**Project Scope Statement**

**EZ Maintenance Project**

**VanHorn Solutions LLC**

**406 Montana Ave**

**Helena, MT 59601**

**04/06/2024**

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**Introduction**

This Project Scope Statement serves as a baseline document for defining the scope of the EZ-Maintenance Project, project deliverables, work which is needed to accomplish the deliverables, and ensuring a common understanding of the project’s scope among all stakeholders. All project work should occur within the framework of the project scope statement and directly support the project deliverables. Any changes to the scope statement must be vetted through the approved Project Change Management Process prior to implementation. The completion date for this project is August 9, 2024.

**Project Purpose and Justification**

The EZM Project has been approved to plan, design, build, and implement a new training and data management system. The purpose of this project is to streamline the onboarding and continued learning process as well as provide a powerful tool for field staff. Many small companies rely on pencil and paper methods of data tracking and using management time for basic training purposes. As a result, time and efficiency are compromised. By implementing the EZM Project, small companies can better leverage their workers’ time and cut out frustrating waste. This will allow these companies to hire more staff and expand their services while minimizing overhead. The successful implementation of this project is expected to increase the average small business employment rate by 30%.

**Scope Description**

The scope of the EZM Project is to plan, design, build, and implement an all-purpose tool that will include a quiz-based training platform, a customer database access tool, an ordering and requisitions tool, and other billing and logistics platforms that branch from one central app.

**High Level Requirements**

The EZM tool has been approved to meet a business need. To meet this business need there are several requirements which must be met as part of the successful execution of this project. The following high-level requirements have been identified for the EZM Project:

* Database platform with access granted to all employees.
* Accessible from office or remotely
* Program template tool to ensure all program dashboards are consistent.
* Ability to maintain tools internally without contract support.

**Boundaries**

The EZM Project includes all work associated with planning, designing, building, and implementing the EZM Tool. This includes requirements gathering, gathering input from all departments, conceptual and technical design and coding work, server configuration, testing, troubleshooting, and deployment of the EZM Tool. This also includes training manuals and materials associated with operating the tool. Not included in the scope of this project are ongoing maintenance of the system, implementing commercial database products, ongoing help desk and/or service support, or hardware/software upgrades.

**Strategy**

For the EZM Project strategy, the project team will leverage the expertise of several database developers from the VanHorn Solutions group. These experts will be in matrixed support as part of the project team. They will aid the project manager and other team members in conceptual and technical design, coding, server configuration, testing and troubleshooting, and deployment. The project manager will ensure that the IT experts incorporate all input from stakeholders and gathered requirements.

**Deliverables**

There are several deliverables which will be produced because of the successful completion of the EZM Project. If all of the following deliverables are not met, then the project will not be considered successful. The Project Manager is responsible for ensuring the completion of these deliverables.

* Deliverable 1 – A tested and operational EZM tool free of errors and meeting the specifications described in the Project Scope Description
* Deliverable 2 – A tested and operational Program template tool (as part of the EZM) which allows users to enter data and metrics in a consistent manner.
* Deliverable 3 – A complete and thorough user’s manual which provides step by step instructions on how to use the EZM tool for users of all permission levels.
* Deliverable 4 – A complete and thorough troubleshooting guide which provides corrective steps to users of all permission levels for all anticipated problems.

**Acceptance Criteria**

Acceptance criteria have been established for the EZM Project to ensure thorough vetting and successful completion of the project. The acceptance criteria are both qualitative and quantitative in nature. All acceptance criteria must be met to achieve success for this project:

* Meet all deliverables within scheduled time and budget tolerances.
* Increase employee retention by at least 30%.
* Increase employed staff by at least 30%.
* Accomplish an overall performance improvement in program metrics.

**Constraints**

Several constraints have been identified for the EZM Project. It is imperative that considerations be made for these constraints throughout the project’s lifecycle. All stakeholders must remain mindful of these constraints as they must be carefully planned to prevent any adverse impacts to the project’s schedule, cost, or scope. The following constraints have been identified for the EZM Project:

* IT experts will only work 50% of the billable hours on this project.
* Project manager will only work 75% of billable hours on this project.
* The Project Manager working only 75% of billable hours on this project is adequate to complete the project by August 9, 2024
* The EZM Project has full support from senior management across all departments within VanHorn Solutions

**Cost Estimate**

The estimated costs for this project are included in the table below. As the project proceeds and any additional costs become known, this cost estimate will be refined and communicated to all project stakeholders.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Expense** | **Estimated Budget** | **Expended to Date** | **Estimate to Complete** | **Variance** |
| Labor |  |  |  |  |
| Internal | $500,000 | $144,000 | $370,000 | +/- $4,000 |
| External | $45,000 | $32,000 | $13,000 | +/- $6,000 |
| Software | $20,000 | $13,000 | $10,000 | +/- $6,000 |
| Hardware | $50,000 | $50,000 | $0 | +/- $1,000 |
| Other | $57,000 | $7,000 | $45,000 | +/- $500 |
| Total | $672,000 | $246,000 | $438,000 | +/- $60,000 |

**Cost Benefit Analysis**

A cost benefit analysis has been performed for the EZM Project. The successful completion of this project will provide significant benefits to small business. It is imperative that all stakeholders understand these benefits as well as the importance of the successful completion of this project. The table below shows a net benefit of -$465,000 over one year after successful completion of the EZM Project. This is a total benefit of -$258,000 if no project is done and schedule delays, cost overruns, and poor resource allocation continue.

|  |  |  |
| --- | --- | --- |
|  | With PMD Project | Without PMD Project |
| Costs of Project |  |  |
| Recurring Cost | $0 | $0 |
| Non-Recurring Cost | $672,000 | $0 |
| Capital Costs | $0 | $0 |
| **Total Cost of EZM Project** | **$**672,000 | **$0** |
|  |  |  |
| Benefits (1 year) |  |  |
| Reduce Delays by 30% | $15,000 | -$15,000 |
| Reduce Overruns by 30% | $170,000 | -$170,000 |
| Improve Resource Allocation | $22,000 | -$22,000 |
| **Total Benefits of EZM Project** | **$207,000** | **-$207,000** |
|  |  |  |
| **Net Benefits of EZM Project** | -$465,000 | -$207,000 |
|  |  |  |

Sponsor Acceptance

Approved by the Project Sponsor:

Date:

Kayla Rada

Owner