Cruise Liner Management Services (CLMS)

Project Plan

Produced by

Group 3

Table of Contents

[1. Project Summary 2](#_Toc36386009)

[2. Project Organizational Structure 2](#_Toc36386012)-3

[3. Scope Management Plan 4](#_Toc36386019)-6

[4. Schedule Management Plan 6](#_Toc36386020)

[5. Cost Management Plan 6](#_Toc36386021)-9

[6. Quality Management Plan 9](#_Toc36386022)

[7. Communications Management Plan 9](#_Toc36386023)-10

[8. Risk Management Plan 10](#_Toc36386024)

[9. Procurement Management Plan 11](#_Toc36386025)-15

[10. Technical Process Plan 15](#_Toc36386026)-16

11. Appendix A 18

12. Appendix B 19

13. Appendix C 20-21

14. Appendix D 22

[15. Appendix E 23](#_Toc36386026)

16. Appendix F 24-25

17. Appendix G 26

18. Appendix H 27

[19. References 28](#_Toc36386026)

**1. Project Summary**

**1.1 Problem, Purpose, and Solution:**

Many cruise liner management systems lack efficiency and user-friendliness, making it challenging for fleet managers to track ship locations, manage reservations, and handle billing. The existing solutions are often outdated and complex, resulting in inefficiencies in the cruise liner industry. Group 3 aims to address these challenges by developing the Cruise Liner Management Services (CLMS). CLMS will provide a modern, user-friendly, and efficient solution for cruise liner management, offering features such as real-time ship tracking, reservation management, billing automation, and maintenance scheduling. This system will streamline operations, enhance guest experiences, and improve overall management efficiency.

**1.2 Assumptions and Constraints:**

It is assumed that users of CLMS are familiar with basic software navigation and are comfortable using a graphical user interface designed for managing booking, processing billings, and generating reports. CLMS’s constraints will be it is primarily designed for desktop and laptop users, and mobile responsiveness will not be a priority.

**2. Project Organizational Structure**

This project’s organizational structure is split into several different units. The overall structure is led by the Project Manager, and each unit consists of a leader responsible for the management of that section. However, it is important to note that all team members are flexible and responsible for multiple duties throughout all units.

**2.1 Roles and Responsibilities**

**2.1.1. Project Manager — Neon Sapkota**

The Project Manager is responsible for acting as a liaison between the team and upper management (professor), including communication between teammates and unit leads. Additionally, the Project Manager is responsible for scheduling and ensuring that all deliverables are completed and submitted on time, as well as organizing and recording all necessary forms of contact and conversation among the team.

**2.1.2. Requirements Manager/Technical Writer — Chyna Pritchett**

The Requirements Manager is responsible for the organization of all documentation and works with the Project Manager, the client, and all team members to ensure that all deliverables meet the requirement in the statement of work. The Requirements Manager for this team also takes the role of the Technical Writer and is responsible for creating and maintaining documentation required in the process of developing the software solution.

**2.1.3. Test Director — Ti-Andre Sabur**

The Test Director is responsible for creating testing scenarios to ensure that all requirements for the software are met. Additionally, the Test Director is responsible for carrying out these scenarios and identifying any defaults in the program, as well as maintaining documentation of these tests and directing developers towards the issue that requires attention.

**2.1.4. Software Designer — Daniel Cloonan & Anthony Raarup**

The Software Designer is responsible for creating the design of the program in accordance with business, mathematical, and scientific principles that correlate with the client’s request. Additionally, the Software Designer is responsible for working with the Project Manager, and all developers to create a final, functional product as requested by the client.

**2.1.5. User Experience/Training Manager — Chyna Pritchett**

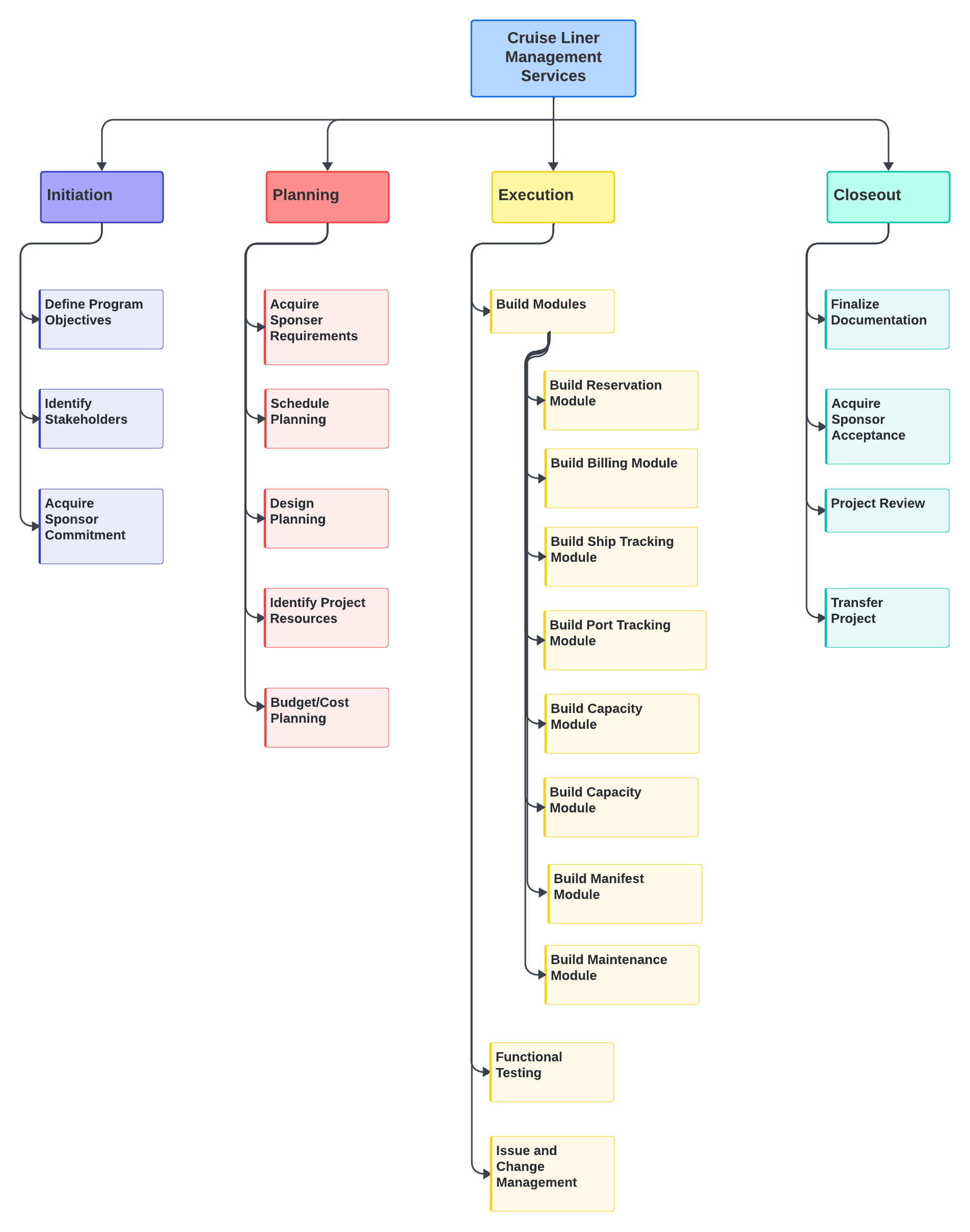
The User Experience and Training Manager is responsible for managing the project from a front-end perspective as requested by the client. This involves working with the Software Designer and Project Manager to ensure that the front-end development meets the project’s requirements by closely assessing the development process to ensure that the program is being built to fulfill the requirements.

**3. Scope Management Plan**

**3.1 Scope Statement** The goal of the Cruise Liner Management Services (CLMS) is to provide a functional, user-friendly, low-maintenance management solution for the current and future fleet of Cruise Liners. The application will assist management with the following aspects of cruise ship management:

* + - * + Track current and projected locations of all ships
        + Track Port Departures and Arrivals
        + Guest reservations and reservation management
        + Billing and payment status
        + Occupancy and capacity statistics current and historical
        + Manifest demographical statistics current and historical
        + Maintenance service scheduling and statics

**3.2 Requirements Identification and Modification**  
 All application requirements were provided and documented by the project sponsor prior to the initiation of planning and design. Should the sponsor desire modification of these requirements, the Project Manager’s approval will be required after consultation with designers and/or developers. Due to timeline restrictions, significant modifications will not be possible.

**3.3 Work Breakdown Structure**

**3.4 Sponsor Acceptance** Upon completion of the application, the sponsor will be provided a demonstration of all functionalities. The sponsor will be given a trial period, not to exceed 10 days, before acceptance or rejection is expected. The sponsor will ensure all requirements have been met and the system is functioning properly in the local environment. The sponsor will sign a formal acceptance letter before the project closeout.

**3.5 Scope Control**  
 All actions and effort will focus on the accomplishment of the stated goals, objectives, and requirements. This project is restricted by tight timeline constraints and therefore additional services, features, and functions will not be pursued.

**4. Schedule Management Plan**

The Cruise Management application will take 8 weeks from development to deployment. Group3, Inc. will be following a strict schedule to meet that deadline. To assure the team doesn’t fall behind, an Assignment Schedule was created (see Appendix C). The Assignment Schedule is an easy-to-follow weekly planner that identifies the team member leading the topic and its due date.

**5. Cost Management Plan**

**5.1 Introduction**

Group 3 Inc, Cost Management Plan for the costs on the Cruise Liner Management Services (CLMS) will be managed throughout the project’s software development lifecycle (SDLC). This document sets the format and standards by which the project costs are measured, reported and controlled. The Cost Management Plan:

* Identifies who is responsible for managing costs.
* Identifies who has the authority to approve changes to the project or its budget.
* How cost performance is quantitatively measured and reported upon.
* Report formats, frequency and to whom they are presented.

During the monthly synchronization meeting with upper management and the Project Sponsor and the Project Manager shall review the project’s cost performance, fund obligations, accruals and expenditures to ensure execution is meeting defined benchmarks for the preceding month. The Project Manager is responsible for managing and reporting on the project’s cost throughout its software development lifecycle, cost deviations, de-obligations, and presenting the Project Sponsor with options for getting the project back on budget. The Project Sponsor has the authority to make changes to the project to bring it back within defined benchmarks and budget.

**5.2 Cost Management Approach**

Costs for the Cruise Liner Management Services (CLMS) shall be managed at the fourth level of the Work Breakdown Structure (WBS). Control Accounts (CA) will be created at this level to track costs incurred by individual developers. Earned Value calculations for the CA’s will measure and manage the financial performance of the project. Although activity cost estimates are detailed in the work packages, the level of accuracy for cost management is at the fourth level of the WBS. Credit for work will be assigned at the work package level. Work started on work packages will grant that work package with 50% credit; whereas, the remaining 50% is credited upon completion of all work defined in that work package. These work packages will have cost variance thresholds of ± 10% and of ± 20%. Once a variance reaches ± 20% it will require immediate corrective action by the Project Manager.

**5.3 Measuring Project Costs**

Performance of the Cruise Liner Management Services (CLMS) will be measured using the Earned Value Management system. The following four Earned Value metrics will be used to measure projects cost performance.

* Schedule Variance (SV)
* Cost Variance (CV)
* Schedule Performance Index (SPI)
* Cost Performance Index (CPI)

|  |  |  |
| --- | --- | --- |
| Performance Measure | Yellow | Red |
| Schedule Performance Index (SPI) | between 90% - 80% or between 110% - 120% | less than 80% or greater than 120% |
| Cost Performance Index (CPI) | between 90% - 80% or between 110% - 120% | less than 80% or greater than 120% |

**5.4 Reporting Format**

Cost management reporting will be included in the monthly project status reports.

The Monthly Project Status Report will feature a dedicated section labeled "Cost Management." This section will display the Earned Value Metrics from the preceding month, addressing all cost variances beyond the benchmarks outlined in the Cost Management Plan, including mitigation actions taken. Additionally, Change Requests triggered by deviations from defined benchmarks will be identified and tracked in the Project Monthly Status Report.

## 5.5 Cost Variance Response Process

The Control Thresholds for this project are a CPI or SPI of less than 20% or greater than 120%. When the project reaches one or both Control Thresholds, a Cost Variance Corrective Plan of Action & Milestones is mandatory. The Project Manager will present the Project Sponsor with multiple Courses of Action (COAs) to mitigate variances within five business days. Within three business days of the Project Sponsor selecting a COA, the Project Manager will present the Project Sponsor with a formal Cost Variance Corrective Plan of Action & Milestones. This plan will outline the necessary corrective measures to align the project with defined benchmarks and the milestones to measure the plan's effectiveness. Upon acceptance, the Cost Variance Corrective Plan of Action & Milestones will become part of the project plan, and the project will be updated accordingly.

**5.6 Cost Change Control Process**

The cost change control process will follow established policy detailed in the change request process. Approvals for project budget/cost changes must be reviewed by upper management and approved by the project sponsor.

**5.7 Project Budget**

Given that all team members of the Group3, Inc. have agreed to voluntarily dedicate their time towards the creation of the Cruise Liner Management Services (CLMS) and given that all resources acquired will be open source, the cost of this project will be $0.00, which reduces the need for a project budget.

**6. Quality Management Plan**

Quality Control will be the responsibility of every individual team member, as we each will be held accountable for our sections of the project. As a quality control safety net, Group3, Inc.’s Test Director will act as a backup quality control reviewer. On top of everyone performing individual quality control and the Test Director thoroughly testing the software solution, the code will be developed in accordance with the Java coding standards and Javadoc style comments.

**7. Communications Management Plan**

The Communications Management Plan will outline the necessary periodic communications between all parties involved in the project. This ensures all parties are up to date on progress and possible changes throughout the lifecycle of the project.

**7.1 Communication Plan**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Communication | Medium | Frequency | Goal | Owner |
| **Project Team** | | | | |
| Project Status | Discord | Weekly (Monday) | Review status of project modules and discuss details of deliverables for the week | Project Manager |
| Deliverable Consolidation | Discord | Weekly (Friday) | Discuss consolidation details for deliverables and any issues or delays | Project Manager |
| Task Review | Discord | Weekly | Discuss feedback from deliverables submitted the prior week | Project Manager |
| Final Product Demonstration | Discord | At end of 73  -project | Demonstrate and explain all functionality to project sponsor | Project Manager |
| Issue Resolution | Discord+ | As needed | Resolve issues that could delay or prevent on-time deliverable submission | All |
| **Project Sponsor** | | | | |
| Deliverable Submission | UMGC Submission Folder | Weekly | Provide project status update and present tentative deliverable | Project Manager |
| Final Product Demonstration | Discord | At end of project | Demonstrate and explain all functionality to project sponsor | All |
| Feedback | UMGC Discussion Board | Weekly | Receive feedback on weekly deliverables | All |

**8. Risk Management Plan**

The first step the team will take towards risk management is identifying all possible risks and planning the procedure to avoid the risks. This requires tracking potential changes to risk factors along the development process, as well as identifying solutions for any risks that may rise. In the case of any risk rising, the team will immediately report to the Project Manager, who maintains documentation of all risks and solutions through the development process.

To avoid risk in scope, the client will agree to the terms of development, which will be followed by the development team.

To avoid risk in communication and scheduling, all team members have agreed to dedicate eight weeks of their time to the development of the project and agreed upon a means of communication, as well as a flow of communication to direct any conversation towards the right channel.

To avoid quality risk, the development team has established certain requirements, such as frequent and clear communication, observing and following milestones and progress, and constant coordination between all team leads to ensure requirements are met on all ends of the development process. Further information is available in the Risk Register (Appendix G)

**9. Procurement Management Plan**

**9.1 Introduction**

The Procurement Management Plan sets the procurement framework by which the Cruise Liner Management Services (CLMS) project will follow. This document shall serve as a guide for managing procurements throughout the software development life cycle of the EPS project and will be updated as acquisition needs change. This plan identifies performers and the items and/or services that will be procured from them, the types of contracts to be used in support of this project, i.e., Indefinite delivery/indefinite quantity (IDIQ) contracts and/or Support Service Contracts, the contract approval process, and decision-making criteria. Other items included in the procurement management plan include: procurement risks and procurement risk management considerations; how costs will be determined; how standard procurement documentation will be used; and procurement constraints.

**9.2 Procurement Management Approach**

The Project Manager shall provide project oversight and management for all acquisition and procurement activities for the Cruise Liner Management Services (CLMS) project. The Project Manager shall work with the project team to identify all items to be procured for the successful completion of this project ranked by priority. The Project Management Office (PMO) will review the procurements list prior to submission to the Acquisitions Division and Financing Division. The Acquisitions and Financing divisions shall review the procurement items, determine whether it is advantageous to Group3, Inc. to make, buy, or implement the items and Statement of Work (SoW).

**9.3 Procurement Definition**

The following procurement items and/or services have been determined to be essential for the Cruise Liner Management Services (CLMS) completion and success. The following list of items/services, justification, and timeline are pending PMO review for submission to the Acquisition and Financing divisions:

|  |  |  |
| --- | --- | --- |
| Item/Service | Justification | Needed By |
| Item A; Database Enterprise License | Needed for backend customer database | 1SEPT2023 |
| Item B; HPE ProLiant DL325 Gen10 Plus Server | Needed to host Event Planner System, Database and ~10,000 simultaneous connections | 10SEPT2023 |
| Item C; Microsoft IIS enterprise License | Needed server operating system to run Event Planner System | 1SEPT2023 |

In addition to the above list of procurement items, the following individuals are authorized to approve purchases for the Cruise Liner Management Services (CLMS) project team.

**Name Role**

Neon Sapkota Project Manager

Daniel Cloonan Lead Designer

More Items/Services may be incorporated as found necessary throughout the development cycle by the team.

**9.4 Type of Contract Vehicles to be Used**

All items and services to be procured for the Cruise Liner Management Services (CLMS), will be solicited under IDIQ and Support Service contracts. The project team will work with the Acquisition and Finance Divisions to define the item types, quantities, services, and required delivery dates. The Acquisition and Finance divisions will then solicit bids from various performers in order to procure the items within the required time frame and at a reasonable cost under the IDIQ and Support Service vehicles. This contract will be awarded for one base year and three option years.

**9.5 Procurement Risks**

While all risks will be managed in accordance with the project’s risk management plan, there are specific risks which pertain specifically to the acquisition process which must be considered:

* Unrealistic schedule and cost expectations for performers
* Manufacturing capacity capabilities of vendors
* Conflicts with current contracts and vendor relationships
* Configuration Management for upgrades and improvements of purchased technology.
* Potential delays in shipping and impacts on cost and schedule.
* Questionable past performers
* Potential that final product does not meet requirements.
* Incompatible technology integration and unrealistic deployment expectations

**9.6 Procurement Risk Management**

Project procurement efforts involve external organizations and potentially affect current and future business relationships as well as internal supply chain and vendor management operations. Because of the sensitivity of these relationships and operations the project team will include the project sponsor and a designated representative from the Acquisition and Finance divisions in all project meetings and status reviews.

**9.7 Cost Determination**

For the Cruise Liner Management Services (CLMS), Group3, Inc. shall issue a Broad Agency Announcement (BAA) in order to solicit proposals from various vendors and performers, which describe how they will meet the requirements of the CLMS and the cost of doing so. All proposals will include vendor/performer support of each of the items listed in the Section 9.3 table, as well as the base and out-year costs (options 1- 3).

**9.8 Standardized Procurement Documentation**

In this environment, the goal is to simplify the procurement management by any means necessary in order to facilitate successful completion of the Cruise Liner Management Services (CLMS). To aid in simplifying these tasks, a documentation standard will be instituted for all steps of the acquisition process.

The Project Management Office (PMO) maintains a repository on the Group3, Inc. intranet which contains standard project management and procurement documentation that will be used for the CLMS project.

**9.10 Contract Approval Process**

The first step in the contract approval process is to determine what items and/or services will require procurement from outside vendors/performers. This will be determined by conducting a cost analysis on products or services which can be provided internally and compared with purchase prices from vendors. Once cost analyses are complete and the list of items and services to be procured externally is finalized, the Finance and Acquisition divisions will send out BAAs. Once solicitations are complete and proposals have been received, the approval process will begin. The Project Manager (), representatives from the Acquisition and Finance divisions, will conduct a review of all vendor proposals to determine which meet the criteria established by the project team and the Acquisition and Finance divisions. Purchases less than $25,000.00 only require the approval of the Project Manager ( Neon Sapkota); whereas purchases greater than $25,000.00 must be approved by the Contract Review Board. For these larger purchases the contract review board will be to determine which contract will be accepted. The Contract Review Board consists of representatives from the project team, Acquisitions and Finance divisions, and the PMO.

**9.11 Decision Criteria**

The criteria for the selection and award of acquisition contracts under the EPS project will be based on the following decision criteria:

* Ability of the vendor to provide all items by the required delivery dates
* Quality
* Cost
* Expected delivery dates
* Comparison of outsourced cost versus in-sourcing
* Past performance
* Necessity to project success

These criteria will be measured by the contracts review board and/or the Project Manager. The ultimate decision will be made based on these criteria as well as available resources.

**9.12 Vendor/Performer Management**

The Project Manager is ultimately responsible for managing vendors/performers. In order to ensure the timely delivery and high quality of products from the vendors/performers the Project Manager, or their designee will meet weekly with the Acquisition and Finance divisions and each vendor/performer to discuss the progress for each procured item. The meetings can be in person or by teleconference means. The purpose of these meetings will be to review all documented specifications for each product as well as to review the quality test findings. This forum will provide an opportunity to review each item’s development, or the service provided in order to ensure it complies with the requirements established in the project specifications. It also serves as an opportunity to ask questions or modify contracts or requirements ahead of time in order to prevent delays in delivery and schedule. The Project Manager will be responsible for scheduling this meeting on a weekly basis until all items are delivered and determined to be acceptable.

**9.13 Performance Metrics for Procurement Activities**

While the Acquisition and Finance divisions have their own internal metrics for procurement, the following metrics are established for vendor performance for the EPS project procurement activities. Each metric is rated on a 1-3 scale as indicated below:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Vendor | Quality | Delivery | Documentation | Cost | Time | Unit | Efficiency |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

1 – Unsatisfactory

2 – Acceptable

3 – Exceptional

In addition to rating each vendor/performer, actual values will be noted in order to build a past-performance database for selecting vendors for future procurement activities.

**10. Technical Process Plan**

Group3, Inc. will be following the Software Development Life Cycle (SDLC) to help develop and deploy the Reservation/Billing Application. “SDLC is a process that produces software with the highest quality and lowest cost in the shortest time” (2019). To help implement everything the team will be utilizing various tools and techniques.

**10.1 Process Model**

Group3, Inc. will use the SDLC waterfall model, because it allows the team to plan in the early stages to prevent major design flaws from developing. The waterfall effect allows focus on one phase before starting the next, and each phase “waterfalls” into the next (2019). It’s one of the oldest and most straightforward approaches.

Requirements

Design

Implementation

Verification

Maintenance

**10.3 Technical Requirements**

Group3, Inc.. will be utilizing the following tools and techniques for the development of the Cruise Liner Management Services (CLMS):

* Language – Java
* IDE – Eclipse
* Code repository – GitHub
* Documentation – Microsoft Word
* Communication – Discord

Coding for the project will be written in Java utilizing the Eclipse IDE. Discord will serve as a communication hub for text and voice conferences. GitHub will help the team collaborate with the code in a free and easy to use location. All documentation will be completed in Microsoft Word for the sake of compatibility and usability.

**Appendix A**

**Project Charter**

|  |
| --- |
| **Project Name:** Cruise Liner Management Services (CLMS) |
| **Date:** 25 August 2023 |
| **Project Manager:** Neon Sapkota |
| **Project Sponsor:** |
| **Requested Completion Date:** 10 October 2023 |
| **Project Justification:** This technological solution will provide a modern, user-friendly, and efficient solution for cruise liner management, offering features such as real-time ship tracking, reservation management, billing automation, and maintenance scheduling. This system will streamline operations, enhance guest experiences, and improve overall management efficiency. |

|  |
| --- |
| **Project Overview** |
| 1. Project Plan 2. Test Plan 3. Project Design 4. Phase 1 Source: classes 5. Phase 2 Source: methods 6. Phase 3 Source: user experience and modules 7. Final deliverable |

|  |  |  |  |
| --- | --- | --- | --- |
| **Approvals** | | | |
| **Title** | **Name** | **Signature** | **Date** |
| Project Sponsor |  | (Email confirmation is acceptable in place of signature.) |  |
| Project Manager | Neon Sapkota |  |  |

**Appendix B**

**Project Team**

|  |
| --- |
| **Project Name:** Cruise Liner Management Services (CLMS) |
| **Date:** 25 August 2023 |
| **Project Manager:** Neon Sapkota |

|  |  |  |
| --- | --- | --- |
| **Role** | **Name** | **Contact** |
| Project Manager (PM) | Neon Sapkota |  |
| Requirements Manager/Technical Writer (RM/TE) | Chyna Prichett |  |
| Software Designer 1 (SD1) | Daniel Cloonan |  |
| Software Designer 2 (SD2) | Anthony Raarup |  |
| Test Director | Ti-Andre Sabur |  |
| User Experience/Training Manager (UX) | Chyna Prichett |  |

**Appendix C**

**Statement of Work**

**Scope**

As agreed upon with the client, the contractor will provide the client with a single solution to manage the reservations and billing of a hotel lodging service, titled Cruise Liner Management Services (CLMS). This solution will come in the form of a Java application. The CLMS will allow the user to track current and projected locations of all ships within the fleet, track port departures and arrivals, manage guest reservations and reservation related services including billing and payment status, track occupancy vs. capacity and manifest demographical statistics both current and historical as well as scheduling maintenance services and recalling historical statistics. However, the contractor is not mandated to include features such as searching or altering reservations, tracking business features, emailing confirmations, or providing the ability managerial functions such as modifying number of rooms or prices. These features will be included at the contractor’s discretion, as agreed upon with the client.

**Location of Work**

All work will be completed virtually, as the solution is software based and does not require in-person meetings.

**Timeline**

The timeline of work is between the dates of August 16, 2023, and October 10, 2023, with the final product to be delivered on October 10, 2023. The schedule of work is included in the delivered Project Plan, Appendix C.

**Acceptance Criteria**

The acceptance criteria as agreed upon with the client is as follows:

1. Given that a customer requests a cruise, the CLMS user will be able to look through a selection of available cruise ships and reserve the room of choice for the consumer.
2. Given that a room has been chosen, the CLMS user will be able to calculate the cost of reserving the room for the customer.
3. Given that a cost has been calculated, the CLMS user will be able to generate a bill for the consumer with the option to print a receipt.

**Software and Hardware Requirements**

For this application, the client will require the following to run the program:

* A personal computer (Windows or Macintosh)
* A web browser
* Internet connection
* A printer

The information described above are the requirements agreed upon between the contractor and client. The contractor is required to fulfill all mandatory requirements by the scheduled finish date, and the client is required to review and accept the completed application based on its ability to successfully perform the mandated requirements.

**Appendix D**

**Schedule**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Wk | Dates | Lead | Topic | Description | Due  Date | Assignment |
| 1 | 8/16 -8/22 | Everyone | Form Teams | * Get to know team members * Pick a topic | - | - |
| 2 | 8/23 - 8/29 | * Neon Sapkota   + Project Manager * Chyna Pritchett * Requirements Manager/ Technical Writer | Project Plan | * Outline Milestones * Delegate responsibility * Describe projects purpose * Identify the system specifications | 8/29 | Project Plan |
| 3 | 8/30 - 9/5 | * Ti-Andre Sabur   + Test Director | Users Guide and Test Plan | * Create test plan with a clear users’ guide * If appropriate create test data files | 9/5 | Test Plan  Peer Review 1 |
| 4 | 9/6 - 9/12 | * Daniel Cloonan * Anthony Raarup   + Software Designer * Chyna Pritchett   + User Experience / Training Manager | Design | * Design a user interface and related structures * Finalize test case | 9/12 | Project Design |
| 5 | 9/13 - 9/19 | Everyone | Phase 1 Source | * Software Development | 9/19 | Phase 1 Source  Peer Review 2 |
| 6 | 9/20 - 9/26 | Everyone | Phase 2 Source | * Software Development | 9/26 | Phase 2 Source |
| 7 | 9/27 - 10/3 | Everyone | Phase 3 Source | * Software Development | 10/3 | Phase 3 Source |
| 8 | 10/4 - 10/10 | Everyone | Final Report | * Compile all Topics into a single document | 10/10 | Final  Peer Review 3 |

**Appendix E**

**Gantt Chart**

A screenshot of a computer screen

Description automatically generated

**Appendix F**

**Scope Baseline**

|  |  |  |  |
| --- | --- | --- | --- |
| Scope Baseline: Tracking | | | |
| System Requirements Checklist | Item | Status | Notes |
| Can the user track the current location of all ships? | 1a |  |  |
| Can the user tack the projected location of all ships? | 1b |  |  |
| Can the user track current and future departures of all ships? | 1c |  |  |
| Can the user track current and future arrivals of all ships? | 1d |  |  |
|  | 1e |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Scope Baseline: Billing and Payment | | | |
| System Requirements Checklist | Item | Status | Notes |
| Does the application send a bill to the customer if payment is not made upon reservation? | 2a |  |  |
| Does the application send an initial receipt to the customer if payment is made upon reservation? | 2b |  |  |
| Does the application send a final receipt to the customer after the cruise is completed? | 2c |  |  |
| Can the user issue full or partial refunds? | 2d |  |  |
| Does the application send an email receipt to the customer upon payment? | 2e |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Scope Baseline: Reservations | | | |
| System Requirements Checklist | Item | Status | Notes |
| Can the user select cruise dates by typing location, dates, or selecting dates on a calendar? | 3a |  |  |
| Does the application disallow selection of fully booked or otherwise unavailable dates? | 3b |  |  |
| Can the user select a room type from available types? (Balcony, window or no view) | 3c |  |  |
| Does the application calculate the correct price for the room type? | 3d |  |  |
| Can the user add special accommodations?  (Wheelchair accessible or crib?) | 3e |  |  |
| Can the user enter customer information including first and last name, phone number, email address, and mailing address? | 3f |  |  |
| Can the user choose to enter payment information or split payments overtime? | 3g |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Scope Baseline: Occupancy and Capacity | | | |
| System Requirements Checklist | Item | Status | Notes |
| Can the user view current occupancy for all ships? | 4a |  |  |
| Can the user view the capacity for all ships? | 4b |  |  |
| Can the user view the occupancy statistics for previous cruises? | 4c |  |  |
| Can the user view the capacity statistics for previous cruises? | 4d |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Scope Baseline: Maintenance | | | |
| System Requirements Checklist | Item | Status | Notes |
| Does the application send a reminder of upcoming cruise maintenance? | 5a |  |  |
| Does the application disallow the selection of cruises undergoing maintenance? | 5b |  |  |
| Can the user check the upcoming and past maintenance? | 5c |  |  |
| Can the user view the projected completion date? | 5d |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Scope Baseline: Manifest | | | |
| System Requirements Checklist | Item | Status | Notes |
| Does the application produce a manifest? | 6a |  |  |
| Does the manifest include the ship’s name? | 6b |  |  |
| Does the manifest include the passenger’s name and age? | 6c |  |  |
| Does the manifest include the passenger’s gender? | 6d |  |  |
| Does the manifest include the passenger’s room number? | 6e |  |  |

**Appendix G**

**Risk Register**

**Appendix H**

**Item Log**

References

What is Sdlc? (2019, May 06). Retrieved March 26, 2020, from <https://stackify.com/what-is-sdlc/>