PROJECT DOCUMENTATION

EXCEPTION REPORT

Project: E – commerce website for Caramels and Almonds

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PRINCE2

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1. Exception Report History

1.1   Document Location

This document is only valid on the day it was printed.
The source of the document will be found on the project's PC in location

1.2   Revision History

Date of this revision: 14/07/2023
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Revision date	Previous revision date	Summary of Changes	Changes marked
14/07/2023	-	First issue	

1.3   Approvals

This document requires the following approvals.
Signed approval forms are filed in the Management section of the project files.

Name	Signature	Title	Date of Issue	Version
Dr. Yasas Jayaweera		Project Executive	16/07/2023	1.0
Pruthuvi Wijesinghe		Project Manager	16/07/2023	1.0
Miss. Senuthi Wijesinghe		Client	16/07/2023	1.0

1.4   Distribution

This document has been distributed to:

Name	Title	Date of Issue	Version
Pruthuvi Wijesinghe	Project Manager	16/07/2023	1.0
R.S Senarathna	Quality Manager	16/07/2023	1.0
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Hasini Jayasekara Vithanage	Scheduling Manager	16/07/2023	1.0
Hasini Jayasekara Vithanage	Scheduling Manager	14/07/2023	1.0

2. Table of Contents

3   End Stage Report

3.1   Purpose

The project team receives information about any problematic circumstances that arise inside the project via the exception report. There weren't many significant exceptions in this project. Consequently, this outstanding report has described how the issues developed and the measures that were taken to address them.

3.2   Deviation Description

- Implementation Challenges.

- User Adoption and Training.

- Data Privacy and Security.

- Scalability and Performance.

- Customer Feedback and Continuous Improvement.

3.3   Consequences

- If implementation issues are not resolved, projects may be delayed, costs may increase, and functionality may suffer. It can result in a website that falls short of users' expectations, is deficient in functionality, or has technical issues, which would lower user satisfaction and impede business expansion.

- Low customer engagement, uncertainty, and irritation can be caused by inadequate user adoption and training. Customers may find difficulty navigating the website or using the AI Chatbot, which could result in a negative user experience and possible sales loss. The website's features may also be difficult for internal workers to use, reducing operational effectiveness and impeding efficient order administration.

- Data breaches, illegal access to consumer information, or non-compliance with data protection laws can occur as a result of inadequate care being taken with data privacy and security. These outcomes can result in harm to the company's reputation, a decrease in consumer trust, problems with the law, and financial penalties, all of which have a negative influence on the company's credibility and long-term sustainability.

- If scalability and performance issues are not considered, a website may crash, take longer to load, or become unable to handle an increase in user traffic. These problems could result in a bad user experience, high bounce rates, and lost sales opportunities, which would have a detrimental influence on the company's capacity to generate revenue and successfully serve consumers during busy times.

- Customer satisfaction may suffer and possibilities for development may be overlooked if customer feedback is not gathered and used to inform decisions. Without attempts for continual improvement, the website might become antiquated, fall short of changing client needs, and lose its competitive edge, which would ultimately result in poorer customer loyalty, less sales, and a smaller position on the market.

3.4   Options

Implementation Challenges:

- Conduct a thorough analysis of technical requirements and potential challenges and allocate resources accordingly.
- Collaborate closely with experienced web developers or IT experts to address technical complexities.
- Develop a comprehensive project plan with clear milestones and contingency measures to mitigate implementation challenges.

User Adoption and Training:

- Design and implement a comprehensive training program for customers and internal staff to familiarize them with the website and AI Chatbot.
- Provide interactive workshops, user guides, and online tutorials to ensure users are comfortable and proficient in utilizing the website's features.
- Assign dedicated support personnel to assist users during the initial launch phase and address any queries or concerns promptly.

Data Privacy and Security:

- Implement robust security measures, including SSL encryption, secure payment gateways, and regular security audits.
- Develop and enforce stringent data protection policies to comply with relevant regulations and ensure customer data privacy.
- Clearly communicate privacy policies to users and obtain their consent for data collection and usage.

Scalability and Performance:

- Invest in scalable hosting infrastructure to handle increased traffic and ensure optimal performance.

- Employ caching mechanisms, content delivery networks (CDNs), and load balancing techniques to improve website performance.

- Regularly monitor website performance and conduct performance testing to identify and address any bottlenecks or issues.

Customer Feedback and Continuous Improvement:

- Implement a feedback mechanism, such as customer surveys or ratings, to gather insights and suggestions.

- Establish a dedicated team to analyze customer feedback and prioritize improvement initiatives based on user preferences.

- Continuously update and enhance the website and AI Chatbot based on user feedback, market trends, and evolving customer needs.

3.5   Effects

The above changes and updates do not harm the original purpose of the project.

3.6   Recommendations

- Undertaking a thorough feasibility study and including important stakeholders, like IT specialists and web developers, to identify potential technical obstacles in order to overcome any implementation issues. The paper also recommends developing a thorough project plan with distinct milestones and backup strategies to handle any unforeseen difficulties that might appear during the implementation stage.

- Creating an extensive training program for both customers and internal personnel in order to achieve easy user uptake. This program comprises interactive workshops, user manuals, and online tutorials to introduce users to the features of the website and the capabilities of the AI Chatbot. Additionally, the research recommends designating specialized support staff to aid consumers throughout the initial launch phase and respond to any issues or queries they might have.

- Recommending the installation of strong security measures like SSL encryption, secure payment gateways, and regular security audits, the research answers concerns about data privacy and security. It also recommends putting in place stringent data protection rules in order to adhere to pertinent laws like the General Data Protection Regulation (GDPR). The report stresses the significance of clear privacy policies and getting user approval before collecting and using any data.

- Spending money on scalable hosting infrastructure and periodically checking website performance to ensure scalability and ideal performance. To manage rising traffic, it advises using caching systems, content delivery networks (CDNs), and load balancing procedures. To guarantee a flawless user experience even at peak times, the research also suggests routine performance testing and ongoing tuning.

- Putting in place a feedback system that collects user inputs, such as customer surveys, ratings, and reviews. It suggests creating a special team to review this feedback and rank improvement activities in accordance with client preferences and pain concerns. In order to maintain customer satisfaction and engagement, the research underlines the value of a continuous improvement cycle that incorporates user feedback into routine updates and product additions.