



IS333 Assignment 2 - N/A

Project management (The University of the South Pacific)



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IS33 3 Project t Managem ent Summ er Flexi 2020 Assig

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Developing an application for Pacific Bookshop

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1.0 Roles and Responsibilities

<u>Roles</u>	<u>Responsibilities</u>
<u>Project Sponsor</u>	<ul style="list-style-type: none"> • The sponsor for this application project is Pacific Bookshop. • Approve scope changes followed by analyze requirements for scope change demand and accept project expectations.
<u>Designated Business Experts</u>	<ul style="list-style-type: none"> • People who are expert in the field of developing an application will also give their views and feedback
<u>Project Manager</u> (Bhavika Mani)	<ul style="list-style-type: none"> • Verification of undertaking venture scope • Organize and stimulate masterminded changed controls • Communicate eventual outcomes of necessities change demands • Update experience ceaseless stock of all prerequisites change
<u>Project Team</u>	<p>Sheetal Prasad (Database Developer)</p> <p>Shivaneer Prasad (App Developer)</p> <p>Sheral Deo (App Developer)</p> <p>Anish Seakar (Maintenance and testing)</p>
<u>End-users</u>	The general public as they will be the ones downloading the app and using it to purchase books and other stationery materials.
<u>Others</u>	<ul style="list-style-type: none"> • Auditors • Quality and risk analyst

2.0 Scope Statement

Obtaining and selling of items over the web without the need of going genuinely to a store is the thing that online retail location is about. Web based shopping is like a retail location that is cultivated with the guide of heading off to a commercial center in any case, right now are through the web. Shopping online is greater fun and easy which engages potential customer. The online retail application for Pacific Bookshop will be developed to enhance the customer base and sales of the company in the coming years. The venture will facilitate the whole advancement of the lifecycle of a project from the conceptualization to the termination of the project. This undertaking is scheduled for 13 weeks whereby the project must be completed, tested and submitted to the client by 30th April, 2020.

Business Problem

The reason for developing an online retail store for Pacific bookshop is to reach a wider market share than just along the Suva area. The business has been operating for quite a long time and has noticed that due to the advancement in technology in the recent years, the sales figures has significantly dropped, thus creating an application for customers to be able to purchase products online will help the bookshop connect to customers through the same means.

Project Objectives

The main objective of this project is to enable the business to provide an advanced, user friendly and free online application that is compatible both on android and iOS to its potential customers in order to reach people beyond the Suva area, including both Viti and Vanua Levu. This application will enable the users to place orders through their application which the store will receive and act accordingly.

2.1 Statement of Work

1. Requirement gathering

The essential requirements of the client will be found out through:

- interviews with sponsor
- observation of customer demand
- survey of potential users of the application on what they would expect from such an application.

2. System Analysis

The gathered requirements will then be interpreted by the team members to identify with the project to determine the function points of the application. This will be done through the analysis of:

- functionality requirements
- technical requirements
- user requirement
- design requirement

3. System Design

- The applications outlay will be determined
- Each graphical user interface will be designed
- Database design

4. System Development

- Coding for the functionalities
- Implementing the database in the system
- Improvements to design/structure may be done

5. System integration and testing

- The application will frequently be tested as new functionalities are added.
- The system is tested on different platforms such as a mobile, computer and tablet to ensure its functionality over a variety of devices.
- The second level of testing is user acceptance testing (UAT) whereby independent customers will test the full functionalities of the application through their respective devices.

6. Documentation

A written manual is produced which records each of the user and client functionality with step by step guide to assist first time users of an online retail store application and also the use of database and its information.

7. System implementation

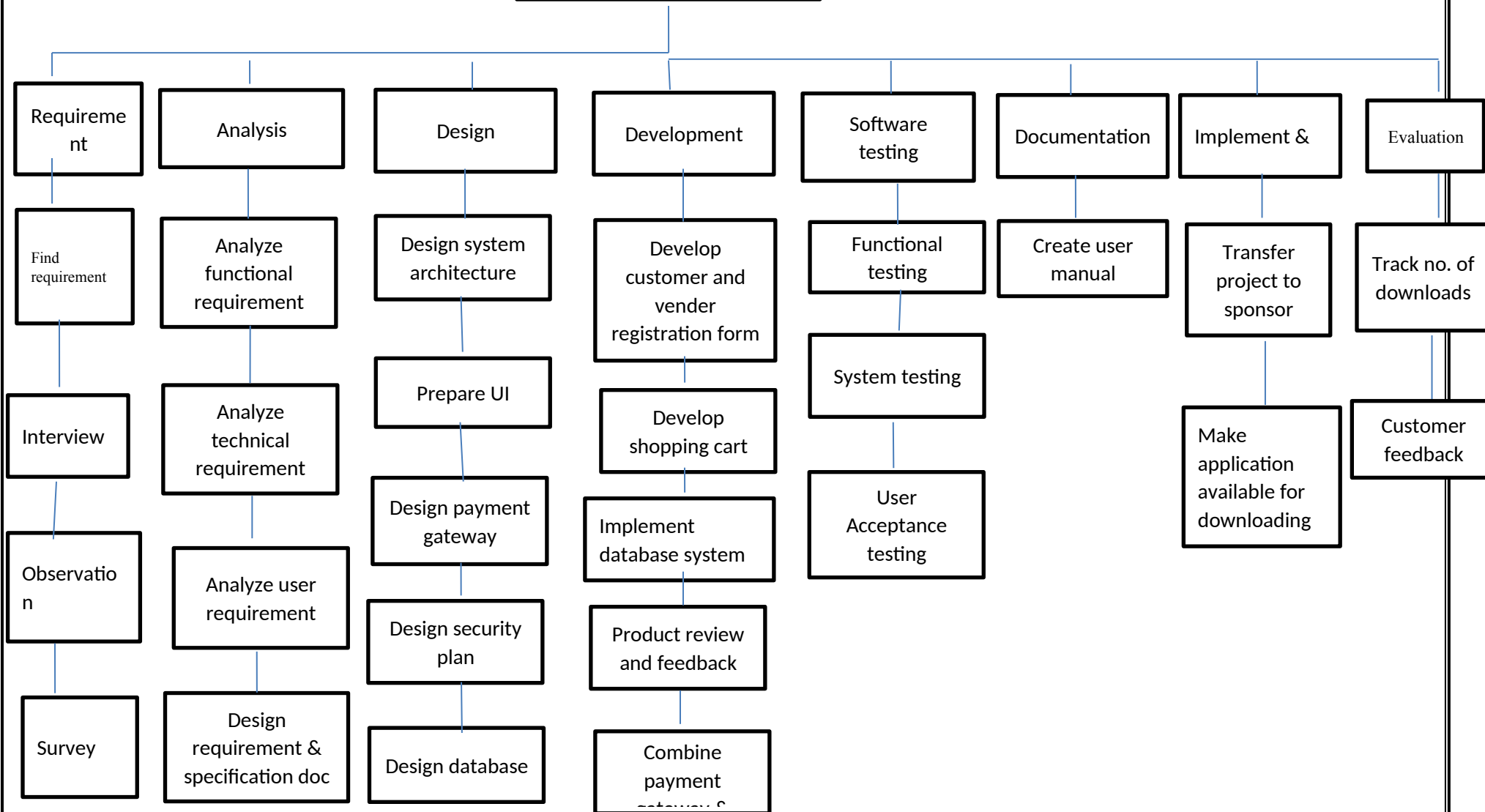
Upon a successful integration and testing the team will deploy the application from a test condition to a live server and test for a full useful operability. After which it may be transferred to the sponsor and made available for download.

8. System evaluation, feedback and maintenance

After the successful implementation, the reactions, number of downloads and customer satisfaction rate will be monitored to identify the success of the project.

3.0 Work Break Down Structure

Online retail store application



4.0
Activity
Schedule
and

<u>Resource</u>	<u>Task</u>	<u>Average Pay</u>	<u>Hours</u>	
Anish	Requirement Analysis	\$33.00	128	
Bhavika	Requirement design Documentation and Implementation	\$43.00	232	
Sheetal	Design Development	\$41.00	232	
Shivaneer	Development	\$41.00	168	
Sheral	Analysis Evaluation	\$33.00	160	

- The tasks which are dependent on other task is Document and Testing as these two will only occur upon the completion of Development.
- Implementation is also dependent on Document and Testing.

R+A+D+D+T+I+E=66 days [Critical Path]

R+A+D+D+D+I+E= 64 days










Resources

4.1

Activity:	Feb:	March:	April:	Total:
Requirements	\$3,648			
Analysis	\$5,280			
Design	\$2,688	\$6,720		
Development		\$9,184	\$656	
Software testing			\$1,968	
Documentation			\$1,376	
Implementation			\$1,720	
Evaluation			\$2,640	
Project Overhead	\$800	\$800	\$800	
Month Total:	\$12,416	\$16,704	\$9,160	
Cumulative Total	\$12,416	\$29,120	\$38,280	<u>\$38,260</u>

Time-Phased Budget:

5.0 Project Schedule

		Task Mode ▾	Task Name ▾	Duration ▾	Start ▾	Finish ▾	Predecessors ▾
1			Requirement	6 days	Mon 2/3/20	Mon 2/10/20	
2			Analysis	10 days	Tue 2/11/20	Mon 2/24/20	1
3			Design	14 days	Tue 2/25/20	Fri 3/13/20	2
4			Development	15 days	Mon 3/16/20	Fri 4/3/20	3
5			Test	6 days	Mon 4/6/20	Mon 4/13/20	4
6			Document	4 days	Mon 4/6/20	Thu 4/9/20	4
7			Implement	5 days	Tue 4/14/20	Mon 4/20/20	5,6
8			Evaluate	10 days	Tue 4/21/20	Mon 5/4/20	7

R+A+D+D+T+I+E=66 days [Critical Path]

[Refer to the MS Project attached]

6.0 Risk Assessment

There are consistently uncertainties related with any project undertaken by any organization. Risk management is a system where dangers are distinguished and methodologies are created to help evade those dangers consequently our group has recognized some the hazard that may happen during the procedure of our undertaking. While setting up the plan our project manager mapped out an arrangement by recognizing dangers and their potential results and how we would forestall it.

6.1 Risk Identification Table:

<u>Risk Type</u>	<u>Risk Category</u>
Security breached by hackers/Privacy	Technical (Software)
Server Disruption	Technical (Hardware)
Scope creep	Execution risk
New product and fickle customers	Commercial Risk
Absenteeism	Organization (User Support)
Lack of hardware resources	Project Management
Fluctuations of resource prices	Financial risk
Competing Against the marketplace	Business (Competitor)
Project Development taking longer than expected	Execution risk

6.2 Assessment of Probability and -Consequence (Qualitative) - Qualitative Risk Assessment Matrix

The table below illustrates it:

Risk Identification			Qualitative Rating			Risk Response	
Risk type	Risk category	Likelihood	Risk Impact	Risk Score	Risk Ranking	Mitigation Warnings / Remedies	Trigger
Security breached by hackers / Privacy	Technical (Software)	4	2	8	2	<ul style="list-style-type: none">Installing patches to determine infections and innovation blemishes (make solid firewall)Advice clients to make solid passwords and not to impart their own records to different clients	Privacy is being violated
Server disruption	Technical (Hardware)	4	4	16	2	<ul style="list-style-type: none">Boot backup server	Data is being lost thus customer loss
Scope creep	Execution risk	4	4	16	3	<ul style="list-style-type: none">Always alludes to the venture plan as a rule to finish the undertaking	Have a backup plan
New product and fickle customers	Commercial risk	4	5	20	5	<ul style="list-style-type: none">Promoting and advertising the launch of the application	Will customers even download the application
Absenteeism	Organization (User support)	4	3	12	5	<ul style="list-style-type: none">Emphasize participation arrangementProviding extra emotionally supportive network	Delays in the project process

Lack of Hardware Resources	Project management	3	4	12	6	<ul style="list-style-type: none"> Look for other devices 	Higher cost for project
Increase of resource prices	Financial risk	3	3	6	7	<ul style="list-style-type: none"> Other hardware hunted that will replace and do the task 	Higher cost for project
Competition between other similar firms	Business (Competitor)	3	5	15	8	<ul style="list-style-type: none"> Promote Advertise 	Customer loss
Project development taking longer	Execution risk	3	4	12	9	<ul style="list-style-type: none"> Always follow the project plan Perform alternative plan 	Project delay

than expected							
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6.2.1 Qualitative Risk Assessment Matrix

Likelihood	Highly Probable	5	10	15	20	25
	Probable	4	5	10	15	20
	Possible	3	4	5	10	15
	Unlikely	2	3	4	5	10
	Rare	1	2	3	4	5
		Very Low	Low	Medium	High	Very High
		Impact				

Key

Minor
Moderate
Major
Severe

High Risk – Score >20

Moderate Risk – $10 < \text{Score} < 16$

Low risk - Score > 1

6.3 PROBABILITY AND CONSEQUENCE (QUANTITATIVE)

Our team members have recognized a few factors that may fundamentally influence the likelihood of the venture to succeed are as per the following:

Score	
High	1.0
Probable	0.8
Possible	0.6
Unlikely	0.4
Rare	0.2

Probability of Failure

- Complexity: 0.6
- Maturity: 0.4
- Dependency: 0.6
- Scope: 1.0

Overall Probability: $PF = (0.6+0.4+0.6+1.0)/4 = 0.65$

Consequences of Failure

- Cost: 0.6
- Schedule: 0.6
- Quality: 0.4
- Reliability: 0.8

Overall consequences of failure: $CF = (0.6+0.6+0.4+0.8)/4 = 0.6$

Overall risk factor for our project is as follows:

$$PF + CF - (PF)(CF) = 0.65 + 0.6 - (0.65 \times 0.6) \\ = 0.86$$

The overall risk factor is 0.86 which is greater than 0.70 thus the probability of the project being affected by the risk is identified is probable.

7.0 Communication Plan

Stakeholder	Information	Frequency	Communication Method	Format	Participants
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Project Manager	Team Meetings	Weekly or as needed	In person meeting	Formal Meeting	Team Members
Project Manager	Project Status meeting	Monthly	Teleconference	Formal Meeting	Team Members Project Sponsor
Project Manager	Project Analysis	Monthly	In-person meeting	PowerPoint Slides	Team Members
Project Manager	Cost and time Status	Weekly	Workshops	Meeting	Project Manager
Manager-Technical	Technology issues, progress	Weekly	Teleconference or in-person	Formal Meeting	IT manager Sponsor Project Manager

This communication matrix will depict the different communication channels taking place with the project managers and its stake holders during the development phase of the Online Retail Application for Pacific Bookshop.

Note: Other day-to-day operations are communicated via calls and emails

8.0 Project Quality Plan

A Project Quality Plan is a task explicit quality arrangement that includes forms by which an undertaking a project manager is giving the task the most ideal possibility for progress and furthermore it depicts the exercises, measures, instruments, and procedures important to accomplish quality in the conveyance of an undertaking and simultaneously accomplishing high caliber.

Quality Management Overview

Project Name: Pacific Bookshop- Online Retail Application

Roles and Responsibilities

<u>Name</u>	<u>Role</u>	<u>Quality Responsibility</u>
Bhavika Mani	Project Leader	-Quality monitoring and coaching
Sheetal Prasad	Database Developer	-Creating and developing a quality database
<u>Shivaneer Prasad</u>	App Developer	-Creating and developing a quality application
<u>Sheral Deo</u>	App Developer	-Creating and developing a quality application
Anish Seakar	Maintenance and Testing	-Quality analysis of the project

8.1 Tools and Expectations

<u>Tool</u>	<u>Description</u>	<u>Expectations</u>
9. Requirement gathering	The essential requirements of the client will be found out through interviews with sponsor	The survey of potential users of the application will help to understand what they would expect from such an application.
10. System Analysis and	The gathered requirements	The application outlay will be

Design	will then be interpreted by the team members to identify with the project to determine the user interface and function points of the application.	determined and appropriate database will be designed
11. System Development	Coding will take place for the functionalities and implementation	The coding are expected to improve if it is not structured well.
12. System integration and testing	The system is tested on different platforms such as a mobile, computer and tablet to ensure its functionality over a variety of devices	This will ensure the level of user acceptance and where the functionalities are satisfactory.
13. Documentation	A written manual will be produced which records each of the user and client functionality	The step by step guide is there to assist first time users of an online retail store application.
14. System implementation, evaluation, feedback and maintenance	The team will deploy the application from a test condition to a live server and test for a full useful operability and later it will be monitored.	After successful integration and testing, the application may be transferred to the sponsor and made available for download. Furthermore, the satisfaction rate will identify the success of the project.

9.0 Tracking and Status Updates

Tracking Method

The tracking method utilized for this report is an s-curve graph:

Activity	Amount	% Weight	Start	Finish	Est. Dur	Jan(%)	Feb(%)	Mar(%)	April(%)
Condition of satisfaction (COS) meeting	1750	0.74468085	Jan	Jan	1	0.7447			
Approval of COS	0	0							
Create and confirm work authorization	2000	0.85106383	Jan	Jan	1	0.8511			
Develop project charter	1250	0.53191483	Jan	Jan	1	0.5319			
Project charter accepted and approved	0	0							
Develop scope statement	1500	0.63829787	Jan	Jan	1	0.6383			
Identify user and system requirements	2250	0.95744681	Jan	Jan	1	0.9574			
Identify project activities	5000	2.12765957	Jan	Jan	1	2.1277			
Time allocation of activities	4750	2.0212766	Jan	Jan	1	2.0213			
Identify resources	3000	1.27659574	Jan	Jan	1	1.2766			
Prepare budget	8000	3.40425532	Jan	Jan	1	3.4043			
Allocate resources	6000	2.55319149	Feb	Feb	1		2.5532		
Create Gantt chart	4000	1.70212766	Feb	Feb	1		1.7021		
Create program network diagram	3000	1.27659574	Feb	Feb	1		1.2766		
Create and approve project proposal	2500	1.06382979	Feb	Feb	1		1.0638		
Project team start off meeting	2000	0.85106383	Feb	Feb	1		0.8511		
Validate user and system requirements	5000	2.12765957	Feb	Feb	1		2.1277		
Acquire software/hardware	67000	28.5106383	Feb	Mar	2		14.255	14.255	
Design system	11500	4.89361702	Feb	Mar	2		2.4468	2.4468	
Test system functionality	3000	1.27659574	Feb	Mar	2		0.6383	0.6383	
User documentation	1000	0.42553191	Feb	Mar	2		0.2128	0.2128	
Install live system	4000	1.70212766	Feb	Feb	1		1.7021		
User training	4500	1.91483362	Mar	Mar	1			1.9149	
Full system operability	2000	0.85106383	Mar	Mar	1			0.8511	
Project completion approval	0	0							
Check system integrity	45000	19.1483362	Mar	April	2			9.5745	9.57447
Prepare test status report	3000	1.27659574	Mar	Mar	1			1.2766	
Risk management meeting	5000	2.12765957	Mar	Mar	1			2.1277	
Conduct project change control	22000	9.36170213	Mar	April	2			4.6809	4.68085
Conduct close activities meeting	1000	0.42553191	Mar	Mar	1			0.4255	
Create closeout documentation	4000	1.70212766	Mar	Mar	1			1.7021	
Archive documents	6000	2.55319149	April	April	1				2.55319
Prepare closeout report	2000	0.85106383	April	April	1				0.85106
Demobilize project team	2000	0.85106383	April	April	1				0.85106
Total Amount	235000	100							
Weekly Progress Total (%)						12.553	28.83	40.106	18.5106
Est. Cumulative Progress						12.553	41.383	81.483	100
Actual Weekly Progress Total (%)						12.826	33.913	36.304	16.9565
Actual Cumulative Progress						12.826	46.739	83.043	100

10.0 PROJECT CHECKLIST AND CLOSE-OUT

Checklist

The purpose of this process is to provide assurance by the project manager that all of the required activities that was related to this project has been addressed.

Checklist	
✓	Have all the tasks been completed?
✓	Have all the tasks been approved before handing it out?
✓	Has the post-project been performed with the project team and clients?
✓	Has feedback been given to individuals for their performance?
✓	Has all the tasks been documented?
✓	Has lesson-learnt process taken place?
✓	Has Performance Evaluation been conducted?
✓	Has appropriate knowledge been transferred to each member accordingly?
✓	Has the project turnover been drafted and distributed?
✓	Has the necessary project audit taken place?
✓	Has the project status been communicated with the relevant individuals?

10.1 CLOSE COST ACCOUNTS

General Project Information

	Description

Project Name	Pacific Bookshop- Online Retail Application
Project Description	An online application for Pacific Bookshop whereby books can be advertised and sold online. This task will help build up the organization's procedures to be increasingly methodical and furthermore an organized database will be made with the goal that it can contain definite data of the books to be recorded on the web.
Project Manager	- Bhavika Mani
Project Team	<ul style="list-style-type: none"> • Sheetal Prasad (Database Developer) • Shivaneer Prasad (App Developer) • Sheral Deo (App Developer) • Anish Seakar (Maintenance and testing)
Project Sponsor	Pacific Bookshop
General Comments	[Any additional general comments]

SCHEDULE AND CLOSED COST ACCOUNTS

	Baseline	Actual
	[01/20/2020]	[01/25/2020]

Start Date		
Finish Date	<i>[04/20/2020]</i>	<i>[04/26/2020]</i>
Hours/week	<i>[000 hours]</i>	<i>[000 hours]</i>
Days	<i>[000 days]</i>	<i>[000 days]</i>
Budget	<i>\$90,000</i>	<i>\$100,000</i>
Total Cost	<i>\$90,000</i>	<i>\$100,000</i>
Balance	<i>\$0</i>	<i>\$0</i>

Category	Issue Name	Problem/Success	Impact	Recommendation
Procurement Management	Requirements Understated	Some requirements were not fully understood and neither	A document modification was required due to some	Requirements must be clearly specified and it is necessary to

		was it documented.	requirements were not specified and was not included in the preliminary requirement specification document.	communicate this thoroughly by the project manager and also it should include the stakeholders.
Human Resources Management	Award Plan	There were no plan for providing awards and team member's recognition.	The team member's morale was low by the end of the project which resulted in increased conflict within the team members.	An awards/recognition program should be held by the project manager for every project. This builds motivations and allows team members to collaborate willingly.
Scope Management	Scope Creep	There was a continuous growth in the project's scope which was added by the stakeholders throughout the project lifecycle.	There was no initial plan for addressing the scope creep by the project manager and later on disruptions were caused as the requirements were being added on.	Any proposed changes to the scope of the project must have a step by step process. This process must be initiated by the project manager and must be communicated to the clients for their knowledge.
System Management	System Development	The system was developed without much difficulty.	This made a positive impact to the project team as each individual collaborated with each other smoothly, giving a chance for the team members to learn the importance of teamwork.	A project should be planned thoroughly and carefully with a backup plan for any space of requirements changes. This allows to avoid any unnecessary delays and extra expenditures.

10.2 Lesson Learned

11.0 Appendix

<u>Members</u>	<u>Task Allocated</u>
-----------------------	------------------------------

Bhavika	<ul style="list-style-type: none"> • Step 1, 7 • Compiling the assignment
Sheetal	<ul style="list-style-type: none"> • Step 3, 5 • Assisted in Step 4 and 7
Shivaneer	<ul style="list-style-type: none"> • Step 8
Sheral	<ul style="list-style-type: none"> • Step 9 • Tracking and Status update
Anish	<ul style="list-style-type: none"> • Step 3, 4