



*IS333 Project Management*

*Semester 1, 2023*

*Assignment 2*

*Online Mode – Lautoka Campus*

*Sustainable Ecommerce System Setup for Shía Fashion*



Group 8 Lautoka

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## **1.0 Conceptualization Phase**

### **1.1 Project Charter**

#### **1.1.1 – IT Project Introduction**

Shia Fashion is a retail store that offers a range of western and Indian clothing. Lately, the business has been receiving frequent requests from customers inquiring about the availability of an online platform to purchase their products. Moreover, the company has noticed a decline in sales and wishes to enhance their presence in the ecommerce industry.

The following document of project management outlines the entire project of designing a sustainable e-commerce system for Shia Fashion. With the growing concern over climate change, it is important for businesses to begin to implement sustainable practices to limit their environmental effect. This document focuses on a project that is based on a system design from a project management perspective which incorporates the sustainability factor into the retail shop. The design of the system will be focusing on three main factors which will be the core pillars of the system which are sustainability, customer centred and flexible.

According to an article published by BYRD it stated that “more than 2 billion tons of waste end up in landfills worldwide annually” (Portia, 2021). This when put into perspective coincides with the trend of increasing purchase of online goods by the consumers. The system will incorporate features that will enhance the customer experience while promoting sustainable practices. The hardware components installed in the system will also be critically examined to ensure that the components used will be energy efficient, long lasting, recyclable or have a sustainable disposal mechanism. For instance, the use of refurbished hardware and using thin client devices such laptops or tablets that uses less energy compared to desktop computers.

This document will provide an overview of the project and its objectives, outline the project scope and detail out the project deliverables, timeline and budget. It will also highlight the project risk and propose mitigation strategies to ensure the project’s success. After the successful implementation of this system for Shia Fashion, it will not only benefit the business but also contribute to the larger goal of promoting sustainability in the fashion industry.

### 1.1.2 – Project Overview Statement

<b>Project Overview Statement</b>	<b>Project Name: Sustainable Ecommerce System for a Clothing Retail Store</b>	<b>Project No: 007</b>	<b>Project Manager: Adarshni Chand</b>
<b><u>Problem</u></b> Since the pandemic, many businesses around the world have started to opt for Ecommerce platforms to sell their products and services. Shia Fashion is one such business who has also decided to explore the world of Ecommerce since people are preferring online purchases over in store shopping now. Currently Shia Fashion has only had instore purchases which is affecting their sales. Shia Fashion also has social media pages whereby they upload new arrivals of their products; however, customers prefer an ecommerce platform to make purchases.			
<b><u>Goal</u></b> The goal is to implement and achieve a sustainable ecommerce system for Shia Fashions which will allow customers to make online purchases. The system will also incorporate sustainability factors for Shia Fashion which will help contribute towards the fight against climatic issues.			
<b><u>Objectives</u></b> The objectives of this project are to: <ul style="list-style-type: none"><li>• Be able to incorporate sustainability through this project with all essential project management skills learnt.</li><li>• Design a system on which the clients can deal with the customers and take orders and payments with ease.</li><li>• To ensure that customer satisfaction is the core of all things.</li><li>• Completing the project within the timeframe.</li><li>• Avoid overspending and over exhausting of resources.</li></ul>			
<b><u>Success and Criteria</u></b> The following scale will be used to measure the success of this system: <ol style="list-style-type: none"><li>1. A user-friendly and sustainable system for the client.</li><li>2. System that will minimize waste by reducing excess inventory, using sustainable packaging and offering recyclable or take back programs.</li><li>3. Educating customers on the sustainability of the products they are purchasing and the efficient logistics for shipping.</li></ol>			
<b><u>Risks, Assumptions, Obstacles</u></b> <ol style="list-style-type: none"><li>1. The cost of implementing a sustainable ecommerce system will require large amounts to acquire technology, materials and operations.</li><li>2. To implement sustainable system, the technology required for it may not be widely available or can be very costly.</li><li>3. It can be difficult to identify and get sustainable suppliers, manage ethical and sustainable logistics and also encouraging customers on sustainable practices.</li><li>4. Cyber-attacks is also possible as money transfer will be involved.</li><li>5. There also can be issues with system traffic when there is high demand.</li><li>6. The estimated duration of the project can be hindered resulting in the delay of the completion for the project.</li></ol>			
Prepared By: Group 8 – Lautoka	Date: 10/05/2023	Approved By: Adarshna Kumar	Date: 12/05/2023

### 1.1.3 – Project Overview Statement (Feasibility Study)

#### Feasibility Studies

For this project feasibility analysis is chosen as the preliminary analysis to analyse if the duration of each phase in project is viable in context with time, quality and result. Through this triangle of time, quality and result we will be able to work out which of the three is being compromised and how it will be affecting the project in its entirety. This analysis will also help the team to iron out errors and loopholes in the project to make constant improvement in each phase as the project progresses. The key factors for this project are resources, budget and time. In line with the client's needs, our team is to design a system effectively which will need strategic planning to fully meet the specifications of the client and deliver accordingly. Through the analysis the team will be able to know which areas to improve on in terms of planning and strategy so that upon entering execution there are no drawbacks with budget and resources which could hinder the project to completion.

With respect to the project management skills, this project will focus on three main feasibility analysis studies which will provide the team with assurance of successful completion of the project without major drawbacks during the entire process from initiation till completion.

1)Scheduling Feasibility	<p>This study of feasibility is the most important as it tends to seeks out the question:</p> <ul style="list-style-type: none"><li>• The entire duration of the project?</li><li>• Is the timeframe achievable?</li><li>• Is the duration for each phase flexible to cater for unforeseen circumstances?</li></ul> <p>With the forecasting of our team, the project is expected to be completed within <b>175</b> days. This timeframe is reasonable as each phase has been planned out taking in account of the constraints and resources that are available. This timeframe also is designed such that flexibility of the team member's availability does not halt the project. With the given time it can be said that the project is highly expected to be completed within the given timeframe which is why the scheduling of this project is deemed feasible.</p>
2)Environmental Feasibility	<p>"This evaluates the project's viability in terms of environmental and social perception" (O'Hara et al, 2016). This area of study focuses on the impact of the project's implementation on the surrounding. As such since the need for sustainability is driven through this project; it will ensure that the environmental issues are taken into consideration in terms of what conflicts of interest may arise from the implementation of the system</p>
3)Technical Feasibility	<p>Technical feasibility evaluates the technical complexity of the expert system and often involves determining whether the expert system can be implemented with state-of-the-art techniques and tools. (Sciencedirect.com, 2009).</p> <p>To be able to successfully implement the system, the team conducted research on hardware, software and servers which was sustainable, energy efficient and the specifications met the requirements of the client. The specialised team members also handled secure payment gateways, security measures, database management and inventory management.</p>

### **Condition of Satisfaction**

The success and satisfaction of the project will be determined by the following criteria:

1. The project should be able to implement a system which has a reduced environmental impact, by using energy efficient hardware and equipment, reducing in carbon foot print and use of renewable resources.
2. The system should be able to provide convenient and enjoyable shopping experience for the customer.
3. Offer customers points every time they choose to practice sustainability approach such as customers can have option to opt for normal shipping option rather than express shipping, encourage customers to not use return option but offer small discount on next purchase or reduce price for non-refundable items.
4. Use appropriate eco-friendly packaging and educate customers on sustainable packaging including recycling information on packaging.

Each of this condition will be tested during the beta trial of the version when it is rolled out to a controlled audience to get first-hand experience of how the system will go on the floor to the general audience. During each phase of the project the conditions of satisfaction will be weighed to ensure the implementation of the system is effective.

### 1.1.4 – Project Charter

#### **Executive Summary**

Many customers of Shia Fashion have been inquiring about online purchases of products since online shopping is convenient and hassle free for the customers. It was also noted there has been reduction in store customers. The idea of implementing a sustainable ecommerce system for Shia Fashion will allow online shopping experience for the customers from the comfort of their homes as well as it will increase Shia Fashions customer base and create exposure for the business.

#### **Project Purpose or Justification**

##### ***Business Need/Case***

Implement a sustainable ecommerce system for Shia Fashion and incorporate measures in the system for the customers which will promote sustainability.

##### ***Business Objective***

The business objectives lines up with sustainability approach.

- Design and develop an online system that will be a platform for Shia Fashion to showcase and sell their products.
- Ensure to withhold measures into the system which promotes sustainability.
- Increase revenue with total customer satisfaction.
- Completion of the project within the given timeframe.

#### **Project Description**

This project seeks to design, develop and implement a system for the clothing & textile retail sector to conduct ecommerce business. The system will also contain a tab on which the customers can reclaim discounts and score points on when they practice any sustainable practices. This system will be easily accessible with a user-friendly interface to support all user types. Through this system, the retail sector will benefit as the sustainability approach will be implemented.

#### **Project Objectives**

- Working and completing each phase in the allocated time and budget.
- System which will promote sustainability for the business.
- Have an increased sales and customer engagement and also attract new customers.

#### **Success Criteria**

- More customers using the system to purchase goods.
- More customers practicing sustainable measures implemented in the system.
- More increased revenue transactions for reclamation of discounts.

#### **Requirements**

- Gathering information from relevant stakeholders.
- Analysing the requirements
- Conducting a feasibility study to implement a sustainable project
- Ensuring that the system is tested carefully and meets the requirements for the success of the project.

#### **Constraints**

- The entire system must be completed with the given resources and budget available.
- The end-users must have connectivity devices.

#### **Assumptions**

- The clients are in terms with offering discounts to the customers upon reaching certain points level for practicing sustainability.
- The sponsors will be supportive with budgeting of the project.



**Risks**

- The system could experience certain changes to functionality based on the stakeholder's opinions.
- The system could be exposed to Cyber Attack.

**Project Deliverables**

- The system will be user friendly and user interactive interface
- The beta version of the system will be released first to identify the loopholes and potential risks.
- A risk management system will be put in place by the team to encounter the arising risks.
- The entire documentation of the project will be provided.
- A summary of milestone achievements will be published also.

**Project Approval Requirements**

After completion of the project, the project team will provide the entire detailed documentation of the project and the team will then weigh the project in accordance with the specifications in the documentation to measure the success of the project. Factors in the document such as business objectives, project deliverables, success criteria, budget constraints and milestones will be also used to measure success as identified in project charter. The project will be sponsored by Shia Fashion .and all approvals and changes will be subjected to be reviewed by the sponsor.

**Project Manager**

This project is led by the Project Manager. The manager will be managing all the tasks within the team and will ensure that the project is driven to successful completion within the given budget and timeframe. Any breakdown during the project's life will be addressed by the manager and will act in the full power to drive the project through all the phases. The leader shall also work closely with the stakeholders to gain approval for each phase and obtain the allocated budget for the phases during the duration of the project. The final report of the project will be presented by the project manager at the termination of the project.

## Summary Budget

RESOURCES	COST
<b>CONCEPTUALIZATION PHASE</b>	
Human Resource	\$15,314.48
Facility	\$232.00
Equipment	\$360.00
Materials	\$217.00
<b>SUBTOTAL</b>	<b>\$16,123.48</b>
<b>PLANNING PHASE</b>	
Human Resource	\$26,949.52
Facility	\$395.00
Equipment	\$577.00
Materials	\$310.00
<b>SUBTOTAL</b>	<b>\$28,231.52</b>
<b>EXECUTION PHASE</b>	
Human Resource	\$32,042.72
Facility	\$3,200.00
Equipment	\$3,805.00
Materials	\$183.00
<b>SUBTOTAL</b>	<b>\$39,230.72</b>
<b>TERMINATION PHASE</b>	
Human Resource	\$5,635.68
Facility	\$422.00
Equipment	\$410.00
Materials	\$70.00
<b>SUBTOTAL</b>	<b>\$6,537.68</b>
<b>OVERHEAD COSTS</b>	<b>\$11,500.00</b>
<b>HARDWARE &amp; SOFTWARE COSTS</b>	<b>\$45,000.00</b>
<b>TOTAL</b>	<b>\$146,623.40</b>

## Project Approval Requirements

Success for this project will be achieved when fully tested and all technical constraints would be managed and achieved within time and cost limit. Success is determined by Project Manager Adarshni Chand.

## Authorization

Approved by the Project Sponsor:

\_\_\_\_\_

Date: \_\_\_\_\_

<project sponsor> <project sponsor title>

## 2.0 Planning Phase

### 2.1 Work Breakdown Structure

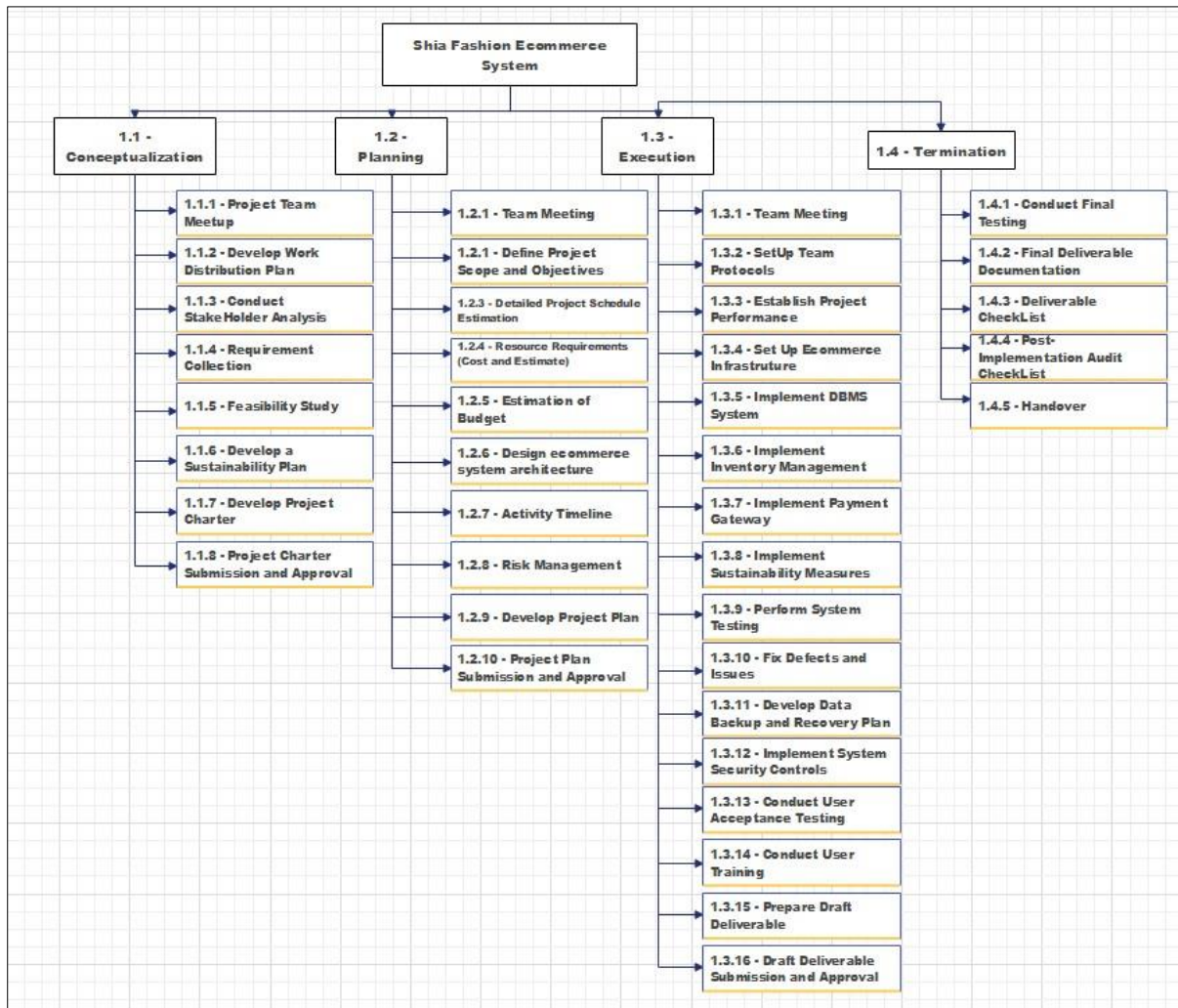
#### 2.1.1 – List of Activities

<u>LEVEL</u>	<u>WBS CODE</u>	<u>ELEMENT NAME</u>	<u>DEFINITION</u>
<u>1</u>	<u>1.0</u>	<b>Shia Fashion Sustainable E-commerce System</b>	
<u>2</u>	<u>1.1</u>	<b>Conceptualization Phase</b>	
3	1.1.1	Project Team Meetup	Initial Project Meeting with the Project Team.
3	1.1.2	Develop Work Distribution Plan	Allocation of responsibilities among team members and selecting Project Manager
3	1.1.3	Conduct Stakeholder Analysis	Possible stakeholders of the project are identified and engaged in the project to reduce the risk of potential conflicts and to increase likelihood of project success
3	1.1.4	Requirement Collection	The Project Team gathers information about the project's purpose, scope, timeline, budget and resources. It is important step that lays the foundation of the entire project and ensures that expectations of the stakeholders are met.
3	1.1.5	Feasibility Study	Feasibility study is done to examine the technical, economic and operational aspects of a project. It also assesses any potential risk and challenges that could impact the project's success.
3	1.1.6	Develop a Sustainability Plan	Sustainability Plan includes strategies and actions that is aimed at reducing the system's negative impact on the environment, society and the economy. This plan must be integrated in the overall project to ensure that sustainable considerations is taken into account throughout the ecommerce system lifecycle.
3	1.1.7	Develop Project Charter	Project Charter Outlines the purpose, goals, objectives and scope of the project. It is important because it sets the direction for the project and helps everyone involved in the project understand its purpose and goals and that everyone is on the same page.
3	1.1.8	Project Chart Submission and Approval	The Project Manager send the Project Charter to the client for approval and when the charter is signed, the Project Manager can move forward to Planning Phase.
3	1.1.9	<New Milestone> Project Initiation	
<u>2</u>	<u>1.2</u>	<b>Planning Phase</b>	
3	1.2.1	Team Meeting	The planning process is officially started with a project kick-off meeting which includes the Project Manager, Project Team and Project Sponsor (optional).
3	1.2.2	Define Project Scope and Objectives	Project Scope is the boundaries of a project describing what the project will accomplish while Objective is measurable outcomes that a project aims to achieve.
3	1.2.3	Detailed Project Schedule Estimation	A Detailed Project Schedule provides a roadmap for the project team, stakeholders and clients. It outlines the project's timeline, critical milestones and dependencies. This ensures that the project stays on track and within budget and stakeholder expectations are met.
3	1.2.4	Resource Requirements (Cost and Estimate)	Resource requirements is the cost and estimated resources needed to complete a project successfully. The resources include personnels, equipment, materials and other resources required that is needed to complete a project.

3	1.2.5	Estimation of Budget	It is an estimate of the financial resources required to complete the project. Budget needs to be reviewed regularly during the project to ensure it is within the allocated amount.
3	1.2.6	Design ecommerce system architecture	It involves determining the technical components and infrastructure needed to support the system's functionality.
3	1.2.7	Activity Timeline	Activity timeline is a visual representation of activities and tasks for a project and their respective timelines. It helps members of the team to understand the sequence of tasks and when a task is due to be completed. For example, by using a Gantt Chart, it gives activity timeline and milestones for a project.
3	1.2.8	Risk Management	Risk Management helps Project Managers to see ahead for potential risks and reduce their negative impact. Risk Identification, Risk Management Plan and Mitigation.
3	1.2.9	Develop Project Plan	Developing a Project Plan is an important of any project. It is a document which outlines the scope, cost, schedule, resource management, risk management and communications and other details of a project.
3	1.2.10	Project Plan Submission and Approval	The project plan is submitted for approval and when it is approved, Project Manager has permission to proceed to execute the project according to the project plan.
3	1.2.11	<New Milestone> Project Plan Approved	
<b>2</b>	<b>1.3</b>	<b>Execution Phase</b>	
3	1.3.1	Team Meeting	Execution Phase team meeting.
3	1.3.2	SetUp Team Protocols	Team Protocols is a set of guidelines or procedures which is followed by the team members to establish effective communication, collaboration and work processes. Setting a team protocol creates a framework for how team members will work together and interact to achieve project goals.
3	1.3.3	Establish Project Performance	Project Performance ensures that the project is on track to meet its goals and objectives and it also helps to identify potential issues or risks early, allowing for corrective actions to be taken before any major problems arises.
3	1.3.4	Set Up Ecommerce Infrastructure	Setting up an ecommerce infrastructure involves creating a reliable and secure system that can handle online transactions, manage inventory and ensures that customers have a positive experience.
3	1.3.5	Implement DBMS System	Database is used to digitally store information that can be captured, retrieved and distributed easily at a later time. Database helps e-commerce to track transactional information, customer information and product information.
3	1.3.6	Implement Inventory Management	An inventory management system will keep track of the stock.
3	1.3.7	Implement Payment Gateway	Payment Gateway is a technology used to process online payments, enabling businesses to accept credit cards or any other payment methods such as PayPal wallet.
3	1.3.8	Implement Sustainability Measures	Implementing Sustainability Measures such as waste disposal, energy efficient hardware, sustainable packaging, recycling and reusing hardware, eliminating unnecessary packaging materials and optimizing transportation.
3	1.3.9	Perform System Testing	Perform System testing ensures that the system meets its requirements.

3	1.3.10	Fix Defects and Issues	Address any defects, issues or bugs that was identified and ensure that the fixes did not introduce any new issues or bugs.
3	1.3.11	Develop Data Backup and Recovery Plan	Ensuring that there is a backup plan so that data is protected and can be recovered in an event of data loss or disaster.
3	1.3.12	Implement System Security Controls	Ensuring that the security system is in place to protect the system and data from unauthorized access, modification and destruction.
3	1.3.13	Conduct User Acceptance Testing	Conduct UAT to ensure that the system meets the requirement of the client.
3	1.3.14	Conduct User Training	Develop training materials and conduct user training for the users of the system.
3	1.3.15	Prepare Draft Deliverable for the Project Status	Status Report for the Project at execution phase and tasks achieved.
3	1.3.16	Draft Deliverable Submission and Approval	Sending the document for the approval of the completed project to relevant parties.
3	1.3.17	<New Milestone> Project Approved	
<b>2</b>	<b>1.4</b>	<b>Termination Phase</b>	
3	1.4.1	Conduct Final Testing	Conduct a final test before releasing the system to end user and also document test results and provide summary report.
3	1.4.2	Final Deliverable Documentation	It is a final documentation which shows the work that was completed, tasks achieved, recommendations, project results and any additional information such as technical specifications, project plans or stakeholder communication records.
3	1.4.3	Deliverable Checklist	A checklist to ensure that all project deliverables are completed and met the requirements before project is closed.
3	1.4.4	Post-Implementation Audit Checklist	It is used to evaluate the success of a project and identify areas for improvement after its implementation.
3	1.4.5	Handover	It is formal handover process where all the necessary information and documentation is handed over to the client.
3	1.4.6	<New Milestone> Project Closeout	

## 2.1.2 – Graphical Representation of WBS



## 2.2 Resource Estimation

### 2.2.1 – Skill Inventory

<u>SKILLS</u>	PROJECT TEAM MEMBERS				
	ADARSHNA (Data Security Analyst/Project Scheduler)	ADARSHNI (Project Manager/Developer)	BABITA (Test Analyst)	JESHIL (Requirement Engineer)	SALLY (System Analyst/Project Developer)
COMMUNICATION SKILLS	ADVANCED	ADVANCED	ADVANCED	ADVANCED	ADVANCED
LEADERSHIP	BASIC	ADVANCED	BASIC	BASIC	BASIC
ANALYSIS	ADVANCED	INTERMEDIATE	INTERMEDIATE	ADVANCED	ADVANCED
REQUIREMENT COLLECTION	BASIC	INTERMEDIATE	INTERMEDIATE	ADVANCED	INTERMEDIATE
NEGOTIATION SKILLS	BASIC	ADVANCED	INTERMEDIATE	ADVANCED	ADVANCED
ORGANIZATIONAL SKILLS	ADVANCED	ADVANCED	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
INTERPERSONAL SKILLS	ADVANCED	ADVANCED	ADVANCED	INTERMEDIATE	INTERMEDIATE
ATTENTION TO DETAIL	INTERMEDIATE	ADVANCED	ADVANCED	ADVANCED	ADVANCED
TIME MANAGEMENT	ADVANCED	ADVANCED	BASIC	INTERMEDIATE	ADVANCED
PROBLEM SOLVING	ADVANCED	ADVANCED	ADVANCED	ADVANCED	ADVANCED
PLANNING SKILLS	ADVANCED	ADVANCED	INTERMEDIATE	BASIC	INTERMEDIATE
SCHEDULING SKILLS	ADVANCED	INTERMEDIATE	BASIC	BASIC	INTERMEDIATE
DOCUMENTATION SKILLS	BASIC	INTERMEDIATE	INTERMEDIATE	ADVANCED	ADVANCED
BUDGETING	ADVANCED	ADVANCED	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
TEAM MANAGEMENT	INTERMEDIATE	ADVANCED	INTERMEDIATE	INTERMEDIATE	INTERMEDIATE
WORKLOAD MANAGEMENT	ADVANCED	ADVANCED	ADVANCED	ADVANCED	ADVANCED
DATABASE	BASIC	BASIC	BASIC	INTERMEDIATE	ADVANCED
RISK MANAGEMENT	ADVANCED	ADVANCED	INTERMEDIATE	INTERMEDIATE	ADVANCED
PROGRAMMING	ADVANCED	ADVANCED	INTERMEDIATE	BASIC	ADVANCED
DATA SECURITY	ADVANCED	ADVANCED	INTERMEDIATE	INTERMEDIATE	ADVANCED
RESEARCH	BASIC	INTERMEDIATE	BASIC	ADVANCED	INTERMEDIATE

## 2.2.2 – Needs Inventory

WBS CODE	ACTIVITES	SKILLS																				
		COMMUNICATION SKILLS	LEADERSHIP	ANALYSIS	REQUIREMENT COLLECTION	NEGOTIATION SKILLS	ORGANIZATIONAL SKILLS	INTERPERSONAL SKILLS	ATTENTION TO DETAIL	TIME MANAGEMENT	PROBLEM SOLVING	PLANNING SKILLS	SCHEDULING SKILLS	DOCUMENTATION SKILLS	BUDGETING	TEAM MANAGEMENT	WORKLOAD MANAGEMENT	DATABASE	RISK MANAGEMENT	PROGRAMMING	DATA SECURITY	RESEARCH
1.1	CONCEPTUALIZATION PHASE																					
1.1.1	Project Team Meetup	✓	✓					✓								✓						
1.1.2	Develop Work Distribution Plan						✓			✓		✓					✓					
1.1.3	Conduct Stakeholder Analysis	✓			✓	✓			✓													✓
1.1.4	Requirement Collection	✓		✓	✓																	✓
1.1.5	Feasibility Study	✓		✓	✓							✓										✓
1.1.6	Develop a Sustainability Plan	✓										✓										✓
1.1.7	Develop Project Charter	✓										✓		✓								
1.1.8	Project Chart Submission and Approval	✓					✓					✓										
1.2	PLANNING																					
1.2.1	Team Meeting	✓	✓					✓								✓						
1.2.2	Define Project Scope and Objectives	✓							✓			✓										



1.2.3	Detailed Project Schedule Estimation								✓		✓	✓										
1.2.4	Resource Requirements (Cost and Estimate)			✓		✓					✓			✓								✓
1.2.5	Estimation of Budget			✓	✓	✓					✓			✓								✓
1.2.6	Design ecommerce system architecture										✓						✓		✓			✓
1.2.7	Activity Timeline								✓		✓	✓					✓					
1.2.8	Risk Management			✓	✓						✓							✓				
1.2.9	Develop Project Plan	✓			✓						✓		✓									
1.2.10	Project Plan Submission and Approval	✓						✓														
<b>1.3</b>	<b>EXECUTION</b>																					
1.3.1	Team Meeting	✓	✓					✓								✓						
1.3.2	Setup Team Protocols	✓	✓					✓														
1.3.3	Establish Project Performance	✓	✓				✓															
1.3.4	Set Up Ecommerce Infrastructure										✓						✓		✓			
1.3.5	Implement DBMS System										✓						✓		✓			
1.3.6	Implement Inventory Management										✓						✓		✓			
1.3.7	Implement Payment Gateway										✓						✓		✓			
1.3.8	Implement Sustainability Measures	✓									✓											
1.3.9	Perform System Testing							✓		✓												
1.3.10	Fix Defects and Issues	✓						✓		✓												

1.3.11	Develop Data Backup and Recovery Plan																					
1.3.12	Implement System Security Controls										✓		✓							✓		
1.3.13	Conduct User Acceptance Testing							✓		✓												
1.3.14	Conduct User Training	✓						✓														
1.3.15	Prepare Draft Deliverable for the Project Status	✓										✓		✓								
1.3.16	Draft Deliverable Submission and Approval	✓										✓		✓								
<b>1.4</b>	<b>TERMINATION</b>																					
1.4.1	Conduct Final Testing								✓		✓											
1.4.2	Final Deliverable Documentation	✓										✓		✓								
1.4.3	Deliverable Checklist						✓		✓			✓										
1.4.4	Post-Implementation Audit Checklist						✓		✓			✓										
1.4.5	Handover	✓	✓					✓														

### 2.2.3 – Staff Assignments

WBS CODE	ACTIVITES	STAFF				
		ADARSHNA (Data Security Analyst/Project Scheduler)	ADARSHNI (Project Manager/Developer)	BABITA (Test Analyst)	JESHIL (Requirement Engineer)	SALLY (System Analyst/Project Developer)
CONCEPTUALIZATION						
1.1.1	Project Team Meetup	✓	✓	✓	✓	✓
1.1.2	Develop Work Distribution Plan		✓			
1.1.3	Conduct Stakeholder Analysis		✓		✓	
1.1.4	Requirement Collection				✓	
1.1.5	Feasibility Study					✓
1.1.6	Develop a Sustainability Plan		✓			
1.1.7	Develop Project Charter		✓			
1.1.8	Project Chart Submission and Approval		✓			
PLANNING						
1.2.1	Team Meeting	✓	✓	✓	✓	✓
1.2.2	Define Project Scope and Objectives		✓			
1.2.3	Detailed Project Schedule Estimation	✓				
1.2.4	Resource Requirements (Cost and Estimate)		✓		✓	

1.2.5	Estimation of Budget		✓			
1.2.6	Design ecommerce system architecture					✓
1.2.7	Activity Timeline	✓				
1.2.8	Risk Management	✓	✓			✓
1.2.9	Develop Project Plan	✓	✓			✓
1.2.10	Project Plan Submission and Approval		✓			
<b>EXECUTION</b>						
1.3.1	Team Meeting	✓	✓	✓	✓	✓
1.3.2	Setup Team Protocols		✓			
1.3.3	Establish Project Performance		✓			
1.3.4	Set Up Ecommerce Infrastructure					✓
1.3.5	Implement DBMS System					✓
1.3.6	Implement Inventory Management					✓
1.3.7	Implement Payment Gateway					✓
1.3.8	Implement Sustainability Measures		✓			
1.3.9	Perform System Testing			✓		
1.3.10	Fix Defects and Issues					✓
1.3.11	Develop Data Backup and Recovery Plan	✓				
1.3.12	Implement System Security Controls	✓				
1.3.13	Conduct User Acceptance Testing			✓		

1.3.14	Conduct User Training					✓
1.3.15	Prepare Draft Deliverable for the Project Status		✓			
1.3.16	Draft Deliverable Submission and Approval		✓			
<b>TERMINATION</b>						
1.4.1	Conduct Final Testing			✓		
1.4.2	Final Deliverable Documentation		✓			
1.4.3	Deliverable Checklist		✓			
1.4.4	Post-Implementation Audit Checklist		✓			
1.4.5	Handover		✓			

## 2.2.4 – Human Resource Estimation

WBS CODE	Task Name	Duration	Total Hours	STAFF								TOTAL COST PER ACTIVITY
				ADARSHNA		ADARSHNI		BABITA	JESHIL	SALLY		
				POSITION								
				DATA SECURITY ANALYST	PROJECT SCHEDULER	PROJECT MANAGER	DEVELOPER	TEST ANALYST	REQUIREMENTS ENGINEER	SYSTEM ANALYST	DEVELOPER	
				PAY RATE (PER HOUR)								
				\$26.81	\$22.81	\$33.56	\$15.43	\$33.50	\$27.62	\$27.75	\$15.43	
SHIA FASHION ECOMMERCE SYSTEM												
Conceptualization Phase												
1.1.1	Project Team Meetup	1 day	8	\$214.48		\$268.48		\$268.00	\$220.96	\$222.00		\$1,193.92
1.1.2	Develop Work Distribution Plan	3 days	24			\$805.44						\$805.44
1.1.3	Conduct StakeHolder Analysis	10 days	80			\$2,684.80			\$2,209.60			\$4,894.40
1.1.4	Requirement Collection	10 days	80						\$2,209.60			\$2,209.60
1.1.5	Feasibility Study	5 days	40							\$1,110.00		\$1,110.00
1.1.6	Develop a Sustainability Plan	7 days	56			\$1,879.36						\$1,879.36
1.1.7	Develop Project Charter	7 days	56			\$1,879.36						\$1,879.36
1.1.8	Project Chart Submission and Approval	5 days	40			\$1,342.40						\$1,342.40
Planning Phase												
1.2.1	Team Meeting	2 days	16	\$428.96								\$428.96

1.2.2	Define Project Scope and Objectives	5 days	40			\$1,342.40						\$1,342.40
1.2.3	Detailed Project Schedule Estimation	10 days	80		\$1,824.80							\$1,824.80
1.2.4	Resource Requirements (Cost and Estimate)	10 days	80			\$2,684.80			\$2,209.60			\$4,894.40
1.2.5	Estimation of Budget	10 days	80			\$2,684.80						\$2,684.80
1.2.6	Design ecommerce system architecture	10 days	80							\$2,220.00		\$2,220.00
1.2.7	Activity Timeline	3 days	24		\$547.44							\$547.44
1.2.8	Risk Management	7 days	56	\$1,501.36		\$1,879.36				\$1,554.00		\$4,934.72
1.2.9	Develop Project Plan	10 days	80		\$1,824.80	\$2,684.80				\$2,220.00		\$6,729.60
1.2.10	Project Plan Submission and Approval	5 days	40			\$1,342.40						\$1,342.40
<b>Execution Phase</b>												
1.3.1	Team Meeting	2 days	16	\$428.96		\$536.96		\$536.00	\$441.92	\$444.00		\$2,387.84
1.3.2	SetUp Team Protocols	2 days	16			\$536.96						\$536.96
1.3.3	Establish Project Performance	2 days	16			\$536.96						\$536.96
1.3.4	Set Up Ecommerce Infrastruture	18 days	144								\$2,221.92	\$2,221.92
1.3.5	Implement DBMS System	20 days	160								\$2,468.80	\$2,468.80
1.3.6	Implement Inventory Management	15 days	120								\$1,851.60	\$1,851.60

1.3.7	Implement Payment Gateway	30 days	240								\$3,703.20	\$3,703.20
1.3.8	Implement Sustainability Measures	10 days	80				\$1,234.40					\$1,234.40
1.3.9	Perform System Testing	10 days	80					\$2,680.00				\$2,680.00
1.3.10	Fix Defects and Issues	15 days	120								\$1,851.60	\$1,851.60
1.3.11	Develop Data Backup and Recovery Plan	12 days	96	\$2,573.76								\$2,573.76
1.3.12	Implement System Security Controls	10 days	80	\$2,144.80								\$2,144.80
1.3.13	Conduct User Acceptance Testing	15 days	120					\$4,020.00				\$4,020.00
1.3.14	Conduct User Training	10 days	80							\$2,220.00		\$2,220.00
1.3.15	Prepare Draft Deliverable	3 days	24			\$805.44						\$805.44
1.3.16	Draft Deliverable Submission and Approval	3 days	24			\$805.44						\$805.44
<b>Termination Phase</b>												
1.4.1	Conduct Final Testing	5 days	40					\$1,340.00				\$1,340.00
1.4.2	Final Deliverable Documentation	5 days	40			\$1,342.40						\$1,342.40
1.4.3	Deliverable CheckList	3 days	24			\$805.44						\$805.44
1.4.4	Post-Implementation Audit CheckList	3 days	24			\$805.44						\$805.44
1.4.5	Handover	5 days	40			\$1,342.40						\$1,342.40



TOTAL AMOUNT PER ROLE	\$7,292.32	\$4,197.04	\$28,995.84	\$1,234.40	\$8,844.00	\$7,291.68	\$9,990.00	\$12,097.12	
TOTAL AMOUNT PER PERSON	\$11,489.36		\$30,230.24		\$8,844.00	\$7,291.68	\$22,087.12		
TOTAL COST OF HUMAN RESOURCE	\$79,942.40								

## 2.2.5 - Facilities, Equipment, Money, Materials Estimation

WBS CODE	ACITIVIES	FACILITIES			EQUIPMENTS			MATERIALS			
		OFFICE SPACE	CONFERENCE ROOM	TOTAL COST	NECESSARY HARDWARE AND SOFTWARE	PRINTING MACHINE	TOTAL COST	WHITE BOARD AND MARKERS	OFFICE SUPPLIERS/STATIONARIES	INTERNET	TOTAL COST
		SHIA FASHION ECOMMERCE SYSTEM									
		Conceptualization Phase									
1.1.1	Project Team Meetup		✓	50	✓		50	✓	✓	✓	50
1.1.2	Develop Work Distribution Plan		✓	35	✓	✓	50	✓	✓		42
1.1.3	Conduct StakeHolder Analysis	✓		25	✓	✓	50	✓	✓		
1.1.4	Requirement Collection				✓	✓	100	✓	✓	✓	
1.1.5	Feasibility Study	✓		32	✓	✓	50	✓	✓		35
1.1.6	Develop a Sustainability Plan	✓		35	✓	✓	30	✓	✓	✓	35
1.1.7	Develop Project Charter	✓		25	✓	✓	30	✓		✓	30
1.1.8	Project Chart Submission and Approval	✓		30	✓					✓	25
		Planning Phase									
1.2.1	Team Meeting		✓	50	✓		50	✓	✓		20
1.2.2	Define Project Scope and Objectives		✓	30	✓		40	✓	✓		20
1.2.3	Detailed Project Schedule Estimation		✓	30	✓		65	✓	✓		35

1.2.4	Resource Requirements (Cost and Estimate)		✓	50	✓		75	✓	✓	✓	35
1.2.5	Estimation of Budget		✓	50	✓		65	✓	✓	✓	25
1.2.6	Design ecommerce system architecture	✓		35	✓		100	✓	✓		50
1.2.7	Activity Timeline	✓		35	✓		55	✓	✓		50
1.2.8	Risk Management	✓		35	✓		40	✓	✓		35
1.2.9	Develop Project Plan		✓	50	✓		67	✓	✓		25
1.2.10	Project Plan Submission and Approval		✓	30	✓		20			✓	15
<b>Execution Phase</b>											
1.3.1	Team Meeting		✓	50	✓		40	✓	✓		20
1.3.2	SetUp Team Protocols		✓	35	✓		50	✓	✓		15
1.3.3	Establish Project Performance		✓	35	✓		50	✓	✓		15
1.3.4	Set Up Ecommerce Infrastruture	✓		350	✓	✓	400	✓	✓	✓	50
1.3.5	Implement DBMS System	✓		350	✓		350				
1.3.6	Implement Inventory Management	✓		300	✓		355				
1.3.7	Implement Payment Gateway	✓		300	✓		325				
1.3.8	Implement Sustainability Measures	✓		250	✓	✓	250				
1.3.9	Perform System Testing		✓	300	✓		360				
1.3.10	Fix Defects and Issues		✓	250	✓		300				
1.3.11	Develop Data Backup and Recovery Plan		✓	200	✓		400				

1.3.12	Implement System Security Controls	✓		220	✓		350				
1.3.13	Conduct User Acceptance Testing		✓	200	✓		200			✓	18
1.3.14	Conduct User Training		✓	300	✓	✓	300	✓	✓	✓	20
1.3.15	Prepare Draft Deliverable	✓		30	✓	✓	55			✓	20
1.3.16	Draft Deliverable Submission and Approval	✓		30	✓		20			✓	25
Termination Phase											
1.4.1	Conduct Final Testing	✓		150	✓		150			✓	35
1.4.2	Final Deliverable Documentation	✓		100	✓		120			✓	35
1.4.3	Deliverable CheckList	✓		75	✓	✓	50				
1.4.4	Post-Implementation Audit CheckList	✓		75	✓	✓	50				
1.4.5	Handover		✓	22	✓	✓	40				
TOTAL PER RESOURCE (\$)				\$4,249.00			\$5,152.00				\$780.00
TOTAL RESOURCES (\$)		\$10,181.00									

## 2.3 Task Duration Estimation

### 2.3.1 – Estimation Technique

Activity durations can be estimated in a number of ways including from experiences gained from previous projects, expert opinions and mathematical derivation which is the method used in this project. This method consists of developing duration probability based on a reasoned analysis of best case, most likely case and worst-case scenarios. Mathematical procedures have been created to help determine activity times for projects such as ours which is implementing a sustainable ecommerce. Program Evaluation and Review Technique (PERT) is a technique used to estimate project duration through a weighted average of optimistic, pessimistic and most likely activity durations when there is uncertainty with the individual activity estimates.

The estimate duration formula is:

$$TE = \frac{a + 4(m) + b}{6}$$

TE (Estimated time) – is the estimated time or duration for the activities to complete

Optimistic time (a) – is the “best-case” and thus shortest duration, or lowest cost, to complete the work.

Most likely (m) – estimate captures the highest likelihood of completing the work in the given duration or cost.

Pessimistic time (b) – is the “worst-case” and thus longest duration, or highest cost, to complete the work. (Bell, 2021)

### 2.3.2 – Activity Durations

WBS CODE	ACTIVITY LABEL	ACTIVITIES	Optimistic (a)	Most Likely (m)	Pessimistic (b)	Estimated Duration TE = (a+4(m)+b)/6	Predecessors
1.1.1	A	Project Team Meetup	1	1	1	1	
1.1.2	B	Develop Work Distribution Plan	2	3	5	3	A
1.1.3	C	Conduct Stakeholder Analysis	7	10	15	10	B
1.1.4	D	Requirement Collection	7	10	15	10	CSS
1.1.5	E	Feasibility Study	3	5	7	5	D
1.1.6	F	Develop a Sustainability Plan	5	7	10	7	E,C
1.1.7	G	Develop Project Charter	5	7	10	7	F
1.1.8	H	Project Chart Submission and Approval	3	5	7	5	G
1.2.1	I	Team Meeting	2	2	2	2	H
1.2.2	J	Define Project Scope and Objectives	3	5	7	5	I
1.2.3	K	Detailed Project Schedule Estimation	7	10	15	10	J
1.2.4	L	Resource Requirements (Cost and Estimate)	7	10	15	10	KSS
1.2.5	M	Estimation of Budget	7	10	15	10	L
1.2.6	N	Design ecommerce system architecture	7	10	15	10	M,K
1.2.7	O	Activity Timeline	2	3	5	3	N
1.2.8	P	Risk Management	5	7	10	7	O
1.2.9	Q	Develop Project Plan	7	10	15	10	MSS
1.2.10	R	Project Plan Submission and Approval	3	5	7	5	Q
1.3.1	S	Team Meeting	2	2	2	2	R
1.3.2	T	Setup Team Protocols	1	2	3	2	S
1.3.3	U	Establish Project Performance	1	2	3	2	T
1.3.4	V	Set Up Ecommerce Infrastructure	15	20	25	20	USS
1.3.5	W	Implement DBMS System	15	20	25	20	V
1.3.6	X	Implement Inventory Management	10	15	20	15	WSS
1.3.7	Y	Implement Payment Gateway	25	30	35	30	U
1.3.8	Z	Implement Sustainability Measures	7	10	13	10	Y
1.3.9	AA	Perform System Testing	7	10	15	10	Z
1.3.10	AB	Fix Defects and Issues	10	15	20	15	AA
1.3.11	AC	Develop Data Backup and Recovery Plan	10	15	20	15	25
1.3.12	AD	Implement System Security Controls	7	10	13	10	26

1.3.13	AE	Conduct User Acceptance Testing	10	15	20	15	ABSS,AC,AD
1.3.14	AF	Conduct User Training	7	10	13	10	AE,AB
1.3.15	AG	Prepare Draft Deliverable	2	3	4	3	AF
1.3.16	AH	Draft Deliverable Submission and Approval	2	3	4	3	AG
1.4.1	AI	Conduct Final Testing	3	5	7	5	AH
1.4.2	AJ	Final Deliverable Documentation	3	5	7	5	AI
1.4.3	<b>AK</b>	Deliverable CheckList	2	3	4	3	<b>AJSS</b>
1.4.4	AL	Post-Implementation Audit CheckList	2	3	4	3	AK,AJ
1.4.5	AM	Handover	3	5	7	5	AL

## 2.4 – Work Timeline

### 2.4.1 – Project Timeline

Project Statistics for 'final assignment 2.mpp' X

	Start	Finish
Current	Mon 01/05/23	Fri 29/12/23
Baseline	NA	NA
Actual	NA	NA
Variance	0d	0d

	Duration	Work	Cost
Current	175d	3,576h	\$0.00
Baseline	0d	0h	\$0.00
Actual	0d	0h	\$0.00
Remaining	175d	3,576h	\$0.00

Percent complete:

Duration: 0%      Work: 0%

Close

All the activities, milestones, durations and predecessors are calculated based on the start date 1st May, 2023. The finish date of the project is 29th December, 2023 making it a total of 175 working days to complete the project. The working days is based on the standard calendar in MS Project indicating 5 working days in a week, Monday to Friday and working hours from 8am to 5pm.

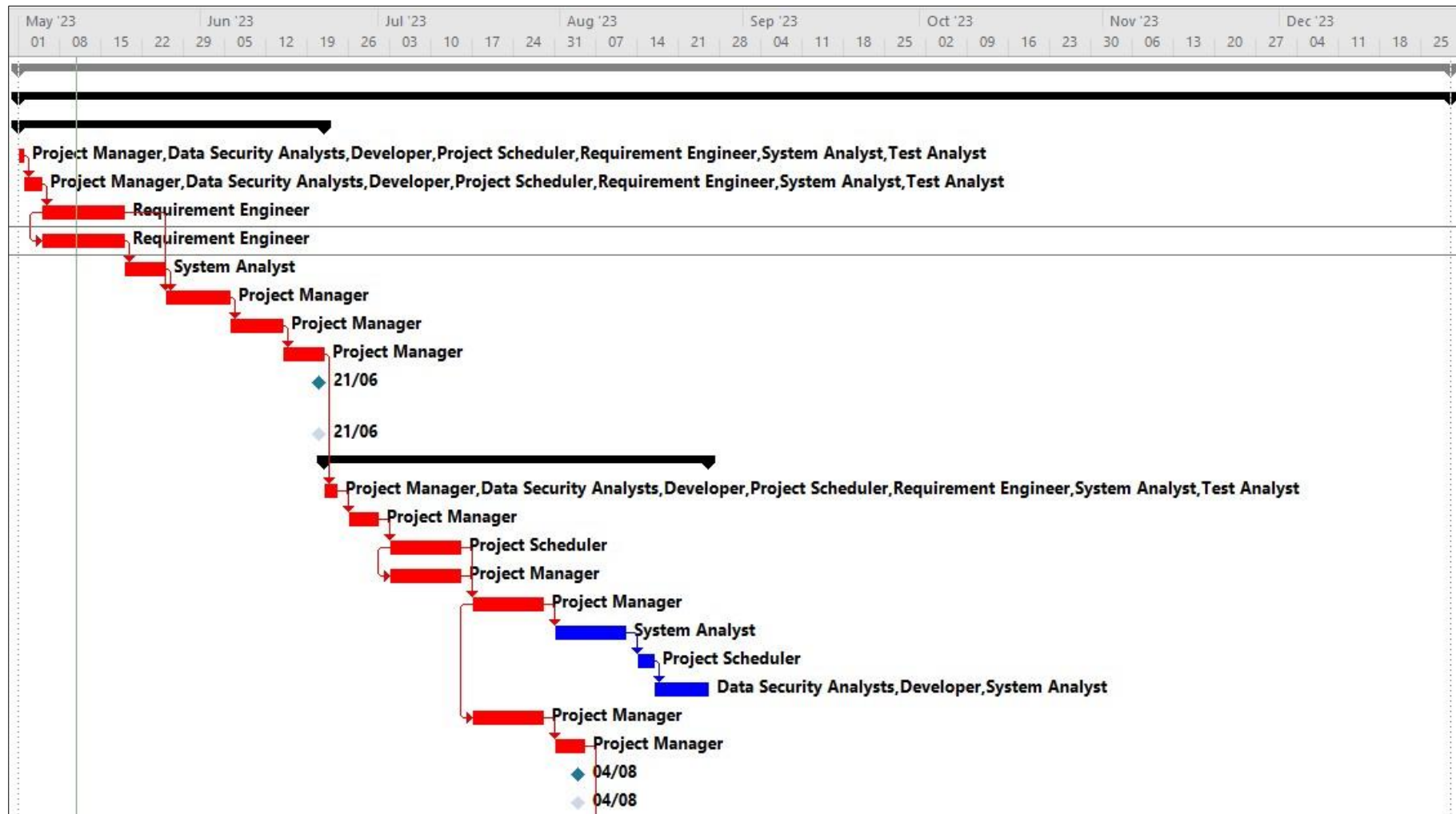


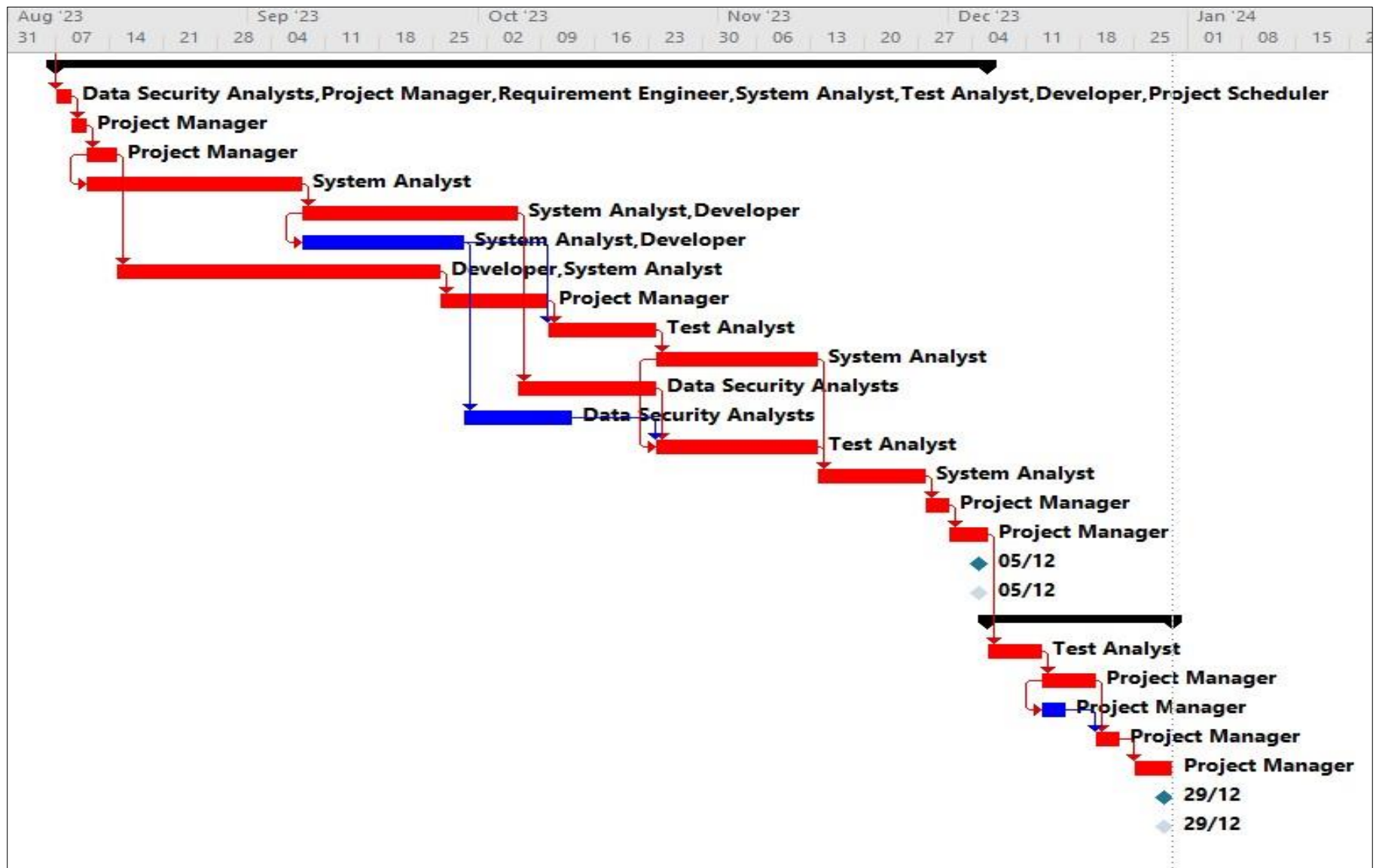
## 2.4.2 – Gantt Chart – Task Table


























Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
	IS333 Assignment 2 2023	175 days	Mon 01/05/23	Fri 29/12/23		
	Shia Fashion Ecommerce System	175 days	Mon 01/05/23	Fri 29/12/23		
	Conceptualization Phase	38 days	Mon 01/05/23	Wed 21/06/23		
	Project Team Meetup	1 day	Mon 01/05/23	Mon 01/05/23		Project Manager,Data Security Analysts,Developer,Project Scheduler,Requirement Engineer,System Analyst,Test Analyst
	Develop Work Distribution Plan	3 days	Tue 02/05/23	Thu 04/05/23	3	Project Manager,Data Security Analysts,Developer,Project Scheduler,Requirement Engineer,System Analyst,Test Analyst
	Conduct StakeHolder Analysis	10 days	Fri 05/05/23	Thu 18/05/23	4	Requirement Engineer
	Requirement Collection	10 days	Fri 05/05/23	Thu 18/05/23	5SS	Requirement Engineer
	Feasibility Study	5 days	Fri 19/05/23	Thu 25/05/23	6	System Analyst
	Develop a Sustainability Plan	7 days	Fri 26/05/23	Mon 05/06/23	7,5	Project Manager
	Develop Project Charter	7 days	Tue 06/06/23	Wed 14/06/23	8	Project Manager
	Project Chart Submission and Approval	5 days	Thu 15/06/23	Wed 21/06/23	9	Project Manager
	<New Milestone>Conceptualization Phase	0 days	Wed 21/06/23	Wed 21/06/23		
	<New Milestone>	0 days				
	Planning Phase	47 days	Thu 22/06/23	Fri 25/08/23		
	Team Meeting	2 days	Thu 22/06/23	Fri 23/06/23	10	Project Manager,Data Security Analysts,Developer,Project Scheduler,Requirement Engineer,System Analyst,Test Analyst
	Define Project Scope and Objectives	5 days	Mon 26/06/23	Fri 30/06/23	14	Project Manager
	Detailed Project Schedule Estimation	10 days	Mon 03/07/23	Fri 14/07/23	15	Project Scheduler
	Resource Requirements (Cost and Estimat	10 days	Mon 03/07/23	Fri 14/07/23	16SS	Project Manager
	Estimation of Budget	10 days	Mon 17/07/23	Fri 28/07/23	17,16	Project Manager
	Design ecommerce system architecture	10 days	Mon 31/07/23	Fri 11/08/23	18	System Analyst
	Activity Timeline	3 days	Mon 14/08/23	Wed 16/08/23	19	Project Scheduler
	Risk Management	7 days	Thu 17/08/23	Fri 25/08/23	20	Data Security Analysts,Developer,System Analyst
	Develop Project Plan	10 days	Mon 17/07/23	Fri 28/07/23	18SS	Project Manager
	Project Plan Submission and Approval	5 days	Mon 31/07/23	Fri 04/08/23	22	Project Manager
	<New Milestone>Planning Phase	0 days	Fri 04/08/23	Fri 04/08/23		
	<New Milestone>	0 days				

WBS		Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
1.3			<b>Execution Phase</b>	<b>87 days</b>	<b>Mon 07/08/23</b>	<b>Tue 05/12/23</b>		
1.3.1			Team Meeting	2 days	Mon 07/08/23	Tue 08/08/23	22	Data Security Analysts,Project Manager,Requirement Engineer,System Analyst,Test Analyst,Developer,Project
1.3.2			SetUp Team Protocols	2 days	Wed 09/08/23	Thu 10/08/23	25	Project Manager
1.3.3			Establish Project Performance	2 days	Fri 11/08/23	Mon 14/08/23	26	Project Manager
1.3.4			Set Up Ecommerce Infrastruture	18 days	Fri 11/08/23	Tue 05/09/23	27SS	System Analyst
1.3.5			Implement DBMS System	20 days	Wed 06/09/23	Tue 03/10/23	28	System Analyst,Developer
1.3.6			Implement Inventory Management	15 days	Wed 06/09/23	Tue 26/09/23	29SS	System Analyst,Developer
1.3.7			Implement Payment Gateway	30 days	Tue 15/08/23	Mon 25/09/23	27	Developer,System Analyst
1.3.8			Implement Sustainability Measures	10 days	Tue 26/09/23	Mon 09/10/23	31	Project Manager
1.3.9			Perform System Testing	10 days	Tue 10/10/23	Mon 23/10/23	32,30	Test Analyst
1.3.10			Fix Defects and Issues	15 days	Tue 24/10/23	Mon 13/11/23	33	System Analyst
1.3.11			Develop Data Backup and Recovery Plan	12 days	Wed 04/10/23	Thu 19/10/23	29	Data Security Analysts
1.3.12			Implement System Security Controls	10 days	Wed 27/09/23	Tue 10/10/23	30	Data Security Analysts
1.3.13			Conduct User Acceptance Testing	15 days	Tue 24/10/23	Mon 13/11/23	34SS,35,36	Test Analyst
1.3.14			Conduct User Training	10 days	Tue 14/11/23	Mon 27/11/23	34,37	System Analyst
1.3.15			Prepare Draft Deliverable	3 days	Tue 28/11/23	Thu 30/11/23	38	Project Manager
1.3.16			Draft Deliverable Submission and Approva	3 days	Fri 01/12/23	Tue 05/12/23	39	Project Manager
1.3.17			<New Milestone>Execution Phase	0 days	Tue 05/12/23	Tue 05/12/23		
1.4			<b>Termination Phase</b>	<b>18 days</b>	<b>Wed 06/12/23</b>	<b>Fri 29/12/23</b>		
1.4.1			Conduct Final Testing	5 days	Wed 06/12/23	Tue 12/12/23	40	Test Analyst
1.4.2			Final Deliverable Documentation	5 days	Wed 13/12/23	Tue 19/12/23	43	Project Manager
1.4.3			Deliverable CheckList	3 days	Wed 13/12/23	Fri 15/12/23	44SS	Project Manager
1.4.4			Post-Implementation Audit CheckList	3 days	Wed 20/12/23	Fri 22/12/23	44,45	Project Manager
1.4.5			Handover	5 days	Mon 25/12/23	Fri 29/12/23	46	Project Manager
1.4.6			<New Milestone>Termination Phase	0 days	Fri 29/12/23	Fri 29/12/23		

### 2.4.3 – Gantt Chart Diagram





Task		Rolled Up Milestone		Manual Summary Rollup	
Task Progress		Rolled Up Progress		Manual Summary	
Split		External Tasks		Start-only	
Milestone		External Milestone		Finish-only	
Summary		Inactive Task		Deadline	
Project Summary		Inactive Milestone		Critical Task	
Group By Summary		Inactive Summary		Critical Task Progress	
Rolled Up Task		Manual Task			
Rolled Up Critical Task		Duration-only			

## 2.5 Budget

### 2.5.1 – Summarized Budget

RESOURCES	COST
<b>CONCEPTUALIZATION PHASE</b>	
Human Resource	\$15,314.48
Facility	\$232.00
Equipment	\$360.00
Materials	\$217.00
<b>SUBTOTAL</b>	<b>\$16,123.48</b>
<b>PLANNING PHASE</b>	
Human Resource	\$26,949.52
Facility	\$395.00
Equipment	\$577.00
Materials	\$310.00
<b>SUBTOTAL</b>	<b>\$28,231.52</b>
<b>EXECUTION PHASE</b>	
Human Resource	\$32,042.72
Facility	\$3,200.00
Equipment	\$3,805.00
Materials	\$183.00
<b>SUBTOTAL</b>	<b>\$39,230.72</b>
<b>TERMINATION PHASE</b>	
Human Resource	\$5,635.68
Facility	\$422.00
Equipment	\$410.00
Materials	\$70.00
<b>SUBTOTAL</b>	<b>\$6,537.68</b>
<b>OVERHEAD COSTS</b>	<b>\$11,500.00</b>
<b>HARDWARE &amp; SOFTWARE COSTS</b>	<b>\$45,000.00</b>
<b>TOTAL</b>	<b>\$146,623.40</b>

## 2.5.2 – Detailed Budget

WBS CODE	ACITIVIES	RESOURCES				TOTAL COST PER PHASE
		HUMAN RESOURCE	FACILITIES	EQUIPMENTS	MATERIALS	
	SHIA FASHION ECOMMERCE SYSTEM					
	Conceptualization Phase					
1.1.1	Project Team Meetup	1193.92	50	50	50	
1.1.2	Develop Work Distribution Plan	805.44	35	50	42	
1.1.3	Conduct Stakeholder Analysis	4894.4	25	50		
1.1.4	Requirement Collection	2209.6		100		
1.1.5	Feasibility Study	1110	32	50	35	
1.1.6	Develop a Sustainability Plan	1879.36	35	30	35	
1.1.7	Develop Project Charter	1879.36	25	30	30	
1.1.8	Project Chart Submission and Approval	1342.4	30		25	
TOTAL CONCEPTUALIZATION PHASE COST PER RESOURCE		\$15,314.48	\$232.00	\$360.00	\$217.00	\$16,123.48
Planning Phase						
1.2.1	Team Meeting	428.96	50	50	20	
1.2.2	Define Project Scope and Objectives	1342.4	30	40	20	
1.2.3	Detailed Project Schedule Estimation	1824.8	30	65	35	
1.2.4	Resource Requirements (Cost and Estimate)	4894.4	50	75	35	
1.2.5	Estimation of Budget	2684.8	50	65	25	
1.2.6	Design ecommerce system architecture	2220	35	100	50	
1.2.7	Activity Timeline	547.44	35	55	50	
1.2.8	Risk Management	4934.72	35	40	35	
1.2.9	Develop Project Plan	6729.6	50	67	25	
1.2.10	Project Plan Submission and Approval	1342.4	30	20	15	
TOTAL PLANNING PHASE COST PER RESOURCE		\$26,949.52	\$395.00	\$577.00	\$310.00	\$28,231.52



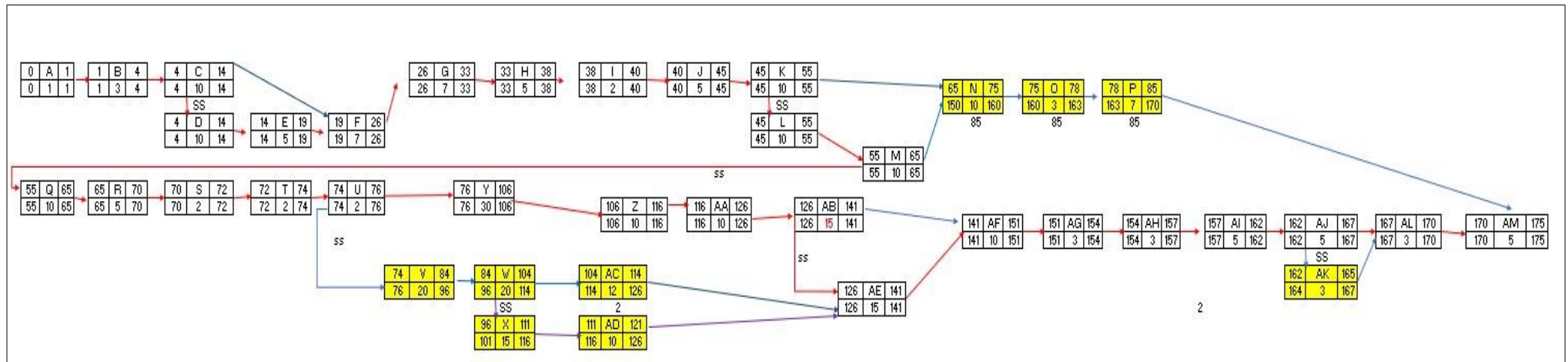
Execution Phase						
1.3.1	Team Meeting	2387.84	50	40	20	
1.3.2	Setup Team Protocols	536.96	35	50	15	
1.3.3	Establish Project Performance	536.96	35	50	15	
1.3.4	Set Up Ecommerce Infrastructure	2221.92	350	400	50	
1.3.5	Implement DBMS System	2468.8	350	350		
1.3.6	Implement Inventory Management	1851.6	300	355		
1.3.7	Implement Payment Gateway	3703.2	300	325		
1.3.8	Implement Sustainability Measures	1234.4	250	250		
1.3.9	Perform System Testing	2680	300	360		
1.3.10	Fix Defects and Issues	1851.6	250	300		
1.3.11	Develop Data Backup and Recovery Plan	2573.76	200	400		
1.3.12	Implement System Security Controls	2144.8	220	350		
1.3.13	Conduct User Acceptance Testing	4020	200	200	18	
1.3.14	Conduct User Training	2220	300	300	20	
1.3.15	Prepare Draft Deliverable	805.44	30	55	20	
1.3.16	Draft Deliverable Submission and Approval	805.44	30	20	25	
TOTAL EXECUTION PHASE COST PER RESOURCE		\$32,042.72	\$3,200.00	\$3,805.00	\$183.00	\$39,230.72
Termination Phase						
1.4.1	Conduct Final Testing	1340	150	150	35	
1.4.2	Final Deliverable Documentation	1342.4	100	120	35	
1.4.3	Deliverable Checklist	805.44	75	50		
1.4.4	Post-Implementation Audit Checklist	805.44	75	50		
1.4.5	Handover	1342.4	22	40		
TOTAL TERMINATION PHASE COST PER RESOURCE		\$5,635.68	\$422.00	\$410.00	\$70.00	\$6,537.68
TOTAL RESOURCE COST						\$90,123.40
OVERHEAD COST						
Travel Expenses						\$500
Support Staff Cost (Administrative, Financial, Selling- Advertising/Marketing)						\$5,000
Miscellaneous						\$2,000
Service Cost (Legal Services, Consulting)						\$3,000



Meeting Cost	\$1,000
<b>TOTAL OVERHEAD COST</b>	<b>\$11,500</b>
<b>Hardware Cost</b>	<b>\$20,000</b>
<b>Software and Licensing Cost</b>	<b>\$25,000</b>
<b>TOTAL COST</b>	<b>\$45,000</b>
<b>TOTAL COST OF THE PROJECT</b>	<b>\$146,623.40</b>

## 2.6 Project Network Diagrams

### 2.6.1 – Activity on Node Diagram (AON)



### KEYS

ES	ACTIVITY	EF
LS	DURATION	LF

## 2.6.2 – Paths of the Diagram

Critical path is

A-	B-	C-	D-	E-	F-	G-	H-	I-	J-	K-	L-	M-	Q-	R-	S-	T-	U-	Y-	Z-	AA-	AB-	AE-	AF-	AG-	AH-	AI-	AJ-	AL-	AM=	190
1	3	0	10	5	7	7	5	2	5	0	10	0	10	5	2	2	2	30	10	10	15	15	10	3	3	5	5	3	5	

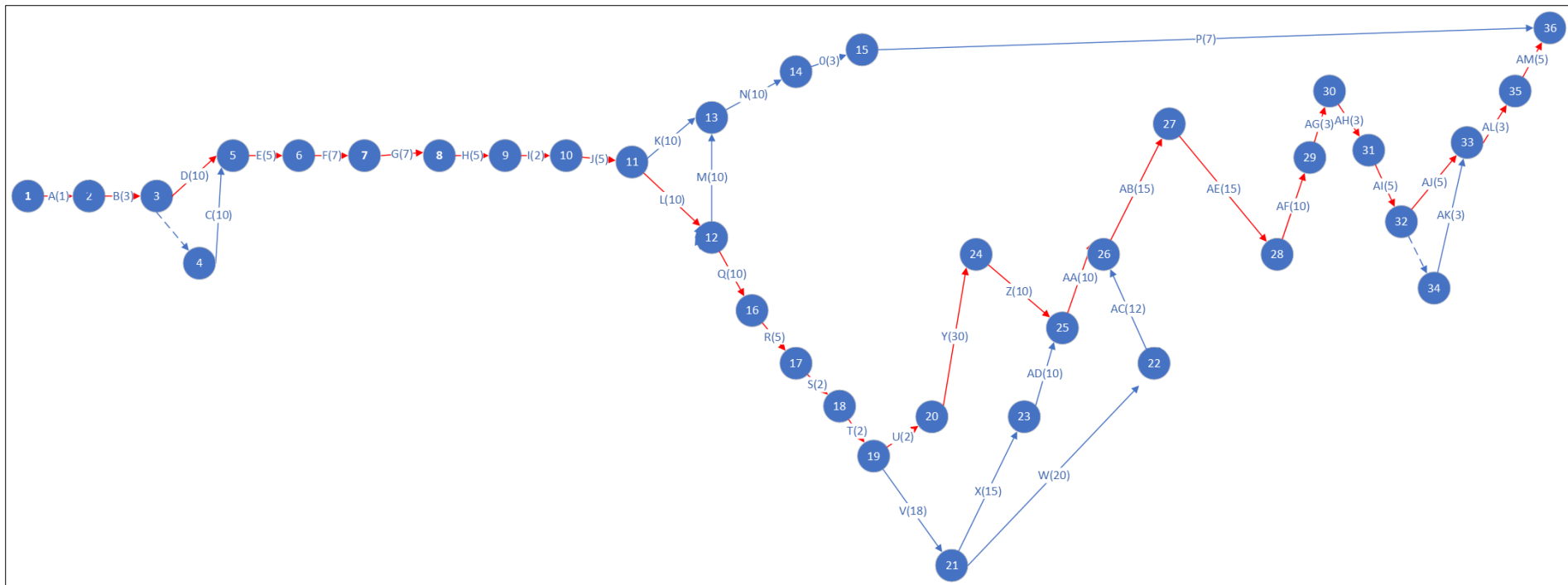
There are two critical paths in our project, which are highlighted in the table below as path number 8 and 12. we will need to combine the two important paths in order to form a single critical path. This merge will increase our project duration from 175 days to 190 days as there is an additional critical activity into our critical path.

PATH NO:	Paths																													Duration			
1	A- 1	B- 3	C- 10	F- 7	G- 7	H- 5	I- 2	J- 5	K- 10	N- 10	O- 3	P- 7	AM= 5																	75			
2	A- 1	B- 3	C- 10	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 10	N- 10	O- 3	P- 7	AM= 5															85			
3	A- 1	B- 3	C- 0	D- 10	E- 5	F- 7	G- 7	H- 5	I- 2	J- 5	K- 10	N- 10	O- 3	P- 7	AM 5															80			
4	A- 1	B- 3	C- 0	D- 10	E- 5	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 10	N- 10	O- 3	P- 7	AM= 5													90			
5	A- 1	B- 3	C- 10	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 0	Q- 10	R- 5	S- 2	T- 2	U- 2	Y- 30	Z- 10	AA- 10	AB- 15	AF- 10	AG- 3	AH- 3	AI- 5	AJ- 5	AL- 3	AM= 5			170			
6	A- 1	B- 3	C- 10	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 0	Q- 10	R- 5	S- 2	T- 2	U- 2	Y- 30	Z- 10	AA- 10	AB- 15	AF- 10	AG- 3	AH- 3	AI- 5	AJ- 0	AK- 3	AL- 3	AM= 5			168		
7	A- 1	B- 3	C- 0	D- 10	E- 5	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 0	Q- 10	R- 5	S- 2	T- 2	U- 2	Y- 30	Z- 10	AA- 15	AB- 10	AF- 3	AG- 10	AH- 3	AI- 5	AJ- 0	AK- 3	AL- 3	AM= 5	173		
8	A- 1	B- 3	C- 0	D- 10	E- 5	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 0	Q- 10	R- 5	S- 2	T- 2	U- 2	Y- 30	Z- 10	AA- 10	AB- 15	AF- 10	AG- 3	AH- 3	AI- 5	AJ- 5	AL- 3	AM= 5	175			
9	A- 1	B- 3	C- 0	D- 10	E- 5	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 0	Q- 10	R- 5	S- 2	T- 2	U- 2	Y- 30	Z- 10	AA- 10	AB- 0	AE- 15	AF- 10	AG- 3	AH- 3	AI- 5	AJ- 0	AK- 3	AL- 3	AM= 5	173	
10	A- 1	B- 3	C- 10	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 0	Q- 10	R- 5	S- 2	T- 2	U- 2	Y- 30	Z- 10	AA- 10	AB- 0	AE- 15	AF- 10	AG- 3	AH- 3	AI- 5	AJ- 0	AK- 3	AL- 3	AM= 5			168	
11	A- 1	B- 3	C- 10	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 0	Q- 10	R- 5	S- 2	T- 2	U- 2	Y- 30	Z- 10	AA- 10	AB- 0	AE- 15	AF- 10	AG- 3	AH- 3	AI- 5	AJ- 5	AL- 5	AM= 5			170		
12	A- 1	B- 3	C- 0	D- 10	E- 5	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 0	Q- 10	R- 5	S- 2	T- 2	U- 2	Y- 30	Z- 10	AA- 10	AB- 0	AE- 15	AF- 10	AG- 3	AH- 3	AI- 5	AJ- 5	AL- 3	AM= 5	175		
13	A- 1	B- 3	C- 0	D- 10	E- 5	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 0	Q- 10	R- 5	S- 2	T- 2	U- 0	V- 18	W- 0	X- 15	AD- 10	AE- 15	AF- 10	AG- 3	AH- 3	AI- 5	AJ- 5	AL- 3	AM= 5			166
14	A- 1	B- 3	C- 0	D- 10	E- 5	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 0	Q- 10	R- 5	S- 2	T- 2	U- 0	V- 18	W- 0	X- 15	AD- 10	AE- 15	AF- 10	AG- 3	AH- 3	AI- 5	AJ- 5	AK- 0	AL- 3	AM= 5	164	
15	A- 1	B- 3	C- 10	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 0	Q- 10	R- 5	S- 2	T- 2	U- 0	V- 18	W- 0	X- 15	AD- 10	AE- 15	AF- 10	AG- 3	AH- 3	AI- 5	AJ- 5	AL- 5	AM= 5			161		
16	A- 1	B- 3	C- 10	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 0	Q- 10	R- 5	S- 2	T- 2	U- 0	V- 18	W- 0	X- 15	AD- 10	AE- 15	AF- 10	AG- 3	AH- 3	AI- 5	AJ- 0	AK- 3	AL- 3	AM= 5			159	
17	A- 1	B- 3	C- 10	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 0	Q- 10	R- 5	S- 2	T- 2	U- 0	V- 18	W- 20	AC- 12	AE- 15	AF- 10	AG- 3	AH- 3	AI- 5	AJ- 0	AK- 3	AL- 3	AM= 5			166		
18	A- 1	B- 3	C- 10	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 0	Q- 10	R- 5	S- 2	T- 2	U- 0	V- 18	W- 20	AC- 12	AE- 15	AF- 10	AG- 3	AH- 3	AI- 5	AJ- 0	AL- 3	AM= 5			168			
19	A- 1	B- 3	C- 0	D- 10	E- 5	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 0	Q- 10	R- 5	S- 2	T- 2	U- 0	V- 18	W- 20	AC- 12	AE- 15	AF- 10	AG- 3	AH- 3	AI- 5	AJ- 5	AL- 5	AM= 5			173	
20	A- 1	B- 3	C- 0	D- 10	E- 5	F- 7	G- 7	H- 5	I- 2	J- 5	K- 0	L- 10	M- 0	Q- 10	R- 5	S- 2	T- 2	U- 0	V- 18	W- 20	AC- 12	AE- 15	AF- 10	AG- 3	AH- 3	AI- 5	AJ- 5	AK- 3	AL- 3	AM= 5	171		

### 2.6.3 – Slacks of the Diagram

Number	WBS Code	Activity Label	Activity Name	Predecessors	Duration (Days)	Early start (ES)	Early Finish (EF)	Latest Start (LS)	Latest Finish (LF)	Slack	DAYS of slack (LS-ES=LF-EF)
1	1.2.6	N	Design ecommerce system architecture	M,K	10 days	65	75	150	160	YES	85
2	1.2.7	O	Activity Timeline	N	3 days	75	78	160	163	YES	85
3	1.2.8	P	Risk Management	0	7 days	78	85	163	170	YES	85
4	1.3.4	V	Set Up Ecommerce Infrastructure	USS	18 days	74	92	76	94	YES	2
5	1.3.5	W	Implement DBMS System	V	20 days	92	112	94	114	YES	2
6	1.3.6	X	Implement Inventory Management	WSS	15 days	92	107	101	116	YES	9
7	1.3.11	AC	Develop Data Backup and Recovery Plan	25	12days	112	124	114	126	YES	2
8	1.3.12	AD	Implement System Security Controls	26	10 days	107	117	116	126	YES	9
9	1.4.3	AK	Deliverable Checklist	AJSS	3 days	162	165	164	167	YES	2

### 2.6.4 – Activity on Arrow (AOA) Diagram



## 2.7 Risks

### 2.7.1 - Risk Management

Project risk management is the practice of recognizing, evaluating, and addressing any potential risks that may arise throughout a project's lifespan to ensure it remains on course and achieves its objectives. It is not a reactive process; rather, it should be incorporated into the planning stage to identify potential risks and develop strategies to mitigate or manage them should they arise.

### 2.7.2 - Risk Identification

A useful method for developing a risk identification strategy begins by creating a classification scheme for likely risks. Risks commonly fall into one or more of the following classification clusters:

<b>TECHNICAL RISK – Related to the technology and infrastructure required for the project.</b>	
1. Technology Obsolescence	<ul style="list-style-type: none"><li>• Technology used in the project becomes outdated or unsupported.</li><li>• Failure of hardware or software components</li></ul>
2. Integration Challenges	<ul style="list-style-type: none"><li>• Integrating different components or systems may cause unexpected issues.</li></ul>
<b>EXECUTION RISK – Related to the management and implementation of the project.</b>	
3. Poor Communication	<ul style="list-style-type: none"><li>• Unclear communication between stakeholders leading to misunderstanding or missed deadlines.</li></ul>
4. Resource Availability	<ul style="list-style-type: none"><li>• Equipment's, materials or key personnels are not available when needed.</li></ul>
<b>Financial Risk – Related to the financial aspects of the project.</b>	
5. Budget Overruns	<ul style="list-style-type: none"><li>• Inaccurate budget estimates or financial forecasting.</li></ul>
6. Cash Flow Problems	<ul style="list-style-type: none"><li>• Unexpected costs or expenses</li></ul>
<b>Legal Risks – Legal or regulatory requirements of the project</b>	
7. Contract Disputes	<ul style="list-style-type: none"><li>• Disagreements or disputes over terms and conditions of the contract with vendors, stakeholders or any other party.</li></ul>

### Ways in which risk can be identified:

- **Brainstorming** – gather a group of stakeholders, project team members or subject matter experts to brainstorm potential risks that may impact the project which was recorded in Risk Register.
- **Historical Data Review** – reviewing previous similar projects and identify risks that were encountered in those projects and strategies on how it was mitigated.
- **Expert Judgement** – seek advice from experts on the subject matter to identify potential risks.

### **2.7.3 - Risk Qualification and Prioritization**

<b><u>RISK</u></b>	<b><u>IMPACT OF PROJECT</u></b>	<b><u>PRIORITY LEVEL</u></b>	<b><u>RISK OWNER</u></b>
Technology Obsolescence	Will lead to delays, rework or can cause project failure.	High	<ul style="list-style-type: none"><li>• Project Manager</li><li>• Developer</li><li>• Systems Analyst</li><li>• Requirements Engineer</li></ul>
Integration Challenges	If components are not compatible then this can cause delays in the project.	Moderate	<ul style="list-style-type: none"><li>• Developer</li></ul>
Poor Communication	Team members or stakeholders not communicating effectively can lead to a delay of the project.	Moderate	<ul style="list-style-type: none"><li>• Project Manager</li></ul>
Resource Availability	Not having resource availability can have an impact on the project.	High	<ul style="list-style-type: none"><li>• Project Manager</li></ul>
Budget Overruns	When the actual costs of the project exceed the estimated costs, it can cause negative impacts on the project.	Severe	<ul style="list-style-type: none"><li>• Project Manager</li><li>• Requirements Engineer</li><li>• System Analyst</li></ul>
Cash Flow Problems	It can lead to delayed payments to vendors, reduced motivation or productivity among team members or increased borrowing costs.	High	➤ Project Manager
Contract Disputes	Can cause delays, increased costs and damage relationships between project stakeholders. Also, it can result in legal proceedings taking up significant time and resources to resolve.	High	➤ Project Manager

### **2.7.4 - Risk Monitoring**

By having a dedicated risk manager who will proactively monitor potential risks in a project ensures that the project can be completed on time and any major disruption to the project can be avoided. During team meeting the risk manager can provide updates to the project manager and the team and highlight risks that are currently relevant to the project timeline. It is important to note that risk management is an ongoing activity that should be carried out throughout the project's lifespan.

### **2.7.5 - Risk Mitigation and Avoidance**

In order to guarantee that the risks are monitored at the proper times and are dealt with appropriately, the project team will establish avoidance and mitigation methods as well as add the risks to the risk register and project plan. The triple constraint of time, scope, and money will be used to manage and control the risks. The project manager will choose the appropriate course of action for each risk with the help of the project team to guarantee adherence to these constraints.

### 2.7.6 – Risk Register

RISK IDENTIFICATION		QUALITATIVE RATING				RISK RESPONSE	TRIGGER	RISK OWNER
RISK	RISK CATEGORY	PROBABILITY	IMPACT	RISK SCORE	RISK RANKING			
Technology Obsolescence	TECHNICAL	0.35	10	3.5	6	The risk can be mitigated by identifying technology alternatives and having contingency plans should any issues arise.	System Failure	Project Manager, Developer, Systems Analyst, Requirements Engineer
Integration Challenges	TECHNICAL	0.55	8	4.4	5	By doing extensive testing and validation before deploying the system as well as having a backup plan.	System Failure	Developer
Poor Communication	EXECUTION	0.65	7	4.55	4	Establish clear communication channels and protocols between all stakeholders, team members and partners.	Conflicts, Misunderstanding, Delayed Decision Making	Project Manager
Resource Availability	EXECUTION	0.85	8	6.8	3	Identify and secure necessary resources in advance, and actively monitoring resource utilization throughout the project.	Resource Shortages	Project Manager
Budget Overruns	FINANCIAL	0.75	10	7.5	1	Regularly monitoring and controlling project expenditures and taking cost-reduction measures where possible.	Overlooking Estimation of Resources	Project Manager, Requirements Engineer, Systems Analyst



Cash Flow Problems	FINANCIAL	0.55	7	3.85	2	Implement financial management best practices and regularly monitoring cash flow.	Payment Delays	Project Manager
Contract Disputes	LEGAL	0.25	7	1.75	7	Ensure that the contract terms and deliverables are clearly defined and proactively monitor performance and compliance throughout the project.	Contract Disagreements	Project Manager

## **3.0 Execution Phase**

### **3.1 – Change Management Process**

This means management change in resources, process and people involved in any particular project. It is a system of organized application for tools and resources used in business to amend things in order to provide organization with a key process to achieve their strategies.

There are three different aspects of change management; adapting change, controlling and affecting change. Adapting is how the business adjusts to the change and controlling we take care of the change and the process involved and finally, affecting change means how the change we make affect other things in the organization.

Change management is an enabling framework for managing the people side of change. There are streamline steps involve depending on the nature of change. Defining change management varies depending on the type of change and it is extremely important to analyse the process properly before we amend so that and thing else apart from what is required is not affected

#### **3.1.1 – Scope Change Management**

It is alteration to project scope by managing, controlling and documenting any type of scope change to a project. Increasing project price and extending project schedule leads to the modification of project scope. Scope change occurs when the team decides to carry out alterations which while carrying out their task or sometimes its requested by clients as well. it is important to follow right scope management procedure and well documented or else scope creep or project failure can occur due to poor management.

If the client wishes to change the scope of Shia Fashion, they have to fill out change request form providing details of the change and the reason they are requesting for it and wait for the project manager to advise them about the status of their request.

After analysing, checking on the material, resources and time if the request is approved the project manager informs the clients providing detail about the impact of the change. The project manager also informs the WBS and the workage packages for the adjustments which has to be done. If the request is not approved, still the project manager has to advise the client the reason for the unapproved proving detail of the effect of that change to the project and the people utilizing it.

### 3.1.2 – Change Request Form Template

Project Name:			Change Number:	
Requested By:			Date of Request:	
Presented To:				
Change Name:				
Description of Change:				
Reason for Change:				
Effect on Deliverable:	Scope:			
	Budget:			
	Resourcing:			
	Communication:			
	Other:			
Effect on Organization:				
Effect on Schedule:	Timeline:			
	Completion Date:			
Effect on Project Cost:				
Item Description:	Hours:		Amount (\$)	
	Decrease	Increase	Decrease	Increase
Analysis				
Proposed Action:				
Due Date:	Approval of Request:		Date:	
	Approved By:			

### 3.2 - Team Charter

Team Charter is a document that defines an overall objectives, resources, and constraint of any project team. These roadways are typically created in a group setting, with team leaders facilitating discussions and walking through key questions in an effort to define several important elements like team's purpose, context, goals, ropes and operating methods.

For project teams to be successful it's important for them to know their existence, the role they supposed to play and how they will accomplish the objective of the team.

The following are the components of our team charter:

**Team Purpose-** purpose for teams, the work the team engages in, and the values being share within the team.

**Team Goals** – to implement a successful and sustainable e-commerce system for Shia Fashion.

**Team Roles-** what are the work and responsibilities of each member towards the achievement of the e-commerce system for Shia Fashion.

**Team Work Processes** - How the task for the implementation of the system has been allocated.

**Team Decision Making-** -How the team decision is made in order to supply the goods to the clients on time. Are there some manual works involved as well? What are the ways of communicating clients' needs to other departments.

**Team Norms-** what are the expectations of the team members from each other. How the operating principles shape up members and how they interact within the team in regards to the team rules and regulations.

The following are the Team Operating Rules for the Project Management Team:

Ground Rule	Code of Conduct	Violation of this rule	Consequence of action:
<b>Problem solving Rules</b>	<ol style="list-style-type: none"><li>1) Have a generic discussion board for members to discuss issues.</li><li>2) Encourage participation of team members in problem solving process and working as a team.</li><li>3) Have team members ideas and thoughts as alternative solutions.</li></ol>	<ol style="list-style-type: none"><li>1) If members do not respect other members opinions.</li><li>2) If members do not participate entirely in discussions.</li></ol>	<ul style="list-style-type: none"><li>➤ Members are warned and given verbal warning</li><li>➤ If the action continuously occurs than the member is counselled and given written warning</li></ul>
<b>Project Decisions and Communications</b>	<ol style="list-style-type: none"><li>1) All members are permitted to voice out opinions.</li><li>2) Put emphasizes on the importance of open and honest communication.</li><li>3) Always allow every member to speak and consider their opinions.</li></ol>	<ol style="list-style-type: none"><li>1. Any member attempting to dictate decisions</li><li>2. A member's opinion is restricted in the process and failing to consider their viewpoint.</li></ol>	<ul style="list-style-type: none"><li>➤ If any superiority complex or dictatorship in decision making process is shown the member are given written warning.</li><li>➤ Treating and respecting your team members and</li></ul>

	4) When making decisions, always weigh the facts and information's.		creating a comfortable environment.
<b>Project Team Meetings</b>	1) All team members are to be in the meeting room on time and should be well prepared. 2) No team member is permitted to leave room while the meeting is going on. 3) Member are to avoid informal language during the meeting.	1) Leaving the room without proper reasons. 2) Not attending the meetings 3) Using informal language	➤ The member will be warned verbally at first ➤ A continuity of such action may result in a suspension from the project.
<b>Overall, Team Operations</b>	1) Effective communication is required across the team. 2) All team member must be committed to perform activities on budget and on time.	1) Member not performing task according to the schedule 2) Members overspending resources allocated. 3) Members not communicating and coordinating well	➤ Members are given written warning and counselled. ➤ Members are given final warning which could lead to dismissal.

### **3.2.1 – Ethical Issues**

In order for a success of a project, there are standards which needs to be followed by team members to ensure integrity and proper ethical behaviour in the working environment. The following code of ethics is to be followed by each member of the Project Team:

**Accountability** – it was our duty to take ownership of our actions and the decisions we make.

- We will accept responsibility and be accountable for our actions
- We will ensure to protect any confidential information that is been entrusted to us.

**Respect** – we are to respect each individual and not abuse the power and resources given to us.

- All team members are expected to treat each other with respect always.
- Each team members view point will be heard and understood.
- All team members will behave in a professional manner at all times.

**Honesty** – to be truthful and sincere in your work and to act in good faith always.

- Be truthful in our communications and conduct.
- Provide correct information in a timely manner always.

**Fairness** –

- All team members will be treated equally regardless of gender, nationality, race or gender.
- All decisions will be free from any biasness including favouritism, nepotism, bribery.

### **3.3 – Project Performance and Reporting System Table**

It is the measurement of whether a project has met its objective and the required scope, cost, schedule and then disseminating project progress, utilization of resources, forecasting the future progress to the stakeholders and interested parties. Through this, the management and stakeholders make the plan for the future. Therefore, it is important to measure the progress of your performance as the stages of the projects are developed and reported accordingly.

Throughout the project, the project manager works hard to evaluate, identify and assess and reports the cost and resources utilized to protect the project from falling apart.

The project manager analyses the success of the team through project development and through this, they are able to track the short falls, amend wherever they require.

#### **How to measure success of our Project:**

##### **1.Calculating the amount of money spent**

Comparing the plan budget during start of the project and then to the funds consumed when executing the plan. This shows whether we have over spent or under while working for the project

##### **2.Determine whether we have met our deadlines**

Meeting the deadlines shows that our project and the team have worked productively under pressure.

##### **3.Evaluate the efficiency of our team**

Project performance can reveal the quality of collaboration within our team and the strength of interpersonal connections within the team. Even this helps to decide whether there is need to coordinate training programs or form new teams to accomplish tasks.

##### **4.Identifying whether the goals being reached**

Identifying goal is a positive indicator of projects execution. Managers often design achievements that reflects company's business objectives.

##### **5.Gauge return on investment**

The project performance review indicates whether the outcomes are profitable and whether it helps the business to make money.

##### **6.Assessing the customer satisfaction**

Focusing on the customer feedback helps us to track whether customers are satisfied. Positive reaction shows that their needs are met effectively.

##### **7.Discover the value of the final product**

The quality of our submission proves the production from our team. Finally, the outcome of our project should meet the needs of the organization.

Tools used to analyse the project performance, assess the project completion time and to calculate slack so that the team has full idea of the project they have under taken before they start executing the assigned tasks are mentioned below:

1. **Gantt Chart**
2. **AOA Diagram**
3. **Project Network Diagram**

The Management and Stakeholders of Shia Fashion requires 3 reports from the Project Team to check the progress of the team along with the cost and time utilized in managing the ecommerce Project. Mentioned below are the reports being utilized:

1. **Progress Report**
2. **Current report**
3. **Variance Report**

These three reports help to control the project being undertaken taken, time and resources being utilized.

### 3.3.1 - Reporting Table

<b>Project Performance and Reporting Systems</b>	<b>Project Management Reports</b>	<b>Deadlines for Reporting</b>	<b>Team Members</b>
<b>Performance Systems</b>	<p><b>Gantt Chart</b> Is acquired in planning phase to schedule resources and provide graphical representation of progress status of the project</p> <p><b>AOA Diagram</b> Is utilized to analyse various tasks to find the paths of completing the project on time</p> <p><b>Project Network Diagram</b></p> <ul style="list-style-type: none"> <li>• Used to display a graphical representation of the critical path</li> <li>• To show which activities the project is dependent also, to calculate slack time</li> </ul>		<p>Sally Singh</p> <p>Adarshna Kumar</p>
<b>Reporting System</b>	<p><b>Progress Report</b></p> <ul style="list-style-type: none"> <li>• used to check how far the tasks are completed and the length of time being used.</li> <li>• also shows the tasks which are left to be completed and the amount of time that will take.</li> </ul>	Every Day	<p>Adarshni</p> <p>Babita</p> <p>Jeshil Kumar</p>



	<p><b>Weekly Report</b></p> <ul style="list-style-type: none"> <li>• This report states the overall status of the project completion as well as the employees, hours utilized and the cost incurred.</li> </ul> <p><b>Variance Report</b></p> <ul style="list-style-type: none"> <li>• Shows the variance between what was supposed to occur and what actually occurred.</li> <li>• was acquired to make clear analysis on the difference between budget and actual performance</li> </ul> <p><b>Risk Report</b></p> <ul style="list-style-type: none"> <li>• A risk report outlines the potential risks which is associated with the project that could hinder the successful completion of the project. The report is made available for the stakeholders to review which includes both current and anticipated risks.</li> </ul>	<p>Every Week</p> <p>Every Day</p>	
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The above table shows the tasks each member is assigned to do, the tools used and the reports delivered for the decision making of the management and the shareholders. The **Project's Progress Report** is taken out every day by the project manager and taken to the management meeting every morning for discussion.

The progress of the report is discussed and is compared with the plan to check on the cost incurred and the time utilized to arrive at that particular stage of completion. If the cost is extra then the team is advised to check on where they have overspent and refrain from overspending than what is required. If the time utilized exceeds the plan timing, then the project manager is advised to take control of time and start working speedily.

**Weekly Report** is taken out by the management and brought to the meeting with project manager and stakeholders every Friday to check and discuss about the stages of work completed, the resources used and the time taken to work on the project. This report shows current and cumulative figures about the cost and labor hours being utilized as well as the time consumed by each stage of the project

**Variance Report** is taken out every day by project manager and taken along with progress report to the management meeting in the morning so that they can easily check the variance figure, analyse about the cost and time utilized.

### **3.3.2 - Monitoring and Control**

When we don't pay close attention to the project development anything can happen therefore, it is important to monitor the process closely and control the resources on time. Monitoring and controlling of a project are how a project manager keeps everything happening in the project on track.

It requires a strong effort of the project team to make the project a successful one but it is the project manager who is the centre of the project network, responsible orchestrating the whole process. His duties cover legal, technical, social and political issues

Therefore, the PPMS (Project Performance Monitoring system) is adopted to do the monitoring for the web-based projects project managers. The performance data is stored in a centralized database with the inputs provided through internet according to the contracts. The performance of a project is activated by built in query strings and the output it gives.

The control function keeps a record of any alterations that has been requested while the project has been carried out. It also takes care of any potential deviations from the performance measurement baseline of a project

## 4.0 Termination Phase

### 4.1-Project Deliverable Checklist For Shia Fashion E-Commerce System

#### DELIVERY CHECKLIST

Number	Delivery Description	Category	Checklist
1.	Project Charter	Conceptualization Phase	<input type="checkbox"/>
2.	Project Plan	Planning Phase	<input type="checkbox"/>
3.	System Requirements	Planning Phase	<input type="checkbox"/>
4.	Technical Specifications	Planning Phase	<input type="checkbox"/>
5.	Design Documents	Planning Phase	<input type="checkbox"/>
6.	Testing Plan	Execution Phase	<input type="checkbox"/>
7.	User Manuals	Execution Phase	<input type="checkbox"/>
8.	Training Materials	Execution Phase	<input type="checkbox"/>
9.	Deployment Report	Termination Phase	<input type="checkbox"/>

Client Signature: \_\_\_\_\_

Client Name: \_\_\_\_\_

Date: \_\_\_\_\_

Project Manager's Signature: \_\_\_\_\_

Project Manager's Name: \_\_\_\_\_

Company Stamp:

#### 4.2-Post- Implementation Audit Checklist For Shia Fashion Ecommerce System

##### ITEM'S CHECKLIST

Number		Description of Items	Checklist
1.	Project Objectives	Review all the objectives and ensure that they were all met.	<input type="checkbox"/>
2.	Project Plan	Analyse the Project Plan and assess whether if it was as outlined and identify any delays, issues or any budget overrun that might have occurred during the project.	<input type="checkbox"/>
3.	Budget	Review the budget and assess if there was any cost overrun or savings and specify the reason.	<input type="checkbox"/>
4.	System Performance	Examine the performance of the system and determine whether there is any issues with system speed, reliability, scalability or any security concerns.	<input type="checkbox"/>
5.	Risk Management	All possible risks were taken into consideration and if any emerge, suitable solutions are put in place.	<input type="checkbox"/>
6.	Deliverables Completed	All documents submitted, checked and signed off to Shia Fashion.	<input type="checkbox"/>

Client's Signature: \_\_\_\_\_ Client's Name: \_\_\_\_\_

Date: \_\_\_\_\_

Project Manager's Signature: \_\_\_\_\_ Project Manager's Name: \_\_\_\_\_

Company Stamp:

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### **4.3 - Recommendations**

A new information system can be recommended to Shia Fashion is adding a customer relationship management (CRM) system. Shia Fashion may benefit from a CRM by managing customer interactions, collecting and analysing customer data, and improving client engagement and retention. The CRM system allows you to detect sales opportunities, run marketing campaigns, and maintain contact information for customers and prospects. For example, the CRM enables you to see how customers were communicated with, what they purchased, when they last purchased, how much they spent, and much more. A powerful CRM solution may help small and medium-sized businesses achieve long-term development while remaining relevant and competitive in a rapidly changing market (salesforce, n.d.).

## 5.0 CONCLUSION

In conclusion, implementing a sustainable ecommerce system, for a retail clothing business includes several benefits such as enhanced efficiency, cost saving, and improved customer satisfaction. To achieve project success, clear objectives and success criteria, as well as a complete project plan and good project management, are required. It is critical to evaluate and minimize any risks and impediments throughout the project, such as those linked to logistics, technology, and consumer acceptance. A post-implementation audit can also help to evaluate the project's progress and identify areas for improvement. Overall, implementing a sustainable e-commerce system may assist a retail apparel firm in better serving its clients and meeting its business objectives while also contributing to a more sustainable future.

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## Appendix

	<b>RATE PER HOUR</b>	<b>RATE PER DAY</b>
DATA SECURITY ANALYST	\$26.81	\$214.48
PROJECT SCHEDULER	\$22.81	\$182.48
PROJECT MANAGER	\$33.56	\$268.48
TEST ANALYST	\$33.50	\$268.00
REQUIREMENTS ENGINEER	\$27.62	\$220.96
SYSTEM ANALYST	\$27.75	\$222.00
DEVELOPER	\$15.43	\$123.44

The cost of carrying out a certain activity was calculated by multiplying the activity's length (in days) by the employee's daily wage.

It should be noted that the overhead cost was calculated as a whole, taking into account additional personnel expenditures (including personal time) and other business-related costs.



## Teamwork

	Adarshna Kumar	Adarshni Chand	Babita	Jeshil Kumar	Sally Singh
<b><u>Introduction</u></b>	R				
POS	R				
Preliminary Analysis	R	S			
Project Charter	R	S			
<b><u>Planning</u></b>					
WBS		R			
Resource Estimation		R			
Task Duration Estimation		S			R
Gantt Chart		S			R
Budget		R			
Project Network Diagram		S			R
Project Risks		R			
<b><u>Execution</u></b>					
Change Management Process			R		
Change Request Form			R		
Team Charter and Ethical Issues			R		
Project Performance and Reporting			R		
<b><u>Termination</u></b>					
Project Deliverables Checklist				R	
Post-Implementation Audit Checklist				R	
Recommendation				R	
Conclusion				R	
			KEYS:		
			R =	RESPONSIBLE	
			S =	SUPPORT	

### IS333 Project Management Assignment 2 Mark Allocation Agreement

After having discussed as group, we recommend the following mark allocation to each group member based on contribution or lack of it throughout the assignment.

Member ID	Contribution	Percentage of Assignment 2 marks
ADARSHNA KUMAR (S11170458)	100%	100%
ADARSHNI CHAND (S11130958)	100%	100%
BABITA LAL (S93000644)	100%	100%
JESHIL KUMAR (S11185167)	100%	100%
SALLY SINGH (S11084771)	100%	100%

MEMBER NAME	ID	SIGNATURE
ADARSHNA KUMAR	S11170458	AK
BABITA LAL	S93000644	BL
JESHIL KUMAR	S11185167	JK
ADARSHNI CHAND	S11130958	AC
SALLY SINGH	S11084771	SS