

DESCO Wechat O2O Project plan

Version 1.0

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1 Overview

1.1 *Purpose of Document*

The purpose of the Project Charter is to define the project, to form a firm basis for management and the assessment of overall success. Information included in the Charter will answer the following questions:

- What is the project aiming to achieve?
- Why is it important to achieve it?
- Who will be involved and what are their responsibilities?
- How and when will it happen?

It is essential to obtain a clear view of the final objectives and outcome, as well as constraints and assumptions that impact on those responsible for the project. This document outlines all of the essentials to form a firm foundation for the project, including objectives, business benefits and risks, quality expectations, scope and timeframes.

1.2 *Project Background*

The growth of O2O has lead Desco to implement a Wechat application to allow customers to scan and pay for products ready for pickup. The Wechat application will interface with Retail Genuis to retrieve and update product and transactional information.

2 Project Objectives

2.1 Objectives

The outcome of this project will be a Wechat miniapp which enables users to scan items in store and pay for it through Wechat.

2.2 Overview of Business

2.2.1 Business Processes and Information Capture

Wechat will be the front-end application to provide Desco the O2O shopping requirements. It will be integrated to the Retail Genuis System with its own database.

Retail Genuis will manage all customer, logistics and financial transactions. An interface will be developed by Wiredcraft to send the order details to and from Retail Genuis. Details of how the data is interfaced to and from Retail Genuis will be further discussed.

3 Project Scope

This section covers at a high level the requirements of Desco included in Wechat implementation for Desco. The initial stages of the project will gather requirements in more detail for each of the modules defined.

| Category | Operation | Remark |
|-----------------------------|---|--|
| Wechat mini app login | Design UI for login page | |
| | Scan QR code to login to Desco Wechat app | |
| Scan products and interface | Design UI for product page | |
| | Open camera to scan product barcode | |
| | Retrieve product data from Retail Genuis | Define the information to retrieve through the interface |
| | Display product data | |
| | Add to Cart option | |
| Shopping cart | Design UI for cart page | |
| | Ability to add products | |
| | Ability to delete products | |
| | Ability to modify products | |
| | Check out option | |
| Checkout | Design UI for checkout page | |
| | Select payment type | |
| | Process payment | |
| | Send transaction to Retail Genuis | Define the information to send through interface |
| Log out | Logout of Wechat mini application | |

3.1 Scope Exclusions

Business functions which are specifically **not** in the scope of this project include:

- Customer loyalty

4 Project Deliverables

The purpose of this section is to define the key deliverables for each stage of the implementation.

4.1 Approach

The implementation methodology will be agile to provide a flexible systematic implementation framework for management, UI design, solution design, development, integration, training and support. It supports the definition and clarification of scope, assigning resources and responsibilities and establishes time frames defined in sprints.

4.2 Mobilisation Stage

The Initiation Stage of the project commences after contract signing and effectively 'kicks off' the project. Key deliverables included within this stage are:

- Project Managers assigned
- Team resources assigned
- Baseline Project Plan
- Project administration processes agreed – project tools, communication, reporting, facilities, meeting schedule.
- Risk and Issue logs created and updated
- Change board, business sponsors and project steering committee members identified

4.3 Preparation Stage

The preparation Stage of the project is to ensure the infrastructure is designed and the Modelling Environment is put in place so that the Design Stage can commence. Key deliverables included within this stage are:

- Confirm infrastructure
- Contact POS vendor for modelling environment
- Install software in a test / standalone environment (Modelling)

4.4 Requirement gathering stage

The requirement gathering stage will commence once the charter is signed off by Desco. The key deliverables included within this stage are:

- Customer's Business Processes within scope documented and reviewed
- Solution to deliver agreed business processes mapped
- Any gaps or issues documented by Wirecraft
- UI framework based on Desco corporate design
- Interface design
- Business Test Scenarios documented
- Infrastructure design
- Complete technical training where required (Interface, application, report & system administration training)

4.5 Build Stage

The Build Stage is the Stage in which the solution design for Desco is developed and configured. The key deliverables will be broken down into Sprints. Each sprint will result in a deliverable:

- Design the UI framework for the application
- Define the workflow process for each Sprint
- Define the interface workflow
- User Acceptance Testing completed and signed off R

4.6 Delivery Stage

On completion and delivery of all software deliverables from the Build Stage the Key deliverables in the Delivery Stage include the following:

- Installation of all software deliverables
- Finalised Interface to live Retail Genuis
- End user training completed
- Finalised system management guide
- Hand over to business as usual support

4.7 Project Closure

Once the system is live and handed over to the support team, the project will be viewed as complete.

Project wrap-up activities will include

- Lessons learnt review
- Close down report

5 Interface design

The detailed interface design will be completed as part of the requirement gathering. The scope of the interface design needs to include the following tasks:

| Interface | Requirement | Remark |
|---------------------------|---|--------|
| Technologie | Agree on the interface technology to communicate in real time between Desco Wechat app and Retail Genuis | |
| Products interface | Determine field mapping to retrieve product fields to display on the Wechat product page. The fields could include product code, product description, stock level and price | |
| | Determine the trigger to retrieve the product data | |
| | Local store of the product data | |
| Checkout | Based on the interface technology the transaction needs to be returned to Retail Genuis. | |
| | What information needs to be included in the transaction so Retail Genuis can update finance and inventory? | |
| | Determine the trigger to push the transaction information | |

6 Project Team

6.1 Project Team

The Wirecraft project team will consist of:

- Project manager
- One designer to make wireframe and mock-ups to confirm detail flow and UX.
- Two frontend developers who can make mock-ups and flow diagrams and once confirmed, implement the frontend parts.
- A developer who can implement the WCL backend and help out integrating with store core systems
- A dev-ops engineer who can set up the servers and take care of deployment.

The Desco project team will consist of:

- Desco project stake holder
- Retail Genuis project manager

6.2 Communication Plan

This section provides details on various aspects of the communication plan including meetings, reporting and escalation.

6.2.1 Meetings

| Type | Description / Purpose | Attendees | Method | Frequency |
|-----------------------------|--|---|---|--------------------|
| Wirecraft stand-up meetings | Daily max 15 minute meetings to update project | Wirecraft Desco project team | | Daily |
| Desco Status Meetings | Project status, issues and risks needing attention | Desco stakeholder, Wirecraft project team | Video Conference Call / face-to-face | End of each sprint |
| Project review meeting | Issues and Risks, Metrics | Desco stakeholder, Wirecraft project team | Face to Face | At request |

6.2.2 Reporting

| Type | Description / Purpose | Responsibility | Method |
|-----------------------|---|------------------------------------|---------------------------|
| Project Status Report | Providing real-time information about progress of sprints and risks and issue | Wirecraft PM, Wirecraft developers | Online PM management tool |

7 Risks

| Risk | Description | Mitigation |
|--------------------------------------|---|---|
| Loss of key personnel | There is always a risk in long term projects that key personnel will move onto other roles before the completion of the project. There is a risk that important knowledge will be lost as a result. | <p>It is not possible to prevent personnel from leaving, therefore it is essential that all important project information is properly documented and that those documents are kept under effective document version control.</p> <p>All project documents produced by Wirecraft are maintained using version control in Github.</p> |
| Application bugs | As with all packaged software, there is the possibility of application errors, and these may impact the evaluation of the software by Desco. | <p>To minimise the risk of there being bugs that impact on the evaluation, scenario testing of the application will be conducted by Wirecraft based on business process flows defined during the Requirements Analysis phase of the project.</p> <p>Sufficient time will be allowed at appropriate times in the project for this testing to occur and for issues to be resolved. By managing the project in Sprint the chance of application bugs in the final release should be mitigated.</p> |
| Scope Creep | Scope creep is the extension of the project scope beyond the original definition. Scope creep has been identified as the biggest single risk factor causing projects to finish late, not achieve objectives and go over budget. | <p>The key to mitigating this risk is to ensure that the scope of the project is properly and clearly defined. By implementing the agile method and breaking down the project in to defined short Sprints any scope creep can be early identified and communicated.</p> <p>The scope of this project is defined at a high level in this document and will be defined in detail in the Requirements Specification.</p> |
| Availability of Key Personnel | Lack of availability of key staff will impact the timeline and the effectiveness of the project. | The project schedule must be structured to allow for the key staff to allocate their time to the project in such a way as to not clash with other responsibilities. |
| Lack of User Acceptance | Lack of user acceptance, particularly in the field is a risk to the success of the project. | <p>Ensure the business is well engaged throughout the project lifecycle. Including heavy involvement in training, user acceptance testing and the pilot.</p> <p>Key personnel will be involved to champion the project at a user level and also promote the benefits to the customers.</p> |

8 Appendix A – Initial planning

Note: Functional Requirements / Application Changes are to be confirmed in the requirement sessions (Setup, Transaction, Processes), which may impact on the planning below.

Initial planning based on 10 week :

- 2 weeks requirement definition
 - UI pages design
 - Interface technical specification
 - Workflow design
- 5 weeks development and QA
 - Broken down into 5 sprints
- 2 weeks UAT and bug fixing
 - Broken down into 2 sprints
- 1 week Dev Op release, sign off and go live
 - Final sprint

A simple project plan is available on Github which will be updated once the final estimates from the development team have been provided. Each sprint will result in a delivery of the specified part of the project for review.