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# 1 Project Statement

## 1.1 The company

Carleon is the market leader on the European market for vacant property management. Currently, the countries they operate with are Netherlands, France, United Kingdom, Germany, Finland, Denmark, Belgium, Ireland. Moreover, thanks to the geographical growth the business now operates four business units – property management, security, real estate development, maintenance. Carleon provides temporary home for people who need one after paying a fee for using the building. Providing security to its residents is one of the main tasks that the real estate agency has, by placing only temporary residents it prevents vandalism, squatting, theft and technical damage.

## 1.2 Problem Description

The main concern of Carleon is to be able to see where the profit could be. Figure out the bottlenecks, which could be the reason for the finances being stuck in a loophole of the housing business.

## 1.3 Project Goal

Optimising the workload, bringing the financial records under control and helping the employees have a systematic way of following information and changes within the business.

## 1.4 Project Deliverables & Non-Deliverables

Official deliverables:

- Dashboard
- Business advice
- Implementation plan

Unofficial deliverables:

- Project plan
- Contract

Non-Deliverables:

- Retrospective

## 1.5 Project Constraints

In this section, we define the project constraints in which the project is bind to. The constraints will be categorized into two categories for the sake of clarity. The first being Limitations, which covers the set regulations that are unchangeable, and the latter being Quality, which entails the aspects that affect the overall status and quality of the project:

## Limitations

- ❖ This project should require no funding. Otherwise, a request will be sent to ISSD or relevant department.
- ❖ The deadline of this project is week 18 of the academic year
- ❖ The project is split into three sprints, and their respective timeslots are weeks 1-6, weeks 7-12, and weeks 13-18
- ❖ Available resources & tools from the client (**Carleon**) are as following: Problem/project description, Database file, access to EXACT software, as well as Q&As with the client.

## Quality

- ❖ The team will work on maintaining customer satisfaction, which will be analysed in the scheduled meetings with client (customer).
- ❖ The team will maintain scope and progress on completing the project deliverables, which are defined in this document.
- ❖ The team are expected to follow the assigned contract, which maintains a sustainable workflow.
- ❖ Maintain focus on streamlining the current processes within Carleon to achieve highest quality of solution.

## 1.6 Project Risks

Risks	Probability	Impact	Overcome
Not enough time	Small	Big	Make decisions based on the time frame
Someone is ill in the team	Medium	Small or big depending on the duration	The others take over their work or we divide their work. But they do have to mention as fast as possible that they are ill.
Bad communication	Medium	Big	Have weekly meetings on Tuesdays
We misunderstand the problem(s)	Small	Big	Understand the problems first before going on
Covid lockdown	Medium	Medium	If this happen we just do all the meetings online instead of at school
Computer failure	Small	Small or big depending on how long or bad the failure was/takes	If this happened, we could go to the help desk and in the worst case order a new one
Bad communication with the client	Medium	Medium	We take the feedback and information from the client to hart and ask all the questions when we have them.

## 2 Methodology and Phasing

The methodology of work that is used is agile, as described in the following:

- Scrum meeting every week with the team.
- Constant communication through WhatsApp and Microsoft Teams.
- Regular meetings with the tutor.
- Interviews with the client.
- Concrete weekly schedule for deliverables.

## 3 Project plan

This project will last 18 weeks, with the start on the 30th of August and end on the 22<sup>nd</sup> of January. We will be working in an agile way which will help us manage and keep track of all the different deliverables by breaking the project up into several stages and involving continuous collaborations with the stakeholders (the tutors, client etc...) to incorporate improvements on the deliverables at every stage.

During the weekly meetings we discuss the expectations and the deadlines we set for ourselves for the work we have until next week's meeting.

### 3.1 Initiation phase

In this phase we focus on figuring out the core of the main problem in the project. Carleon's money is possibly stuck in the system, and we need to figure out where it could be and figure out how to help them retrieve it. For this we will focus on creating a clear business advice document and a short one A4-page business case. This phase will take six weeks.

#### 3.1.1 Deliverables for milestone

- Business advice (first edition)
- Business case

### 3.2 Release phase 2

After receiving feedback from the tutors and an interview with the client we will be able to make possible changes to the business advice document. This will be the second edition of the document which will be finished in this phase. After polishing the business advice document, we will switch our focus on the implementation document which will thoroughly explain how to implement our problem resolution. In this phase, we will possibly start preparing the interactive dashboard to help the client visualize the solution. This phase will take six weeks.

#### 3.2.1 Deliverables for milestone 2

- Business advice (second edition)
- Implementation document

### 3.3 Release phase 3

In the final phase we focus on polishing our previous documents and finishing up the interactive dashboard. We prepare the final presentation for our tutors and the client which will hopefully give clear insight on the problem and the solution our team has been working on for the past eighteen weeks. This phase will take six weeks.

#### 3.3.1 Deliverables for milestone 3

- Interactive dashboard

## 3.5 Required skills

There are certain skills that require to complete successfully the project, both in programming and business field:

- Knowledge in R for the dashboard
- Knowledge in Power BI for the dashboard
- Knowledge in SQL for a successful analysis
- Knowledge in Exact to handle large stacks of tables in a database
- Soft skills for communication with the client and the tutor
- Writing formal business reports.
- Powerful and understandable presentations

## 3.6 MOSCOW

Features	Must	Should	Could	Won't
Client Friendly Dashboard		✖		
Informative Graphs	✖			
Problem Justification	✖			
Showing Potential Problems			✖	
Interactive Dashboard		✖		
Showing Root Cause of Problem	✖			
Solution and the Justification	✖			
Implementation of the Solution	✖			
Website				✖
Prototype				✖

## 3.8 Recommendation

## 4 Appendix

### 4.1 Contacts

Nikoleta Sinikchiyska - n.sinikchiyska@student.fontys.nl

Eva Bijker - e.bijker@student.fontys.nl

Sami Knj - s.kanj@student.fontys.nl

Stanislav Tolev - s.tolev@student.fontys.nl

Marselo Denny - m.batara@student.fontys.nl

Uroš Rakić - r.rakic@student.fontys.nl