02/11/2022

**PREPARED BY:**

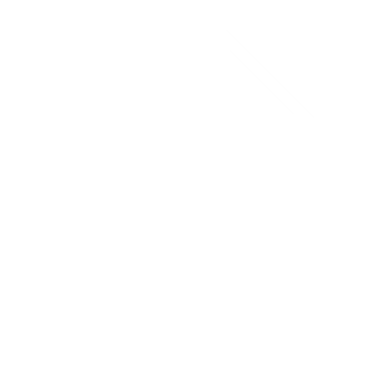
Dang Vi Luan (Project Manager)

ICT10001 – Group 4

**PROJECT**

**PROPOSAL**

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1. Project clients and team members

|  |  |  |
| --- | --- | --- |
| Name | Phone Number | Email |
| Peter Hamill |  |  |
| James George |  |  |
| Angel White |  |  |
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2.Project description

**Nature of the organization:**

Peter Hamill, James George, and Angel White founded Baby Hut, a thriving business specialized in baby equipment sales and rentals. They've launched five baby equipment businesses in Melbourne in the last few years, and their success is primarily down to the owners' careful selection of locations and recruitment of committed and skilled managers.

**Background to the project**

It is only natural for a firm founded by young, rattling ambitious entrepreneurs to expand significantly. One of the proprietors, James, is particularly passionate about maximizing the chain's potential; he wants to set Baby Hut apart from other big chains by offering clients extra services such as pickup and delivery, personal consulting, and so on. However, they lack an effective information system that would allow them to completely fulfill their potential. Therefore, it is our role as the ISCO to support Baby Hut in overseeing and implementing their business's information system improvement strategy.

**Details of the identified problems**

While the owners' growth plans are positive, they are still dealing with technological issues that are impeding their development. The Baby Hut stores do not have effective ways of informational connection with one another since they each utilize distinct software to handle their activities and do not share the same network of information systems. The tools that come with the software that the company uses are also limited; employees can only utilize apps that are part of the Microsoft Office suite.

James is in charge of integrating separate reports from each shop and combining them for the firm. Individual stores, on the other hand, do not make reports for themselves. As previously stated, the absence of connectivity between store systems creates another issue: each shop has access to the company's inventory status but not to that of other stores, causing consumers to rely completely on the experience of the staff to assist them with their equipment selection.

**Definition**

To ensure the privacy and security of the shops ISCO and Baby Hut both believe that each shop should only be able to access, be responsible for making changes or updating its own data. But with a bit of a twist, restricted access (read-only) data should be shared between stores to enable them to communicate more effectively, the data which is allowed to be shared includes currently available products, inventory status, and so on.

Two parties agree that the company should connect the software and have it handled essential business operations such as maintenance, loans, and sales. Shop managers should be allowed to produce a duplicate of a report for their own store when it comes to reporting. Reports created at the head office should be maintained together, and each report should include a store number so that data can be compared between stores if necessary.

**Requirements**

|  |  |
| --- | --- |
| Functional | Non-functional |
| Track visitors: See users’ trends and offer better service for them. | Easy navigation: Make the website easy to use for everybody. |
| Customer Maintenance and Reservations: Allow shopper to create their account, make reservations. | Easy to be maintained: Developers can make quick fixes and update the website with ease. |
| Process a loan for Baby equipment: Allow staff to be flexible with the loaning process (I.e. issue loans even if customers have problems with their account.) | Delivery and Pickup Service: Extend the business by shipping goods to customers’ doorstep. |
| Catalogue of Baby equipment: Showcase goods to the customers. | Search engine optimization: Create a better online presence for the business, making it popular to more people. |
| Baby equipment sales through the website: Allow customers to make payment online and help eliminate the need to go to one of the shops. | High security: Prevent attackers and ensure customer’s online payments. |
|  | Multiple devices compatibility: allow users to use the website on any platform |

3.Project Scope

Project name: **Baby Hut’s Information System**

Presented by: ICT10001 – Group 4 (hereinafter, “ISCOG4”)

Date: 1/19/2022

|  |  |
| --- | --- |
| Project Justification | A system to monitor performance, connect databases of multiple stores and provide customer services. |
| Scope Description | ***In Scope:***   * A website with 2 interfaces (mobile compatibility for computers, phones, tablets):   + Customer’s interface: providing support with various services (online shopping, loan processing, reservations, renewals, delivering, personal support).  + Employee’s interface: providing tools to do customer support and access to data to generate reports back to the headquarters (transaction history, rental reports, loan reports, stock availability, items catalogue, sales analysis, performance analysis).   * Providing samples to client for deeper visualization and possible scope change * Testing the website to avoid bugs * Providing maintenance, SEO and security services for the agreed time period in the contract * Providing instruction video and further support for Baby Hut’s founders and employees   ***Out of Scope:***   * Support for the company’s activity other than what related to the new website * Additional information systems (mobile apps, social media accounts) |
| Project Objectives | * A fully functional website that meets all functional and nonfunctional requirements |
| Project Deliverables | * A website with 2 user’s interfaces * Demonstration video (instruction for all features of website) |
| Estimated Costs | * Website making fee: 1000$ * Maintenance service: 100$/year * Google Analytics 360: 150$/year * SEO fee: 100$/year |
| Acceptance Criteria | * Client is satisfied with the product and desirable results are generated. |

4. Project Schedule

Estimated time: 48 days of work, detailed tasks and deadlines are listed in the chart below.

Graphical user interface, application, table, Excel

Description automatically generated

5. Project Risks

**Risk Management**

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk Event** | **Likelihood** | **Severity** | **Response** |
| Customer’s orders are delivered late. | Rare | Low | - Issue an apology as well as compensating for any lost time.  - Install GPSes to optimize delivery time. |
| Increased competition from new companies that aims to provide the same services as Baby Hut. | Unlikely | Moderate | - Expand on existing services.  - Offer benefits or new services. |
| New and inexperienced staff may hinder customer’s experience. | Possible | Low | - Improve the training program for rookie staff members.  - Recruit people with prior experience. |
| Customers unsatisfied with product’s quality or faulty products. | Unlikely | Moderate | - Import better quality goods.  - Offer compensation for customers in case of a faulty product.  - Always check maintenace status of all products. |
| *Data loss*/*corrupted data* when transporting to another system. | Likely | Moderate | - Create backups of data. |
| Security breach causing customers’ information to be leaked. | Possible | High | - Train and dedicate a team for cyber-security.  - Keep software and procedures updated.  - Offer compensation for customers affected. |
| Website compatibility issues between different platforms. | Possible | Critical | - Frequently perform cross-browser tests on real devices.  - Go through careful inspections and procedures. |
| Techinical issues with MS Office, negatively affecting efficiency. | Possible | Critical | - Utilize applications similar to MS Office, such as Google Workspace or LibreOffice.  - Work on troubleshooting Office. |
| Project scope isn’t clearly defined or controlled, causing a “scope creep”. | Likely | High | - Clearly define project requirements.  - Create a project schedule.  - Frequently engage with team members to ensure clarity. |
| Project conflicts, when the interests of the project stakeholders interfere with one another. | Possible | High | - Hold regular meetings to find any conflicts.  - Review plans and goals for potential areas of conflict. |
| Lack of communication and coordination, leading to confusion and unclear data. | Possible | Moderate | - Implement a communication plan.  - Find and correct misunderstandings in a timely manner. |
| Dispute/disagreement between members. | Unlikely | High | - Adopt a fair and unbiased approach to the situation, listening to both sides while still remaining neutral.  - Come up with a compromise for both parties. |
| Task scheduling errors. | Likely | Critical | - Utilize a scheduling tool to save time whilst still ensuring quality. |

6. Acceptance and Approval

