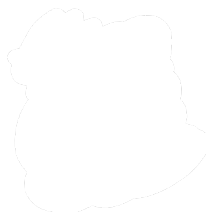# CARS CARE PROJECT

FINAL REPORT
Software Project Management
CCSW 313

By : Joud Aljehani
Rodaina Bin Mahfouz
Talah Bin Mahfouz
Khlood Alamoudi

Contents

Business case

1.0 Introduction/ Background

The cars care program provides users with a car wash service at their homes instead of going to car washes, saving them time, effort, road congestion and many other problems. It provides the user with subscription packages, weekly, monthly and annual packages, and each package has its own advantages. In the event that the user wants to try the service, he can choose without subscribing to the packages through one washing service that determines the appropriate time and place for him.

2.0 Business Objective

The goal of the program is to provide a mobile laundry of the same quality as fixed laundries for users to facilitate and benefit from electronic devices instead of going to the laundromat and save time and effort. We aim to expand to more than one city and develop the project to serve many cities and win more customers.

3.0 Current Situation and Problem/Opportunity Statement

Street congestion has increased these days in the city, so people are too lazy to go to the laundromats or wait for their turn to wash their car, and some laundries may not provide them with the high quality and satisfactory quality for them, so the program provides car wash service in their homes and at any time.

4.0 Critical Assumption and Constraints

The proposed intranet site should be a valuable asset for booking packages. Existing customers shall actively support the project, and it shall pay for itself within one year by reducing internal operating costs, generating new business, developing services, and expanding the program to neighboring cities. The new system must run on existing hardware and software and must require minimal technical support. It should be easily accessible to customers and safe from unauthorized users.

5.0 Analysis of Option and Recommendation

There are three options for dealing with this opportunity:
 1- Do not start with the program
 2- We buy a ready-made program and develop it
 3- We start writing the program
 We are sure that the third option is the best solution.

6.0 Preliminary Project Requirements

Requirements to register for the program:
 1- Enter the required information: username, identity, phone number, home location, and car number
 2- Enter the card data: the card number and the method of payment, in the event that you want to pay in installments, and this is for the packages service only or the full amount payment
 3- Choice of service: The program has two services, an instant car wash service once, and the second service is subscribing to packages
 One-time service: We aim with this service to gain a customer to participate in the packages. Through this service, the customer chooses the appropriate date and time for him, and 24-hour service is available
 - Subscription service in packages: There are two packages, a monthly package and an annual package.
 - The monthly package in which the user participates for a period of months chosen by the customer, not less than 3 months and not more than 6 months, in which he specifies 3 days to wash the car. The advantage in this package is washing an additional car in the same place once a month for free
 The annual package is a package in which the user subscribes for a year, in which he specifies 5 days a month to wash the car. The advantage in this package is that he can choose an additional car in any location to wash it twice a month for free.

7.0 Budget Estimate and Financial Analysis

A preliminary estimate of costs for the entire project is $870,000. This estimate is based on the project
manager working about 40 hours per week for five months and other internal staff working a total of
about 45 hours per week for five months. A staff project manager would earn $40 per hour. The hourly rate for the other project team
members would be $60 per hour, because some hours normally billed to clients may be needed for
this project. The initial cost estimate also includes $40,000 for purchasing software and services from
suppliers. After the project is completed, maintenance and improvment costs of $20,000 are included for each year,
primarily to update the information .
The expected benefits are based on the increased demand for the service that provides convenience to the customer.
The NPV is $162,000 and the return on investment discounted based on a three-year system life is an excellent 100.00%.

8.0 Schedule Estimate

The sponsor would like to see the project completed within five months, but there is some flexibility in the schedule. We also assume that the new system will have a useful life of at least five years.

9.0 Potential Risks

This project carries several risks. The foremost risk is a lack of interest in the new system by our clients. User inputs are crucial for populating information into this system and realizing the potential benefits from using the system. There are some technical risks in choosing the type of software used to search the system, implement security, process payments, and so Ono. The main business risk is investing the time and money into this project and not realizing the projected benefits. One of the operational risks that we may face is to search for an area where there is no fixed laundry to ensure the profit of the residents of the area. Because of the traffic congestion, we may be late for the scheduled date due to the congestion, and this may make us lose customers.

10.0 Exhibits
Exhibit A: Financial Analysis

Financial Analysis for Project Cars Care

2	**Created by:joud Aljehani**		**Date:**			
3	Assume the Project is done in about 5 months					
4						
5	**Discount rate**	10.00%				
6						
7	Assume the project is completed in Year 0			Year		
8		0	1	2	3	Total
9	Costs	87,000	20,000	20,000	20,000	
10	Discount factor	1.00	0.91	0.83	0.75	
11	**Discounted costs**	87,000	18,200	16,600	15,000	136,800
12						
13	Benefits	0	120,000	120,000	120,000	
14	Discount factor	1.00	0.91	0.83	0.75	
15	**Discounted benefits**	0	109,200	99,600	90,000	298,800
16						
17	Discounted benefits - costs	(87,000)	91,000	83,000	75,000	162,000 ← NP
18	Cumulative benefits - costs	(87,000)	4,000	87,000	162,000	
19			↑			
20	ROI	118%				
21		Payback in Year 1				
22	**Assumptions**					
23	Enter assumptions here					

Stakeholder Register for Cars Care Project

Name	Position	Internal/External	Project Role	Contact Information
Joud	CEO	Internal	Sponsor	JoudAlj@hotmail.com
Talah	Financial manager	Internal	Project manager	Talahbm@hotmail.com
Abdullah	Worker	Internal	Cleaning expert	Abd2@gmail.com
Khlood	Programmer	External	Create the application	Khlood_Kh@hotmail.com
Rodaina	Business partner	External	Equipment supplier	R_bm@hotmail.com
Fahad	PR director	Internal	Advisor	Fahad_11@gmail.com

Stakeholder Management Strategyfor Cars Care project

Name	Level of Interest	Level of Influence	Potential Management Strategies
Joud	High	High	Joud likes to stay on top of key projects and make money . Have a lot of short, face -to-face meetings and focus on achieving financial benefits of the project. Gives directives to ensure business continuity.
Talah	High	high	Talah Seeks to ensure data integrity and security, The accuracy of her work is the most important thing in the project.
Abdullah	Low	High	Abdullah is not very excited about the project maybe he is looking for another job , Customer satisfaction depends on how well Abdullah works.
Khlood	High	High	Khlood has a programming skills that have a significant impact on achieving the project goal , she facilitates booking and payment processes .
Rodaina	High	low	Rodaina looks interested in this project to supply the equipment, She Strives to provide high quality equipment , We can look for another supplier if the quality is not suitable.
Fahad	Low	high	Fahad doesn't like social relationships . But, He Seeks customer's satisfaction to achieve project success .

Project Charter

Project Title: Cars Care Project
Project Start Date: 2/4/2023   **Projected Finish Date:** 2/6/2023
Budget Information: 87,000$

Project Manager: Joud, 0591419757, Joud_AJ@CC.com

Project Objectives: Cleaning Cars

Main Project Success Criteria:
- Customers frequently do so.
- Vehicles are cleaned quickly and at a very high standard.
- customer satisfaction

Approach:
- individuals involved in this project.
- Sponcers.

Roles and Responsibilities

Role	Name	Organization/ Position	Contact Information
Sponsor	**Joud**	**Cars Care, CEO**	**Joud_AJ@CC.com**
Project Manager	**Talah**	**Cars Care, Manager**	**Talah_BM@CC.com**
Team Member	**Rodaina**	**Cars Care, Suplier**	**Rodaina_BM@CC.com**
Team Member	**Khlood**	**Cars Care, Programmer**	**Khloud_AA@CC.com**
Advisor	**Fahad**	**Cars Care, PR Director**	**Fahad_AQ@CC.com**

Sign-off: (Signatures of all above stakeholders. Can sign by their names in table above.)

Comments: (Handwritten or typed comments from above stakeholders, if applicable)

"Testing this new system requires significant caution, especially when determining whether the Program is effective in granting clients and the general public access to specific intranet site areas." Rodaina Bin Mahfouz.

"Since I think my client projects should come first, I will help this effort as much as I can. One of my assistants will help with the assignment as needed."-Talah Bin Mhafouz.

Just-In-Time Training Project
Kick-off Meeting
Date 2 april 2023

Meeting Objective: Get the project off to a great start by introducing key stakeholders, reviewing project goals, and discussing future plans

Agenda:
- Introductions of attendees
- Background of project
- Review of project-related documents (i.e. business case, project charter)
- Discussion of project organizational structure
- Discussion of project scope, time, and cost goals
- Discussion of other important topics
- List of action items from meeting

Action Item	Assigned To	Due Date
Introduction of attendees and background of project	Joud	
Review of project-related Document	Fahad	
Discussion of Project and organizational structure	Talah	
Discussion of other important topics	Rodaina	
Discussion of other important topics	khlood	

Date and time of next meeting: 28 April 2023

Scope Statement (Version xx)

Project Title: Cars Care Project
Date: 16 May   **Prepared by:** Rodaina Bin Mahfouz

Project Justification:

The Cars Care Program saves users time, effort, traffic congestion, and a host of other issues by offering a car wash service at their homes as opposed to driving them to car washes. It offers the user weekly, monthly, and annual subscription packages, each of which has its own benefits. If the user decides he wants to sample the service, he can select it through one washing service, which chooses the best time and location for him, without subscribing to the packages.

Product Characteristics and Requirements:

1. Software IOS,Android application , and database
2. Hardware: phones,tablets
3. Professional washing machines and equipment
4. Vehicles equipped to carry equipment.

Summary of Project Deliverables

Project management-related deliverables: business case, charter, team contract, scope statement, WBS, schedule, cost baseline, status reports, final project presentation, final project report, lessons-learned report, and any other documents required to manage the project.
Product-related deliverables: research reports, design documents, software code, hardware, etc.

1. Conduct a survey of current users to find out what features they would want to use in the application.
2. Guidelines for using the application's tools: The application will provide guidelines for using several tools, such as booking an appointment, Choosing the sevices, and you can subscribe to have offers.
3. User Requests feature: The program will have a function that allows users to submit and have their requests handled.
4. Test plan: The test plan outlines the application's testing process, including who will test the application and how defects will be reported.

Project Success Criteria:

The program's objective is to offer users a mobile laundry that is just as good as fixed laundries so they may use their electronic devices to facilitate and benefit from laundry instead of going to the laundromat and save time and effort. We want to grow the project to serve many cities, reach more people, and expand beyond just one city.

Work Breakdown Structure Template for Cars care

Prepared by: Joud Aljehani   **Date:16 may**

1.0 Initiating
- 1.1 Identify potential project
- 1.2 Identify key stakeholders
- 1.3 Strategic planning
    - 1.3.1 SWOT
    - 1.3.2 Financial analysis
    - 1.3.3 PESTEL
- 1.4 Drafting project charter
- 1.5 Hold project kick-off meeting
- 1.6 Identify key sponsor .

2.0 Planning
- 2.1 Prepare team contract.
- 2.2 Prepare scope statement.
    - 2.2.1 Collecting requirement.
- 2.3 Prepare schedule.
    - 2.3.1 Determine task resources.
    - 2.3.2 Determine task durations.
    - 2.3.3 Determine task sequence.
    - 2.3.4 Developing the schedule.
- 2.4 Cost estimates.
- 2.5 Identify List of prioritize risks.

3.0 Executing
- 3.1 Application Develop
    - 3.1.1 Application design
    - 3.1.2 implementation the program
    - 3.1.2 Test Application
- 3.2 Equipment purchases and processing.
- 3.3 Employee training
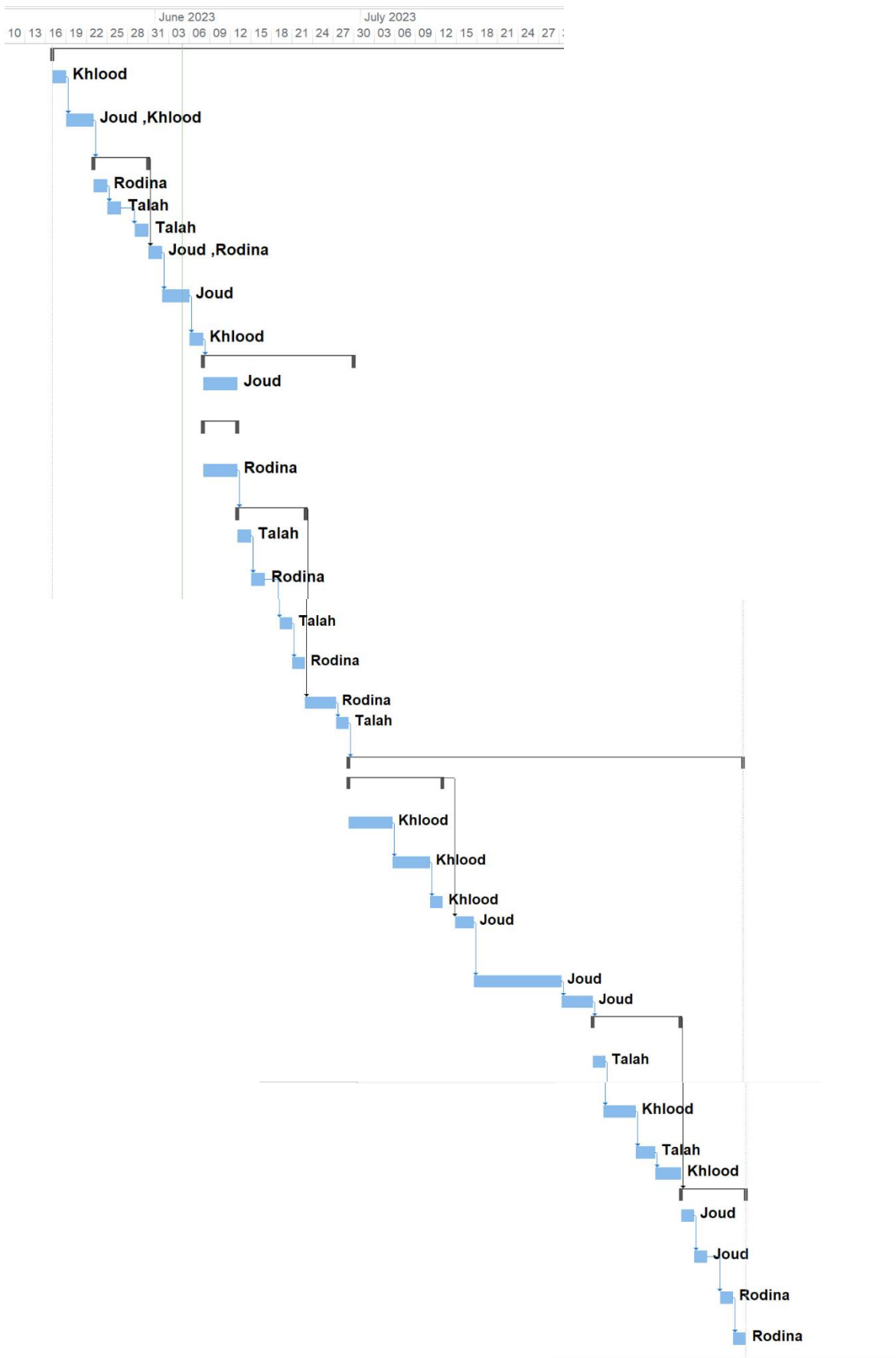- 3.4 User Testing

4.0 Monitoring and Controlling
- 4.1 Compare plan versus actual progress.
- 4.2 Performance report
- 4.3 Change requests
- 4.4 Update plan

5.0 Closing
- 5.1 Prepare final project report.
- 5.2 Prepare final project file.
- 5.3 Prepare final project presentation.
- 5.4 Lessons learned .

Gantt Chart

	ⓘ	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
1	🚹	🖥	**1.0 Initiating**	**77 days**	Wed 17/05/2:	Thu 31/08/23		**Talah**
2		🖥	1.1 Identify potetinal project	2 days	Wed 17/05/23	Thu 18/05/23		Khlood
3		🖥	1.2 Identify key stakeholders	2 days	Fri 19/05/23	Mon 22/05/23	2	Joud ,Khlood
4	🚹	🖥	**1.3 Staregic planning**	**6 days**	Tue 23/05/23	Tue 30/05/23	3	**Rodina,Talah**
5	🚹	🖥	1.3.1 SWOT	2 days	Tue 23/05/23	Wed 24/05/2:		Rodina
6	🚹	🖥	1.3.2 Financial analysis	2 days	Thu 25/05/23	Fri 26/05/23	5	Talah
7	🚹	🖥	1.3.3 PESTEL	2 days	Mon 29/05/2:	Tue 30/05/23	6	Talah
8		🖥	1.4 Drafting project chareter	2 days	Wed 31/05/23	Thu 01/06/23	4	Joud ,Rodina
9		🖥	1.5 Hold project kick-off meeting	2 days	Fri 02/06/23	Mon 05/06/23	8	Joud
10		🖥	1.6 Identify key sponsor	2 days	Tue 06/06/23	Wed 07/06/2:	9	Khlood
11		🖥	**2.0 Planning**	**16 days**	Thu 08/06/23	Thu 29/06/23	10	**Khlood**
12		🖥	2.1 Prepare team contract	3 days	Thu 08/06/23	Mon 12/06/23		Joud
13	🚹	🖥	**2.2 Praper scope statement**	**3 days**	Thu 08/06/23	Mon 12/06/23		**Talah,Rodina**
14	🚹	🖥	2.2.1 Collecting reqirment	3 days	Thu 08/06/23	Mon 12/06/23		Rodina
15	🚹	🖥	**2.3 Praper schedule**	**8 days**	Tue 13/06/23	Thu 22/06/23	14	**Talah**
16	🚹	🖥	2.3.1 Determain task resource	2 days	Tue 13/06/23	Wed 14/06/23		Talah
17		🖥	2.3.2 Determain task durations	2 days	Thu 15/06/23	Fri 16/06/23	16	Rodina
18	🚹	🖥	2.3.3 Determain task sequence	2 days	Mon 19/06/23	Tue 20/06/23	17	Talah
19		🖥	2.3.4 Devlope the sehedule	2 days	Wed 21/06/23	Thu 22/06/23	18	Rodina
20		🖥	2.4 Cost estimates	3 days	Fri 23/06/23	Tue 27/06/23	15	Rodina
21	🚹	🖥	2.5 Identify List of prioritize risks	2 days	Wed 28/06/23	Thu 29/06/23	20	Talah
22	🚹	🖥	**3.0 Executing**	**45 days**	Fri 30/06/23	Thu 31/08/23	21	**Khlood ,Joud**
23		🖥	**3.1 Application devlope**	**11 days**	Fri 30/06/23	Fri 14/07/23		
24	🚹	🖥	3.1.1 Application design	5 days	Fri 30/06/23	Thu 06/07/23		Khlood
25	🚹	🖥	3.1.2 Implementaion the porgram	4 days	Fri 07/07/23	Wed 12/07/23	24	Khlood
26	🚹	🖥	3.1.3 Test application	2 days	Thu 13/07/23	Fri 14/07/23	25	Khlood
27	🚹	🖥	3.2 Equipemnt purchases and processing	3 days	Mon 17/07/23	Wed 19/07/23	23	Joud
28	🚹	🖥	3.3 Employee trining	10 days	Thu 20/07/23	Wed 02/08/2:	27	Joud
29	🚹	🖥	3.4 User testing	3 days	Thu 03/08/23	Mon 07/08/2:	28	Joud
30	🚹	🖥	**4.0 Monitoring and Controlling**	**10 days**	Tue 08/08/23	Mon 21/08/23	29	**Khlood ,Talah**
31	🚹	🖥	4.1 Compare plan versus actual progress	2 days	Tue 08/08/23	Wed 09/08/23		Talah
32	🚹	🖥	4.2 Performance report	3 days	Thu 10/08/23	Mon 14/08/23	31	Khlood
33	🚹	🖥	4.3 Change request	3 days	Tue 15/08/23	Thu 17/08/23	32	Talah
34	🚹	🖥	4.4 Update plan	2 days	Fri 18/08/23	Mon 21/08/2:	33	Khlood
35	🚹	🖥	**5.0 Closing**	**8 days**	Tue 22/08/23	Thu 31/08/23	30	**Rodina,Joud**
36	🚹	🖥	5.1 Prepare final project report	2 days	Tue 22/08/23	Wed 23/08/23		Joud
37	🚹	🖥	5.2 Prepare final project file	2 days	Thu 24/08/23	Fri 25/08/23	36	Joud
38	🚹	🖥	5.3 Prepare final project presentaion	2 days	Mon 28/08/23	Tue 29/08/23	37	Rodina
39	🚹	🖥	5.4 Lessons learned	2 days	Wed 30/08/2:	Thu 31/08/23	38	Rodina

Network Diagram