

**MobiTel Application**

*Project Management Document for*

28 October 2013



**Project Management Document**

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**Contents**

[1. Project Charter 4](#_Toc370736553)

[2. Team Contract 6](#_Toc370736554)

[3. Personality Types 9](#_Toc370736555)

[4. Communication Plan 13](#_Toc370736556)

[5. Gantt Chart 15](#_Toc370736557)

[6. Milestone List 18](#_Toc370736558)

[7. Work Breakdown Structure 19](#_Toc370736559)

[8. Stakeholder Analysis for Micro-Tourism for Marginalized Communities 20](#_Toc370736560)

# Project Charter

* 1. **Project Title**: Micro- Tourism for Marginalized Communities
  2. **Project Start Date:** 23 April 2013
  3. **Projected End Date:** 31 October 2013
  4. **Project Manager:** Nonhlanhla Mabuza

Contact Number: 0725362196

Alternative email: [mabuza.nonhlanhla@gmail.com](mailto:mabuza.nonhlanhla@gmail.com)

* 1. **Project Objectives:**
* To create a mobile application for the Dwesa community that will allow them to simplify the process of marketing their tourist products and services.
* To carry out systems analysis, design, and implementation while complying with all user requirements.
* To complete the project within the scope time and cost.
* To provide comprehensive and accurate documentation.
  1. **Approach:**
* SCRUM methodology will be used. This supports an iterative and incremental [agile software development](http://en.wikipedia.org/wiki/Agile_software_development).
* Develop a clear Work Breakdown Structure and allocate work fairly throughout that team.
* User requirements will be documented via joint application development (JAD) sessions
* Conduct regular and thorough testing.
* Work consistently and collaboratively to reach project goals and objectives.
  1. **Systems Development Team**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Primary Role** | **Secondary Role** | **Organisation** | **Contact Details** |
| Ashley Gardner | Analysis | Design | Luminus Solutions | g09c1795@campus.ru.ac.za |
| Lwando Sobekwa | Implementer | Design | Luminus Solutions | g10g0504@campus.ru.ac.za |
| Nicolan Reddy | Analysis | Design | Luminus Solutions | g09m3478@campus.ru.ac.za |
| Nonhlanhla Mabuza | Project Manager | Implementer | Luminus Solutions | g10r1132@campus.ru.ac.za |
| Shana-Michelle Rabonda | Implementer | Analyst | Luminus Solutions | g10r1465@campus.ru.ac.za |
| Sinako Cetyiwe | Implementer | Design | Luminus Solutions | g09s2467@campus.ru.ac.za |

* 1. **Sign Off:**

**Ashley Gardner Lwando Sobekwa**

**Nicolan Reddy Nonhlanhla Mabuza**

**Shana-Michelle Rabonda Sinako Cetyiwe**

# Team Contract

* 1. **Project Name** Micro-TourismMobile App Development Project
  2. **Project Team Name** Luminus Solutions
  3. **Team members** Ashley Gardener

Lwando Sobekwa

Nicolan Reddy

Nonhlanhla Mabuza

Shana-Michelle Rabonda

Sinako Cetyiwe

* 1. **Team member roles**

|  |  |  |
| --- | --- | --- |
| **Name** | **Primary Role** | **Secondary Role** |
| Ashley | Analysis | Design |
| Lwando | Implementer | Design |
| Nicolan | Analysis | Design |
| Nonhlanhla | Project Manager | Implementer |
| Shana-Michelle | Implementer | Analyst |
| Sinako | Implementer | Design |

* 1. **Code of Conduct**

As a team we will:

* Work consistently throughout the project
* Strictly base team discussions on the project
* Do our best to divide the work appropriately amongst team members
* The project will be first priority to any other commitments that team members may have (with the exception of job commitments)
  1. **Participation**
* All team members must be open and honest
* Equal participation amongst the team is encouraged
* All team members must contribute to the best of their abilities
* At least one other team member must be informed if a team member will not be able to attend a meeting at least 3 hours prior to the meeting
* If a team member cannot submit what is required within the given deadline, the project manager must be informed at least 1 day in advance
  1. **Communication**
* The project manager / phase lead will facilitate project discussions
* Team members must inform the phase lead of any major changes before they are made
* Instant messaging (IM) will be the team’s first line of communication; however, phone calls, social media and emailing will be used additionally to communicate
* A Dropbox folder will used to store all project-related documents and all team members will have access to the folder
* When a problem is encountered, blame will not be put on any team members. The matter will be discussed and a solution will be presented
* If a team member has been assigned a task they do not know how to perform, they must inform the group and time will be spent explaining the task constraints to the team member before a deadline is set
  1. **Problem-solving**
* Team members must be open to giving and receiving constructive criticism
* Decisions will be made using group voting, and outside experts will be consulted when necessary (lecturers and research supervisors)
* Every team member’s opinions will be respected
* When conflicting ideas arise, the strengths and weaknesses of each idea will be evaluated
* If a team member has a problem with another team member, the problem must be addressed personally between the two members. If the problem is not solved, the group must be informed and the problem will be solved as a group
  1. **Meeting guidelines**
* Meeting times will be decided upon by all team members at least 1 day before the meeting
* All members are bound by the decisions taken during meetings
* Team members must arrive on time to meetings, but a 5 minute leeway is allowed
* If a team member arrives over 5 minutes late to a meeting, a R1 penalty per minute will be enforced. The money will be used to cover project costs such as printing and laminating
  1. **Sign Off**

We as Luminus Solutions have contributed to and read the above conditions. We hereby agree to adhere to the terms of the contract and will accept any reasonable consequences for failure to comply with the conditions of the contract.

|  |  |  |  |
| --- | --- | --- | --- |
| **Team Members** | **Contact Details** | **Signature** | **Date Signed** |
| Nonhlanhla Mabuza | g09m3478@campus.ru.ac.za |  |  |
| Ashley Gardner | g10g0504@campus.ru.ac.za |  |  |
| Nicolan Reddy | g10r1465@campus.ru.ac.za |  |  |
| Sinako Cetyiwe | g09c1795@campus.ru.ac.za |  |  |
| Lwando Sobekwa | g09s2467@campus.ru.ac.za |  |  |
| Shana-Michelle Rabonda | g10r1132@campus.ru.ac.za |  |  |

# Personality Types

**3.1 Team Members**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **As perceived by individual** | **As perceived by group** | **As per Typology Test** |
| Ashley | INFP | INFJ | ESFJ |
| Lwando | INFJ | INTJ | ENTJ |
| Nicolan | INTJ | INFJ | INFJ |
| Nonhlanhla | ENTJ | INTJ | ENTJ |
| Shana-Michelle | INFJ | INFJ | ISFJ |
| Sinako | ENTP | ENTP | ESTP |

**3.2 Member Roles**

|  |  |  |
| --- | --- | --- |
| **Name** | **Primary Role** | **Secondary Role** |
| Ashley | Analysis | Design |
| Lwando | Implementer | Design |
| Nicolan | Analysis | Design |
| Nonhlanhla | Project Manager | Implementer |
| Shana-Michelle | Implementer | Analyst |
| Sinako | Implementer | Design |

**3.3 Individual Assessments**

**Ashley**

As per test, Ashley will be able to communicate well with clients as she can get ideas across and at the same time take in what the client has presented. She will also be able to be understanding of what the client’s needs areas she is a Feeler and hence would make a great Analyst. She will be able to foster good relationships between the client and the group and will understand each other with the co analyst. As a designer, she will be very orderly and organized as a Judger. Being an extrovert she will be able to communicate ideas and information well between the analyst and programmer.

**Lwando**

He will communicate well with other implementers as he is an Extrovert. He is logical and analytical and will be able to focus well on problem solving. He will also be able to stick to and meet deadlines. As an intuitive individual he will be able to think of new ideas and possibilities which will assist with design as well as implementation.

**Nicolan**

The introvert side of him will allow him focus and assess the documentation well and concentrate and reflect on ideas and data. He will be able to identify patterns and designs as an intuitive individual; and should also be able to listen well to the client and clearly tabulate what it is that the client actually wants. With a Judging personality he will be able to meet deadlines and be precise and organized.

**Nonhlanhla**

As an implementer the intuitive side will allow her to explore ideas and possibilities. And will provide a good experience in the programming field. This will be assisted by the logical and analytical thinking for problem solving. She is also the project manager where she oversee the whole project and ensure deadlines are met and that the group is getting on well and that at the same time the client is satisfied with the outcome.

**Sinako**

With a background in design he will be an excellent designer. As an extrovert he will be able to communicate well within the group as well as with the implementers and get ideas across. With Sensing and Thinking capabilities he will look at documents and do what is necessary and make logical and analytical decisions. Sinako is perceiving and this will be a great thing as he will be open to new ideas and shed light in some circumstances.

**Shana**

With a strong background in Computer Science she will be the backbone of the implementers. Being an introvert she will be able to focus on the task at hand and concentrate on generating solutions to complex problems. As an analyst she will be able to listen well and understand the needs of the client through relating. Her Judging personality will allow her to meet deadlines. The Sensing side will be great as she can discover new ideas and patterns within data.

* 1. **Team Evaluation** 
     1. **How similar where member’s individual perceptions of their own personalities when compared to the group average perceptions of the same individual?**

Individual members were quite similar to how others had perceived them to be. It only became a little tricky when it came to identifying whether the individual was a Thinker or Feeler. Most individuals thought themselves to be introverts and intuitive in their approach and that turned out to be the case.

* + 1. **Can you explain the accuracy/inaccuracy of individual vs. group perceptions?**

The accuracy of the perceptions is probably because during Start up week we were able to spend time with each and to get to know each other quite well. The activities got us out of our comfort zones and this allowed out to perhaps reveal our personalities. It can also be taken into consideration that all of us were in the class together last year and had a basic idea of each other’s personalities.

* + 1. **Would you consider your group to be rich in personality diversity?**

According to the test, we believe that we have a great diversity and a range of personalities within the group. There is an equal balance throughout with the exception of Judging vs. perceiving. There is a majority of Judgers in the group and only Sinako being the Perceiver.

We believe that the group has a definite mix of individuals which will enable us to efficiently and effectively get the job done. There is an equal number on either side of the spectrum and this allows us to be quite diverse.

* + 1. **How would you see your group diversity / lack of diversity having a positive/ negative effect on the group’s performance?**

We believe that the diversity that we have enables us to work well with each other. The extroverts in the group will be able to keep the energy and motivation levels high they will also allow conversations to be kept going. On the other hand the introverts will allow for focus to be kept on the project and generation of ideas and reflection on them. The Sensers will break problems down well and isolate them and where need be the Intuitive members will see patterns. These individuals will also be able to explore other ideas and bring about dynamism in the group. The Feelers will looks to maintaining cohesion and team spirit and maintain relationships, whilst the Thinkers will be able to make impartial logical and analytical decisions. The only difference in the group comes when it comes to the judgers since there is a majority in the group this may work both ways. It may be positive in the sense that because everyone is on the same page we hence expect similar behaviours and for example when it comes to deadlines, they will be met well. On the other hand because the one perceiver, Sinako, is outnumbered, he may tend to be singled out and not generate enough understanding or be tolerant.

* + 1. **If your group were to appoint an additional member to the team with the intention of balancing/ completing the existing team composition, what personality type would you/ should you be looking for.**

If we were to appoint an additional member we would probably be looking for an Extrovert, Sensing, Feeling, and Perceiving. This would allow for new creative ideas to be bounced off each other. It also means that more innovative ideas would come up. There would also be a free flow of information. It would also create a more relaxed atmosphere within the group.

* + 1. **Identify a member/s in your group who you believe would be best suited to taking on the role as project manages.**

For the role of project manager we have nominated Nonhlanhla as she holds strong leadership qualities. She has an outgoing personality and is able to motivate and encourage the team which comes as a result of being an Extrovert. As a Judger she is organized, manages time well, and plans ahead. As a Thinker she is able to make fair decisions and negotiate through tricky situations. As an intuitive individual she is able to think out of the box and nurture unorthodox ideas

* + 1. **Who do you believe would be best suited to a group nurturing role?**

The nurturing role would probably be taken up well by Nicolan and Ashley as they are the Feelers in the group. They are able to interact well with others in the group and provide the necessary support and growth that the group needs. They will be able to ensure that relationships are maintained and developed.

* + 1. **Who is best suited to a negotiation role?**

The best negotiator that we have identified in the group would be Shana as she is able to understand the needs of everyone; at the same time whilst keeping group values high on the priority list, she will be able to meet all members halfway. She is approachable and easy to communicate with, as she is a sensing individual she can deal with the facts. She will be able to deal with conflict and maintain a sense of fairness.

# Communication Plan

**4.1 Project Title:** Micro- Tourism for Marginalized Communities

**4.2 Communication Guidelines**

The Primary means of communication for Luminus Solutions will be through meetings and use of instant messaging. Communication within the group should be based on respect and consideration for one another.

The following guidelines will be taken into consideration:

* Whatsapp which is an Instant messaging (IM) application will be the team’s first line of communication; however, phone calls, social media and emailing will be used additionally to communicate.
* Meetings will be set up at least a day prior to the meeting.
* The project manager / phase lead will facilitate project discussions.
* Team members must inform the phase lead of any major changes before they are made.
* A Dropbox folder will used to store all project-related documents and all team members will have access to the folder.
* When a problem is encountered, blame will not be put on any team members. The matter will be discussed and a solution will be presented.
* If a team member has been assigned a task they do not know how to perform, they must inform the group and time will be spent explaining the task constraints to the team member before a deadline is set.
* At meetings members are encouraged to listen to each other and be open to other people’s ideas.
* If any documentation is given to the client, the client should sign off acknowledging receipt and an understanding of the content.
* All meeting should be relevant and to the point.

# Gantt Chart

# Milestone List

|  |  |  |  |
| --- | --- | --- | --- |
| **Milestones** | **Deliverables** | **Date** | **Status** |
| Initiation | Team Contract, Personality Compositions | 12/02/2013 | Complete |
| Domain Study | Domain Study Document | 6/05/2013 | Complete |
| Iteration 1 | SRS, SDS, Demonstrate Actual System | 22/05/2013 | Complete |
| Iteration 2 | SRS, SDS, Demonstrate Actual System | 12/08/2013 | Complete |
| Iteration 3 | SRS, SDS, Demonstrate Actual System | 11/09/2013 | Complete |
| Advisory Board System Presentation | Demonstrate Actual Completed System | 23/10/2013 | Complete |
| Final Hand in | SRS, SDS | 28/10/2013 | Complete |
| SysDev Project Examination | Completed System | 31/10/2013 |  |

# Work Breakdown Structure

1.0 Initiation

1. Develop Preliminary Scope Statement
2. MBTI Team Personality Document
3. Develop Team Contract
4. Develop Draft Project Charter

2.0 Planning

* + 1. Develop Work Breakdown Structure
    2. Develop Gantt chart
    3. Develop Milestone List
    4. Develop Risk Plan

3.0 Execution

* + 1. Project Kickoff Meeting
    2. Conduct JAD session
    3. Document User Requirements
    4. Iteration 0
       1. Develop Systems Overview Document
       2. Presentation
    5. Iteration 1
       1. Develop SRS Document
       2. Develop SDS Document
       3. Develop Prototype
       4. Test Prototype
    6. Iteration 2
       1. Develop SRS Document
       2. Develop SDS Document
       3. Develop Prototype
       4. Test Prototype
       5. Presentation
    7. Iteration 3
       1. Develop SRS Document
       2. Develop SDS Document
       3. Develop Prototype
       4. Test Prototype
       5. Presentation
    8. Advisory Board Presentations
       1. Refine SRS Document
       2. Refine SDS Document
       3. Refine Prototype
       4. Test Prototype
       5. Presentation

1. Closeout
   1. Final Systems Development Documents

# Stakeholder Analysis for Micro-Tourism for Marginalized Communities

**Prepared by:** Nonhlanhla Mabuza **Date Created: 17 May 2013**

**Date Modified: 24 October 2013**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Alfredo Terzoli** | **Wendy Dwyili/ Buyiswa Dwyili** | **Ed de la Ray** |
| **Organization** | ReedHouse Systems/Siyakhula Living Lab | User Community | Information Systems Department |
| **Role on project** | Project Sponsor | User | Systems Development Project Coordinator |
| **Unique facts about stakeholder** | The user has a vast background in application development and is committed to assisting with information from a technical perspective. The user has other representatives that can be consulted for assistance. | User has no experience with smart phones.  User has no experience with computers. User has engaged her sister to assist in our project activities. | Has a vast background in the area of programming, and will serve as a consultant. |
| **Level of interest** | High | High | High |
| **Level of influence** | High | Medium | High |
| **Suggestions on managing relationships** | Keeping the stakeholder informed as much as possible and ask guided questions. For more information Dr Tsietsi, Okelitse Nyati and Sylvester Honye are available for technical assistance. | Be thorough in our engagements and make sure all messages are communicated clearly. Utilise the strength of the Xhosa speakers in the group to overcome any language barriers | Keep the stakeholder informed and ask for assistance on difficult areas. Involve him in all meetings with project sponsor. |

1. **Risk Register**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Risk Register for Micro-Tourism for Marginalized Communities** | | | | | | | | | | |
|  | **Prepared by:Nonhlanhla Mabuza** | |  | **Date Created : 17/05/2013** | |  |  |  |  |  |
|  |  |  |  | **Date Modified: 3/08/2013** | |  |  |  |  |  |
| **No.** | **Risk** | **Description** | **Category** | **Root Cause** | **Triggers** | **Potential Responses** | **Risk Owner** | **Probability** | **Impact** | **Status** |
| 1 | Client Dissatisfaction | Users may not be happy with the final product because of unmet expectations or Users may not accept the product because of the choice of the platform | People Risk | Lack of communication and understanding | Excitement, high expectations limited development environment | Open communication, expectations management. | Luminus Solutions & Client | High | Medium | Under control |
| 3 | Failure to integrate onto platform | The front end may fail to be integrated onto Teleweaver | Technology Risk | Choice of Programming environment | Limited knowledge of how to integrate | Not within our scope | Developers at Reed House Systems | Medium | High | To be confirmed |
| 4 | Information delays | Information that is uploaded by the administrator can only be updated once the user is within range of a Wi-Fi Hotspot | Technology Risk | Information can only be updated through the use of an internet connection | Not being within range | Not within our scope | Reed House Systems | High | Low | At Risk |
| 6 | Misinterpreting user requirements | As the project sponsor has a broad technical background, there is a chance of not being on the same level, or expected knowledge | Communication & People Risk | Lack of clarity | Assumption, inability to ask questions and clarify | Ask questions where clarification is needed. Feedback from the user will be useful to confirm if the team understands what is required. | Analysts | Medium | High | Under control |
| 7 | Team Dynamics | There is possibility of conflict between members because of different personalities and personal issues which may come into the group | People Risk | Difference in personalities | Stress | Using the conflict management document, negotiation and open communication. | Luminus Solutions & Project Manager | Medium | High | Under control |
| 8 | Communication Breakdown | Failure to ensure that everyone is kept up to date with all information and also misunderstandings within meetings | Communication & Project management Risk | Lack of communication, and project management control | Not working as a team | Keeping to the communication plan. | Project Manager | Low | Medium | Under control |
| 9 | Project Delay | Balancing other commitments with the project will be challenging as well as the workload within thin the project may affect the deadlines if not spread out. | Structure/ Project management Risk | Time Management | Workload, Lack of time management | Creation of internal deadlines which are before class deadlines. | Luminus Solutions & Project Manager | Medium | High | Under control |
| 10 | Limited Functionality | This environment has never been used before within the department so it may take time to discover how much the environment can support | Technology Risk | Choice of Programming environment | A need for a particular function or add-in that may need to be sourced | Constant exploration of the application and collaborating with other teams. | Implementers | High | High | Under control |
| 11 | Loss of Data | With the use of Dropbox, with respect to implementation if any folders are moved, the different directories may cause the mobile app not to work | Technology Risk | Choice of Storage environment | Administrative work being carried out | Ensure that the implementer stores & manages her own folders on Dropbox | Implementers & Project Manager | Medium | High | Under Control |

1. **Quality Checklist**

**Systems Requirement Specification Document**

* The goals of the project have been achieved.
* The content of the document is coherent and of a high standard.
* Use of language is simple and well-crafted to suit to its different stakeholders.
* Expectations and of all stakeholders have been met.
* Content is non-offensive and truthfully represents the client.
* Scope of project is clearly defined.
* Required use cases for the iteration have been met
* Ensure that context diagram clearly depicts what the application is meant to do.
* Ensure that the context diagram matches the narrative descriptions.
* All diagrams are clear and comprehensible.
* Testing activities have been clearly tabulated and identified.
* Formatting and presentation complies with Requirements Document.

**Systems Design Specification Document**

* The goals of the project have been met.
* Content is non-offensive and truthfully represents the client.
* Use of language is simple and well-adapted to suit its different stakeholders.
* Expectations of all stakeholders have been met.
* Required use cases for the iteration have been met.
* HCI considerations can been applied in designing the screens.
* User interface designs are clear and follow appropriate standards.
* The flow represented within storyboards is clear and intuitive.
* Data integrity has been maintained.
* Ensure that there is consistency between Design Class Diagram and the Class Diagram established in Analysis.
* Testing activities have been clearly tabulated and identified.
* Formatting and presentation complies with Requirements Document.

**Implementation**

* The goals of the project have been met.
* Implementation is aligned with what documentation has prescribed.
* HCI considerations have been taken into account.
* Careful consideration has been taken to accommodate novice users.
* Testing activities have been clearly tabulated and conducted.

1. **Change Requests**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Change Request** | | | | |
| **Project:**  Micro Tourism for Marginalized Communities | | **Date: 19/08/13** | | |
| **Title of change request: Colour of the Application** | | **Change No: 1** | | |
| **Change Category (Check all that apply):**  □ Schedule □ Cost □ Scope **✓** Requirements/Deliverables  **✓**Testing/Quality □ Resources | | | | |
| **Change Requestor:** Information Systems Department | | | | |
| **Describe the Change Being Requested:** The colour and iconography of the application. | | | | |
| **Describe the Reason for the Change:** Following comments after Iteration presentations, and general comments from others, alternative colours had to be identified. There were recommendations that some of the icons would need to be adjusted | | | | |
| **Justification for the change / why it is needed / desired to continue / complete the project:** This is to allow for the development of a user friendly application that will be appealing heuristically and intuitive. | | | | |
| **Impact of the proposed change on:**  **Scope: N/A**  **Schedule: N/A**  **Cost: N/A**  **Staffing:** Designer and Implementers will have to spend a little more time finding effective icons and selecting a suitable colour  **Risk: N/A**  **Other: N/A** | | | | |
| **Disposition:**  **✓**Approve □ Reject □ Defer | | | | |
| **Justification of Approval, Rejection, or Deferral:** | | | | |
| **Change Board Approval:** | | | | |
| **Name** | **Signature** | | **Date** |
| Nonhlanhla Mabuza |  | |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Change Request** | | | | |
| **Project:**  Micro Tourism for Marginalized Communities | | **Date: 22/07/13** | | |
| **Title of change request:** Scope of the Project | | **Change No:** 2 | | |
| **Change Category (Check all that apply):**  □ Schedule □ Cost **✓** Scope **✓** Requirements/Deliverables  □ Testing/Quality □ Resources | | | | |
| **Change Requestor:** Information Systems Department | | | | |
| **Describe the Change Being Requested:** For Analysis Documentation purposes, the interaction between the front end and the Teleweaver through to the Website will be reflected in the Analysis phase only. | | | | |
| **Describe the Reason for the Change:** The Department would like the teams to fully engage in the Systems Development process. It will only span to the Analysis phase as Design would increase pressure and the workload. | | | | |
| **Justification for the change / why it is needed / desired to continue / complete the project:** this is to reflect the academic process of how to scope requirements. It will also allow for an understanding of the requirements from the perspective of Reed House Systems. It will not affect the implementation of the mobile application. | | | | |
| **Impact of the proposed change on:**  **Scope: The change request will increase the documentation scope.**  **Schedule: N/A**  **Cost: N/A**  **Staffing: N/A**  **Risk: The request has the possibility of increasing the scope.**  **Other: N/A** | | | | |
| **Disposition:**  **✓**Approve □ Reject □ Defer | | | | |
| **Justification of Approval, Rejection, or Deferral:** | | | | |
| **Change Board Approval:** | | | | |
| **Name** | **Signature** | | **Date** |
| Nonhlanhla Mabuza |  | |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Change Request** | | | | |
| **Project:**  Micro Tourism for Marginalized Communities | | **Date: 19/08/13** | | |
| **Title of change request:** Help Format | | **Change No: 3** | | |
| **Change Category (Check all that apply):**  □ Schedule □ Cost **✓** Scope **✓** Requirements/Deliverables  □ Testing/Quality □ Resources | | | | |
| **Change Requestor:** Luminus Solutions | | | | |
| **Describe the Change Being Requested:** the Help Function will be displayed as FAQ’s in the form of hyperlinks. | | | | |
| **Describe the Reason for the Change:** After extensive research**,** it is evident that mobile applications do not usually house a help document but make use of Frequently Asked Questions. | | | | |
| **Justification for the change / why it is needed / desired to continue / complete the project:** This will reduce the size of the database and keep the Help function manageable | | | | |
| **Impact of the proposed change on:**  **Scope: The change request will at**  **Schedule: N/A**  **Cost: N/A**  **Staffing: N/A**  **Risk: N/A**  **Other: N/A** | | | | |
| **Disposition:**  **✓**Approve □ Reject □ Defer | | | | |
| **Justification of Approval, Rejection, or Deferral:** | | | | |
| **Change Board Approval:** | | | | |
| **Name** | **Signature** | | **Date** |
| Nonhlanhla Mabuza |  | |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Change Request** | | | | |
| **Project:**  Micro Tourism for Marginalized Communities | | **Date: 23/10/13** | | |
| **Title of change request:** Final Documentation Hand in Deadline | | **Change No: 4** | | |
| **Change Category (Check all that apply):**  **✓** Schedule □ Cost □ Scope **✓** Requirements/Deliverables  **✓**Testing/Quality □ Resources | | | | |
| **Change Requestor:** Information Systems Honours Class | | | | |
| **Describe the Change Being Requested:** The deadline for documentation to be handed in will be extended | | | | |
| **Describe the Reason for the Change:** The deadline for Honours Research thesis was pushed forwards and hence there | | | | |
| **Justification for the change / why it is needed / desired to continue / complete the project:** This is to allow for the quality documents to be produced. It will reduce the pressure off team members | | | | |
| **Impact of the proposed change on:**  **Scope: N/A**  **Schedule: This will not affect the project as a whole as implementation at this stage is not dependant on documentation and will allow for documentations to be completed well.**  **Cost: N/A**  **Staffing: N/A**  **Risk: N/A**  **Other: N/A** | | | | |
| **Disposition:**  **✓**Approve □ Reject □ Defer | | | | |
| **Justification of Approval, Rejection, or Deferral:** | | | | |
| **Change Board Approval:** | | | | |
| **Name** | **Signature** | | **Date** |
| Nonhlanhla Mabuza |  | | 23/10/13 |
| Lydia Palmer |  | | 23/10/13 |

1. **Lessons Learned Report**
   1. **Did the project meet scope, time, and cost goals?**
      1. **Scope**

* The project met its scope, time and cost goals. There was a significant scope change at the beginning but this was well addressed through planning. Work was mainly split up into fair amounts per role and where individuals could, they willingly pitched in other areas to get the job done. Use cases were broken up per iteration to make a suitable and manageable workload.
  + 1. **Time**
* Time has been managed well with by setting internal deadlines that will give us the leeway to test and make changes before the official class hand in.

There was significant pressure when it came to deadlines and for the final iteration there was a request for an extension to cope with the pressure.

* + 1. **Costs**
* Costs were incurred in terms of fuel to travel to the client and printing costs which were shared amongst the group.
  1. **Reflect on whether or not you met the project success criteria.**

As a whole we believe that there project met all its criteria. The business problem looked at assisting users find a low cost and effective way of broadcasting their accommodation services. The mobile app does exactly that. Given the resources that we had to work with, we delivered a quality, professional mobile app that adds value to the customer.

* 1. **In terms of managing the project, what were the main lessons your team learned?**

Time management is very important because there are other deadlines that one has to meet and balancing that is key. Being able to communicate to the group about the pressures that one may be experiencing so as to allow people to help where they can or be understanding.

Also within the group, we tend to have introverts who may not necessarily say how they feel or what they are thinking and it is important to encourage those ideas.

Communication is very important as messages may be misunderstood or certain people may not be up to speed with what may be going in the group if messages are not relayed correctly. When it comes to client and external parties its important to ask the right questions and listen and keep asking if there is lack of understanding.

* 1. **Describe one example of what went right on this project.**

We were able to allocate work well and help each other out even if it wasn’t our designated section. We worked well with limited conflict and got the job done.

* 1. **Describe one example of what went wrong on this project**.

An inability to communicate an issue that was personal and external to the project cost us team cohesion and may have impact on relationships. This personal issue had an impact on meetings and how work was carried out throughout the iteration. Failure to ensure quality cost us marks on our domain study hand in.

* 1. **What will you do differently on the next project based on your experience working on this project?**

It took a while to fully conceptualize a lot of the scope of the problem so therefore it is important to ask the right questions to the right people.

Ensure that testing and quality checks are incorporated at every step of the way.

Team members felt they would like to get more involved in the design and implementation process.