**Project Initiation Document**

**Project details**

|  |  |
| --- | --- |
| **Project title** | System to make managing the North East airport easier and allow for passengers to have increased convenience. |
| **Project sponsor name** | Mr Ward (The director of operations for North East airport) |
| **Client name** | Mr Ward (Director of operations) |
| **Project manager name** | Husnain Ahmed (Me) |
| **Start date** | 03/02/2020 |
| **Completion date** | 03/04/2020 |
| **Estimated cost** | £150,000 |

**Document details**

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Modifications** | **Author** | **Date** |
| 0 | None. | Husnain Ahmed (project manager) |  |
| 1 | Increased budget by 10% for infrastructure costs and 5-day delay. | Mrs Evans (Director of IT) |  |
| 2 | Another 5-day delay for further testing. | Husnain Ahmed (project manager) |  |
| 3 | 4-day delay due to issue in transferring data between old and new system. | Husnain Ahmed (project manager) |  |
| 4 | 7 days delay due to incorrect security controls. | Husnain Ahmed (project manager) |  |

**Document approvals**

This document requires the following approvals:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Role** | **Signature** | **Date** | **Version** |
| Mr Ward | Project sponsor / Client | Mr Ward | 01/02/2020 | 0 |
| Mrs Evans | Director of IT | Mrs Evans | 01/02/2020 | 0 |

**Document distribution**

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| **Name** | **Role** | **Date of issue** | **Version** |
| Mr Ward | Project sponsor / Client | 01/02/2020 | 0 |
| Mrs Evans | Director of IT | 01/02/2020 | 0 |

**Purpose of the Project Initiation Document**

|  |
| --- |
| **Project aims:**  To produce a system for the airport that will reduce time keeping errors, reduce check-in times, allow for passengers to check in using a smartphone app, collect gate and flight data, store flight schedules and support 24 hours per day operation. |
| **Project management and control:**  ISO / IEC 25010 : 2011 will be used as testing standards for the development of the system.  Acceptance testing.  Identify quality assurance and control. |

**Background to the proposed work**

The airport is growing and there is a demand for increased efficiency in the system that manages check-ins.

**Objectives**

|  |  |  |
| --- | --- | --- |
| **SMART Objective** | **Achieved?** | **Date and comments** |
| Reduce time keeping errors |  |  |
| Reduce check-in times |  |  |
| Allow for passengers to check in using a smartphone app |  |  |
| Collect gate and flights data |  |  |
| Store flight schedules |  |  |
| Support 24 hours a day |  |  |
| Improve efficiency of passenger movement by at least 30% |  |  |
| Decrease the time aircrafts are at airports |  |  |
| Allow more flights in and out of airports |  |  |

**Scope**

The system for the airport will reduce errors in time keeping and allow for passengers to check in to their flight quicker via the use of the mobile app, it will also collect data on flights, gates and flight schedules. It runs 24/7.

**Assumptions**

|  |  |  |  |
| --- | --- | --- | --- |
| **Assumption** | **Validated by** | **Status** | **Comments** |
| Budget is sufficient. | Mrs Evans  (Director of IT) | Open | Check with the cost report. |
| The device that the system will run on can handle it without problems. | Mr Ahmed  (Senior Network Engineer) | Open | Test if the hardware is sufficient to handle the system. |
| Staff that will use the system in their managerial role will know how to use it or will be trained to do so. | Mr Carson  (Senior Software Engineer) | Confirmed | Ensure the staff is trained. |
| The system works and does its intended purpose. | Mr Carson  (Senior Software Engineer) | Open | Test the system to see if it works. |
| Costs will not increase throughout the project lifecycle. | Mrs Evans  (Director of IT) | Open | Don’t increase the costs. |
| The scope of the project will not change. | Mr Ward  (Director of operations) | Open | Don’t add more to the project. |

**Constraints**

|  |  |  |  |
| --- | --- | --- | --- |
| **Constraint** | **Validated**  **by** | **Status** | **Comments** |
| Budget constraints | Mr Ward (Director of operations) | Critical | A set amount of money to spend |
| Ongoing support costs. | Mr Ward (Director of operations) | Critical | Pay enough to finish the project |
| Lack of in-house technical expertise to maintain the system | Mr Carson (Senior Software Engineer) | Critical | Train people to be capable of doing their job |
| ISO 25010 and IEC 2011 are used to test the software's standards | Mr Carson (Senior Software Engineer) | Marginal | This is used to make sure that the quality of the system is good |
| Timescale | Mr Ward (Director of operations) | Marginal | How long you have to complete the project |

**Risk management strategy**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk** | **Probability** | **Impact** | **Severity** | **Contingency plan** |
| The lack of a contingency plan | low | high | critical | Make a contingency plan |
| If employees are ill and cannot do their work | mid | high | critical | Locate a replacement asap |
| If any work equipment fails | low | high | critical | Have backup equipment to use or have it fixed quickly |
| Deadlines not being met by the project team | low | high | critical | Work harder and faster, monitor progress closely |
| Going over the budget limitations and not being able to pay for the project | low | high | critical | Don’t do go over the budget, monitor costs spent closely |

**Deliverables**

|  |  |  |
| --- | --- | --- |
| **Item** | **Components** | **Description** |
| Improve efficiency of passenger movement by at least 30% | Smartphone app, Check-in terminals | Passengers will check-in to their flights and board faster, The smartphone app will also increase the efficiency of checking in and reduces the room for human error. |
| Decrease the time aircrafts are at the airport | Check-in terminals, | Passengers will check-in to their flights and board faster |
| Allow more flights in and out of the airport | Check-in terminals, | Passengers will check-in to their flights and board faster |

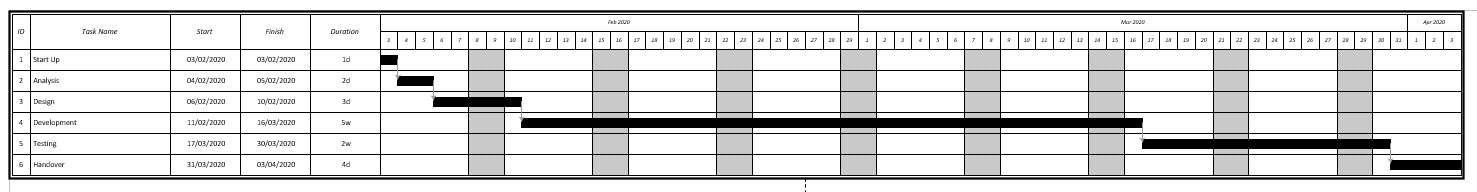
**Project quality strategy**

**Stakeholders**

|  |  |
| --- | --- |
| **Stakeholder** | **Responsibility** |
| Mr Ward | Client who provides product requirements and project finance. |
| Mrs Evans | Control of finance, maintains priority of project in the company, provides authority and guidance. |
| Husnain | Responsible for planning, defining, controlling and leadership. |
| Mr Carson | Responsible for following company policies and coding the program, ensures that the software development team is doing their role and is on time with their work on developing the smartphone app and tests it as well as delivers training for the staff. Also develops the relational database and integrates it with the app.  He also ensures that all staff receives sufficient training. |
| Mr Ahmed | Installs network infrastructure, builds and connects servers, tests hardware. Ensures that the network development team is doing their role and is on time with their work on installing check-in terminals, installing network infrastructure, hardware testing and security testing. |

**Communication plan**

|  |  |  |  |
| --- | --- | --- | --- |
| **Stakeholder(s)** | **Frequency** | **Type** | **Purpose** |
| Mrs Evans | Weekly | Risk assessments Project checkpoint Work tolerance report  Email reports | Keep her informed of progress to date |
| Husnain | Daily | Delivery schedule updates  Testing process update  Email updates | Keep The client and director of IT informed of progress of the testing process and updates with the program pertaining to his role |
| Mr Ward | Weekly | Email informing him of the status of the project | Keep him informed of progress to date |
| Mr Ahmed | Daily | Delivery schedule updates  Network development process update  Testing process update  Email updates | Keep him informed of progress of the testing process and updates with the program pertaining to his role |
| Mr Carson | Daily | Delivery schedule updates  Software development process update  Testing process update  Email updates | Keep him informed of progress of the testing process and updates with the program pertaining to his role |



Roles and function points

|  |  |  |  |
| --- | --- | --- | --- |
| Role | gfp | cfp | Pay per hour |
| Project manager |  |  | £32 |
| Senior software engineer | 7 hours | 9 hours | £27 |
| Junior software engineer | 9 hours |  | £20 |
| Senior network engineer | 7 hours | 9 hours | £27 |
| Junior network engineer | 9 hours |  | £20 |
| Database administrator | 6 hours |  | £22 |

7.5 hours a day, 5 days a week, 2 months in total 30 days in total

Hours and pay

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Workers | Per hour | Per day | Per week | Total Project pay |
| Project manager | £32 | £240 | £1680 | £7200 |
| Senior software engineer | £27 | £202.5 | £1417.5 | £6075 |
| Junior software engineer | £20 | £150 | £1050 | £4500 |
| Senior network engineer | £27 | £202.5 | £1417.5 | £6075 |
| Junior network engineer | £20 | £150 | £1050 | £4500 |
| Database administrator | £22 | £165 | £1155 | £4950 |
|  |  |  |  | £33300 |

All function points

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Workers | General function point | GFP time | Complex function point | CFP time |
| Senior software engineer | 2 + 10 per server | 14 hours + 70 per server | 26 | 234 hours |
| Junior software engineer | 19 + 10 per server | 171 hours + 90 per server |  |  |
| Senior network engineer | 10 per server | 70 per server | 3 | 27 hours |
| Junior network engineer | 20 + 10 per server | 180 hours + 90 per server |  |  |
| Database administrator | 26 | 156 hours |  |  |
|  |  |  |  | 261 hours |

Costs of function points without servers

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Workers | General function point | Gfp pay | Complex function point | Cfp pay | Total pay |
| Senior software engineer | 14 hours | £378 | 234 hours | £6318 | £6696 |
| Junior software engineer | 171 hours | £1539 |  |  | £1539 |
| Senior network engineer |  |  | 27 hours | £729 | £729 |
| Junior network engineer | 180hours | £3600 |  |  | £3600 |
| Database administrator | 156 hours | £3432 |  |  | £3432 |
|  |  |  |  |  | £15996 |

Price of 2 servers

|  |  |  |
| --- | --- | --- |
| Workers | General function point | Gfp pay |
| Senior software engineer | 140hours | £3780 |
| Junior software engineer | 180 hours | £3600 |
| Senior network engineer | 140 hours | £3780 |
| Junior network engineer | 180 hours | £3600 |
|  |  | £14760 |

TOTAL STAFF PAY = £33300 + £15996 + £14760 = £64056

|  |  |
| --- | --- |
| Item | Cost |
| Server x 2 | £5800 |
| Server software and licensing costs x2 | £7822 |
| Check-in terminals | £53,000 |
| Network infrastructure | £25,000 |
|  | £91,622 |

TOTAL COST = £91,622 + £64056 = £155678

Budget is £150,000

Cost is over budget by £5678

**Project Checkpoint Report**

Report Details

|  |  |
| --- | --- |
| Date of Checkpoint: | 31/03/2020 |
| Period Covered: | 03/02/2020 - 31/03/2020 |

**Document Details**

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| --- | --- | --- | --- |
| Version | Modifications | Author | Date |
| 1 | Increased budget by 10% for infrastructure costs and 5-day delay. | Mrs Evans (Director of IT) | 03/03/2020 |
| 2 | Another 5-day delay for further testing. | Husnain Ahmed (project manager) | 08/03/2020 |
| 3 | 4-day delay due to issue in transferring data between old and new system. | Husnain Ahmed (project manager) | 13/03/2020 |
| 4 | 7 days delay due to incorrect security controls. | Husnain Ahmed (project manager) | 17/03/2020 |

**Approvals**

This document requires the following approvals:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Role | Signature | Date | Version |
| Mr Ward | Director of operations | Mr Ward | 17/03/2020 | 4 |
| Mrs Evans | Director of IT | Mrs Evans | 17/03/2020 | 4 |

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| Mr Ward | Director of operations | 17/03/2020 | 4 |
| Mrs Evans | Director of IT | 17/03/2020 | 4 |

**Products**

|  |  |  |
| --- | --- | --- |
| Product name | Work undertaken | Date Complete |
| Smartphone app | Design and development stage completed. | 17/03/2020 |
| System | Design and development stage completed. | 17/03/2020 |

**Quality Management**

(List the activities undertaken in this period)

ISO / IEC 25010: 2011 will be used as testing standards for the development of the system.

Acceptance testing.

Identify quality assurance and control.

**Work Package Tolerance Status**

|  |  |
| --- | --- |
| Time: | 03/02/2020 - 31/03/2020 |
| Cost: | £165,000 |
| Quality: | ISO / IEC 25010: 2011 |

**Issues Log**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date Raised | Raised by | Description | Action taken | Date closed |
| 03/03/2020 | Mrs Evans (Director of IT) | Supply problems with the network infrastructure which meant a new supplier had to be found. | Increased budget by 10% for infrastructure costs and 5-day delay. | 08/03/2020 |
| 08/03/2020 | Husnain Ahmed (project manager) | The check-in part of the new system failed during the first testing stage due to the system overloading. | Another 5-day delay for further testing. | 13/03/2020 |
| 13/03/2020 | Husnain Ahmed (project manager) | There was an issue transferring data between old and new system. | 4-day delay. | 17/03/2020 |
| 17/03/2020 | Husnain Ahmed (project manager) | The system had incorrect security controls which resulted in staff being able to perform tasks not appropriate to their roles. | 7 days delay. | 24/03/2020 |

**Lessons Learned:**

If there is a risk of supply delays in the future you can mitigate it by sourcing an alternative as backup prior to the problem occurring so there will be no delays. You could also try to negotiate the pay so it wouldn’t be increased.

Find what part of the new system failed and what the issue with transferring data to the new system was and try to prevent this happening again in future projects.

The system could have been tested more extensively so that there were no issues with incorrect security controls giving staff access to areas they shouldn’t.

|  |  |
| --- | --- |
|  | Dear Mr Ward,  **Start up**  The start date of the project is 03.02.2020, the project was planned by the Project manager Husnain Ahmed who communicates to the director of IT Mrs Evans and the director of operations Mr Ward.  The targets for this project have been identified and agreed upon and any risks and contingencies have been identified and a contingency plan has been created for them so that they do not cause any errors with the project.  **Analysis**  The analysis of this project was completed by the project manager Husnain Ahmed without any problems.  **Design**  The design of this project was completed by the project manager Husnain Ahmed without any problems.  **Development**  The analysis of this project was completed by the network development team and the software development team without any problems.  **Testing**  The testing of this project was completed by the network development team and the software development team.  The network development team came across errors with the network infrastructure which meant that a new supplier had to be found and the project was delayed by 5 days as well as an increase of 10% in infrastructure costs.  There was an issue with the check-in part of the new system where the system overloaded, this resulted in in a delay of 5 more days and a requirement for further testing.  There was also an issue with transferring data between old and new system which resulted in a 4 day delay.  It was found that there was an issue with the system had incorrect security controls which resulted in s staff members were granted access to parts of the system that did not correlate with their job roles, this resulted in a 7 day delay.  **Handover**  There is a budget of £150,000 which is not enough as the project goes overbudget.  The goals of this project were to help reduce errors in time keeping and will allow for flight schedules, gate data and flight data to be stored. Reduce check-in times, allow passengers to check-in using the smartphone app to save time and support 24 hours per day operation.  The system and app were successfully created without problems. The system performed well and will be very useful for the staff at the airport and will improve efficiency of passenger movement by at least 30%, decrease the time aircrafts are at the airport and to allow more flights in and out of the airport.  Everything went well. In similar projects a fault was found after changeover and took 2 – 3 days to fix.  **Lessons Learned**  The budget needed to be increased.  If there is a risk of supply delays in the future, you can mitigate it by sourcing an alternative as backup prior to the problem occurring so there will be no delays. You could also try to negotiate the pay so it wouldn’t be increased.  Find what part of the new system failed and what the issue with transferring data to the new system was and try to prevent this happening again in future projects.  The system could have been tested more extensively so that there were no issues with incorrect security controls giving staff access to areas they shouldn’t.  **Conclusion**  In conclusion, the project was successful and all goals were achieved with a few delays which caused the handover to be late and some increases in the cost of the project which needed the cost as a whole to increase. |