# PROJ237 – Scope & WBS Exercise

Temporary Employment Agency (TEA) is a small employment agency that matches companies with a need for qualified temporary workers with individuals seeking temporary employment. They have **3 agents, a receptionist, and the owner/manager**, and have been **in business for a few years without having to develop a consistent system to store and retrieve information**. They currently work with about **50 client companies**, and each company typically works with one preferred agent. Each agent has his or her way of keeping track of the companies and their job openings: **Access, Excel spreadsheets, or just notes.**

They also **do not have a good way of storing comprehensive data of the individual talent** they placed in the past. A couple years ago there was an attempt to collect temporary workers data in one Access database, but after that agents would sometimes forget to update the information, so the **records are not quite up to date.**

**Companies who need a temporary qualified worker provide a list of requirements for the position, like “3 years of Oracle DBA experience” or “Microsoft C# Certificate”. Some requirements are necessary, and some are optional.** The agency **first uses internal knowledge to identify potential candidates, and if they cannot find one, they post a job opening on various media. Then they create a short list of the candidates who best match the requirements** and pass them over to the company.

With the current economic downturn, TEA is receiving a lot of inquiries from individuals with high qualifications who are seeking employment. They perceive this as a growth opportunity. They would like to develop a website that posts open positions from the client companies. Actually, they **would like the companies to register themselves and use protected website to manage their own openings**. **The individuals seeking employment would browse the openings and respond to those that spark their interest**. The agents would still interview the most promising candidates and send to the company just a few that best match the requirements.

The **company currently operates on several HP laptops with Windows 10 operating system, and of course some network structure that provides a firewall and access to the Internet. They do not use any specialized software.**

You were offered an opportunity to develop a database and a website for them.

## Part 1: Requirements Gathering

*Form groups of 3-4 people.*

In your group brainstorm which employee(s) of the company would you like to interview and develop a list of questions to ask. *[30 minutes].*

After the preparation time, you will be able to interview the instructor who will play multiple roles within the TEA agency.

### *What do they need out of the project to perform their role accurately?* **Owner / Manager Interview**

**1. Understanding the Role & Responsibilities**

* Can you describe your main responsibilities as a manager/owner?
* How do you typically manage a heavy workload or multiple ongoing projects?

**2. Project Context & Priorities**

* What are your current financial constraints or worries regarding this project?
* What is your overall budget for the project?
* Does this new project take priority over other ongoing initiatives?

**3. Future Growth & Strategy**

* Are you planning to scale your client list or expand services in the future? (This connects to potential growth in servers, costs, or staffing.)
* What are your long-term goals for the company over the next 5–20 years?

**4. Team & Oversight**

* Is there an existing employee seniority or role structure within your organization?
* Once the database is developed, who will be responsible for managing and maintaining it, and what is their job title or role?
* What level of oversight or hands-on control would you like to have over the database, or will a senior agent handle that responsibility?

### **Agent Interview**

**1. Understanding the Role**

* What are your main responsibilities and daily tasks?
* What kinds of client requests or issues do you handle most often?

**2. Current Challenges**

* What are the biggest bottlenecks or obstacles you face in your daily work?
* Are there any specific pain points with your current systems or processes that slow you down?

**3. Feature & Improvement Feedback**

* Are there particular features or tools (such as query feedback, automation, or data access improvements) that would make your job easier or more efficient?
* How do you usually communicate or track client information — and what could make that process smoother?

**4. Reflection**

* If you could change one thing about the way data or client information is managed, what would it be?

### **Receptionist Interview**

**1. Daily Routine & Responsibilities**

* Can you walk me through a typical day in your role?
* What are your main responsibilities when it comes to client interactions and office coordination?

**2. Client Interaction & Problem Solving**

* How do you handle difficult, impatient, or upset clients?
* How do you respond when you receive a question you’re unsure about?

**3. Tools & Information Access**

* What information or data do you most often need access to in order to do your job effectively?
* Do you use any systems or tools (like spreadsheets, notes, or scheduling software) to stay organized?

**4. Workflow & Efficiency**

* Do you make or follow a priority list during the day to manage tasks efficiently?

## Part 2: Project Scope and WBS

Based on the provided and gathered information, decide on the project’s scope and develop a preliminary Work Breakdown Structure. *[60 minutes]*

Each group will deliver a 5 minutes presentation afterwards.

**Temporary Employment Agency Database & Website Project. (TEADWP)**

Tea is a Temporary Employment Agency that has been in business for a few years that is struggling to properly store and manage a database of talents looking for temporary employment with their list of client businesses who are looking for employees.

This project’s goal is to develop a database to properly store and filter talent submission for specific job postings that are found on a TEA’s client websites and be able to accurately recommend potential hires to their clients from a newly developed website.

Currently TEA does not have a reliable database storage method and with limited employees under their umbrella (3 agents, 1 receptionist, 1 owner) a fairly easy method of daily task executables and low maintenance options is needed to achieve their goal in a consistently accurate manner.

The project is aiming to implement a database with searchable metrics that pertain to job posting requirements, a consistent update of the database and backup recovery plan, and 3rd party website API integration. It will also consider possibility of scalable growth in both clientele and internal growth.

The deliverables for this project will include: newly developed website, database schema, documentation procedures, server(s) (database/web hosting, data backup)

What will be included in this project will be a new website with API integration, index reporting for postings found on 3rd party websites (clients), and import and export features that support CSV, XLSX/XLS, TXT, XML, HTML, PDF, SYLK, LOG, login access and OAuth support for users, supportive documentation for users (including frequently asked questions and email support), database software, training documentation, hardware (server (database/web))

The project will not include features such as: files type import/export outside of scope (Access, Excel, Notepad), post-consultation after project completion (set date TBD), consultation with TEA clientele

The conditions that will be met to achieve a completed project will include:

Website

* + Communication with 3rd party websites (API access) and create data tables
  + Manage user queries (import/export files)

Database

* + Retrieve data from TEA’s website and store, update, and backup data.
  + Add and remove users, read/write access permissions, update permissions

**Stakeholders:**

* + TEA company and employees
    - Responsibilities: TEA is our client company staff that matches other companies with a need for qualified temporary workers with individuals seeking temporary employment
  + TEA’s clients.
    - Responsibilities: They will be interacting with the database as TEA’s client companies
  + Individual Job seekers
    - Responsibilities: They will be interacting with the website to seek employers for hiring.

Constraints for the project may include:

**Time**: Deadlines for project milestones, limited staff time

**Resources**: outdated hardware/software, lack of staff training if there are hardware/software upgrades, and the amount of employees available during live public service at project completion to properly manage resources

**Budgets:** Depending on hardware/software requirements, server uptime costs, user customer support requirements

The assumptions we have as we begin this project are:

* + We have access to the data for implementation
  + We will have access to all resources required for the database development and implementation

Risks:

* Project deadlines could be missed due to delay or poor planning
* Solution: Track your progress weekly to be able to adjust under any circumstances if a delay were to happen
* Budget risks: the cost of the project could go beyond the initial budget that had been planned beforehand
* Solution: Review costs regularly and get approvals before extra spending.
* Resource: Lack of skilled employees/ not enough of employees which could lead to overwhelming /overload task
* Solution: Provide the necessary training to the employees which then they could better understand the tasks

**Project Timeline**

**Website**

Frontend

* + Feature development
  + UI/UX
  + Design revision
  + UI/UX finalization

Backend

* + Website feature implementation
  + Server hosting (database/web/domain) development

**Database**

* + Workload-balance uptime metrics met
  + Database maintenance procedure and documentation completed

Resources will be allocated according to stakeholder requirements and project needs including database management (physical/digital) and budget allocation between milestone expectations.

Role: Owner/Manager Signature: Date:  
Name: