
		MILESTONE Client Receives Plans				
Final Deliverable & Project Close	Final report	Compile Report	Austin Noah	5 hours	$300	Previous Experience
	Final Presentation	Build Presentation	Austin Noah	4 hours	$240	Previous Experience
		MILESTONE Client and team project close meeting				
Post Project Analysis	Project evaluations & lessons learned	Generate document	Austin Noah	3 hours	$180	Previous Experience
		MILESTONE Post project meeting and celebration				