



# Youth Employment

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**Project Manager:** Nuha Alrashed

**Course:** MIS 460 project management

**Section:** 53518, Sun-Tue-Thurs 8:00-9:00 AM

**Submission Date:** March 12th, 2020

**Supervised by:** Dr. Monira Aloud

**Google site:** [youth-employment](#)

**Minutes of meetings:** [Meetings](#)

## Requirements Matrix for Youth Employment

Prepared by: Nuha

Date: 1-3-2020

Requirement No.	Name	Category	Source	Status
R1	Office	Workspace	Team manager	Complete
R2	Laptops	Hardware	Team members	Complete
R3	Microsoft Office license	Software	Team members	Complete
R4	Microsoft Visual Studio license	Software	Web developer	Complete
R5	Website	Software	Sponsor	in progress
R6	Facilities & other devices	Hardware	Team members	in progress
R7	Google ads	Marketing	Sponsor	in progress
R8	Social networks ads	Marketing	Sponsor	in progress
R9	Uploading Resumes	User inputs	User submission	in progress
R10	Selecting shift time (schedule)	User inputs	User submission	in progress
R11	Requesting single contract service	User inputs	User submission	in progress
R12	Applying for monthly fee service	User inputs	User submission	in progress

## Scope Statement

**Project Title:** Youth Employment      **Date:** 1-3-2020  
**Prepared by:** Nuha, project manager, 437200215@student.ksu.edu.sa

### **Project summary and justification:**

Saleh Mohammed, a business owner, requested this project to participate in social responsibility, by developing a website that provides businesses a solution for employers to hire the right candidate quickly and to help job seekers to find the job they want. It will empower young Saudi students to join the labor market, which will benefit in improving and contributing to the kingdom's growth. The website will be the interface for job seekers and job creators, students can apply for jobs by uploading their resumes, and employers can choose one of the services provided by Youth Employment to find applicants. The budget for the project is 100,000 SR.

### **Product Characteristics and Requirements:**

1. **User submission:** Students can upload their resumes and schedules to the website using ready-to-fill forms. These files will be forwarded to the appropriate person to write a report of the student's status (time available, location) and then sending the files to be reviewed by employers.
2. **Requesting single contract service:** Employers can request a single contract service through the website using ready-to-fill forms. When employers have a clear position to be filled, they can contact us, and we will use our database to support and expedite the process for our clients to find the perfect match for the available position.
3. **Applying for monthly fee service:** Employers can apply for a monthly fee service through the website using ready-to-fill forms. when the employer aims to acquire talented people and wants to receive continuous alerts for potential employees who match the company's operations.
4. **Payment feature:** Employers can pay for the provided services online using different types of payment methods; e.g. PayPal, Mada, etc.
5. **Security:** The website must provide several levels of security. All internal employees will have access to the entire website when they enter their security information. Part of the website will be available to the public.
6. **Search feature:** The website must include a search feature for users to search by topic and key words.
7. The website interface must be user friendly.
8. The website must be accessible using a standard internet browser.
9. The website must be available 24 hours a day, 7 days a week, with hours of maintenance per month

### Summary of Project Deliverables

**Project management-related deliverables:** Business case, Project charter, Team contract, Scope statement, WBS, Requirement traceability matrix, 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:

1. **Website design:** The design of the website will be user friendly. including a site map, easy ready-to-fill forms, and appropriate graphics.
2. **Promotion:** A plan for promoting the website.
3. **Website content:** will include content from the user submission, requesting single contract service, applying for monthly fee service, search feature, security, payment feature.
4. **Test plan:** The test plan will document how the website will be tested, who will do the testing, and how bugs will be reported.

### Project Success Criteria:

Our goal is to complete this project within 1 year and not exceed the budget limit. The project sponsor, Saleh Mohammed, has emphasized the importance of the project to meet the triple constraints goals, satisfying the needs and expectations of stakeholders, and meeting the main goal which is to link students with the labor market, and match the skills with the requirements in a fast and creative way. If the project takes a little longer to complete, or costs a little more than planned, the firm will still view it as a success if it has a good payback.

## Work Breakdown Structure for Youth Employment

Prepared by: Nuha

Date: 3-3-2020

### 1 Initiating

- 1.1 Develop project charter
- 1.2 Define business case
- 1.3 Prepare financial projections
- 1.4 Request for proposal

### 2 Planning

- 2.1 Write scope statement
- 2.2 Prepare WBS
- 2.3 Project schedule
  - 2.3.1 Establish order/owner of tasks
  - 2.3.2 Define timescale and milestones
  - 2.3.3 Create team schedule
- 2.4 Cost estimation
  - 2.4.1 Calculate the rate estimation
  - 2.4.2 Allocate resources
- 2.5 Develop risk plan
- 2.6 Define Training Requirements
  - 2.6.1 Review staff skill sets

- 2.6.2 Define training materials requirements
- 2.6.3 Examine training options
- 2.6.4 Select and attend

### **3 Executing**

- 3.1 Procure Hardware/Software
- 3.2 Office rental
  - 3.2.1 Establish location strategy
  - 3.2.2 Cost-benefit analysis
- 3.3 Website
  - 3.3.1 User inputs
  - 3.3.2 Website content
    - 3.3.2.1 develop student's submissions forms "ready-to-fill forms"
  - 3.3.3 Website design
  - 3.3.4 Website construction
  - 3.3.5 Website testing
  - 3.3.6 Website roll-out
- 3.4 Building the database
  - 3.4.1 Review Users resume and employers' requirements
  - 3.4.2 Conduct meetings
  - 3.4.3 Prepare the evaluation sheet
  - 3.4.4 Match and contact both parties
- 3.5 Marketing and promotion
  - 3.5.1 Develop marketing strategy
  - 3.5.2 Define execution plan
  - 3.5.3 Arrange marketing resources
  - 3.5.4 Monthly review

### **4 Monitoring and Controlling**

- 4.1 Progress reports
- 4.2 Project Status Meetings
- 4.3 Review client feedback
- 4.4 implement feedback and comments

### **5 Closing**

- 5.1 Prepare final project report
- 5.2 Prepare final project presentation
- 5.3 Lessons learned

## Milestone Report for Youth Employment

Prepared by: Nuha

Date: 3-3-2020

Milestone	Due Date	Status	Responsible	Issues/Comments
<b>Initiating</b> Kick-off meeting held	Feb 9	Completed	Nuha	Went very well
Team contract signed	Feb 13	Completed	Lamia	
Business case defined	Feb 14	Completed	All	
Project charter completed	Feb 15	Completed	Nuha	
Stakeholders identified	Feb 15	Completed	All	
Financial projections calculated	Feb 18	Completed	Lamia	Reviewed by consultant
<b>Planning</b> Requirement matrix completed	Mar 6	Completed	Nuha	
Scope statement completed	Mar 8	Completed	Nuha	
List of prioritized risks completed	Mar 5	Completed	Nuha	Reviewed by sponsor and team
WBS completed	Mar 7	Completed	Nuha	
Cost estimate completed	Mar 9	Completed	Lamia	Reviewed by the consultant
Project Schedule	Mar 5	Completed	Lamia	
Responsibility Assignment Matrix completed	Mar 10	Completed	Lamia	
Quality checklist completed	Mar 16	Completed	Rahaf	
Communication management plan completed	Mar 20	Completed	Maysam	
Probability/impact matrix completed	Mar 27	Completed	Maysam	

Request for proposal	Mar 29	Completed	Rahaf	
<b>Executing</b> Business plan completed	April 16		All	
Marketing materials completed	May 5		All	
Hiring staff plan completed	May 20		All	
<b>Monitor and control</b> Statement of work completed	July 22		All	
Risk register completed	July 31		All	
<b>Closing-up</b> Lesson learned report completed	Aug 20		All	
Final project report completed	Nov 4		All	
Document best practices	Nov 5		All	
Final project presentation completed	Dec 10		All	

### Gantt Chart & Network Diagram

Prepared by: Lamia

Date: 7-3-2020

Gantt chart link: [drive.google.com](https://drive.google.com)

Network Diagram link: [drive.google.com](https://drive.google.com)

### Cost Estimate & Responsibility Assignment Matrix for Youth Employment

Prepared by: Lamia

Date: 7-3-2020

Excel Sheet link: [docs.google.com/spreadsheets/d](https://docs.google.com/spreadsheets/d)

### Request for Proposal (RFP) for Youth Employment

Prepared by: Maysam

Date: 10-3-2020

Document Link: [drive.google.com/file/](https://drive.google.com/file/)

## Quality checklist

Prepared by: Rahaf

Date: 8-3-2020

### Quality Metrics:

**1. Customer Satisfaction:** We can measure customer satisfaction by using questionnaires and feedback along with Customer Satisfaction Score (CSAT), which is a KPI for measuring customer satisfaction. With it, we are directly asking our customers to rate their satisfaction with our business, product, and services. We can measure customer satisfaction when:

- customers' needs are fulfilled from the website.
- students have part-time jobs they seek for.
- employers have the employee they wanted.

By developing CSAT the score is the average of all customer responses. Our CSAT scale ranges between 1 – 3. It is best to keep the scale simple for more robust results.

**2. Availability of goods and services:** The website must be accessible using a standard internet browser. And must be available 24/7 with hours of maintenance per month.

**3. Failure rate:** Measure the reliability of the service by the probability of failure over a period of time.

Quality Item	Verification		
	Yes	No	Comments
Have product quality metrics been established, reviewed, and agreed upon?	x		
Have process quality metrics been established, reviewed, and agreed upon?	x		
Do all metrics support a quality standard which is acceptable to the customer?	x		
Do all metrics have agreed upon collection mechanisms?	x		
Have quality metrics review meetings been scheduled throughout the project's duration?	x		
Are all metrics clear, measurable, controllable, and reportable?	x		
Is the project team familiar with the project's quality review process?	x		
Have all appropriate team members been notified of their required participation in quality reviews?		x	
Does the change control process accommodate project changes based on quality improvements?		x	
Is the project sponsor aware of his/her responsibilities relating to quality acceptance?	x		
Is the customer aware of his/her responsibilities relating to quality acceptance?	x		



## Communications Management Plan

**Prepared by:** Maysam

**Date:** 8-3-2020

**1. Introduction:** it is a written document that explains the process of communicating with internal and external team members. The main purpose of it is to define the communication requirements for the project

### **2. Collection and filing structure for gathering and storing project information:**

We conduct weekly meetings via Microsoft teams, and store and share reports and information on Google Drive and Google sites.

### **3. Distribution structure:**

- There should be a free and transparent flow of information amongst the project members.
- There should not be any kind of restrictions regarding access or dissemination of information.
- Team members write weekly reports summarizing meetings with the project manager with the latest developments in the project.
- Final project review meeting to deliver product to the sponsor.

### **4. Format, content, and level of detail of key project information:**

Data and information about meetings are stored and shared in Microsoft teams.

### **5. Production schedule and resources for producing key project information:**

Each task that needs to be accomplished has to have a scheduled start and due date.

### **6. Technologies, access methods, and frequency of communications:**

Team members use online meetings, emails and other ways to communicate.

### **7. Method for updating the communications management plan:**

The plan will be updated by the team members, but they must have an approval from the project manager first. If the plan has been updated, all team members need to be informed.

### **8. Escalation procedures:**

If an issue occurs, the project manager needs to be informed; to guide the process of solving the issue. The project manager should reference the project scope statement to resolve any escalation issues.

## 9. Stakeholder communications analysis:

Stakeholders	Document Name	Document Format	Contact Person	Due Date
Sponser	Monthly status report	Hard copy	<b>Saleh Mohammed</b>	First of month
Project manager	Weekly status report	Email and meeting	<b>Nuha Alrashed</b>	First of week
Team member	Weekly status report	E-mail	<b>Lamia Alshawi</b>	First of week
Team member	Weekly status report	E-mail	<b>Maysam Alhassan</b>	First of week
Team member	Weekly status report	E-mail	<b>Rahaf Aldawsari</b>	First of week
Consultant	Weekly status report	E-mail and meeting	<b>Aishah Alshawi</b>	First of week
Financial backer	Monthly status report	Hard copy	<b>Abdulrahman Alhassan</b>	First of month

## 10. Glossary of terms:

A Glossary is a list of difficult, technical, or foreign terms with definitions or translations, as for some particular author, field of knowledge.

- **Escalation:** The process which details how conflicts and issues will be passed up the management chain for resolution as well as the timeframe to achieve resolution.
- **Communications management plan:** This plan states who will send and receive information on aspects of the project, what details are communicated, and when communications are sent. It is part of the project management plan.
- **Kickoff meeting:** The first meeting between a project team and stakeholders. It serves to review project expectations and to build enthusiasm for a project.

## List of Prioritized Risks for Youth Employment

Prepared by: Nuha

Date: 3-3-2020

Ranking	Potential Risk
1	Lack of website security.
2	Lack of user's information to request a service.
3	Lack of user's information for resumes and schedule submissions.
4	Providing an inefficient search feature for users.
5	Conflict between stakeholders that disrupts project.
6	Lack of commitment from functional managers.
7	Not promoting the website effectively.
8	Cost forecasts are inaccurate.
9	Not getting good feedback from the consultant.
10	Sudden abandonment by the financial backer.

## Probability / impact matrix for Youth Employment

Based on list of prioritized risks

Prepared by: Maysam

Date: 6-3-2020

High			Risk 1
Medium	Risk 7	Risk 2, 3, 8,9	Risk 6
Low		Risk 4	Risk 5,10
Probability Impact	Low	Medium	High