**Resource Cost Plan:**

Money to spend annually:

Taking the average annual revenue and subtracting the average annual total costs, we can assume the business has £76,164 to invest in the business.

I have chosen Option 1 for the EPOS terminals as I deem it important to have good terminals where you can manage the company’s services. Therefore, having a bigger monitor and including a touchscreen will allow the employees to work easier. The risk could be that due to being more expensive it will go more into the budget, but as a company trying to expand on the internet, it is important to have proper hardware as well as software.

EPOS terminals will cost £700 each. We require 4 of them, so **£2800** was spent on those.

**£15,000** on software development company base fee.

£25/month, annually being£300.This is for the cost of software licensing. Assuming we will need it for the 4 terminals, it will become **£1200** annually.

£48/month for cloud service will become £576 for one terminal. Assuming we will need it for the 4 terminals, it will become **£2,304**

**£2000** on infrastructure upgrades.

**£2,250** for maintenance and support costs annually.

Adding all these prices up gets us to spend **£25,554** this year on the project alone.

Having to pay a total of **£10,126.25** for the week of work, for the 5 employees and manager (me)

Assuming the project will last 7 weeks, it will cost £70,883.75 to hire these personnel.

Leaving the budget at £5,280.25, allowing for little flexibility.

Adding the rest of the costs, we will be on £-20,273.75. And this is without the costs of training in mind, which we can have assumptions that it’s either £3,000, or £7,500. Clearly being a huge risk to the business. As they would have to get money from past years or get a loan. Of course, this comes with extra

However, based on their forecast that developing the new digital solution will lead to an average increase in annual revenues. This is a good thing as they should be able to get their money back if it goes according to their plan.

There are some risks to doing this change in the business, for example, if it doesn’t work, a lot of money would be lost or wasted; or if it takes longer than a week, there will be a lot of extra money to be paid to the employees for doing more work, as well as the risk that they expect to finish in a week, so they can have something planned for after, so if it takes longer, we could potentially lose employees and progress.

However, there are more benefits to this because it allows for more flexible times when a customer can buy something, or check out the store, as well as being able to do this without having to go outside.

Employees:

Noah Tharu (current employee), so he doesn’t require extra training - £70/hour. 3 times a week. 7 hours a day. **Paying him £1470 a week.**

Malk Taman (new employee), so he requires extra training - £25/hour - 5 times a week. 7 hours a day. **Paying him £875 a week**

Paola Novakova (current employee), so she doesn’t require extra training – £55.75/hour. 5 times a week. 7 hours a day. **Paying her £1,951.25**

Anastasia Rusu (new employee), so she requires extra training - £63.50/hour. 5 times a week. 7 hours a day. **Paying her £2,222.50**

Maya Saha (current employee), so she doesn’t require extra training - £74.50/hour. 5 times a week. 7 hours a day. **Paying her** £**2,607.50**

Julian (Me) - Getting paid £200 a day, working 5 times a week means getting paid £1000 for a week.

For the 2 new employees, it will cost **£3000** total for support and training.

But we can also assume that all 5 employees require training, meaning £7500 being spent just on training alone.

To pay for all 5 employees a week, it costs **£9,126.25.** This is a lot of money to be paying for employees so it comes at risk if the project spans out to last longer than it should. However, due to most of them being professionals, it can cancel the risk as we can be assured that they will get their work done.

**Gantt chart rationale:**

The first main task I have set is “Develop software and infrastructure”. This is because we must start here to manage the network to protect it and make it more secure. I have decided that Anastasia Rusu is the most suited person for this role as she has a lot of experience and is capable of getting this done in a bit over 3 days, allowing everyone else to start working after that.

For development module 1 – back-end database: we estimate it will take about 17 days to finish this task. I have decided that Paola Novakova is the most suited for this role as she has experience to do this and

For development module 2 – User Interface: I have decided the senior software manager, Noah Tharu, will be most suited for this role as he has a lot of experience and making the GUI as user friendly as possible as well as pleasing to the eye is a very important part of the task. The reason it will take him 3 weeks to finish is because he only works 3 days a week, but it doesn’t have anything to do with what the others are working on, other than back-end database.

The reason I have split all the modules for testing is because I wanted to go for efficiency. If everyone is testing a module at once, it will be faster than one at a time. Because there are 6 modules, it will take an extra 2-3 days for someone else to finish, so by the time I get to the next type of testing, I know Noah Tharu will be available to work that week.

The reason I chose Noah Tharu and Maya Saha for the fixing and regression testing for major and minor faults is because they are both experienced and know how to monitor the system and the software.

For User training, I have selected Maya Saha to be suited for this role as she has great verbal and written skills, as well as strong people skills, which will be good when it comes down to teaching how the system works. As well as selecting Malk Taman as he can explain complicated processes for everyone to understand, making it easier for the employees to catch on as to how the system works.

For the user acceptance testing, I have selected Noah Tharu and Paola Novakova for this role as Noah understands the best what the interface does and how it should work, so he can get an idea of what should be expected. The reason I picked Paola for this role is because she doesn’t understand quite as much so she is bound to ask questions and try more stuff not expecting what will happen. Allowing for better testing to be done.

The reason I have chosen Malk Taman and Anastasia Rusu for creating a test plan is because they both have a good teamwork and they have two different angles to look at when testing, allowing for the tests to reach a wider area and be more accurate and useful.

Based on the Gantt chart of the plan made, it will take 7 weeks to complete the project, which means that the company KRJ Retail Ltd will have to pay a large sum of money for the employees. This is also assuming that the current employee's salary is not considered when looking at the average annual cost.

Overall, I believe the project is a good thing to do, even though it may cost more than the profit they make this year, based on their forecast and my own expertise and knowledge, I can say for sure that changing the business to provide a service as well is a good modification to the business at it supports the customers as well as the employees. Most of the businesses now are both online and physical as it allows for a wider range of customers.