Project Plan
GEAccelerate App

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“Creating opportunities and engaging the community, with a goal to remain #1. Golden Eagles Accelerate.”

Table of Contents

Project Definition

Problem Statement

People everywhere are always in need of help. When initiating a search, the two main questions are:

1. Where do I begin to look?
2. How can I trust this source to be reliable?

Help can be found searched for through many sources, and technology has certainly facilitated people's ability to receive help, but even online searching can turn into a difficult task if someone is unsure of where to look or unsure about the reliability of an institution. Finding help would be much easier if it all could be found in one place, and if it guaranteed professionalism and reliability through an educational institution.

Mission Statement

Our idea strives to create a platform where members of the community can easily search and request a service with one of our faculty members or students. Members will be able to do this after creating an account through our application. When logging in and selecting a service and time, they will also enter the location of where they will want to meet with our professional who will be conducting the service. Our application will make it easy for members of the community to connect with professional students and staff who can help them with any issue or idea without having to do much searching through other mediums. Service through our application will also ensure customers receive a quality and professional service certified by our institution.

Project Strategy

California State University, Los Angeles ("CSULA" or the "University") is not just an educational institution with faculty and students; it is an organization with talent and desire to help others. The goal of our institution is not only to educate students, but to also create an environment in which the community can connect with our campus. Our goal is to create trust with our community through the various professional services our campus can provide. These services can range from Finance, IT, Marketing, Business and/or Website Development, Graphic Design, and much more.

Project Objectives

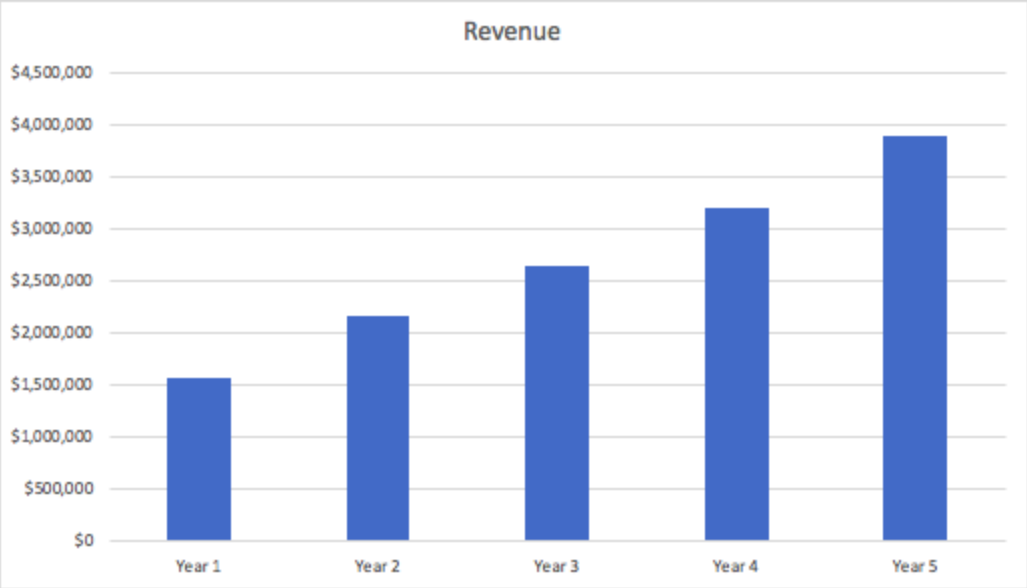
Business Objectives

The application is a key to growth and innovation for the University and the community. A business or an individual can find the professional help that they need by submitting a request through the GEAccelerate application. It uses modern technology to make the process easy, connecting our skilled faculty and students with people who are looking for help in a wide variety of niche areas. Other schools may look to incorporate the same model into their systems to expand their University and drive revenues. This application will be a trend-setter and help further the goals of CSULA to be a leader and innovator. The core business outcomes of this application include:

- Increase revenue for the University
- Further the goals of CSULA to be a leader and innovator in the community
- Create networking opportunities for students and faculty
- Enhance student and faculty satisfaction & reduce turnover

Financial Objectives

The team anticipates that the project would initially generate $1,570,000 in revenue in the first year following completion (Year 1). It is expected that the community surrounding Cal-State Los Angeles including businesses and entrepreneurs would be the primary base of clientele. During Year 2 and Year 3 revenue would increase by 38% and 22% respectively. Projections of revenue impacts during Year 1 - Year 5 are shown below:



The team conducted methods of analysis that evaluated the payback period, return on investment, and net present value of the platform. The payback period determines how long it will take to recover the University's initial investment. The return on investment (ROI), indicates the University's financial performance and can provide a measure of the expected value over a period of time. Net present value analysis accounts for the time value of money. A project can be assessed based on the rate of return which the University expects it would receive if it invested the capital used into an endeavor of similar risk. The payback period for the platform would be 1.71 years as shown in the full breakdown of benefit drivers and costs below. The ROI through Year 3 would be 131%, and the NPV would be over $1,045,937.00.

Performance, Cost, and Time Objectives

Performance Objectives

GEAccelerate is an application that allows businesses or individuals (“Requester”) to submit requests for services provided by the faculty and/or students (“Responder”) of CSULA. The high-level performance objectives associated with GEAccelerate include:

- Efficiency through a straight-forward scheduling process for responders:
    - Allow responders to provide availability
    - Allow responders to indicate the zip codes in which they will provide services to
- Quality and simplicity for requesters:
    - Allow requester to submit a request for a particular service(s) with minimal navigation of the application (no more than 3 clicks)
    - Allow requester to provide additional detail regarding the service request
    - Allow requester to choose from available times & dates to receive service

Cost Objectives

The cost objective is to control the direct and indirect costs efficiently enough to meet the project's budget. The budget to complete the software application is roughly $1 million. The implementation of the application is estimated to be $400 thousand dollars. The project involves direct up-front costs, ongoing costs, and indirect costs. An important item to note is the relationship between revenues and compensation costs. The responders will earn a portion of the revenue that they generate for the CSULA, and thus as the revenues earned increases, the costs to pay the responders will increase proportionally. Below, our team has addressed all three types of costs to outline the total cost of ownership.

Direct Up-Front Costs

There are initial up-front costs associated with the project. The project requires the creation of a new software application & website. The University will need software engineers, analysts, programmers, and a project manager to complete the application and oversee the implementation of the entire operation. The University will either have to designate current personnel to the project, or hire additional personnel. Regardless of which option is elected by CSULA, it will have to hire a project manager and a team of core people.

The project will also require purchase of equipment such as computers, keyboards, monitors, desks, & chairs.

Ongoing Costs

The University will incur ongoing costs in order to maintain the platform. Costs include salaries for platform engineers, programmers, and analysts, as well as additional administrative personnel to handle payroll. New people including technical people who maintain the platform as well as our responders will need training on how to use the platform. Responders will also be paid a portion of the revenue that they earn for their services.

In addition, the project will incur rent costs and utility bills for the building which houses the project team. The project team could require an office building for up to 18 months. Commercial real estate prices are roughly $8 per square foot. The recommended amount of square footage space per person is 225. However, due to social distancing concerns and government regulations for a safe work space, the team will need at 350 square feet per person to ensure proper social distancing.

Indirect Costs

Indirect costs such as down time with the program, quality assurance, and improvements would serve as indirect costs. Time spent auditing the records to make sure payroll records are handled correctly could also serve as indirect costs.

Estimate of Costs

Project Tasks	**Cost $$**
Initialize & Conceptualize	**$9,048.00**
Analysis/Software Requirements	**6,880.00**

Design	9,320.00
Development	218,112.00
Testing	9,280.00
Training	16,400.00
Documentation	16,280.00
Pilot	1,800.00
Deployment	$2,600.00
Equipment	**Costs $$**
Server	$3,000.00
Computers: 1 x 9 team members	22,000.00
Monitors: 2 x 9 team members	12,000.00
Keyboards: 1 x 9 team members	150.00
Mouses: 1 x 9 team members	100.00
Chairs: 1 x 9 team members	2,000.00
Desks: 1 x 9 team members	1,500.00
Paper & office materials	$2,000
Compensation	**Costs $$**
Project Manager	$65.00/hour
Lead Analyst & Time/Budget Manager	55.00/hour
Design Engineer & Programmer/Communications Manager	54.00/hour
Lead Application Engineer & Developer/ Quality Assurance Manager	60.00/hour
Systems Analyst	50.00/hour
Programmer	52.00/hour
Programmer	52.00/hour
Programmer	52.00/hour
QA Engineer	$58.00/hour
Ongoing Monthly Costs	**Cost $$**
Rent: [9 team members x (350 sq. feet)	$28,000

x ($8/sq. foot)]	
Utilities	**300.00**
Water	**3,000.00**
Electricity	**200.00**
Gas	**$500.00**
Air Conditioning	

Quality Objectives

The quality objective of this project is to meet the needs of requesters, and also meet the needs of CSULA & its responders. The application is meant to be a simple tool that allows requesters to efficiently submit a request for services from CSULA, and choose from the available dates & times that responders have indicated that they can respond to the service request. It shall also protect personal customer information and payment information.

Therefore, the application's quality objective is to also be a simple tool that allows responders to provide the dates & times that they are available to work, and provide the zip codes which they are willing to respond to.

For CSULA, the quality objective is to complete this project within the agreed upon time frame and budget.

Time Objectives

Application Completion

The objective is to complete the application within 286 days of the start date. With a start date of January 25th, 2021, the target end date would be February 23rd, 2022. The project involves several steps which are bound by individual time objectives. For instance, the analysis & software requirements phase aims to be finalized by early March of 2021 and the design phase aims to be completed by early April of 2021.

Implementation

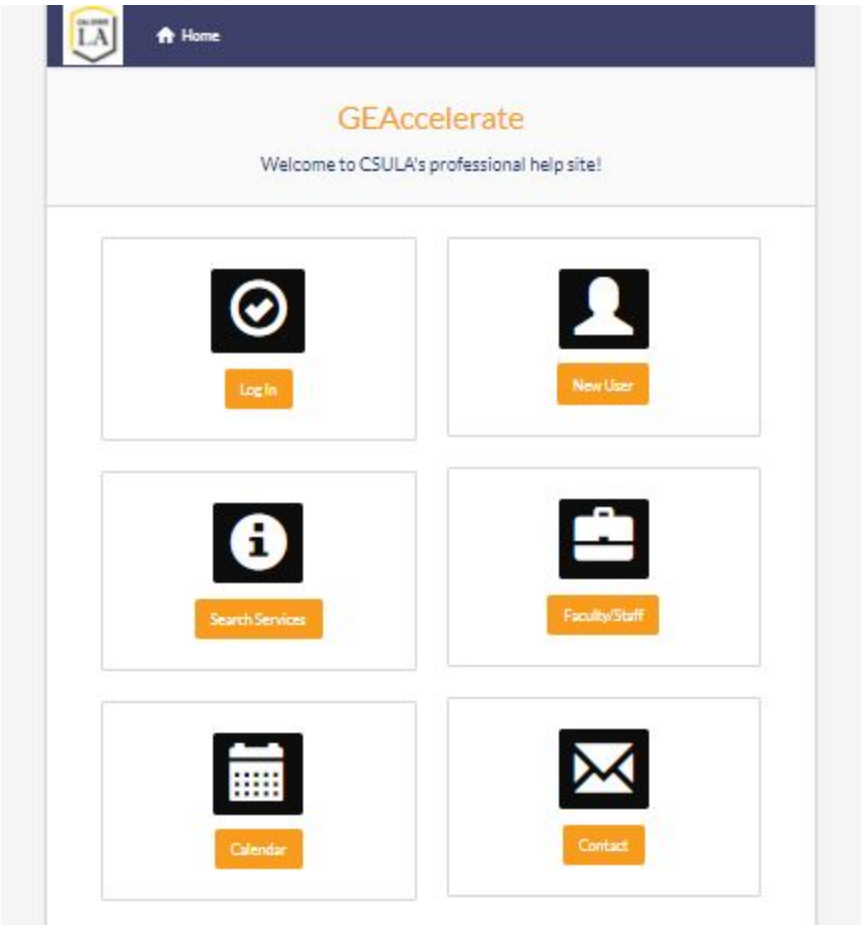
The completion of the application is a major milestone for the project but does not serve as the finish line; the application needs to be marketed and gain users. Since the team agrees that the application would benefit from a marketing campaign to take place during the 1st quarter of 2022, the team aims to fully implement the application by the end of the Spring semester 2022.

Technical Objectives

The main goal of the project is to create a successful and reliable application in which customers can easily search for help on almost any topic. It will also possess the ability to store a large number of customer and employee personal information and the ability to create and arrange scheduling times. The platform will also be able to process and save customer's payment methods.

The application will be created using Mendix. An idea of the prototype will include a home page from which users will be able to navigate to the main tasks of the application. This will include:

1.) Login for customers with an existing account using a username and a password.
2.) New User's ability to create a new account
3.) View and search available services
4.) Faculty and Staff log in to view and accept work requests
5.) Calendar of work times
6.) Contact information for customers



Project Scope Statement

Included Scope

GEAccelerate is an application that allows businesses or individuals (“Requester”) to submit requests for services provided by the faculty and/or students (“Responder”) of CSULA. The application will serve as the scheduler and identify which faculty and/or student will respond to requests submitted by the business or individual. The meeting place, service type requested, and meeting time will be documented and organized through the application.

Excluded Scope

The individual or business who submits a request will be able to provide a brief overview of their problem/question for which they are engaging CSULA. However, the application will not serve as an ongoing communication platform between the business or individual who submits the request for service and the faculty and/or student who responds to the request. All communication will have to take place on another platform mutually agreed upon between the parties (telephone, email, text-messaging).

Deliverables

These are both internal and external deliverables that will be generated throughout the project timeline. Different phases will generate tasks that will output one or some of the deliverables. The final deliverable is the GEAccelerate Application.

- **Financial Report:** Report which indicates how the project’s budget was spent and whether it went over or remained under the estimated budget.
- **Timeline Report:** Work Breakdown Structure and Schedule that indicates the time, task, and employee’s task.
- **Training Manual:** A detailed manuscript that shows how the application is intended to work.
- **Prototype:** A design mockup of the applications appearance, features and scope.
- **GEAccelerate Application:** The fulling working application that is ready for a public launch.

Success Criteria

The success and completion of major milestones and deliverables of the project should be completed upon the stated dates. Staying within the budget will fulfill the criteria of a successful project. The activities listed below will ensure successful completion of the project to satisfy the customers, enduser, and stakeholders:

Phases	**Task Name**	**Start Date**	**End Date**
Milestone	Scope	01/25/21	02/09/21
Milestone	Analysis	02/10/21	03/01/21
Milestone	Design	03/02/21	03/31/21
Milestone	Development	04/01/21	12/03/21
Milestone	Testing	12/06/21	01/03/22
Milestone	Pilot	01/03/21	02/10/22
Deliverable	Deployment	02/11/22	02/17/22
Milestone	Post Evaluation	02/16/22	02/28/22

Project Assumptions / Constraints

The following assumptions and constraints have been added since the publication of the project charter:

Assumptions

If GEAccelerate is functioning normal, students will have opportunities to generate revenue, work experience, and boost school reputation.

- The application gives students and faculty of Cal State LA an opportunity to generate revenue for themselves and the school. The school would get a percentage of the revenue generated by each job, which will be used on school activities or classroom improvements.
- In involving the students into a real-life work environment, the students can use skills learned in the classroom and apply them in a real-world scenario. If a bigger job comes in that requires more work experience, a faculty member would be able

to bring in a student as an assistant into the field. Thus, generating collaboration and work experience in which the student can apply to their resume.
- Incoming Requests that are accepted and completed will increase the school's reputation as an asset to the community thus giving the school another avenue of success.

Constraints

GEAccelerate runs on the mobile platforms and can encounter external risk such as connectivity issues, security and data intrusion.

- Due to the reliance on the mobile platform, the application is relying on third parties for connectivity. If either of the customers are experiencing network connectivity issues, connection to the application will not be possible.
- With network connectivity comes potential security risk. Unfortunately, the internet is full of hackers and attack on the application is possible. This can lead to data intrusion, which will violate FERPA, as well as exposing the transaction module and customers financial history and settings. This can affect enrollment into the application as well as trust issues between the requestor and student.

Implementation Plan

Project Organization

Name	Role	Responsibility	Reports to
Jordan Peabody	**Project Manager**	**Ensuring the project is completed on time and within budget. Corresponding with project team, allocate personnel, and**	**CSULA representative**
Samuel Mendoza	**Lead Analyst & Time/Budget Manager**	**Analyzing reports from the engineers, gaging progress and resources used**	**Jordan Peabody**
Adrian Cruz	**Design Engineer & Programmer/Communications Manager**	**Developing the application with a focus on design and noting problems & obstacles with development and implementation**	**Samuel Mendoza**
Maria Morales	**Lead Application Engineer & Developer/ Quality Assurance Manager**	**Developing the GEAccelerate application with a focus on ensuring quality objectives of the project are met**	**Adrian Cruz**

New Hire #1	**Systems Analyst**	**Works with users and application developers. Produces documents and oversees ongoing implementation.**	**Maria Morales**
New Hire #2	**Programmer**	**Develops application and writing code**	**Systems Analyst**
New Hire #3	**Programmer**	**Develops application and writing code**	**Systems Analyst**
New Hite #4	**Programmer**	**Develops application and writing code**	**Systems Analyst**
New Hire #5	**QA Engineer**	**Tests and troubleshoots the application**	**Systems Analyst**

Project Manager ("PM")

The Project Manager is responsible for overseeing the project and communicating with external stakeholders with the exception of Adrian Cruz who will interact with users. The PM must assess the project on an ongoing basis and decide which actions shall be taken if the project encounters problems or set-backs. The PM shall lead stakeholder meetings and answer all questions that stakeholders present. The PM will also be a resource for team members who need to communicate individual items.

Lead Analyst & Time/Budget Manager ("LATBM")

The LATBM is responsible for reporting to the PM and providing updates on the projects assessed completion time and budget requirements. While not the PM, the LATBM is responsible for assuming a high managerial role and analyzing estimates from other team members.

Design Engineer and Communications Manager ("DECM")

The DECM plays an important role on the project team because they serve as the bridge between technical knowledge of the application and the user. There are two main users of the application (requester and responder), each of which have their own set of distinctive needs. The DECM is going to be responsible for interpreting the user responses and incorporating feedback into the application design. The DECM is also the messenger from the lead engineer, Maria Morales. Maria's ability to report to the PM is limited due to her responsibility overseeing the application development. The DECM needs to be able to receive input from both Maria and the users, and use personal knowledge and understanding of the application to report to the LATBM.

Lead Application Engineer/Developer & Quality Assurance Manager ("LADQAM")
The LADQAM's responsibility is to oversee the technical side of the application to ensure that it meets quality objectives. The LADQAM will have minimal reporting responsibility to the team as a whole, but will be in constant communication with the DECM. The LADQAM and DECM are essentially a team of their own. Their goal is to create the best possible technical outcomes, considering the quality objectives and additional needs of the users.

Systems Analyst ("SA")

The SA shall serve as a bridge between the team of programmers and the managers. They are responsible for understanding and directing the programmers to write code based off feedback from the management team.

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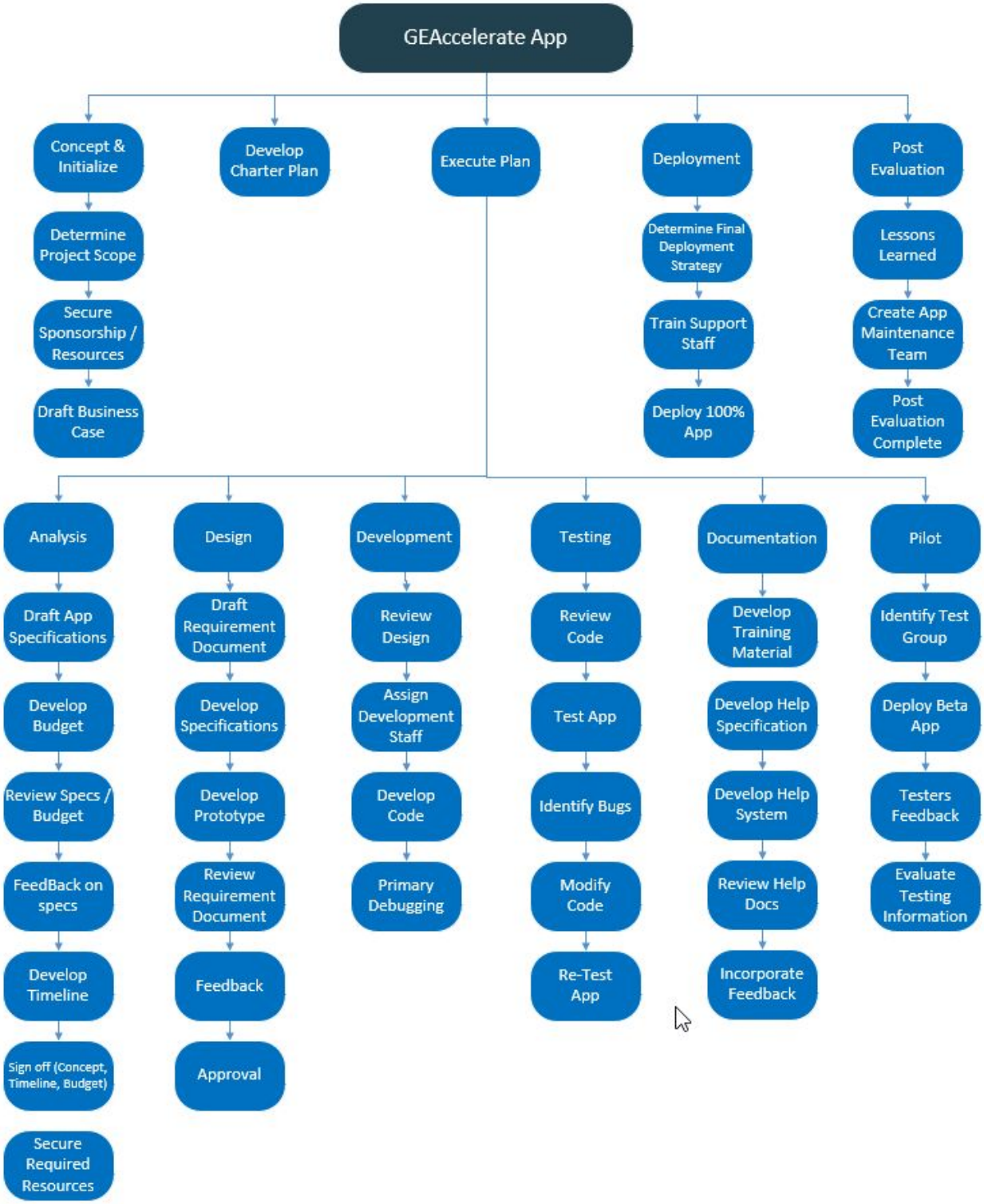
Work Breakdown Structure



Schedule (Gantt Chart)

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
0		**Software Development**	**286 days**	**Mon 1/25/2**	**Mon 2/28/2**		
1		**Concept & Initialize**	**12 days**	**Mon 1/25/21**	**Tue 2/9/21**		
2		Determine project scope	1 day	Mon 1/25/21	Mon 1/25/21		Management
3		Secure Sponsorship / Resources	3 days	Tue 1/26/21	Thu 1/28/21	2	Management
4		Draft Business Case	7 days	Fri 1/29/21	Mon 2/8/21	3	Project Manager
5		Milestone: Scope complete	1 day	Tue 2/9/21	Tue 2/9/21	4	
6		**Analysis/Software Requirements**	**14 days**	**Wed 2/10/21**	**Mon 3/1/21**		
7		Draft Application specifications	3 days	Wed 2/10/21	Fri 2/12/21	5	Analyst
8		Develop preliminary budget	4 days	Mon 2/15/21	Thu 2/18/21	7	Project Manager
9		Review Application specifications/budget with team	1 day	Fri 2/19/21	Fri 2/19/21	8	Project Manager,Analyst
10		Incorporate feedback on software specifications	1 day	Mon 2/22/21	Mon 2/22/21	9	Lead Analyst
11		Develop timeline	1 day	Tue 2/23/21	Tue 2/23/21	10	Project Manager
12		Requirement: Sign-Off (concept, timeline, budget)	2 days	Wed 2/24/21	Thu 2/25/21	11	Project Manager
13		Secure required resources	1 day	Fri 2/26/21	Fri 2/26/21	12	Project Manager
14		Milestone: Analysis complete	1 day	Mon 3/1/21	Mon 3/1/21	13	
15		**Design**	**22 days**	**Tue 3/2/21**	**Wed 3/31/21**		
16		Draft Requirements Document	3 days	Tue 3/2/21	Thu 3/4/21	14	Lead Analyst
17		Develop specifications (Database Server, Login, Forms, transaction cart)	7 days	Fri 3/5/21	Mon 3/15/21	16	Lead Analyst
18		Develop prototype based on functional specifications	7 days	Tue 3/16/21	Wed 3/24/21	17	Design Engineer
19		Review Requirement Document	1 day	Thu 3/25/21	Thu 3/25/21	18	Project Manager
20		Incorporate feedback into functional specifications	1 day	Fri 3/26/21	Fri 3/26/21	19	Design Engineer
21		Obtain approval to proceed	2 days	Mon 3/29/21	Tue 3/30/21	20	Design Engineer
22		Milestone: Design complete	1 day	Wed 3/31/21	Wed 3/31/21	21	
23		**Development**	**177 days**	**Thu 4/1/21**	**Fri 12/3/21**		
24		Review design specifications	1 day	Thu 4/1/21	Thu 4/1/21	22	Lead Application Engineer
25		Assign development staff	1 day	Fri 4/2/21	Fri 4/2/21	24	Lead Application Engineer
26		Develop code	150 days	Mon 4/5/21	Fri 10/29/21	25	Programmers
27		Primary Debugging	24 days	Mon 11/1/21	Thu 12/2/21	26	Programmers
28		Milestone: Development complete	1 day	Fri 12/3/21	Fri 12/3/21	27	
29		**Testing**	**20 days**	**Mon 12/6/21**	**Mon 1/3/22**		
30		Review code	5 days	Mon 12/6/21	Fri 12/10/21	28	Tuning Engineer
31		Test App	3 days	Mon 12/13/2	Wed 12/15/2	28,30	Tuning Engineer
32		Identify anomalies, Bugs, and Errors	5 days	Thu 12/16/21	Wed 12/22/2	31	Tuning Engineer
33		Modify code	6 days	Thu 12/23/21	Thu 12/30/2	32	Tuning Engineer
34		Re-test modified code	1 day	Fri 12/31/21	Fri 12/31/21	33	Tuning Engineer
35		Milestone: Testing complete	0 days	Mon 1/3/22	Mon 1/3/22		
36		**Documentation**	**187 days**	**Thu 4/1/21**	**Fri 12/17/21**		
37		Develop training materials	2 wks	Mon 12/6/21	Fri 12/17/21	28	System Analyst
38		Develop Help specification	2 days	Thu 4/1/21	Fri 4/2/21	22	System Analyst
39		Develop Help system	3 wks	Mon 4/5/21	Fri 4/23/21	38,25FS-50%	System Analyst
40		Review Help documentation	2 days	Mon 4/26/21	Tue 4/27/21	39	System Analyst
41		Incorporate Help documentation feedback	2 days	Wed 4/28/21	Thu 4/29/21	40	System Analyst
42		Documentation complete	0 days	Thu 4/29/21	Thu 4/29/21	41	
43		**Pilot**	**29 days**	**Mon 1/3/22**	**Thu 2/10/22**		
44		Identify test group (Beta Testers)	5 days	Mon 1/3/22	Fri 1/7/22	34	Project Manager
45		Deploy Beta Application From App stores (Android & Apple)	1 day	Mon 1/10/22	Mon 1/10/22	44	Lead Application Engineer
46		Obtain user feedback	4 wks	Tue 1/11/22	Mon 2/7/22	45	Lead Analyst
47		Evaluate testing information	2 days	Tue 2/8/22	Wed 2/9/22	46	Lead Analyst
48		Milestone: Pilot complete	1 day	Thu 2/10/22	Thu 2/10/22	47	
49		**Deployment**	**5 days**	**Fri 2/11/22**	**Thu 2/17/22**		
50		Determine final deployment strategy	1 day	Fri 2/11/22	Fri 2/11/22	48	Project Manager
51		Train support staff	2 days	Mon 2/14/22	Tue 2/15/22	50	System Analyst
52		Deploy 100% app in app store (Android & Ap	1 day	Wed 2/16/22	Wed 2/16/22	51	Lead Application Engineer
53		Milestone: Deployment complete	1 day	Thu 2/17/22	Thu 2/17/22	52	
54		**Post Evaluation**	**9 days**	**Wed 2/16/22**	**Mon 2/28/22**		
55		Document lessons learned	2 days	Fri 2/18/22	Mon 2/21/22	53	Project Manager
56		Create software maintenance team	3 days	Tue 2/22/22	Thu 2/24/22	55	Project Manager
57		Post Evaluation Complete	2 days	Fri 2/25/22	Mon 2/28/22	56	
58		Milestone: Application complete / Job Done	0 days	Mon 2/28/22	Mon 2/28/22	57	

Budget and Discounted Cash Flow

Initial Investment & Implementation Costs = $1.4 Million

Cash flow and ROI statement				
BENEFIT DRIVERS	**YEAR**			
	0	**1**	**2**	**3**
Revenues Earned By Service:				
Website Development		**$475,000**	**$650,000**	**$880,000**
IT Solutions Services		**550,000**	**640,000**	**900,000**
Graphic Design		**120,00**	**180,000**	**210,00**
Financial Consultations		**190,000**	**265,000**	**380,000**
Marketing Consultations		**355,000**	**425,000**	**480,000**
Cost Reductions:				
Reduced organizational turnover		**75,000**	**75,000**	**75,000**

Total annual benefits		*$1,645,000*	*$2,235,000*	*$2,715,000*
Implementation filter		**85%**	**90%**	**95%**
Total benefits realized		*$1,398,250*	*$2,011,500*	*$2,579,250*

Costs	**Year 0**	**Year 1**	**Year 2**	**Year 3**
Total	*$1,250,000*	*$959,000*	*$877,000*	*$973,000*

Benefits	**Year 0**	**Year 1**	**Year 2**	**Year 3**
Annual benefit flow	*($1,250,000)*	*$439,250*	*$1,134,500*	*$1,606,250*

Cumulative benefit flow	*-1,250,000*	*-810,750*	*323,750*	*1,930,000*

Discounted benefit flow	Year 0	Year 1	Year 2	Year 3
Discounted costs	*$1,250,000*	*$833,913*	*$663,138*	*$639,763*
Discounted benefits	*0*	*1,215,870*	*1,520,983*	*1,695,899*
Total discounted benefit flow	*-1,250,000*	*381,957*	*857,845*	*1,056,135*
Total cumulative discounted benefit flow	*-1,250,000*	*-868,043*	*-10,198*	*1,045,937*

Initial investment	Year 0	Year 1	Year 2	Year 3
Initial investment	**$1,000,000**	**$0**	**$0**	**$0**
Implementation costs	**200,000**	**200,000**	**0**	**0**
Salaries & Responder Compensation	**0**	**714,000**	**832,000**	**928,000**
Training costs	**50,000**	**25,000**	**25,000**	**25,000**

Other Costs	**0**	**20,000**	**20,000**	**20,000**
Total costs	*$1,250,000*	*$959,000*	*$877,000*	*$973,000*

ROI measures				
Cost of capital	**15%**			
Net present value	*$1,045,937*			
Return on investment		*58%*	*100%*	*131%*
Payback (in years)	*1.71*			

Project Processes

Communication Plan

Approach & Philosophy

It is vital to have clear communication within the team and between the project team and CSULA. Success will rely heavily upon the efficiency of team communication which is why our project team will adopt an "Open-door policy." Open-door policies are meant to encourage communication and eliminate tension between team members. The Project Manager is always available to communicate if the regular means and structure of communication are not sufficient or do not allow stakeholders to feel comfortable voicing questions or concerns. While the open-door policy is available to anyone, the project team also has a communication plan and structure outlined below.

Team Meetings
At a minimum, the project team will meet on a weekly basis. The kickoff meeting will take roughly 1 hour, and meetings thereafter will fluctuate based on the agenda to be addressed. Weekly meetings, unless otherwise communicated will be conducted while standing. The team encourages attendees to stand during meetings in order to increase efficiency and encourage clear and concise communication. While attendees are encouraged to stand, standing is **not required**. Chairs will be available if needed.

Due to Covid19, team members are required to wear masks at team meetings, and alternatively can choose to virtually participate in the meeting via Zoom until further notice.

Materials to bring to every meeting:

- Notepad
- Pen & Pencil
- A copy of the agenda (e-copies on a personal device are OK)
- Questions that team members need to address

Focus Group Oriented & Individual Meetings
Focus group meetings are meetings intended to cover various focuses of the project. Focuses include design of the application, problems & issues with implementation, quality assurance, and time & budget. The project manager, Jordan Peabody, and Lead Analyst, Samuel Mendoza, will attend as many focus group meetings as possible, availability permitted. Focus group meetings occur no less than every 2 weeks.
Due to Covid19, team members are required to wear masks at focus group meetings, and alternatively can choose to virtually participate in the meeting via Zoom until further notice.

Design & Implementation Related Meetings: It is expected that Adrian Cruz, design engineer and communications manager will lead the design focus group meetings as well as meetings that address problems with implementation. Design meetings are intended to highlight issues & weaknesses that arise from the design of the application through development. Adrian is expected to work with Maria Morales to ensure that quality objectives can be met with the applications design, and communicate all application related problems to the Project Manager and Lead Analyst during focus group meetings.

Quality Assurance Meetings: It is expected that Maria Morales will lead quality assurance focus meetings. Maria shall communicate the application's progress and evaluate its ability to meet quality objectives. It is vital that Maria notify the Project Manager and Lead Analyst

of inadequacies in the application to gauge the possible time and budget consequences to fix inadequacies.

Time & Budget Meetings: Samuel Mendoza is expected to meet with the project manager and discuss progress. Samuel is expected to have estimated project completion dates and budget readings based on the progress that has occurred. It is not expected that the project will result in major differences in time and budget estimates, but it is important to constantly communicate on projections.

Individual Meetings: Consistent with the team's open-door policy, any team member can request an individual meeting with the Project Manager at any time. It is expected that team members use their discretion when requesting meetings. If an item can be addressed during a team meeting or a focus group meeting, the Project Manager recommends that item be addressed at that time. Individual meetings can be used to discuss items including but not limited to:

- Individual performance
- Technical questions
- Problems with other team members

In order to request a meeting with the Project Manager, one shall first view the Project Manager's calendar via Microsoft Outlook. Find a time available per the calendar and send a request labeled - Individual Meeting Request_[Team Member Name].

Stakeholder Meetings

Stakeholder meetings, at a minimum, shall be held on a monthly basis. Monthly meetings will include an update on project progress, delivery of an invoice for work performed to-date, and a Q&A. Stakeholders may request additional meetings with the Project Manager to address questions, but must abide by the frequency limitation (no more than every two weeks).

Communication methods will vary based on the needs of the stakeholder. Monthly meetings will be held at a location suitable for in-person meetings. Meetings will also be recorded via Zoom and uploaded to a ShareDrive file which all stakeholders can access.

Due to Covid19, stakeholders are required to wear masks at stakeholder meetings if attending in-person. Please see Appendix A for a breakdown of meeting types:

(Continued on Next Page)

Appendix A:

Meeting	Frequency	Medium	Alternative Communication Medium	Focus	Deliverable
Kick-off Meeting	Once at inception of project date	Face-to-face	Zoom	Ensuring project team understand roles and responsibilities	None
Team Meetings	Weekly	Face-to-face	Zoom	Agenda Items	Objectives to complete by next meeting
Focus Group Meetings	Two Weeks	Face-to-face	Zoom	Agenda Items	Plan to address/fix items by next focus group meeting and/or team meeting
Individual Meetings	As needed	Face-to-face	Zoom		
Stakeholder Meetings	Monthly	Face-to-face	Zoom	Project Progress, Q&A	Invoice, follow-up email

Risk Management Plan

Risk Management is a systematic approach to identifying, assessing, and controlling threats to the project. In the creation of a risk management plan, we want to mitigate any negative connotations or adverse events to any successful or positive event. By minimizing the threat, it will allow us to maximize the probability of our successful or positive events. These risks can come from a variety of sources which include but are not limited to financial uncertainty, legal liabilities, natural disasters, economic disasters, management errors, human error, known, unknown, and unforeseen risk.

In understanding the application, one should know that it requires the same level of involvement and commitment from the client and user. This means that the person requesting the service has to give enough details of the problem and the availability as the person who can help troubleshoot the issue and offer their services on behalf of themselves

and the school. It requires the use of technology such as a mobile device, possible mapping, ticketing system, database, and transactions.

RISK ASSESSMENT

For this portion, we included an estimated point scale system where we could apply a risk level to our project. This to help us and the stakeholders better understand the risk assessment on our application. We utilized a 1 to 10-point scale system in which 10 being the highest and 1 being the lowest, against project characteristic questions. Additionally, after each question is scored, the project is given an overall risk score between 0 to 100, 10 being high risk and 100 being low risk. The following chart will indicate the evaluated risk assessment on our application "GEAccelerate". Some of the biggest concerns in the use of the application are human engagement and competition.

Overall risk score	10-28	29-46	47-64	65-82	83-100
Project risk level	High	Moderately High	Medium	Moderately Low	Low

Project Characteristic Question	**Rating**	**x**	**Weight**	**=**	**Score**
Fit between methodology and type of project	8	x	3.0	=	24.0
Level of customer involvement	5	x	1.9	=	9.5
Use of formal project management techniques	9	x	1.7	=	15.3
Similarity to previous projects	3	x	1.5	=	4.5
Project Simplicity	6	x	1.1	=	6.6
Stability of project requirements	7	x	0.8	=	5.6
Overall Project Risk Score					65.5

Fit Between Chosen Methodology and Type of Project:
Our team has elected to follow the waterfall methodology for application development. We focused on the step by step of following the requirements of the application, designing the application with future scalability for newer features, the implementation of the

application on the various mobile platforms, rigorous testing, and future updates and maintenance. Since the application is being built from the ground up, it is important to have a structure that can help us move into the next phases. However, because of the rigorous testing and feedback, the methodology can also be expressed in the agile methodology. For that reason alone, we assigned the rating of 8.

Level of Customer Involvement:
For our project, there are two sets of end-users, those who are requesting help(customers) and those who will answer the call and help the customers. As for creating the application, the customers will not be involved in the early or mid-stages of creation. Instead, they will be used in the testing portion of the application. Since there are two sets of end-users, we thought that having them test the application would be a better fit as opposed to having input from the beginning. We want to buy this application with a clear adjective and requirements. By having the core mechanics set, it allows us to have a clear vision on creating an application. Having the end-user, in the beginning, may hinder our ability to create core mechanics and stall the project. However, their involvement in the testing phase is very important because their feedback will provide an understanding of overseen issues or future issues that will eventually be fixed. For this reason, we issued a rating of 5 for customer involvement.

Use of formal project management techniques:
The building of the GEAccelerate will require using techniques for managing projects which will coincide with the waterfall methodology. These tools are the Gantt chart, Work Breakdown structure, and a one-minute risk assessment. The Gantt chart and WBS tools will allow us to stay on course or at least establish a baseline of completion for each milestone. Using these tools will help us optimize our production and aim for precision. We believe these tools play an important role in scheduling, building, and collaboration. Therefore, we gave a rating of 9.

Similarity to previous projects:
Since this is our first application, there are no previous projects to work on. However, we did develop a business case that should serve as the foundation in developing GEAccelerate. Secondly, with a previous working knowledge of the competitor's applications, we understand how the application should work. Therefore, a rating of 3 would be more than adequate.

Project Simplicity:
This project is not complex; however, it does take many different working components to create the application. There is a well-defined business plan that was submitted where it outlines the overview of the application. Thus, the project has a rating of 6.

Stability of project requirements:
The primary objective of the project is to implement a service that will generate revenue for the school, students, faculty while helping the surrounding community. However, while the project is still in the planning phase, there is a foreseeable risk that can hinder the progress of the project. We have carefully planned a route for success with a solid foundation and the project requirements. However, every project has risk and ours is no different. We have outlined possible risks and can only be assigned a rating of 7 for this portion.

Conclusion:
The conclusion of the risk assessment overall is borderline medium to moderately low. The overall rating concluded at 65.5. We believe that risk may be higher if it wasn't for the pre-planning stages that were conducted in the business case. There we were able to outline potential risk along with mitigation techniques that will help in either prevent or stop the risk. Another reason is the experience of having used the Servicenow application in various organizations. We believe that the project is safe and stable to implement after completion. In understanding the potential risk that can occur we can now help mitigate the issue or at least give the managers the best tools possible to mitigate these risks.

RISK RESPONSE PLAN
The next table details how we or managers plan to respond to a potential risk that we have acknowledged in our business case proposal. These risks include Economic, Compliance, Security and Fraud, Financial, Reputation, Operational, and Competition Risk. Below is a chart that will identify risk, give causes for the risk, who will respond, potential responses to the risk along with the priority, and the impact on the organization. The following table will detail the response where resources are available.

Identified Risk	Causes	Response Owner	Potential Response	Priority	Impact
(Economic) Risk of Unsustainable growth	Market Trend	CFO	Duty of the Chief Financial Officer and Financial Analyst to watch and understand the market trends and give feedback.	High	4

(Compliance) Business regulations	The application violates business regulations and standards that can put both customer and customer service at risk.	Project Director	Seek consultation to provide information on how to meet local regulatory standards.	Medium	3
(Security and Fraud) Risk of security breaches	Cyber-attack / hackers with malicious intent who seek personal information or bank records of the user	System Analyst	Hire a security consultant or system analyst for IT security. Set security levels, audit, and a reporting system. / Implement computer policies, encryption, and recurring updates	High	5
(Financial) Risk of unsustainable monetary growth	Not enough funding for the project, and not enough community involvement	Project Director	Crowdsourcing, bank Loans with intent to lower debt as soon as possible. Increase community outreach.	High	5
(Reputation) Decreasing school's reputation	Customer service is not leaving a good impression on the community	Quality Manager	Develop code of Ethics and Standards to de-escalate confrontations with customers seeking help.	Medium	3

(Operational) Risk of Natural Disasters	An unintentional negative event as the result of a natural disaster	System Analyst	Create documentation that can mitigate further negative events in case of emergency	Low	2
(Competition) Promoting and Marketing	The community is not aware that this application exists.	Sales and Marketing	Create flyers and digital advertisements that can promote the application.	Medium	3

Change Control Plan

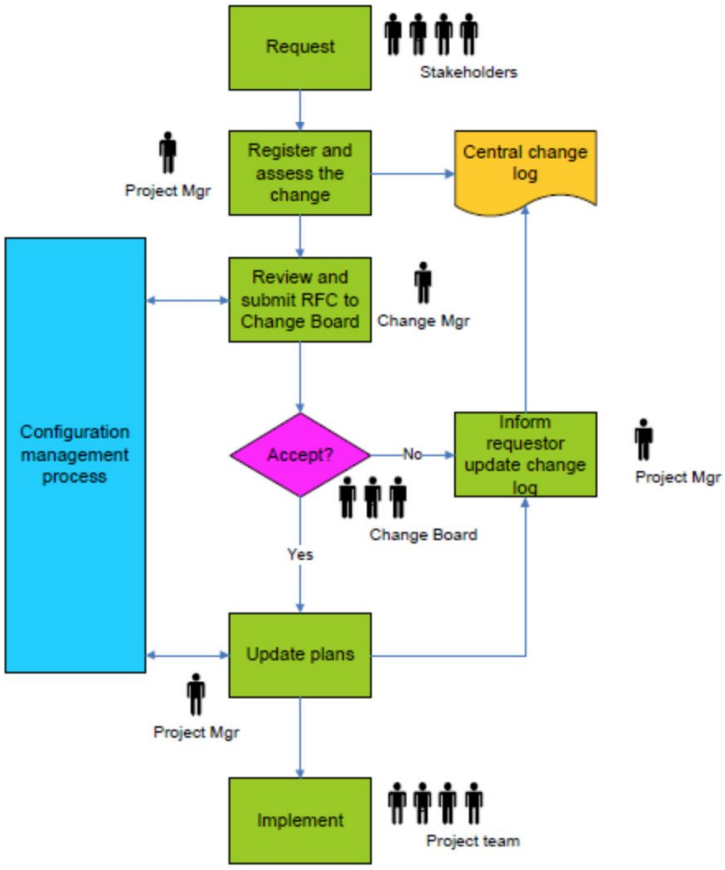
As a University application, GEAccelerate will follow CSULA's policy for Change Control. The change types are defined as follows:

Change Type	Change Request Description	Example of Change
Standard	A pre-authorized change that is low risk, relatively common and follows a procedure or work instruction	minor change to resolve an ITS Help Desk incident
Normal	A change that is not an emergency change or a standard change. Normal changes follow the defined steps of the change management process	change involving updating application code
Emergency	A change that must be introduced as soon as possible	change needed to respond to Cyber attack (DDoS)

The Change Control Board (CCB) is a committee made up of University administrators and technical experts (engineers and consultants) who decide whether to implement changes to a project or existing application. *Normal* and *Emergency* changes to the application, its components, or configuration will require a formal Request For Change (RFC or Change Request) to be submitted to CCB for consideration. Any project stakeholder can request a

change, however it must be logged and assessed by the Project Manager and reviewed by the Change Manager prior to submission to CCB. This process will apply to *Normal* and *Emergency* requests before and after implementation of the GEAccelerate application. *Standard* changes will apply only after implementation and for those that are considered minor, they will be made following the process outlined in GEAccelerate application guide.

The change control process flow for *Normal* and *Emergency* changes is documented in the following diagram:



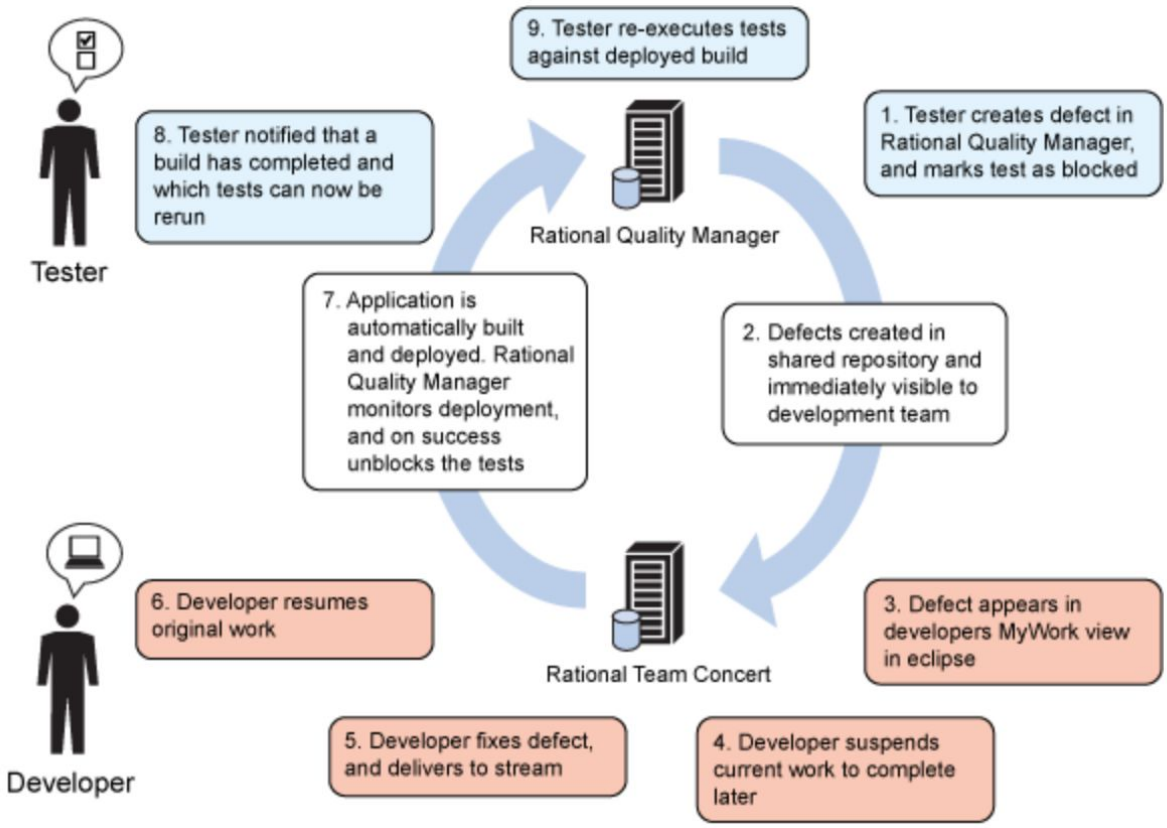
Defect Tracking

In order to align with CSULA's adoption of lean culture and development, the project will leverage IBM Rational for defect logging and resolution. The project will utilize IBM Quality Manager (QM) and Rational Team Concert (RTC) to automate handoff between the different teams (testers and developers).

The process will start when a tester logs a defect, which will send a notification to the developer's inbox of incoming work. Depending on the defect's severity, the developer can prioritize their time by working on the defect. Once the defect is fixed and built, QM will automatically deploy the code to the test environment and notify the tester it can be re-tested. Testing and development teams can resolve defects more quickly as time spent tracking, communicating, waiting, and task switching is drastically reduced.

Using an automated workflow benefits the project as the defect resolution is more efficient thereby reducing the project's overall technical debt. In addition to efficiency, it provides a method to measure and monitor the software delivery process.

An example of the automated workflow is shown below:



Issue Tracking

After production deployment all application issues can be reported using CSULA's ITS Help Desk. The Help Desk agent will create an incident and assign it to an application support

technician. The incidents will be resolved according to severity and existing university-wide SLA's.

The ITS Help Desk will query the number of incidents created for GEAccelerate on a monthly basis. These findings will be sent to the Project Manager to analyze patterns and determine whether additional application enhancements are needed. If any application changes are needed they will be implemented following the change control process (see *Change Control Plan*).

Quality Plan

Quality Management Plan

The purpose of having a quality management plan is to ensure that the project delivers a quality product or service. A quality product is one which meets the needs of the stakeholders. A quality management plan should include the following:

- A clear understanding of quality objectives
- A clear understanding the metrics to measure quality objectives
- A designated person to oversee the application's quality
- Establish a system to report on status of quality assurance

The team will adopt a quality management plan as mentioned above. As mentioned earlier in the plan, the quality objective of this project is to meet the needs of requesters, and also meet the needs of CSULA & its responders. The application is meant to be a simple tool that allows requesters to efficiently submit a request for services from CSULA, and choose from the available dates & times that responders have indicated that they can respond to the service request. It shall also protect personal customer information and payment information. Therefore, the application's quality objective is to also be a simple tool that allows responders to provide the dates & times that they are available to work, and provide the zip codes which they are willing to respond to. For CSULA, the quality objective is to complete this project within the agreed upon time frame and budget.

In order to assess the project's quality, the following metrics will be used:

- Cost
- Schedule
- Performance
- Reliability
- Security
- Simplicity

Maria Morales, LADQAM**,** will be responsible for overseeing quality assurance objectives as they relate to the requesters and responders. The LADQAM is the lead engineer & developer, and will keep the objectives at the forefront of their development. their primary objective is to ensure that the application grades well against the reliability, performance, security, and simplicity of the application.

Any problems with the application's ability to meet quality objectives shall be reported to Adrian Cruz, DECM, who shall investigate design related solutions to overcome problems. The DECM, while not the quality assurance manager, plays a role in ensuring that the cost & schedule metrics are met. If the DECM receives concerning input from the LADQAM or users, they are to report to the LATBM.

Appendix B

The undersigned acknowledge they have reviewed the GEAccelerate Project Plan and agree with the approach it intends to use. Any changes shall be handled in accordance with the project's change management policy.

Signature: x _____
Print Name: Jordan Peabody
Title: Project Manager
Date: 01/24/2021

Signature:
Signature: x_____
Title: CSULA Representative
Date: 01/24/2021