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**Project Plan, Team Charter**

**RepairBud – Car Servicing Application**

**Classic Honda**

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| --- | --- |
| Industry Partner | Classic Honda |
| Primary Instructor | Anjana Shah |
| Team Member | Artem Dryevov |
| Team Member | Aslm Patel |
| Team Member | Patrick Parreno |
| Team Member | Elham Salmanian |

Document Revision History

|  |  |
| --- | --- |
| Revision # | Date |
| 0.1 | Thursday, October 3, 2019 |

**Table of Contents**

**1. Executive Summary**

The following describes the project to be executed.

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| --- | --- |
| Objective | Classic Honda’s Service Department is undergoing rapid changes and is pushing for advances into their workplace. They are calling for an urgent need to catch up with the times and go with a more technological software to handle all their business needs. Our goal for this project is to implement a new user friendly software that complete reduces the use of paper material and documentation. We will be running all files and important documentation through our own database. We will have all companies specified functionalities working within the system, with just a touch of a button. |
| Corporate Goals Addressed | The main corporate goal we are addressing is use of paper documentation and storage. As it takes up a lot of the customers space we are implementing a solution to reduce the use of paper and over time we software improves look to eliminate is completely from the current business process |
| Planned Start Date | September, 23rd 2019 |
| Planned End Date | March, 27th 2020 |

**2. Project Approvers, Reviews and Distribution List**

Approvers, reviewers and distribution list

|  |  |  |  |
| --- | --- | --- | --- |
| Project Role | Name | E-mail | Date |
| Developer | Artem Dryevov | Artem.Dryevov@georgebrown .ca |  |
| Developer | Aslm Patel | Aslm.Patel@georgebrown .ca |  |
| Developer | Patrick Parreno | Patrick.Parreno@georgebrown .ca |  |
| Developer | Elham Salmanian | Elham.Salmanian@georgebrown .ca |  |
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**3. Scope**

Define the sum total of all of its products and their requirements or features.

|  |  |
| --- | --- |
| In Scope | Out of Scope |
| Allows end-users to bring up current work days appointment list | The program will not be able to repair the vehicles just assisting in process customers vehicles and storing there information more efficiently |
| Allow end-users to bring up customers profile to edit/add new information to fields when appointment slot in the appointment list is clicked | The RepairBud – Car servicing App will not build a new database for customer profiles but use the pre-exisiting database already found within the company |
| Allow users to inspect a customer’s vehicle through touch template, video recording or photo image |  |
| Allow users to check-off different services for the customer |  |
| Allow users to add a new profile to the database |  |
| Allow users to add an open and store a new repair order in a customer’s profile |  |
| Allow users to search for customer profile via name, Vehicle VIN number, phone number, email that is contained within their profile |  |
| Allow users to add a new booking for a customer and add it to the appointment list |  |
| Allow users to filter out appointment list with specified date scope (e.g week, month, 3 months etc) |  |

**4. Deliverables**

This project will deliver the following.

|  |  |
| --- | --- |
| Deliverable | Description |
| Project Requirements and Scope | Documentation to define the scope of the project and get a clear view of what the systems features will be |
| User research and presentation | Documentation prepared for collecting end-user information, getting a better understanding of who and why the user will be using our product  Will be done in the form of Use Case and Persona documents |
| Detailed Product Backlog | Documentation prepared for the features present in the application  Along with defining the features time estimation for implementation and level of priority that feature will take |
| Initial User Interface Design | Mock-Up of what the user interface of the application will initial look like  Designs that are not to complex but done in the form of wireframes and a structure break-down of the applications in a form of a tree |
| Mock-Ups | A Mock-up of the application will be present to the stakeholder to in order to give them a clear example of what the end product of the application will look like |
|  |  |

**5. Assumptions**

* Classic Honda is accepting this new software and will make the necessary changes to their business plan to incorporate the new software currently being designed and implements by Group T15
* The Technology mean for implementation of the software will be restricted to the personal devices of the team members involved with the project
* The source code language used for implementation will be done in Java

**6. Dependencies**

* Project First must get approval from course coordinator before any documentation is created
* Data Modeling will be performed with the scope and requirements outlined in the documentation prepared
* Wireframing and interface design begins after documentation and data models are prepared
* Prototyping we be implemented according to the previously design wireframes and initial designs
* Back-end server and database will be integrated once front-end development is complete
* Testing and analyse will begin once both back-end and front-end process are implemented within the system
* Deployment to stakeholders will be done once testing phase is successful

**7. Risk Management**

|  |  |  |  |
| --- | --- | --- | --- |
| Potential Risk | Severity (H/M/L) | Likelihood (H/M/L) | Management Strategy |
| Project Team’s Shared Work Experience creates poor working relationship | M | M | Comprehensive Communications Plan |
| Person Hours | H | H | Assigned Project Manager, engaged consultant, comprehensive project management approach and communications plan |
| Estimated Project Schedule | H | H | Created comprehensive project timeline with frequent baseline reviews |
| Team Size at Peak | H | L | Comprehensive communications plan, frequent meetings, tight project management oversight |
| Narrow Knowledge Level of Users | M | L | Assigned Project Leader to assess global implications |
| Timeline Estimates Unrealistic | H | M | Timeline reviewed monthly by the development team to prevent undetected timeline departures |
| Number of Team Members Unknowledgeable of Business | L | M | Project Leader to identify knowledge gaps and provide training, as necessary |
| Absence of Commitment Level/Attitude of Management/Deveopement team | M | L | Frequently seek feedback to ensure continued support |
| Project Team Availability | H | M | Continuous review of project momentum by all levels. Team lead to identify any impacts caused by unavailability and suggested solutions |
| Procurement  Methodology Used foreign to team | L | L | Team is knowledgable in the agile ways of project management |
| Team’s Lack of Knowledge of Package | M | L | Comprehensive vendor evaluation and selection process incorporated into Project Plan will assist the team in better understanding the package offering(s) |
| Team’s Involvement in Package Selection Impacts Success of Implementation | M | L | Comprehensive vendor evaluation and selection process incorporated into Project Plan |

**8. Communication**

**Reporting**

The following reports will be produced;

|  |  |  |
| --- | --- | --- |
| Report | Audience | Frequency |
| Project Summary Report | Development Team | Weekly |
| Project Vision Report | Development Team | One |
| High-Level Requirements | Development Team | One |
| User Persona and User Case Report | Development Team | One (Addition revision if necessary) |
| Product Backlog | Development Team | Once (Addition revision if necessary) |
| Minutes Of Meeting Report | Development Team | Made each time a meeting with the development occurs |

**Meetings**

The following meetings/communication will be established;

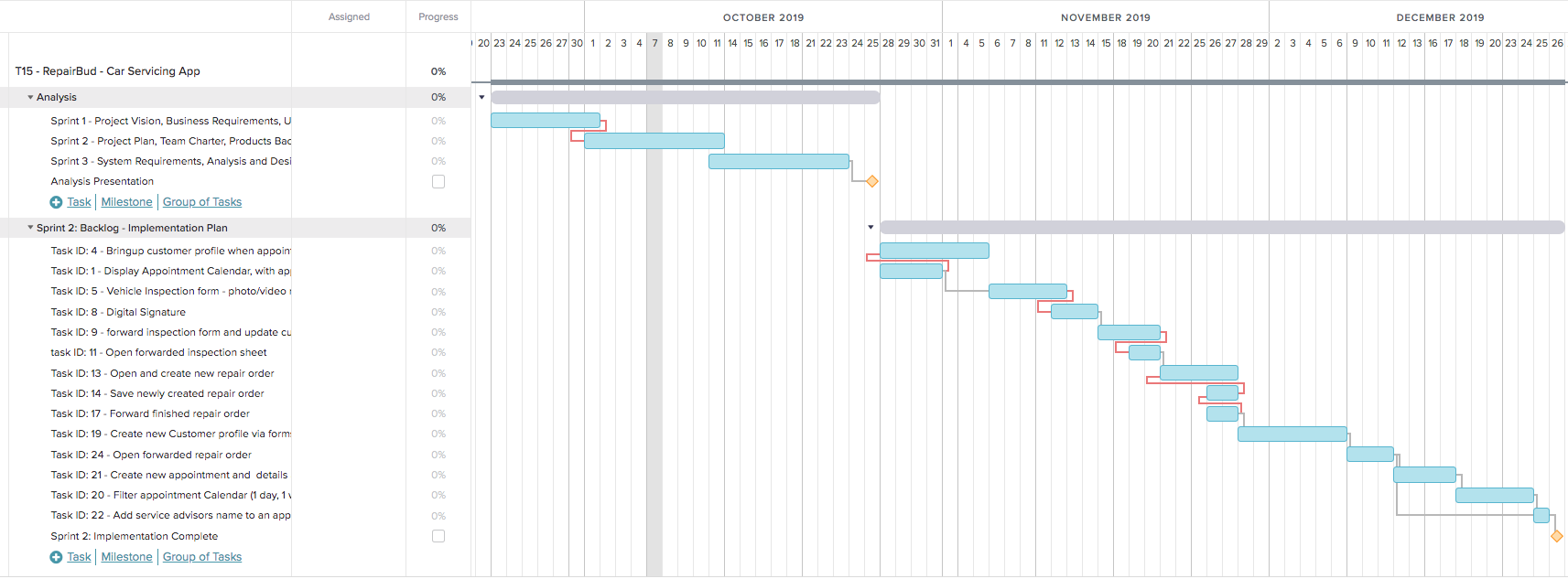
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| --- | --- | --- | --- |
| Meeting | Purpose | Attendees | Frequency |
| Weekly Project Status Meetings | discuss the current state of the project | Development Team | Weekly |
| Weekly Course Coordinator Meeting | Clarify the details and status of the teams project | Development Team | Weekly |

**9. Task Listing (WBS- Work Breakdown Structure)**

The following resource proposal template summarizes the resource hours committed to this project, upon final approval of this document.

|  |  |  |  |
| --- | --- | --- | --- |
| Reference | Tasks | Duration | Dependency |
| Sprint 1 | * Gather team/assign team lead * Develop business case * Develop project vision * Create personas and user stories | 1 Week | Approval from course coordinator |
| Sprint 2 | * Build Project plan (guide for how project will be managed * Establish a team charter that will help team members learn more about their purpose and role in current project * Set up Product backlog ( list of all features that have to be delivered) * Create Sprint backlog (list of features that have to be delivered during the next Sprint | 1 Week | Completion of Sprint 1 tasks |
| Sprint 3 | * Develop document that describes the features and behaviour of a software application * Collect and interpret facts , identify problems, decompose system into components * Define components and modules to satisfy system requirements | 1 Week | Completion of Sprint 2 tasks |
| Sprint 4 | * Design wireframes (graphical skeleton of the application that guides the content and concept of it’s pages or tabs * Form technical requirements (languages used, compatible OS(s), standards) | 1 Week | Completion of Sprint 3 tasks |
| Presentation | Project Presentation | 1 Week | Completion of Sprint 4 tasks |

**10. Gantt Chart**

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**11. Milestones**

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| --- | --- | --- |
| Major Activity or Milestone | Estimated Milestone Target date | Owner/Reviewer Team Members |
| Sprint 1: Completion | September 6th 2019 | T15 – RepairBud Development Team |
| Sprint 2: Completion | October 7th 2019 | T15 – RepairBud Development Team |
| Sprint 3: Completion | October 14th 2019 | T15 – RepairBud Development Team |
| Sprint 4: Completion | October 21st 2019 | T15 – RepairBud Development Team |
| Analysis Presentation & initial Stakeholder Presentation | October 28th 2019 | T15 – RepairBud Development Team |
| User interface & wireframing Presentation | November 4th 2019 | T15 – RepairBud Development Team |

**12. RAM – Responsibility Assignment Matrix**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | | Task | Patrick | Artem | Elham | Asim | | Develop business case and project vision | P | P | S | S | | Create personas and user stories | S | S | P | P | | Build project plan and team charter | P | P | S | S | | Set up product backlog and sprint backlog | S | S | P | P | | Define system requirements | P | P | P | P | | Develop analysis/design portfolio | P | P | P | P | | Build wireframes/prototype | P | P | P | P | | Establish technical requirements | S | S | S | S |   P = Primary S = Secondary |

**13. Approval**

The signatures below indicate their approval of the contents of this document.

|  |  |  |  |
| --- | --- | --- | --- |
| Project Role | Name | Signature | Date |
| Developer | Artem Dryevov |  | October 7th 2019 |
| Developer | Patrick Parreno |  | October 7th 2019 |
| Developer | Aslm Patel |  | October 7th 2019 |
| Developer | Elham Salaminan |  | October 7th 2019 |
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**TEAM CHARTER**

Multiple reasons exist for preparing a team charter. One is to document the team's purpose and clearly define individual roles, responsibilities, and operating rules. Next, it establishes procedures for both the team and management/industry partner on communicating, reporting, and decision-making procedures. It lays out a blueprint for conducting business for the acquisition and defines how the team works in an empowered manner, including setting out responsibility and authority. Finally it facilitates stakeholder buy in by including key members in the decision making process and obtaining their concurrence along the way.

The charter includes the following sections:

1. **Purpose**

This team was formed to address paper-based process of big automotive dealerships. Along with Problems and risk associated with processing and storing paper documents

2. **Background**

The Team at T15 will be building a Car Servicing Application in order to avoid paper usage and make the workflow of the processing customer information easier and more efficient. The Team lead is related to the industry and has advanced knowledge of the industries needs and requirements for the system to be implemented, as well as willing to share that knowledge to the rest of the development team in order to make the task, ways of product delivery and end result clear to each member of the group. This particular application is being developed for the service Department with-in the Classic Honda dealership. This application deployment within Classic Honda can be the template for any dealerships or services willing to intergrade the RepairBud – car servicing application.

3**. Scope**

The RepairBud application with help servicing teams with processing customer information quicker and easier by digitalizing the current procedures in place. It will move fluently from one process to the next. From checking-in the customers, to preparing and storing repair order, to checking-out the customer and booking there next desired appointment. It will move in a fluent direction eliminating the chance of human error and the risks associated with the use of paper currently in place. The system will be ran and developed for a variety of platforms ranging from hand-held devices, and desktop application.

The team is responsible for planning, designing, implementing, testing and deploying the software. They will present all project deliverable to the stakeholders in forms of sprints and an end-product presentation.

4. **Team composition**

The team consist of 4 members from the T127 program at George Brown College. Team lead has a base knowledge of the industry the technology will be used in. Though, all team members share an equal role within the development process. With team members have a background of computer programming it will implementation of the software straightforward. With a good understanding of different programming languages everyone can contribute equal towards the teams success. The team consist of Artem Dryevov, Patrick Parreno, Aslm Patel and Elham Salmania.

This project was an undertaking requirement for the Capstone project course lead by Anjana Shah. As she is acting as an advisory member to this project, she gives council to any needs or questions raised throughout the span of the project.

5. **Team empowerment**

Team lead having experience within the industry will provide knowledge of requirements and guide the team through meeting discussion topics. With all team members willing to share the load to produce a product ready for a newly inquire market, it is an exciting venture.

6. **Team operations**

The team will work as an open floor discuss format. With everyone getting a say and opening dialogue for any questions arise. Collecting opinions from all team members and at the end coming to a clear consensus to resolve any outstanding inquires.

Work will be done remotely from an individuals personal work station, with a cloud storage setup that allows team members to share work and remotely Collab with one another.

All the tasks will be divided equally throughout the team for each process of implementation and planning. With meetings scheduled regularly to discuss and summary the work done.

7. **Team Performance Assessment**

For each Meeting the team has we will conduct an assessment review of each team members performance after the fact. We will discuss the Participation level of each team members in contrast to the topic of the meeting we just discussed, we will also discuss the effectiveness of the arguments that team members input contributed to the present problem. After the individual assignments we will look at our team as a hold and how we together tackled the problem as a group. The effectiveness we performed the meeting to resolve a solution and are we sticking to the project plan that we laid out the previous week. At the end we will have a peer review session that the advisory member can review to gauge the actions of all team members.

8. **Signature Page**

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