



Silicon Island, January, 15th

Dear Project Management Consultants,

You have been chosen among the best project management consultants worldwide. Your task will not be easy, but we are sure that with your profile you can find out what went wrong during our project.

Your work will be to identify the problems, which occurred during one of our recent projects (ChicoWeb) in which we had to develop a web-based software system for online ordering at Tio Chico's pizzeria. Therefore, we are attaching a folder containing various project documents detailing its planning and execution. The folder contains:

- Our company brochure
- Project charter ChicoWeb
- Project Plan ChicoWeb
- Status reports and payroll
- Letter of customer complaint

Based on this information you should indicate to us what went wrong in this project and what can we do to avoid such problems in the future.

As this work is of extreme importance, we will be giving a special surprise bonus for the best consultant team.

Can we count on you to unravel this mystery?

*Paulo*

*President of SoftSolution*