|  |  |
| --- | --- |
| Email | MyEmail@U3Exam.com |
| From | Me |
| To | Mr Ward |
| Subject | Project closure for North east airport system and mobile app |
|  | 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. |