



UNIVERSITY OF EASTERN AFRICA, BARATON
SCHOOL OF BUSINESS
DEPARTMENT OF INFORMATION, SCIENCE AND COMPUTING

HOSTIKA COMPANY BASELINE PROJECT PLAN(BPP)

AN MIDSEMESTER PROJECT IN PARTIAL FULFIMENT FOR THE
REQUIREMENT OF THE COURSE SYSTEM ANALYSIS AND DESIGN: **INSY 281**

BRIAN GILLO

SBRIOT 2211

INSTRUCTOR:

JEFFERSON MWATATI

A PROJECT DUE 29TH, November 2023

Baseline Project Plan for Hostika Company Customer Portal Redesign

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Introduction

As a junior systems analyst at Hostika Web Hosting, I have been tasked with leading the development of a new self-service customer portal to replace Hostika's outdated existing portal. This new system will enable customers to conveniently access and manage their Hostika accounts online.

My goal with this project is to significantly improve customer satisfaction by providing a modern, user-friendly portal for account management. The new portal will reduce the need for manual support and enhance the overall customer experience.

Recommended Course of Action:

I recommend adopting an agile development approach with 2-week sprints to complete the web-based project within a 7-month timeline. The budget allocated for the project is Ksh1.5 million.

Project Scope Defined:

The project scope covers all customer-facing account management functionalities, excluding internal tools for customer service agents. The portal will integrate with Hostika's existing systems through APIs. Through the portal, customers will be able to:

- ✓ View billing information and pay invoices
- ✓ Open, track, and manage support tickets
- ✓ Upgrade or downgrade their account plans
- ✓ Register, renew, and manage domains
- ✓ Access account usage statistics and analytics
- ✓ Update contact information and security settings

Any internal tools for customer service agents are out of scope. The portal will integrate with Hostika's existing systems via APIs.

a. Units Affected:

All customer-facing units will be impacted by the implementation of the new customer portal.

b. Interaction with Other Systems:

The portal will interact with Hostika's existing systems through APIs, ensuring seamless integration and data flow.

c. Range of System Capabilities:

The new customer portal will allow customers to view billing information, pay invoices, manage support tickets, adjust account plans, handle domain registrations and renewals, access usage statistics, and update contact information and security settings.

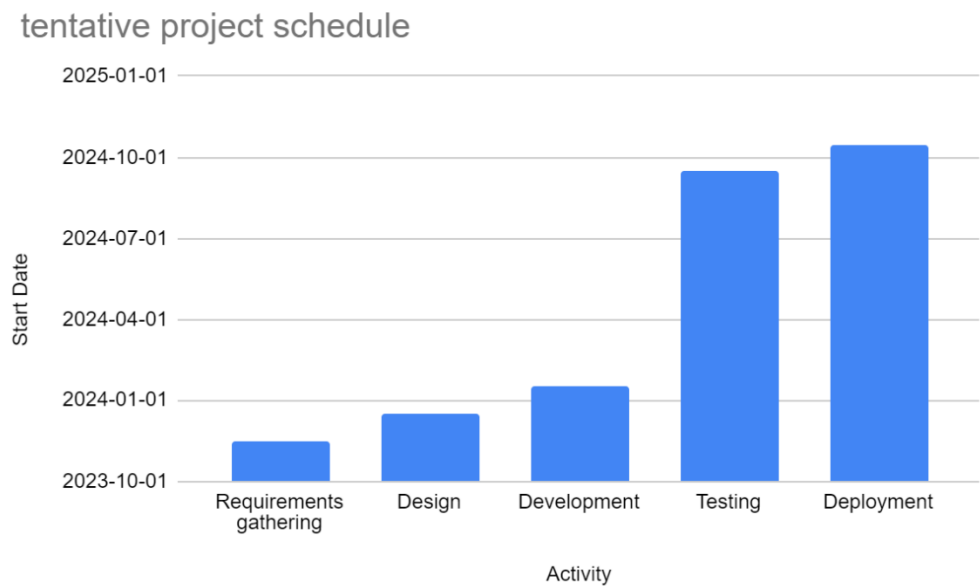
System Description

The new Hostika customer portal will have an intuitive, responsive user interface optimized for both desktop and mobile access. Python and the Django framework will power the backend and REST APIs, while React will create the dynamic front-end UI.

Some alternative technology options I considered were using .NET or Java for the backend API, and also developing a dedicated mobile app. However, I determined that Python, Django, and React will best meet the project goals within the 7-month timeline and Ksh1.5 million budget

Project Schedule

The following is a tentative project schedule



The decision to adopt an agile development approach with 2-week sprints was made to enhance flexibility and responsiveness to changing project requirements.

This iterative approach allows for continuous improvement based on stakeholder feedback, ensuring the final product meets or exceeds customer expectations.

Project Risks and Mitigation

Risk	Mitigation Strategy
Integration complexity	Dedicate testing time for integrations.
Changing requirements	Follow change control processes.
Potential security issues	Conduct security reviews, testing, infrastructure hardening.

Feasibility Assessment:

- ❖ **Project Costs and Benefits:** The project budget of Ksh1.5 million will be judiciously allocated to cover hardware, software, personnel, and training costs. Benefits include a 30% reduction in support tickets, leading to improved customer experience.
- ❖ **Technical Difficulties:** Technical feasibility is assured, given the team's past success with similar technologies and frameworks.
- ❖ **High-level Project Schedule:** The project will follow a 7-month timeline, utilizing 2-week agile sprints.

Management Issues:

- ❖ **Concerns:** Management concerns revolve around building an effective development team, ensuring effective communication, and adhering to project standards and procedures.
- ❖ **Team Composition:** I will focus on assembling a skilled and cohesive development team with expertise in Python, Django, and React.
- ❖ **Communication Plan:** Weekly written reports and monthly demos will keep stakeholders updated on project progress.
- ❖ **Project Standards and Procedures:** Adherence to established project standards and procedures will be emphasized to maintain quality and consistency.

Conclusion:

This Baseline Project Plan outlines the strategic framework for the redesign of Hostika's Customer Portal. The agile approach, comprehensive feasibility assessments, and careful consideration of management concerns aim to ensure the successful delivery of a high-quality product that aligns with customer needs and stakeholder expectations.

THE END!