Speech transcript

* Introduction **BRENDON LAM**

Good afternoon, today our group Alan Fekete is Bae will be presenting our proposal of the project. This is \_ \_ \_ \_ \_

* Goals and objectives  
  + We have been asked to plan one of Colesworth’s new innovative service to satisfy the financial goals which will make “life easier for the customers”
  + by making use of your IT Infrastructure.
  + The objective is to generate a feasible plan for implementing Colesworth’s new services and
  + making a recommendation on how to best execute this project
* Topic Selection and Project Management Approach
  + The topic we have chosen is Afterpay.
  + new and interesting trend
  + we believe that this will make “life easier for the customers” since it makes the whole payment system easier for the consumers
* We have chosen XP as our project management approach
  + flexible in our scope and requirements you as the client ever need your requirements.
  + It also allows close communication with you
  + and best of all, there are little documentations to handle.
* Requirements **KEVIN SU**

A requirement is a condition or capability that is necessary to be present in product, service or result to satisfy business needs. They are vital to the project because the one of the primary goals is to ensure that all stakeholders are fully aware of the expected deliverables.

Previously mentioned our project management approach is XP meaning that our requirements are in the form of user stories. We have a total of 28 user stories of which were categorised into low, medium and high priority.

An example of a high priority requirement would be: As a **consumer** of Colesworth I want to be able to use the system at the cashiers, online, and for self service transactions so that I can use Afterpay at all points of transaction in the store. An example of a low priority requirement would be: As an **administrator** of the Afterpay system, I want to be able to access all employee’s level of access, so that I may amend any access when someone is promoted or resigned.

* **Scope**

For the scope of the project, we produced a scope statement which included the following: requirements that were in scope and out of scope, the deliverables of the project and the project success criteria. Some of the requirements that are in scope is the actual Afterpay system which allows consumers to pay in fortnightly installments as well as meeting the goals of Colesworth by making the system easy to use so that life is made easier for the customers. Some of the requirements that are out of scope are the payment types allowed for the system such as the different debit and credit cards as well as the long term maintenance of the system. Determining what was in scope and out of scope was done through discussion with Colesworth.

The deliverables of the project are split into two sections: The first being the project management-related deliverables which include most of the documentation such as the requirements list, product backlog, schedule, risk register, stakeholder and communication management plan, scope statement and budget. The other deliverable are the product-related deliverables which include the actual working system, Afterpay and the results from testing the system.

The project success criteria is for the outcome of the project to produce a payment system where consumers are able to immediately receive their item and pay off the cost in fortnightly installments. This system should be in place at all points of transactions at Colesworth, which is online, in store at cashiers and at self service checkouts. The security of the system should adhere to ISO 27002 and if the system crashes, it should be able to recover all of its POS terminals in 1 hour during peak times. This should all be completed within the budget given.

* **Schedule and Budget - Vicii**

In order to conduct the project schedule and budget estimation. The first step is to make the Activity List. Our group listed 21 user stories as activities and conducted the dependency graph. For the schedule, a release plan and MVP table were developed. We sorted those user stories into four different priority levels. Creating a secure environment for customers to pay is the basic requirement of the system, so we set its priority level at very high. According to the dependency table and MVP table, we divided all activities into 4 stages including 3 implementation phases and 1 finalization phase. For example, being able to operate AfterPay online and in retail stores is the basic functional requirement for the project, and it is also the precondition for most other activities, so it‘s arranged at the first iteration. Each stage has different time assignment and cut-off date for the project manager to have better control. We expect that 8 months will be used before the first test of the whole system, and another 5 months will be needed to finalize the project and polish the system, including fixing bugs and improving customer experience.

For the budget, the Afterpay service should be completed within the cost of $500,000 for the development and first trial, and additionally $200,000 for the later national rollout. To estimate the cost, we are using T-shirt sizing method considering both cost and time. The table we used for T-shirt sizing is right here. We sorted all tasks into 3 categories, tasks which are expected to be completed within one month and low money cost are considered as small. Tasks with more than one months estimated completing time and medium to high money cost will be valued as large. All the time and cost deliverables are evaluated regarding to our team size and the selected project management approach.

* **Risks - Jacky**

In the Risks part ,we developed a risk register with six different entities to be prepared for emergencies during the project execution. You can see them on the screen. We come up to more than 30 situations with 8 different categories to ensure the wide cover. Due to the particularity of the group, we have only two risk owners, which are group member and project manager. After defining every impact and probability for each case, the importance of it is obvious. The extreme negative risk case is that a person cannot complete his tasks due to some personal issues, and our risk mitigation plan is to get someone else in the group who has the skill and knowledge of the tasks and a good level of motivation as well to take over his tasks. The positive one can be task completes faster than expect so that we can have more time for checking to ensure it is at its best quality or do some future tasks. Last thing in this part, I will talk something about the risk of the risk mitigation plan. Think about the extreme negative risk case I mentioned, what if there are some other risk cases combined with this one which causes other group member cannot take over the person’s task. For example, colesworth wants shorten tasks duration. As a result, the risk mitigation plan is only the reference for the situation. If there are something uncertain happening, another plan may be implemented for the best results of the case.

* **Next steps - Sophia**

Whilst we have delivered a comprehensive planning strategy for implementing the Colesworth service of Afterpay, our project is based on the requirements which are in scope. However there are some other factors Colesworth should consider when implementing our proposed project plan. The first is review their team capabilities and resources including software and hardware to see if they have the capacity to undertake such a project. These resources should also consider how long term maintenance will be undertaken and Colesworth should expand their IT resources to ensure they are able to sustain this new service long term. Colesworth should also consider how information in their current database will be shared with the Afterpay software to ensure a seamless payment system in all stores. Finally Colesworth should consider the usability of Afterpay and how the software requirements can be developed so they are the most easy to use for the customer.

**Recommendation - Sophia**

* Highly qualified team with people expertise in software, project management, hardware areas. This will help to prevent any unnecessary risks involving the team’s competence.
* Usability should be a high priority to help Colesworth achieve their goal of making the lives easier for the customer. Whilst completing the plan for the project, there should be another stage involving UX design, keeping in mind the different IT levels of wide range of people using their service
* A long term recommendation is to consider how Afterpay will be implemented if Colesworth wants to expand internationally. Currently Afterpay is an Australian company and if Colesworth wants to make an international move before Afterpay is established overseas, it might mean this feature may not be available in non domestic stores. Therefore we recommend analysing the success of Afterpay in stores nationally before considering if its implementation overseas would give Colesworth any significant competitive advantage.
* **Conclusion - BRENDON**

Thank you for listening, we hope that we have provided you with a very informative decision on how and what to execute with this project. Q&A?