

# FIT2002 IT Project Management

## Assignment 3

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# Task 1 – Business Case

## Business Case

**Project name: SETU forum**

**Date: 31<sup>st</sup> October 2022**

**Prepared by: Hiu Lam Lau**

### 1.0 Introduction/ Background

Background of SETU (Student Evaluation of Teaching and Units)

It is an approach for Monash to receive the feedback from the students towards their learning experience of the unit.

Introduction of the SETU forum

With the feedback from the student, teaching staffs can make the response through the SETU forum. All the students and teaching staff can read the feedbacks and comments in the SETU forum. Therefore, it allows the feedback and concern of the unit can be more transparency.

### 2.0 Business Objective

KPIs portfolio objectives are required to meet by the project.

- 1) KPI-EDU-01: Improve ranking for overall experience with the QILT Student Experience Survey to above the Go8 average. With the SETU forum, students can express their feedback towards the unit and teaching staffs can response to the student's feedback that can be viewed by all students. Student learning experience can be improved by the response and improvement made by the teaching staffs.
- 2) KPI-EDU-02: To increase the average unit SETU score to 4.25. With the SETU forum, all the feedbacks from the student can be viewed publicly with the function of showing the number of views of that thread (feedback) and the number of "like" in the forum. Teaching staffs can know the major concern from the number of view and the number of likes. Therefore, average unit SETU score can be improved.

### 3.0 Current Situation and Problem/Opportunity Statement

SETU system only available at the end of the semester. Students are not able to receive any feedback from the teaching staffs. Therefore, students have no ideas if their feedback is being listen already or not.

Also, there is no transparency for the feedback and the responses. Therefore, some feedbacks from the students may repeat and more time need to spend for reading, analysing, and responding to the feedbacks. However, with the use of the SETU forum, student can "Like" the particular feedback or adding extra information by responding to particular feedbacks when they have similar ideas.

### 4.0 Critical Assumption and Constraints

- Assuming that students and staffs are accepted to disclose their feedbacks and responses in the forum platform.

- Assuming SETU system will updated with system structure as a forum and the original SETU system will not be applied.

## 5.0 Analysis of Option and Recommendation

3 options can be chosen for this opportunity:

- Not conduct the new project and the feedback of the students can still be raised out and responded
  - Purchase the existing application system that related to the project requirement towards the new system.
  - Design and construct a new system with the use of the hardware and software.
- After the meeting with the stakeholder, we will adopt option 3 in the project.

## 6.0 Preliminary Project Requirements

- Front-end and back-end developer to create the SETU forum system
- Information and data about the SETU system
- Information or template of the forum structure

## 7.0 Budget Estimate and Financial Analysis

The budget is estimated as \$470,000.00. The estimation is based on the labour cost, hardware cost, software cost, testing cost calculation based on the WBS (Detailed WBS please refer to appendix 1).

## 8.0 Schedule Estimate

Clients would like the project to be completed within 3 months.

## 9.0 Potential Risks

- Positive
  - With the introduction of the new system, many students and staffs may use the new forum system to create the thread or responding the thread. It will be a positive risk for application operating instability for too many users using the new system.
- Negative
  - Overbudget in project execution stage

## 10.0 Exhibits

Exhibit A: Financial Analysis

Calculation of the NPV for the project

Discount rate: 0.2%						
	Project Initiating	Project Planning	Project Executing	Project monitor and controlling	Project closing	Total
Benefits	\$0	\$0	\$0	\$0	\$0	\$0
Costs	\$12136.50	\$30,398.25	\$330,700	\$5,017	\$15,831	\$394,083
Cash flow	\$(12,136.50)	\$(30,398.25)	\$(330,700)	\$(5,017)	\$(15,831)	\$(394,083)
NPV: \$(391,764.20)						

Calculation of the ROI for the project

Total discount benefits	\$0
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Total discount costs	\$394,083			
ROI (in 4 months)	-100%			

Budget distribution

Items	Units/Hrs	Cost per Unit/Hr.	Subtotals	Items total
1.Labour cost				\$169,044.75
Project manager	265.5	\$108	\$28,674	
IT team members	1741.5	\$63	\$109,714.5	
Non-IT team members	490.5	\$62.5	\$30,656.25	
2.Hardware				\$100,000
Desktop and laptop device	10	\$8,000	\$80,000	
Servers	2	\$10,000	\$20,000	
3.Software				\$100,000
Database license	1	\$15,000	\$15,000	
Software license(s)	85	\$1000	\$85,000	
4.Testing cost			\$20,000	\$20,000
5.Reserves (20% of the subtotal)			\$77,808.95	\$77,808.95
Total: \$466,853.7				

## Task 2 – Reflective Report

(Incorporation of peer feedback into work)

### Organization for the content structure

In term of the organization for the content structure, I was recommended to improve the project report content structure in a well-organized way. To improve my work, I add the content page in my report. So that, the contents of the report can be formulated clearly. Other than the content page, I specify the number and title of different deliverables in the report. Therefore, different parts of the report can be defined apparently. Moreover, appendix pages are included for placing the additional information that related to the content of the report without messing up with the information.

#### Demonstration of the information and data

In term of the demonstration of the information and data in the report, I was recommended to better the demonstration for the information and data in the report. To better my report, I make use of the table for some of the ideas. For example, the Project business justification (deliverable 1) in Assignment 1, 3 quality standards/ requirements (deliverable 4) in Assignment 2. Other than the using of the table, timeline is used to show the changes of the schedule. For example, the timeline in justification memo (deliverable 2) in Assignment 2. With the use of the table and timeline, the demonstration of the information and data is being organized.

#### Settlement of the contradictions

In terms of the settlement of the contradictions during the meeting, consensus should be made when there is any argument in the meeting. To avoid the argument during meeting, I was recommended to keep looking at the Ed forum with the clarification of the requirements. Other than Ed forum, watching the whole client interview can help with the understand of the project content. Moreover, noting down the questions during the meeting and ask the tutor is being one of the ways I use during the meeting.

## **Task 3 – Reflective Report**

(Reviews of the pre-class activities, workshops and applied classes)

Pre-class activities include the content and information of that week. Graph, table and case study example from the textbook better my understanding towards the topics. Other than the information provided in the pre-class material. Different interactive activity can ensure our understanding towards the topics and gather the ideas from different students towards the concept.

After the completion of the pre-class activities, it comes to the workshops. It is more focus on the discussion towards the topic concept. Ideas are encouraged to raise out Applied classes. The Flux question and discussion can help us to be familiar with the content. Also, the workshop allows us to put the ideas into practices from the case study provided in the workshop activities and share our logic consideration in apply the question among the classmates.

Team stand-up meeting at the beginning of the apply class allow us to update the progress of the project (assignment). After that, tutor will discuss about the assignment with us. Therefore, we can sort out the confused towards the assignment.

With the reflective questions answered in the pre-class activities, it shows my understanding towards the weekly topic. For example, in week 7 pre-reading reflective question, it asks about the challenges of cost management for IT project. I can express my view towards the challenges by explaining how the unexpected issues occurs can affect the cost of the project. Other than expressing the view towards project management concept, I can also link up two project management concept that are related to each other. For example, in week 9 pre-reading reflective question, I placed my understanding on project quality management is a set of guidelines/ approaches to assure the project outcome can meet with stakeholder requirement and the quality standards. To help the project to meet the quality standard, project outsourcing may need that should under the project procurement management.

# Appendix – 1

## Work Breakdown Structure (List format)

- 0. SETU Forum
- 1. Project initiating
  - 1.1 Project scope
  - 1.2 Project charter
  - 1.3 Project kick-off meeting
  - 1.4 Project initialization (Milestone 1)
- 2. Project planning
  - 2.1 Team charter
  - 2.2 Human resources allocation
    - 2.2.1 Define industry specialist for the project
    - 2.2.2 Professions selection
    - 2.2.3 Recruitment
  - 2.3 Work breakdown structure
  - 2.4 Project planning (Milestone 2)
- 3. Project executing
  - 3.1 Forum interface design
    - 3.1.1 Functional design
      - 3.1.1.1 Data (request and response) process method design
      - 3.1.1.2 Database design
    - 3.1.2 Non-functional design
      - 3.1.2.1 UI design
      - 3.1.2.2 System security design
    - 3.2.3 Forum interface design completion (Milestone 3)
  - 3.2 Construction
    - 3.2.1 System building
      - 3.2.1.1 Forum system interface
      - 3.2.1.2 Database creation
      - 3.2.1.3 Data analyse process develop
      - 3.2.1.4 Update backend server
      - 3.2.1.5 System building completion (Milestone 4)
    - 3.2.2 System testing
      - 3.2.2.1 Forum system testing
      - 3.2.2.2 Server testing
      - 3.2.2.3 Database testing
      - 3.2.2.4 System security testing
      - 3.2.2.5 System testing completion (Milestone 5)
  - 3.3 Documentation
    - 3.3.1 Program report
    - 3.3.2 System testing report
    - 3.3.3 Meeting report
    - 3.3.4 Documentation Completion (Milestone 6)
- 4. Project monitor and controlling
  - 4.1 Update the project baseline
  - 4.2 Project evaluation and risk controlment

- 4.3 Control charts evaluation (control project quality)
- 4.4 Project control workshop (Milestone 7)
- 5. Project closing
  - 5.1 Final report
  - 5.2 Project closure presentation
  - 5.3 Client approval meeting
  - 5.4 Project review meeting
  - 5.5 Final project evaluation (Milestone 8)

## Reference

1. SETU. (n.d.). Enterprise Intelligence and Insights.  
<https://www.monash.edu/ups/setu>