**Project Plan**

***AGS\_Team 1***

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**Introduction**

**Purpose of Plan**

The purpose of this Project Plan is to solidify the agreement between the executive sponsor and the project manager for the duration of this project. This Project Plan will detail the definition of the project, and summarize the goals and objectives that this business and project will meet. This Project Plan is a contract between the Project Manager, Executive Sponsor, Project team, and management, and can be referenced at any time to explain any questions regarding information about the project.

**Background Information about the Project**

This project is in demand currently by the hotel industry . Previously, the system in which hotels used to manage shift cancellations was flawed, outdated, and inaccurate. With the resources available in technology today, the hotel wishes to move towards a faster, more efficient method for tracking, and scheduling shift cancellations, and shift updates.

**Project Approach**

This team is offering a very interactive approach in the creation of this system. We will communicate frequently among our team, stakeholders, management, and sponsor in order to provide a product that will meet all desired requirements and objectives. The technical approach is to make available a database via an API Wrapper and provide a data import service that uses that API to translate business data forms into records in the database.

This project hinges on a data import utility for shift information as well as a database that houses that data and any other data required of the scheduling project. A requirement for the shift manager is that it is available through the web, therefore the database and data import utility portion of this project will also be available through the web. The Data import utility will be made using python and will import the exported Kronos data into records for the database. The data import utility will act as a service that uses an API built around the database . This is a standard project with a demonstration of a working prototype present at the end of the project.

**Goals and Objectives**

**Business Goals and Objectives**

The company's mission is to create a work environment that is conducive to growth, among its employees, and throughout its business adventures. This hotel system management system must comply with all union rules. With the development of this system, the company is aiming to relieve the burden on the security desk personnel who currently manage scheduling. Business objectives of the company are to reduce scheduling costs, and errors by fifty percent, resolve scheduling conflicts within a half hour, increase productivity by ten percent, all the while reducing unfilled shifts due to absences by seventy-five percent among employees. In doing so, this will optimize the hotel’s revenue, and decrease spending and loss in the long run.

**Project Goals and Objectives**

By implementing the hotel scheduling system project in the business, the above listed corporate and business goals will be met. This scheduling system project was created to eliminate unstaffed shifts due to employee absences in a timely fashion. This system will reduce scheduling errors by fifty percent, and resolve scheduling conflicts within a half hour. Unfilled shifts will be reduced by eighty percent with this system. This project will meet these objectives within three months with a basic outline of the system available within the first six weeks from the initial start of the project. The progress of this project will be demonstrated every two weeks, at this point, and changes, updates made from the meeting that occured two weeks prior will constitute progress towards meeting the objectives of the project and business.

Scope

**Scope Definition**

The scope of this project includes a web based interface and a database that will be constructed to collect and house information in regards to employees, the hotel, and the shifts in question. This team will work with the additional groups to ensure that all components create a seamless product.

The pivotal portion of this project is the collection and storage of clean and correct scheduling data

**Costs, Benefits and Risks**

Describe each risk type in the table. For each, determine the cost of the event and the likelihood that the event might occur. Identify how you will reduce the impact of each risk event (mitigation).\*

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk Event** | **Cost of Event** | **Likelihood of Event** | **Mitigation Strategy** |
| Member of Team becomes sick | 1 week | 90% | Wash hands, eat well, get lots of sleep. |
| Whole Team gets sick | 3 weeks | 5 % | Do not meet in person if a member of the team is sick. |
| Other Teams delay with their portion of product | 2 weeks | 45% | Communicate often with the other team members. |
| Customer changes the requirements of the project | 6 weeks | 15% | Communicate and remain transparent with the customer. |
| Misunderstanding of the true requirements of the project | 2 weeks | 20% | Communicate with stakeholders and go over past documentation |
| Members of the team are not proficient in workflow | 3 weeks | 20% | Have a fluid method of communication between members |

\*Note: If the Risk Analysis Detail becomes too large and cumbersome, move it to an Appendix with a reference at this location.

**Project Products/Deliverables List**

This worksheet is designed to keep track of all of your project’s deliverables in an orderly fashion. Name and describe each deliverable and cite the version, phase of the project lifecycle in which it must be delivered, delivery schedule and status. Include the Team Member who is the point person for either creating the deliverable or making sure it gets completed.

NOTE: You may wish to attach separate sheets that checklist the specific Acceptance Criteria that must be met by a given deliverable.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Stage** | **Deliverable Name** | **Description** | **Acceptance Criteria** | **Assigned to (Team Member Name)** | **In Progress**  **(Date)** | **Quality Reviewed (Date)** | **Delivered**  **(Date)** | **Accepted**  **(Date)** |
| **Initiation** | Definition of Done | Summary for the completion of Project | Graded by Professor | Davis | 2/6/20 | 2/10/20 | 2/13/20 | 2/14/20 |
| **Planning** | Project Plan | Definition of Project, business, and defines agreement between project management and the customer. | Graded by Professor | Davis | 2/10/20 | 2/12/20 | 2/13/20 | 2/14/20 |
| **Requirements Analysis** | System Requirements | Defines functional and nonfunctional requirements of the project. | Graded by Professor | Bharat | 2/14/20 | 2/26/20 | 2/27/20 | 2/28/20 |
| **Business Analysis** | Cost Model | Used to define the cost of a product or project | Graded by Professor | Davis | 2/29/20 | 3/11/20 | 3/12/20 | 3/13/20 |
| **Design** | System Design | Defines what the system is intended for, or is meant to replace | Graded by Professor | Daniel | 2/6/20 | 3/4/20 | 3/5/20 | 3/6/20 |
| **Implementation** | Implementation Management Plan | Provides tools and information to help carry out the project | Graded by Professor | Nathan | 3/13/20 | 4/15/20 | 4/16/20 | 4/17/20 |
| **Rollout** | Test Plan and Test Scripts | Used to help the project go-live | Graded by Professor | Bharat & Vishnu | 4/17/20 | 4/22/20 | 4/23/20 | 4/24/20 |
| **Close** | Final Presentation | Used to show the completion of the project | Graded by Professor | Daniel & Vishnu |  |  |  |  |

**Milestones**

There are several milestones during the duration of this project. The creation of the database halfway through the full duration of the project will be marked as a milestone. In addition, the production of a cost model will show progress towards a final goal and be considered a milestone. Furthermore a working product will be considered one of the later milestones near the end of the project and one of the later sprints.

**Impacted Business Areas**

This product will impact the hotel service industry. This model for shift cancellations can eventually alter how other business areas accomplish and handle shift cancellations.

**Assumptions**

**Project Assumptions**

Assumptions are in place that there is a cost of a half a penny present with each Twillio call in the production of this product. We are working during a fifteen week time frame, officially starting with twelve weeks for the creation of a working product.

The data provided to the utility is static in nature and the layout of said data will not change in drastic ways during/after the release of the product. The data given to us as a reference was exported data from the Kronos time card system.

This system will comply with all HIPPA and PII data. This means that this data must be encrypted, because it is sensitive. It will most likely be kept on site due to its sensitivity.

The file type of the data imported will be in JSON, xml, xlsx,or csv (Typical of microsoft excel)

All fields are filled with data correctly formatted for its database counterpart.

The server holding our codebase is active.

**Constraints**

**Project Constraints**

The constraints encircling this project are as follows.This project is being completed in a twelve week period, with limited resources, one available day for in person meet ups , and varied skill levels and weaknesses.

**Related Projects**

The success of the other three projects which engage with our product do determine if we are able to produce a working product.

**Critical Dependencies**

The creation, success, and implementation of the database portion incorporated into the larger product are dependent on the success of the other three projects participating in this hotel shift management system including the data import utility portion of our project.

**Quality Management Approach**

**Activity Reviews/Walkthroughs**

This team has agreed to meet once weekly prior to class in order to discuss and work through any issues. All other meetings will take place virtually after the completion of each task set aside during the sprint.

**Tools and Techniques**

In order to ensure quality throughout the whole project, everything will be reviewed by all team members before the release or submission of the product.

**Test Approach**

Prior to putting the project into production we will review each other's work in the database and in accordance with our project plan. We will perform multiple checks and reviews in order to ensure that the product we deliver is

a working and reliable product.

**Performance/Quality Standards**

In order to put forth a final product we will hold it to the standards, that it is working, it is reliable, it accurately handles and schedules shifts more efficiently that the previous system. The customer must be satisfied with the product delivered.

**Quality Management Roles**

All members of the development team will review each other's work in order to ensure the development team is working together towards the same goal. The products produced by the project manager will be reviewed by the development team to ensure that these products align with what is being constructed by the development team. The Scrum Master will review all final products produced in order to ensure that the product is on track for delivery and production.

**Training**

Training will be given during the final presentation of the product. At any time phone or virtual support can be provided after to answer any questions or concerns the consumer may have about the product. A response or training in any certain area will be provided within forty eight hours maximum.

**Project Management Approach**

**Work Breakdown Structure (WBS) Gantt Chart**

Sprint 0 (2/7-2/14)

Project Plan

Definition of Done

Sprint 1

Product Schedule

System Requirements

Sprint 2

System Design

Cost Model

Sprint 3

Code Review

Sprint 4

Manage Change

Software Testing

Sprint 5

Test Plan and Test Scripts

**Project Effort Estimation**

Project Team Members/Administrative Support- The resources that will be used in this project are six people, with nine hours of work on average placed into the project weekly, per person. This time is allocated based on the three credit course each person should place on average nine hours of study and work towards their project.

Projects, Facilities, and Equipment- These resources are on a flexible schedule and are made available eight hours during various times throughout the week, and one hour simultaneously each week to review the product.

End-user Management- All resources listed above will be involved in the review of the product in order to ensure that the customer is happy and we are putting forth the best possible version of our product.

**Project Standards**

The team has in place standards of work, which includes reporting our status accurately and often, as well as once a week in face meetings. Furthermore we will hold our product to specific testing criteria, which will be reviewed by the whole development team. We will document any changes or errors in our project throughout the whole process. There will be testing and validation that the product works.

**Project Roles and Responsibilities**

**Detailed Roles and Responsibilities Definitions Chart\***

|  |  |
| --- | --- |
| **Role** | **Responsibility** |
| Project Team Member |  |
| Richard Gonzalez | Development Team |
| Daniel Dusharm | Development Team |
| Bharat | Scrum Master |
| Maria Davis | Product Owner |
| Vishnuvardhan | Development Team |

\*Note: If the Detailed Roles and Responsibilities Definitions Chart becomes too large and cumbersome, move it to an Appendix with a reference at this location.

**Change and Issue Management Approach**

Any issues that are discovered during the creation of the project will be recorded in the Project Impact Report. These issues will be documented and assigned to a member of the group for resolution. The steps needed to create the issue will be recorded as well as the steps taken to also resolve the issue. In doing so this will minimize repeated issues, and help resolve any similar issues that may arise.

**Communications and Control Approach**

The communication plan that is in place within the group, requires that all group members are active on Slack. All database, and report work is shared on cloud based systems, and the activity and direction of the project is managed on a shared Trello account. In order to maintain even more transparency and aid in the most efficient project this group is also meeting in person. By meeting in person this helps increase morale and communication. It also ensures that we remain on schedule. Any changes that need to be made will be updated by the Project Manager using the scheduling software. Progress on the project will be measured if the objective of the set sprint has been met

**Attachments/Appendices**

Appendices may include, but are not limited to, the following items:

**Appendix A - Project Work Plan**

**Appendix B - Risk Assessment**