

Project - Professional Retail Outlet (PRO)

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Group 2 - Risk Management Plan

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# Version

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# Team Name

PluggedIn

# Team Members

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# Case Area

Pro Shop

# Project Name

Professional Retail Outlet (PRO)

# Executive Summary

PluggedIn has been contracted to build an inventory management system and web store for the **Cypress Garden Golf Academy** Pro shop. This document will expand on the proposed solution and more closely detail the potential the costs related to this operation. The expressed goal of the project is to build a system that allows students access to golf equipment with more efficiency, overall reducing the management requirements and allowing more ease of access for the students and other customers of golf equipment. The pro shop also isn't just a facility but a tool to show that **CGGA** has some of the most up-to-date technologies, professionals, and equipment in the world.

# Measureable Organizational Value

## Desired Areas of Impact

PluggedIn as a company is focused on making professional, streamlined based web technologies. We at PluggedIn can help **CGGA** by building a website that offers to its users an improved user-experience and a sleek and flowing user interface. The presentation of a website is greatly underappreciated in terms of how much it affects the user. For example, a potential customer will leave a site if it takes longer than 3 seconds to load. (As quoted by Google) This affects the user-experience and the creditability of **CGGA**. Therefore focus on building an improved user experience and providing basic and advanced features increases the value of the project for **CGGA**. In addition to these base requirements the system will also strive to provide functionality that will increase the operational value of the project for the managers of the shop by giving reports and automating inventory management for the store itself. This is overall a part of a strategic impact that pushes to increase the value of the **CGGA** brand. By increasing the academy's presence to the outside world, students, both current and perceptive, will be able to see the impact that a school which offers their students equipment and technologies is a good place to learn at.

## Project IT-Value

The project will improve the IT value of the shop by integrating the inventory management system and the web-based shop so that inventory and purchases will be linked. This will allow simple administration by managers for inventory checking, and replacement. Customers will be able to see what is in stock in real time, order equipment and have it ready for an in person visit or shipped to them via normal shipping practices. They will also be able to check rentable equipment, and their prices. By linking the web store with the item database the shop has incredible ways to expand. Discounts in store could, through the server, be emailed to customers. The shop could link rented equipment to the student database to track equipment per student and more easily allow free rentals, thus over time allowing a future expansion of the project as needed.

## Measuring Metric

While the measurable impact of such a project is difficult to calculate. Its predicted that managers will spend 50% less time managing inventory. The shop will now also be able to handle shipping of golf equipment, which it could not easily do before. Managers of the shop will find the time it takes less time to restock inventory. Purchases will automatically be tracked, pulled up, and be searchable. More time will be left for the managers to manage customer concerns, and stay up to date with the latest golfing trends in equipment. Checkouts will be 25% speedier. Employees need only to scan the item to price check it and add the cost.

## MOV Time Frame

Since the project is split into two systems, the in house and the online presence, the initial in house system will only take an estimated month to setup for integration with the inventory management system. The online presence PRO will take an estimated development of six months until production and an additional six for customer feedback, as well as operational improvements for a total of a yearlong development cycle. This will allow students to benefit from the project as soon as possible and give input to the final website. The initial value of the website, upon announcement and opening, will have a huge spike of web traffic from current students checking out the site with stable increase of the customer base from one month onward; the customer base including people other than students. It is expected that the long term impact is more important however as the shop will affect the credibility and prestige of **CGGA.**

## MOV Summary

PRO is an overall growth to the **CGGA** community. It represents an improved strategic value of providing students access to equipment faster, cheaper, and in a better fashion. The main improvement however will be the efficiency of the pro shop. Check out will be faster as every item will be itemized and stored in a database. This will allow cooperation between the in house system and the website.

## Summary Reports

### Original Project Summary Report

|  |  |  |  |
| --- | --- | --- | --- |
| **Dates** |  |  |  |
| Start: | 5/12/2014 | Finish: | 7/23/2014 |
| Baseline Start: | N/A | Baseline Finish: | N/A |
| Actual Start: | 5/12/2014 | Actual Finish: | N/A |
| Start Variance: | 0 days | Finish Variance: | 0 days |
|  |  |  |  |
| **Duration** | (days) |  | (days) |
| Scheduled: | 72 | Remaining: | 11 |
| Baseline: | 0 | Actual: | 61 |
| Variance: | 72 | Completed: | 84 % |
|  |  |  |  |
| **Work** | (hours) |  | (hours) |
| Scheduled: | 192 | Remaining: | 44 |
| Baseline: | 0 | Actual: | 148 |
| Variance: | 448 | Completed: | 77 % |
|  |  |  |  |
| **Cost** |  |  |  |
| Scheduled: | $ 28,396 | Remaining: | $ 4,625 |
| Baseline: | $ 26,992 | Actual: | $ 5,625 |
| Variance: | $ 1,404 |  |  |
|  |  |  |  |
| **Task Status** |  | **Resource Status** |  |
| Tasks not yet started: | 12 | Work Resources: | 4 |
| Tasks in progress: | 6 | Overallocated Resources: | 1 |
| Tasks Complete: | 20 | Material Resources: | 0 |
| *Total Tasks:* | *38* | *Total Resources:* | *5* |

### Revised Project Summary Report

|  |  |  |  |
| --- | --- | --- | --- |
| **Dates** |  |  |  |
| Start: | 5/12/2014 | Finish: | 7/16/2014 |
| Baseline Start: | N/A | Baseline Finish: | N/A |
| Actual Start: | 5/12/2014 | Actual Finish: | N/A |
| Start Variance: | 0 days | Finish Variance: | 0 days |
|  |  |  |  |
| **Duration** | (days) |  | (days) |
| Scheduled: | 65 | Remaining: | 4 |
| Baseline: | 0 | Actual: | 61 |
| Variance: | 65 | Completed: | 93 % |
|  |  |  |  |
| **Work** | (hours) |  | (hours) |
| Scheduled: | 172 | Remaining: | 44 |
| Baseline: | 0 | Actual: | 128 |
| Variance: | 448 | Completed: | 74 % |
|  |  |  |  |
| **Cost** |  |  |  |
| Scheduled: | $ 22,716 | **Remaining:** | **-$ 1,054** |
| Baseline: | $ 22,716 | Actual: | $ 0 |
| Variance: | $ 0 |  |  |
|  |  |  |  |
| **Task Status** |  | **Resource Status** |  |
| Tasks not yet started: | 12 | Work Resources: | 4 |
| Tasks in progress: | 6 | Overallocated Resources: | 1 |
| Tasks Complete: | 20 | Material Resources: | 0 |
| *Total Tasks:* | *38* | *Total Resources:* | *5* |

### Assessment

In order to reduce the budget costs of the project major project tasks had to be narrowed or scraped. Testing and the quality assurance being among them, as the project is in its late state these are the only deliverables which can be change so drastically. The project's costs and budgets were calculated precisely, and this budget cut could jeopardize the entire investment. Leading to a possible outcome of a failure to deliver the project itself, and at the very least leave the final product incomplete for delivery. Reducing the project at such a late date can have such expected adverse affects. However we will strive to make up for these short comings, is yet to be seen. It is suggested that the project should only be cut by 17% which will narrowly leaving us with enough funds to deliver.

The time for the budget was easy to coop, once the entire assurance of quality was scraped. This will leave us just enough time to finish the project and get it out the door.

## Project Risk Analysis & Management Plan

### Conceptualize and Initialize

**Risk: Unknown Error** - Hidden bugs and untested parts of the product might prove un-functional.

* Occurs any time in the execution phase of the project
* It is largely unknown and unavoidable, only testing and time can root these problems out.
* It adversely affects the process, and the people involved leading to problems with the product and the overall system.
* It directly affects the MOV of the project, which focus is to provide a quality service to its customers.

During the execution phase, attention must be given to ensure that all systems of the product are easy to test, and flow well with the rest of the project. The ability of the site to deliver its service in fashion that is correct and easy to understand.

**Risk: Completion of Project** - the lack of funding, and time given to complete this project seriously jeopardizes the success of the project.

* The risk is an unknown-unknown meaning the project could potentially having this problem if serious issues occur.
* This is an internal and external risk, the project is dependent on the team, however the reduction in funding has enabled this stress on the project.
* This will require the team to focus on the tasks, and frugal management of project resources.
* Quality of the project will be diminished.

Any unforeseen problems, or delays could cause the project o fail/go past its deadline or budget. Hardware malfunctions, changing personal or injury, and technical challenges all can lead to this unfortunate out come. The team will have to pull through, and complete the project best as possible without the support of additional time, or budget.

**Risk: Scope Creep** - Adding additional changes to the project.

* This can occur at any time in the project.
* It is an unknown risk as it is unexpected.
* The risk in internal to the project, caused by organization.
* The project manager, and the team must help manage this risk.
* The risk adversely affects the process and the MOV by having to make changes

The project and team, need to write and set the system up to be as adaptable as possible. This will allow these scope changes to be more easily implemented, and give the system a longevity over the course of its lifetime. That being said, attention must be given to ensure that additional requirements to the project are not added, as the team is already in a difficult position to complete the project as it is.