BCS3143 SOFTWARE PROJECT MANAGEMENT

FINAL ASSESSMENT

SESSION 2023/2024 SEMESTER II

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1. INTRODUCTION

Rumah Penyayang Tun Abdul Razak (RPTAR), a welfare institution dedicated to orphaned children, recognizes the importance of alumni engagement for sustaining support and fostering community involvement. To achieve this, WildApricot emerges as the standout choice for RPTAR, an all-in-one membership management software, to implement an alumni management system. WildApricot offers robust features tailored for managing memberships, organizing events, facilitating donations, and enhancing communication among stakeholders, making it an ideal choice for RPTAR's alumni engagement needs.

1.1 Selection of Software

The selected software for this project is WildApricot, renowned for its user-friendly interface and comprehensive tools that streamline administrative tasks while enhancing member interaction and engagement. Here's how WildApricot aligns with software project management activities for RPTAR's alumni management system:

1. Requirement Gathering

   WildApricot enables Project Manager to gather specific requirements from RPTAR stakeholders regarding alumni engagement, with focuc on supporting orphaned children. This includes:

   - Customizing membership applications to streamline onboarding processes.
   - Automating membership renewals and communications to ensure consistent engagement.
   - Organizing members into groups for targeted communication and event management.

2. System Design

WildApricot's customization options allow project managers to design a platform that reflects RPTAR's brand and mission. The system can:

- Showcase the impact of alumni contributions on orphaned children's welfare through tailored communication and engagement strategies.
- Design intuitive workflows for membership management, event registration, and donation tracking to enhance user experience.

3. Development

WildApricot's modular approach supports the development of features such as:

- Alumni directories highlighting notable contributors and their impact on RPTAR's mission.
- Event management tools for organizing fundraising events benefiting orphaned children.
- Seamless integration with payment gateways to facilitate secure donations and financial transactions.

4. Integration

WildApricot seamlessly integrates with various CRMs and external systems, ensuring:

- Synchronization of donor information with CRMs like Salesforce for comprehensive donor management.
- Integration with financial systems for accurate tracking and reporting of donations and contributions.
- Compatibility with email marketing platforms for targeted communications and event promotions.

5. Testing

Thorough testing of WildApricot, the system ensures:

- Functionality across all features, including membership management, event registration, and donation processing.
- User acceptance testing to gather feedback and refine user interfaces for optimal user experience.
- Performance testing to handle peak loads during event registrations and donation drives effectively.

6. Deployment

WildApricot supports a smooth deployment process for RPTAR:

- Planning deployment timelines to minimize disruption to ongoing operations.
- Migrating data from existing systems to WildApricot while ensuring data integrity and security.
- Training staff and volunteers on using WildApricot for effective alumni engagement and donation management.

7. Training and Support

WildApricot provides comprehensive training and ongoing support to maximize system utilization:

- Conducting training sessions to educate RPTAR's team on using WildApricot's features for alumni engagement and event management.
- Offering helpdesk support and resources for troubleshooting and resolving user queries promptly.
- Engaging with WildApricot's community and knowledge base for continuous learning and improvement.

1.2 Software Relevant Feature

Considering a budget of RM 100,000.00 and a six-month (180-day) project timeline, the following is an explanation of the most pertinent WildApricot's features for Rumah Penyayang Tun Abdul Razak (RPTAR) that validate the expenditure and duration:

Feature	**Size**	**Estimate Cost (RM)**	**Justification**
Membership Management	Large	RM 40,000	Provide a suite of tools that streamline and automate various aspects of membership management. This feature includes: 1. **Membership Applications**: Automates the application process with a web-based, mobile-friendly form, eliminating complicated paperwork. It allows customization with multiple membership levels, discount codes, and automated welcome emails, enhancing the onboarding experience. 2. **Membership Renewals:** Automates renewal reminders and invoices, offering self-service renewal options for members. It reduces administrative workload and ensures timely membership renewals, enhancing member retention and convenience. 3. **Member Group:** Organizes members into groups for better management and communication, facilitating group-specific activities and restricted website sections. This enhances organization and targeted engagement.

Community Interaction	Small	RM 10,000	A suite of features designed to foster interaction, networking, and engagement among members. This feature include: 1. **Membership Directory**: Allows the creation of searchable online directories for members to connect with each other or the public. It provides customizable information display, fostering networking and community building. 2. **Member Opportunity Forum**: Enables board members to announce participation opportunities with essential contact information and deadlines, keeping members informed and engaged in community activities.
Manage Event	Medium	RM 25,000	An extensive toolset designed to simplify the creation, management, and promotion of events. This feature encompasses: 1. **Create Events:** Enables quick creation of detailed event listings with descriptions and images, and an online event registration form. Events are automatically listed in a calendar on the WildApricot site or existing website, ensuring easy access and visibility for members on mobile devices and computers. 2. **Event Emails**: Automates event promotion with customizable and schedulable promotional emails. Different emails can be sent to specific groups, such as past attendees or members, enhancing targeted marketing.

			Event calendars or individual event listings can be embedded on any web page for broader visibility. 3. **Check-in and Add Event Attendees:** Enhances event management by allowing easy check-in and addition of event attendees via the mobile app, improving the attendee experience and administrative efficiency.
Donation	Medium	RM 15,000	A feature for non-members to make donations without logging in. Donors can select the fund, amount, and provide additional information, facilitating diverse donation types including corporate and material donations. This feature encompasses: 1. **Supported Payment Systems:** Offers integrated online payment processingnpowered by AffiniPay and supports several third-party payment systems. This flexibility allows organizations to choose their preferred payment solutions without setup or application fees, providing an efficient and user-friendly payment experience. 2. **Financial Reports:** Offers comprehensive financial reporting capabilities, including tracking income sources, donation summaries, and overdue debts. Allows custom reporting and data export to Excel or QuickBooks, providing a clear and detailed picture of the organization's financial health.

Online Store	Small	RM 10,000	A comprehensive toolset designed to simplify the setup, management, and sales tracking of products and services through an integrated online store platform. This feature encompasses: 1. **Integrated Online Store:** Streamlines ecommerce setup by allowing organizations to list and sell products directly from their admin dashboard. Consolidates sales and membership management on a single platform, facilitating easy reconciliation and financial oversight. 2. **Unlimited Product Catalog:** Enables the creation of a diverse product catalog including digital downloads, merchandise, and memberships. Provides options for customizing products with images, descriptions, and tags, and supports setting special member prices and shipping preferences. 3. **Payment Options:** Supports secure online payments through integration with supported payment processors. Automates payment receipts and order details management, simplifying financial transactions and ensuring convenience for users. Facilitates tax management with automatic calculations and applications.
Total Estimate		RM 100,000	

1.3 Team Structure and Allocation

Our team is made up of experienced project managers, and support staff. We pride ourselves on our professionalism, expertise, and commitment to delivering high – quality solutions to our clients.

1. **Project Manager (Full Time)**

   Role: responsible for overseeing the entire development process of proposed system. They play crucial role in project planning, coordination, and resource management. The allocated amount reflects their expertise, leadership skills, and the level of responsibility they hold in ensuring the successful execution of the project.

2. **Technical Professionals:**

   i. Back-end Developer **(Full Time)**

   Role: responsible for designing, developing, and maintaining the server-side components of the proposed system. Their technical expertise, programming skills, and knowledge of backend technologies are vital to building a robust and scalable application. The allocated amount reflects their specialized skills and contributions to the project.

   ii. Front-end Developer **(Full Time)**

   Role: focuses on creating interactive interfaces for proposed system. They are responsible for translating design mockups into responsive web -based and mobile based (hybrid) using Node.js programming language. Their expertise in Node.js development, UI design principles, and hybrid app usability ensures an intuitive and visually appealing experience for proposed system users across both mobile and website platforms. The allocated amount reflects their skills, experience, and

   contributions in designing and implementing the frontend components of the app.

iii. Software Tester **(Part Time)**

Role: plays a critical role in ensuring the quality and reliability of the proposed system. They are responsible for identifying and fixing bugs, conducting thorough testing, and ensuring a smooth user experience. The allocated amount reflects their expertise in software testing methodologies and their contributions to delivering a high-quality product.

iv. UI/ UX Designer **(Part Time)**

Role: responsible for creating visually appealing and user-friendly interfaces for proposed system. Their expertise in UI design principles, user-centred design, and usability testing enhances the overall user experience. The allocated amount reflects their specialized skills, creativity, and contributions to designing an intuitive app.

v. Database Engineer **(Part Time)**

Role: responsible for designing and managing the database system that stores and organizes data used by the system. Their expertise in database management, optimization, and security is crucial for efficient data processing. The allocated amount reflects their specialized skills and contributions in ensuring data integrity and scalability.

vi. System Analyst **(Full Time)**

Role: Responsible for bridging the gap between business needs and technical solutions. They gather and analyze requirements, create detailed specifications, and ensure that the system design aligns with system's objectives. Their role includes conducting requirement-gathering sessions with stakeholders, documenting functional and non-functional requirements, creating system models and use cases, and collaborating with developers and designers to ensure the system meets the specified requirements. Additionally, they ensure that the final product aligns with business goals and user needs.

3. **Cost Allocation for Part Time Technical Professional**

Maximum Allocation for Part – Time Professionals (20%): RM 20,000.00

Technical Professional	**Type**	**Day Rate (RM)**	**Adjusted Days**	**Cost (RM)**
Software Tester	Part – Time	RM 225.00	15 Days	RM 3,375
UI/ UX Designer	Part – Time	RM 186.70	10 Days	RM 1,867.0
Database Engineer	Part – Time	RM 199.87	15 Days	RM 2,998.05
			Total Cost (RM)	RM 8,240.05

1.4 New Feature Proposed

Feature: Enhanced Social Media Integration and Event Promotion

To complement the existing features of the alumni management system, we propose integrating new functionalities designed to leverage social media platforms more effectively. These features aim to enhance engagement, increase visibility for events, and foster a stronger sense of community among RPTAR alumni and supporters. The integration will improve event participation, awareness, and support for the institution by utilizing the reach and interactivity of social media. This enhancement will significantly bolster fundraising efforts and community engagement.

Feature	**Description**	**Benefits**	**Cost (RM)**	**Durations (Days)**
Social Media Event Promotion	Develop tools to create, promote, and manage events on social media platforms (e.g., Facebook Events, Instagram Stories).	Increases event visibility and participation by leveraging social media networks, making it easier to share and invite attendees.	RM 15,000	15 Days
Social Media Engagement Analytic	Integrate analytics tools to track and analyse engagement metrics from social media campaigns.	Provides insights into the effectiveness of social media efforts, allowing for data-driven decisions to enhance engagement strategies.	RM 7,500	7 Days
Automated Social Media Posting	Develop a feature that schedules and automates posting of updates and events on various social media platforms.	Ensures consistent communication and updates, maximizing reach and keeping the community informed.	RM 6,000	5 Days
		Total	RM 28,500	27 Days

2. SOFTWARE PROJECT MANAGEMENT DOCUMENT

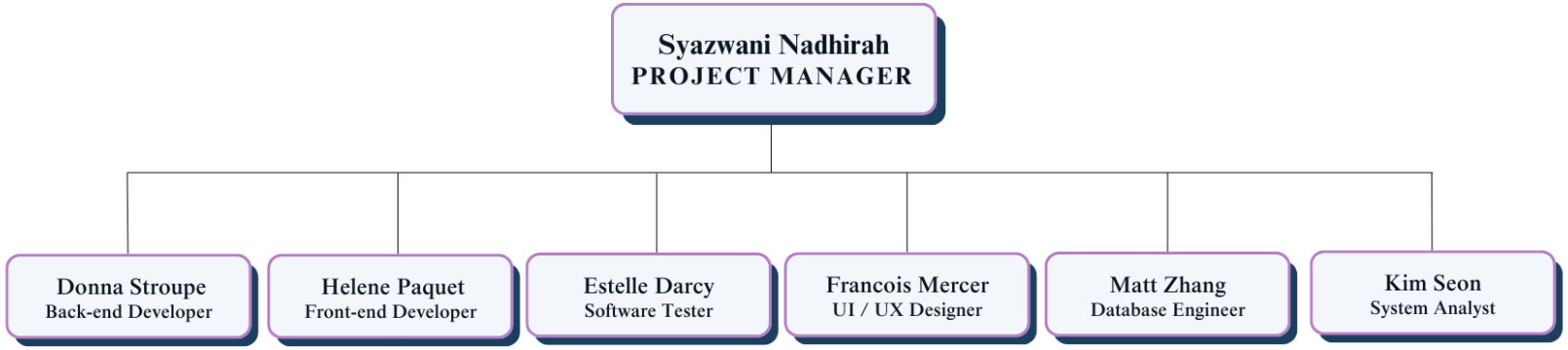
2.1 Phase I: Initiation

2.1.1 Project Charter

BCS3143 Software Project Management (Semester II 2023/24)		
Final Assessment (Form A: Software Project Management Document)		
Name		SYAZWANI NADHIRAH BINTI ZOLKEFILE
Matriculation No		CB21145
PHASE I: INITIATON		
1	Project Charter	
	1.1 Project Name	RPTAR Alumni Portal
	1.2 Description	This project aims to create and launch an alumni management system for Rumah Penyayang Tun Abdul Razak (RPTAR), a welfare institution for orphaned children. The system, available on web and mobile platforms, will enable alumni engagement through features like content feed, group management, event registration, donation handling, and social media integration for improved engagement efforts.
	1.3 Objectives	• Develop and deploy a web – based and mobile – based (hybrid) alumni system to streamline communication, event management and fundraising activities. • Increase alumni engagement by 30% within the first year of implementation. • Align with RPTAR's mission to foster community involvement and support for orphaned children. • Complete the project within six months with additional feature, starting from 15th May 2024 to 11th December 2024.

	1.4 Date / Time	15/05/2024 – 11/12/2024
	1.5 Project Manager	Syazwani Nadhirah Binti Zolkefile
	1.6 Deliverables	• Full functional web – based and mobile – based (hybrid) alumni management system. • Training sessions for staff and volunteer on the new system. • Comprehensive documentation and user manuals. • Integrated social media features for enhanced engagement and event promotion.
	1.7 Organization Structure	Refer 2.1.2
	1.8 Risk / Limitation	• **Complex Integration:** Integrating various features into a cohesive platform within a one-month timeline poses a significant challenge. • **User Training and Adoption Risk**: Limited user familiarity with the new alumni management system may lead to resistance or slow adoption. Providing adequate training and support to users is essential to maximize system utilization and achieve project goals effectively. • **Resource Risk:** The limited availability of part-time technical professionals that potentially impact on the project's timeline. Ensuring the availability of skilled professionals throughout the project is crucial to meet the development and deployment milestones.
	1.9 Cost	• Feature of Software: RM 100,000.00 • Additional Social Media feature: RM 30,000.00 • Others: RM 111,000.00 **Total Project Cost:** RM 241,000.00
2	Stakeholder	Refer 2.1.3

2.1.2 Organization Structure



2.1.3 Stakeholder

1. **Involved Stakeholder:**
    - Project Manager
    - Back-end Developer
    - Front-end Developer
    - Software Tester
    - UI / UX Designer
    - Database Engineer
    - System Analyst

2. **Affected Stakeholder:**
    - RPTAR Staff
    - Alumni of RPTAR

3. **Received Stakeholder:**
    - RPTAR Management
    - RPTAR Staff
    - Alumni of RPTAR
    - Donor and Sponsor

2.2 Phase II: Planning

2.2.1 Scope

The RPTAR Alumni Portal project aims to implement an alumni management system using WildApricot. The system will streamline communication, event management, and fundraising activities, enhancing alumni engagement and support for RPTAR's mission. The scope includes:

1. User Scope
    - **Feed**: Display relevant content such as news, updates, and announcements specific to Rumah Penyayang Tun Abdul Razak.
    - **Directory**: Maintain and update alumni profiles, including contact information, with messaging capabilities.
    - **Groups**: Facilitate the creation and management of open and closed groups, allowing alumni to join based on their interests.
    - **Event Management**: Enable alumni to register for events organized by Rumah Penyayang Tun Abdul Razak and receive notifications.
    - **Donation Management**: Allow alumni and supporters to make and track donations through the platform.
    - **Membership Management**: Automate membership applications, renewals, and communications, and organize members into groups for targeted engagement.
    - **Community Interaction**: Provide tools for networking, including searchable directories and forums for posting opportunities.
    - **Online Store**: Enable alumni to purchase merchandise and services through an integrated online platform.
    - **Social Media Integration**: Develop tools for promoting events and updates on social media platforms, and track engagement metrics.

2. System Scope
    - **Database Management System**: Develop a secure and scalable database to store and manage alumni information, events, donations, and communications, ensuring data integrity, accessibility, and privacy compliance.
    - **Web and Mobile Platforms**: Create user-friendly web and mobile apps with easy interfaces, responsive design, and compatibility for alumni to access and interact seamlessly across devices.
    - **Payment Integration**: Seamlessly integrate with various payment gateways to facilitate secure and efficient transactions for donations and purchases.
    - **Analytics and Reporting**: Implement tools for generating detailed reports on membership statistics, financials, event participation, and social media engagement, aiding in data-driven decision-making.
    - **Scalability and Performance**: Ensure the system can handle increasing loads, particularly during peak times such as event registrations and fundraising campaigns.
    - **Testing and Quality Assurance:** Conduct thorough testing including functionality, user acceptance, and performance testing to ensure a smooth user experience.
    - **User Support and Training:** Provide training resources and ongoing support to staff and volunteers for effective system utilization and troubleshooting.

3. Long – term Marketing Strategies: Detailed, ongoing marketing strategies outside the initial setup and basic social media integration.
4. Non – technical Alumni Engagement Activities: Activities such as alumni meetups and physical events planning and execution beyond the technical facilitation via the platform.
5. Third – party Service Contract: Long-term contracts with third-party service providers (e.g., for payment gateways beyond initial integration).

2.2.2 WBS

Refer APPENDIX 1.

2.2.3 Gantt Chart

Refer APPENDIX 2.

2.2.4 Detail Cost & Budget

Refer APPENDIX 3.

2.2.5 Resource Planning

2.2.5.1 Personnel

Role	Quantity	Availability	Rate/Day (RM)
Project Manager	1	Full Time	RM 306.67
Back-end Developer	1	Full Time	RM 233.23
Front-end Developer	1	Full Time	RM 196.90
Software Tester	1	Part Time	RM 225.00
System Analyst	1	Full Time	RM 183.33
UI/UX Designer	1	Part Time	RM 186.67
Database Engineer	1	Part Time	RM 199.87

2.2.5.2 Equipment

Equipment	Quantity	Availability	Price/ Unit (RM)
Developer PC	7	Available	RM 3483.00
Server	1	Available	RM 10,000.00
Azura Deployment	1	Available	RM 13,000.00

2.2.5.3 Materials

Equipment	Quantity	Availability	Price/ Unit (RM)
A4 Paper	15 reams	Available	RM 16.50
Internet Access	7	Available	RM 239.00
Adobe Licence	2	Available	RM 166.00
MS Office License	7	Available	RM 359.00
Meals with Customer	As Needed	As Needed	RM 20.00

2.2.5.4 Facilities

Facility	Quantity	Rent/month (RM)	Price/ 7 Month (RM)
Office Space	1	RM 3,500.00	RM 24,500

2.2.6 Communication Management

1. Development and Implementation Management Plan

   Objective: Enhance communication effectiveness across all project stakeholders to ensure they are well-informed, actively engaged, and aligned with the project's objectives and ongoing progress.

Component	**Description**
Stakeholder Identification	Identify and analyze communication needs, preferences, and expectations of all stakeholders involved in the RPTAR Alumni Portal project.
Communication Goals	Keep stakeholders informed about project progress, facilitate smooth information flow, promote transparency, and build trust among stakeholders.
Communication Methods/Tools	Utilize a variety of tools and methods for communication: • Emails for formal updates and documentation. • Meetings (both physical and virtual) for discussions and decision-making. • Project management tools like Microsoft Engage for task tracking and updates. • Instant messaging for quick updates and queries. • Reports and presentations for detailed project status and milestones.
Communication Schedule	Establish a structured communication schedule to maintain regular updates and engagements: • Weekly status meetings: Every Monday morning to discuss progress, issues, and upcoming tasks. • Monthly progress reviews: First Friday of each month to review overall project status and adjust plans as needed. • Ad-hoc meetings: As necessary for urgent matters or critical decisions.

	• Quarterly briefings: To update stakeholders on major milestones, achievements, and challenges.
Roles and Responsibilities	Define clear roles for effective communication management: • Project Manager: Oversees all communication activities, ensures consistency, and addresses high-level stakeholder concerns. • Team Members: Provide regular updates on their respective tasks and progress during team meetings and through project management tools. • Stakeholders: Participate in scheduled meetings and briefings, provide feedback, and raise concerns or suggestions for improvement.
Feedback Mechanism	Implement a structured feedback loop to gather inputs from stakeholders: • Conduct regular surveys or feedback sessions after major meetings or milestones. • Use project management tools to collect real-time feedback on task progress and communication effectiveness. • Adjust communication strategies based on feedback to improve stakeholder engagement and satisfaction.

2. Tailoring Communication to Stakeholders Needs

Stakeholder Group	**Communication Needs**	**Communication Methods**	**Frequency**
Project Team Members	Detailed task information, regular updates, and quick issue resolution	Daily stand-up meetings, Zoom, Teams, Engage	Daily
Project Sponsor (RPTAR)	High-level progress, milestone achievements, and budget status	Monthly progress reports, quarterly briefings, presentations	Monthly
Alumni of RPTAR	Information on objectives, benefits, and impacts	Informational emails, user surveys, website updates	As needed
Technical Support Team	Technical requirements, integration plans, and system specifications	Technical documentation, technical meetings, instant messaging	Ad-hoc
Senior Management	Project status summary, key risks, and strategic alignment	Executive summaries, monthly reviews, high-level presentations	Monthly
External Vendors/ Consultants	Scope of work, timelines, and deliverable requirements	Formal contracts, regular check-ins, email updates	Ad-hoc

2.2.7 Risk Management

Risk Management Plan ensures that potential risks related to project scope, schedule, financial, security, and quality are identified early, analysed for impact, and managed effectively through mitigation and contingency strategies, with responsible persons assigned to oversee each risk.

1. Identify the Risk

Risk ID	Risk Description	Category	Responsible Person
R1	Project scope creep: Additional features or changes not originally planned can lead to project delays and increased costs.	Project Scope	Project Manager
R2	Delays in deliverables: Unforeseen issues or resource unavailability can delay project milestones and overall timeline.	Schedule	Project Manager
R3	Budget overrun: Costs exceeding the planned budget due to unanticipated expenses or poor financial planning.	Financial	Project Manager
R4	Data breach or security vulnerability: Potential for unauthorized access or security weaknesses that could compromise project data.	Security	Back-end Developer
R5	Low quality deliverables: Deliverables that do not meet the specified quality standards, leading to client dissatisfaction and potential rework.	Quality	Project Manager

2. Analyze the Risk

Risk ID	Likehood (L)	Impact (I)	Risk Score (LXI)	Analysis Summary
R1	3	4	12	High likelihood of scope changes affecting timeline and budget. Proactive management needed.
R2	4	5	20	Delays can significantly impact project completion, requiring constant monitoring and timely adjustments.
R3	3	4	12	Budget overruns can critically impact resource allocation and project sustainability.
R4	2	5	10	Security breaches can severely affect project integrity and stakeholder trust, requiring stringent security measures.
R5	3	4	12	Poor quality deliverables can lead to project failure, necessitating rigorous quality assurance processes.

3. Plan the Risk

Risk ID	Mitigation Plan	Contingency Plan	Responsible Person
R1	Strict change control process	Allocate buffer time in schedule	Project Manager
R2	Regular progress tracking and proactive issue resolution	Reallocate resources to critical tasks	Project Manager
R3	Detailed budget monitoring and regular financial reviews	Secure additional funding if needed	Project Manager
R4	Implement robust security protocols and regular audits	Develop incident response plan	Back-end Developer
R5	Establish quality control measures and regular testing	Perform root cause analysis and corrective actions	Project Manager

2.2.8 Procurement

1. Procurement Planning

Factor Considered on Procurement Planning:

Factors	**Description**
Risk	Evaluation of potential risks associated with suppliers, market conditions, and project dependencies.
Cost	Detailed analysis to estimate expenses associated with procurement activities, including acquisition, maintenance, and operation costs.
Schedule	Planning procurement activities to align with project timelines and milestones.
Quality	Defining quality standards and ensuring procurement decisions meet project requirements.
Stakeholder Needs	Identifying and incorporating stakeholder expectations and requirements into procurement planning processes.

2. Procurement Activities

Procurement is crucial for organizations to obtain necessary goods and services efficiently and cost-effectively. It involves sourcing, purchasing, and managing resources to meet organizational needs and goals. Key stages include selecting vendors, negotiating contracts, ensuring quality, and processing payments. Transparency, ethical practices, and legal compliance are essential to maintain fairness, trust, and integrity throughout the procurement process, benefiting both the organization and its stakeholders.

Activity	**Description**	**Factors Considered**
Vendor Selection	Choosing vendors through a methodical assessment process that includes evaluating bids based on quality, cost, schedule, and risk factors.	Risk, Cost, Schedule, Quality, Stakeholder Needs
Compliance and Ethics	Conducting procurement activities transparently, ethically, and in accordance with laws, regulations, and organizational policies.	Transparency, Ethical Standards, Legal Compliance
Contract Negotiation	Negotiating contracts to ensure clarity, fairness, and enforceability of terms and conditions.	Legal Compliance, Ethical Standards, Fairness
Purchase Orders	Issuing purchase orders with detailed specifications, clear delivery schedules, and agreed payment terms.	Accuracy, Transparency, Adherence to Organizational Guidelines
Quality Assurance	Implementing quality checks to verify that procured goods and services meet defined project standards.	Quality Standards, Documentation, Issue Resolution
Payment Processing	Processing payments accurately and promptly in line with contractual agreements and financial regulations.	Timeliness, Accuracy, Financial Regulations
Performance Monitoring	Monitoring vendor performance regularly to ensure adherence to contract terms and addressing issues proactively.	Compliance Monitoring, Communication, Performance Improvement

3. Procurement Items

Items	**Quantity**	**Cost/Unit (RM)**	**Total Cost (RM)**	**Justification**
Server	1	RM 10,000.00	RM 10,000.00	Required for hosting and managing the RPTAR Alumni Portal and its database securely.
Azura Deployment	1	RM 13,000.00	RM 13,000.00	For setting up and configuring the cloud environment where the alumni portal will be hosted.
A4 Paper	15 reams	RM 16.50	RM 247.50	Required for printing essential documents, reports, and records related to project management, stakeholder communications, and administrative tasks.
Internet Access	7	RM 239.00	RM 1673.00	Internet connectivity for remote collaboration and access to cloud resources
Adobe Licence	2	RM 166.00	RM 332.00	Necessary for designing and creating visual content and graphic.
MS Office License	7	RM 359.00	RM 2513.00	Essential software tools for document creation, spreadsheet analysis, email communications, and presentation development, crucial for project management and administrative tasks.

Meals with Customer	5	RM 20.00	RM 100.00	Necessary for building and maintaining relationships, discussing project requirements, gathering feedback, and ensuring customer satisfaction
		Total Cost:	RM 27,865.50	

2.2.9 Stakeholder Management

1. Identification of Stakeholder

Role Type	Stakeholder Name	Description
Internal	Project Manager	Oversees project planning, execution, and stakeholder management.
Internal	Back-end Developer	Develops server-side logic and integrates databases.
Internal	Front-end Developer	Designs and implements user interfaces for the alumni portal.
Internal	Software Tester	Conducts testing to ensure functionality and quality of the system.
Internal	UI / UX Designer	Designs user interfaces to enhance user experience.
Internal	Database Engineer	Designs and manages the database structure for data storage and retrieval.
Internal	System Analyst	Analyses requirements and designs system architecture.
Internal	RPTAR Staff	Operational staff utilizing the alumni management system in daily tasks.
External	Alumni of RPTAR	Former residents engaging with RPTAR through the alumni portal.
External	Current Donors and Sponsors	Organizations and individuals contributing to RPTAR.
External	RPTAR Management	Leadership overseeing RPTAR operations and strategic decisions.
External	Community Partners	Local organizations collaborating with RPTAR on initiatives.

2. Stakeholder Analysis

Role Type	Stakeholder Name	Needs	Expectations	Interests	Concerns
Internal	Project Manager	Clear project goals and timelines	Timely updates on project status	Successful project delivery	Budget constraints, resource availability
Internal	Back-end Developer	Clear requirements and specifications	Access to necessary tools and resources	Building robust backend systems	Integration challenges with other system components
Internal	Front-end Developer	Detailed design specifications	Feedback on design iterations	Creating intuitive user interfaces	Compatibility with different devices and browsers
Internal	Software Tester	Comprehensive test cases and scenarios	Stable and bug-free system	Ensuring quality and reliability	Deadline pressures and frequent changes in requirements
Internal	UI / UX Designer	User research and feedback	Creative freedom in design	User-centric design solutions	Technical limitations in implementing design concepts
Internal	Database Engineer	Scalable and efficient database design	Data security and integrity	Optimal data management	Performance issues with large data volumes
Internal	System Analyst	Clear business requirements	Alignment with project objectives	Systematic approach to	Scope creep and changing requirements

				system architecture	
Internal	RPTAR Staff	User-friendly system interface	Training and support for system usage	Streamlined daily tasks	Resistance to change and learning new systems
External	Alumni of RPTAR	Access to alumni events and updates	Networking opportunities	Staying connected with RPTAR community	Privacy concerns with personal data handling
External	Current Donors and Sponsors	Transparent donation process	Recognition for contributions	Supporting RPTAR's mission and impact	Accountability and use of funds
External	RPTAR Management	Strategic insights and analytics	Operational efficiency	Achieving organizational goals	Financial implications and sustainability
External	Community Partners	Collaborative project planning	Community engagement	Positive community impact	Alignment with organizational values and goals

2.3 Phase III: Execution

2.3.1 Execution Process

Refer APPENDIX 4.

2.3.2 Project Team Utilization

1. Justification of Allocation to Specific Tasks, Activities and Work Packages

Task/Activity/Work Package	**Team Member**	**Justification**
1.1.1 Define project scope	Project Manager	Ensures clear and comprehensive project scope, aligning with organizational goals.
1.1.2 Develop project deliverables	Project Manager	Oversees the creation of project deliverables, ensuring they meet the project objectives.
1.1.3 Develop project charter	Project Manager	Oversees the creation of the project charter, ensuring it includes all necessary elements and stakeholder approval.
1.2.1 Identify stakeholders	Project Manager	Identifies all relevant stakeholders to ensure comprehensive engagement and support.
1.2.2 Interview stakeholders	Project Manager, System Analyst	Gathers detailed requirements and expectations directly from stakeholders.
1.2.3 Document stakeholder requirements	Project Manager, System Analyst	Documents the requirements gathered from stakeholders to ensure clear understanding and alignment.
2.1.1 Develop Gantt Chart	Project Manager, System Analyst	Ensures clear timeline and task scheduling for project tracking.
2.1.2 Create WBS	Project Manager, System Analyst	Breaks down project into manageable tasks for better oversight.

2.1.3 Resource Planning	Project Manager, System Analyst	Allocates necessary resources to tasks, ensuring project efficiency.
2.2.1 Identify Risks	Project Manager, System Analyst	Identifies potential risks early to prepare mitigation strategies.
2.2.2 Develop Risk Mitigation Plan	Project Manager, System Analyst	Develops detailed plans to address identified risks, ensuring project stability.
2.3.1 Develop Communication Plan	Project Manager, System Analyst	Establishes clear communication protocols for effective stakeholder engagement.
2.3.2 Identify Communication Channels	Project Manager, System Analyst	Determines the best channels for project communication to ensure clarity and efficiency.
2.4.1 Define User Scope	Project Manager, System Analyst	Clarifies user requirements to ensure the final product meets user needs.
2.4.2 Define System Scope	Project Manager, System Analyst	Outlines system requirements to align development with project goals.
2.4.3 Outline Exclusions from Scope	Project Manager, System Analyst	Identifies what is not included in the project scope to manage expectations and focus on priorities.
3.1.1 Gather Requirements	Project Manager, System Analyst	Collects detailed user and system requirements to guide development.
3.1.2 Document Requirements	Project Manager, System Analyst	Creates comprehensive documentation to ensure all stakeholders are aligned on project objectives.
3.2.1 Architectural Design	System Analyst	Develops high-level architecture to provide a clear framework for system components and interactions.
3.2.2 Database Design	Database Engineer	Designs database structure to ensure efficient data storage and retrieval.
3.2.3 UI/UX Design	UI/UX Designer	Creates user-friendly interfaces to enhance user experience.

3.3.1 Environment Setup	Back-end Developer	Prepares development environment to ensure smooth implementation of the system.
3.3.2 Front-end Development	Front-end Developer	Develops the user interface, ensuring it is interactive and user-friendly.
3.3.3 Back-end Development	Back-end Developer	Implements server-side logic to support front-end operations.
3.3.4 Social Media Integration	Front-end Developer	Integrates social media features to enhance user engagement.
3.4.1 Integrate with CRM Systems	Database Engineer	Ensures the system can communicate and sync with existing CRM systems.
3.4.2 Integrate with Payment Gateways	Database Engineer	Adds payment processing capabilities to the system.
3.4.3 Integrate with Email Marketing Platforms	Database Engineer	Enables the system to send marketing emails through established platforms.
3.5.1 Functionality Testing	Software Tester	Verifies that all features work as intended.
3.5.2 User Acceptance Testing	Software Tester	Confirms the system meets user expectations and requirements.
3.5.3 Performance Testing	Software Tester	Ensures the system performs well under expected load conditions.
4.2.1 Monitor Risks	Project Manager, System Analyst	Regular monitoring ensures that risks are identified early and managed effectively.
4.2.2 Implement Mitigation Plans	Project Manager, System Analyst	Timely implementation of mitigation plans helps reduce the impact of identified risks.
4.3.1 Provide Training Resources	System Analyst	Equips team members and stakeholders with the necessary knowledge to use the new system effectively.

4.3.2 Offer Helpdesk Support	System Analyst	Provides immediate assistance to resolve any issues or questions that arise post-implementation.
5.1.1 Finalize Documentation	Project Manager, System Analyst	Ensures all project documentation is complete, accurate, and accessible for future reference.
5.1.2 Handover to Client	Project Manager, System Analyst	Provides a structured and clear transfer of project deliverables and responsibilities to the client.
5.2.1 Review Project Outcomes	Project Manager, System Analyst	Evaluates the project's success against objectives and identifies areas for improvement.
5.2.2 Document Lessons Learned	Project Manager, System Analyst	Captures valuable insights and experiences to benefit future projects and enhance organizational learning.

2. Workload Distribution Among Project Team Members

Team Member	**Task/Activities Assigned**	**Workload Distribution (%)**
Project Manager	1.1.1, 1.1.2, 1.1.3, 1.2.1, 1.2.2, 1.2.3, 2.1.1, 2.1.2, 2.1.3, 2.2.1, 2.2.2, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.4.3, 3.1.1, 3.1.2, 4.2.1, 4.2.2, 5.1.1, 5.1.2, 5.2.1, 5.2.2	45%
System Analyst	1.2.2, 1.2.3, 2.1.1, 2.1.2, 2.1.3, 2.2.1, 2.2.2, 2.3.1, 2.3.2, 2.4.1, 2.4.2, 2.4.3, 3.1.1, 3.1.2, 3.2.1, 4.2.1, 4.2.2, 4.3.1, 4.3.2, 5.1.1, 5.1.2, 5.2.1, 5.2.2	35%
Database Engineer	3.2.2, 3.4.1, 3.4.2, 3.4.3	10%
UI/UX Designer	3.2.3	5%
Back-end Developer	3.3.1, 3.3.3	5%
Front-end Developer	3.3.2, 3.3.4	5%
Software Tester	3.5.1, 3.5.2, 3.5.3	5%

2.4 Phase IV: Control & Monitoring

2.4.1 Change Control Activities

1. Review of Change Control Processes

The change control processes outlined in the project management plan for the RPTAR Alumni Portal include the following steps:

a. **Change Identification:** Any project stakeholder, including alumni, project team members, or management, can identify the need for a change. This change must be documented in a Change Request Form.
b. **Change Request Submission:** The completed Change Request Form is submitted to the Project Manager for an initial evaluation.
c. **Initial Assessment:** The Project Manager performs an initial assessment to determine the impact on the project scope, schedule, cost, and quality.
d. **Change Log Update:** The change request is logged in the Change Log for tracking and future reference.
e. **Detailed Impact Analysis:** The Project Manager, with relevant team members, conducts a detailed impact analysis to assess the change's impact on the portal's functionality, user experience, and technical requirements.
f. **Approval Process:** The Change Control Board (CCB) reviews the change request and decides whether to approve or reject it based on the analysis and stakeholder input.
g. **Implementation Planning:** For approved changes, an implementation plan is developed, detailing the steps, resources, and timeline required for the change.
h. **Change Implementation:** The approved change is executed according to the implementation plan, ensuring minimal disruption to ongoing project activities and existing functionalities.
i. **Change Documentation:** All project documents, including the project plan, schedules, and logs, are updated to reflect the approved change.
j. **Communication:** All stakeholders, including alumni, project team members, and management, are informed about the change and its impact.
k. **Monitoring and Control:** The change implementation is monitored to ensure it is executed as planned and achieves the desired outcome without negatively affecting the alumni portal's performance or user satisfaction.

2. Procedure for Implementing Changes

The procedure for handling changes in RPTAR Alumni Portal Project:

Activity	Description	Responsible Party
Change Request Submission	Submit Change Request Form detailing the proposed change, reason for change, and expected impact.	Requestor (any stakeholder)
Initial Review	Conduct an initial review to assess the change's potential impact on the project.	Project Manager
Detailed Analysis	Perform a detailed analysis involving relevant team members to assess the change's impact on scope, schedule, cost, and quality.	Project Manager, Team Leads
Approval Process	Present the change request to the Change Control Board (CCB) for approval or rejection.	Project Manager
Implementation Planning	Develop an implementation plan for the approved change, detailing the steps, resources required, and timeline.	Project Manager, Team Leads
Change Implementation	Execute the change as per the implementation plan, ensuring minimal disruption to ongoing project activities.	Assigned Team Members
Change Documentation	Update project documents, including the project plan, schedules, and logs, to reflect the approved change.	Project Manager
Communication	Communicate the change and its impact to all relevant stakeholders.	Project Manager
Monitoring and Control	Monitor the implementation of the change to ensure it is carried out as planned and achieves the desired outcome.	Project Manager

3. Completeness and Accuracy if Change Request Form (CRF)

The Change Request Form for the RPTAR Alumni Portal should include the following fields to ensure completeness and accuracy:

Field	**Description**
Change Request ID	A unique identifier for the change request.
Date Submitted	The date when the change request was submitted.
Requester	The name and role of the person submitting the change request.
Description of Change	A detailed description of the proposed change.
Reason for Change	The reason why the change is being requested, including benefits and potential impacts.
Impact Analysis	An assessment of the change's impact on project scope, time, cost, quality, and user experience.
Priority	The priority level of the change request (e.g., high, medium, low).
Approval Status	The status of the change request (e.g., pending, approved, rejected).
Approver	The name and role of the person who approved or rejected the change request.
Implementation Plan	A detailed plan outlining how the change will be implemented, including steps, resources, and timeline.
Comments	Any additional comments or notes related to the change request.

2.4.2 Progress Report

Refer APPENDIX 5.

2.5 Phase V: Closing

2.5.1 Project Closure Activities

1. Project Closure Criteria Review

The criteria include:

- **Completion of All Project Deliverables:** Confirm that all deliverables outlined in the project scope have been completed and meet the quality standards.
- **Stakeholder Acceptance:** Ensure formal acceptance from all stakeholders, including the client, confirming satisfaction with the final deliverables.
- **Documentation:** Verify that all project documentation is completed, reviewed, and archived.
- **Resource Release:** Officially release all project resources, including team members and equipment.
- **Post-Mortem Analysis:** Conduct a comprehensive review of the project to identify lessons learned and best practices.
- **Celebration of Success:** Organize an event or meeting to formally recognize the project's completion and success.

2. Project Deliverable Acceptance

Stakeholder Acceptance:

- **Deliverables:** The final deliverables for the RPTAR Alumni Portal, including user management features, event coordination modules, event management sections, and integrations with social media and CRM systems, have been reviewed and approved by all key stakeholders.
- **Client Satisfaction:** The client has formally accepted the deliverables, expressing satisfaction with the quality and functionality of the portal. This acceptance is documented with signed approval from the client.

3. Scope Verification Activities

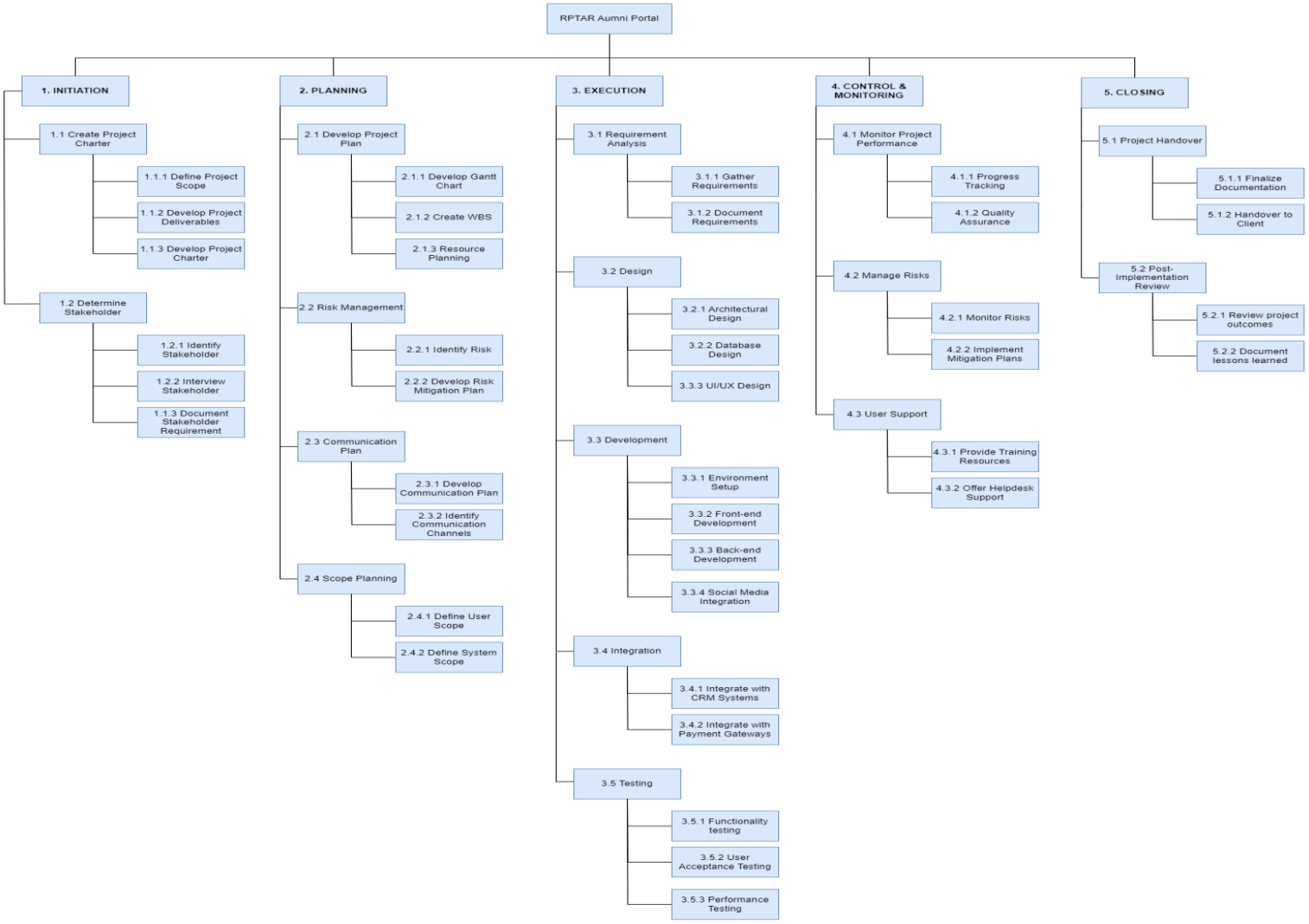
Completion of Project Scope Elements:

- **Verification:** Each element of the project scope has been verified against the project plan to ensure completion as planned. This includes detailed testing and review of all features and functionalities.
- **Stakeholder Involvement:** The verification process involved stakeholders to ensure all requirements were met, ensuring no scope elements were omitted.

2.5.2 Lesson Learn

Category	Lesson	Description
People	Regular Training Sessions	• **Lesson**: Conduct regular training sessions for team members on new technologies and tools. • **Description:** Ensures team members are proficient and up to date, reducing errors and enhancing productivity.
Process	Detailed Requirements Gathering	• **Lesson:** Invest adequate time in detailed requirements gathering. • **Description:** Minimizes scope creep and ensures alignment with stakeholder expectations, reducing rework.
Cost	Vendor Contract Negotiation	• **Lesson:** Negotiate vendor contracts with clear deliverables and penalties. • **Description:** Prevents unexpected costs and ensures vendors meet agreed-upon standards and timelines.
Time	Agile Development Methodology	• **Lesson:** Adopt Agile methodology for iterative development. • **Description**: Enhances flexibility, responsiveness to changes, and timeliness of deliverables.

APPENDIX 1


RPTAR Aumni Portal
1. INITIATION
1.1 Create Project Charter
1.1.1 Define Project Scope
1.1.2 Develop Project Deliverables
1.1.3 Develop Project Charter
1.2 Determine Stakeholder
1.2.1 Identify Stakeholder
1.2.2 Interview Stakeholder
1.1.3 Document Stakeholder Requirement
2. PLANNING
2.1 Develop Project Plan
2.1.1 Develop Gantt Chart
2.1.2 Create WBS
2.1.3 Resource Planning
2.2 Risk Management
2.2.1 Identify Risk
2.2.2 Develop Risk Mitigation Plan
2.3 Communication Plan
2.3.1 Develop Communication Plan
2.3.2 Identify Communication Channels
2.4 Scope Planning
2.4.1 Define User Scope
2.4.2 Define System Scope
3. EXECUTION
3.1 Requirement Analysis
3.1.1 Gather Requirements
3.1.2 Document Requirements
3.2 Design
3.2.1 Architectural Design
3.2.2 Database Design
3.3.3 UI/UX Design
3.3 Development
3.3.1 Environment Setup
3.3.2 Front-end Development
3.3.3 Back-end Development
3.3.4 Social Media Integration
3.4 Integration
3.4.1 Integrate with CRM Systems
3.4.2 Integrate with Payment Gateways
3.5 Testing
3.5.1 Functionality testing
3.5.2 User Acceptance Testing
3.5.3 Performance Testing
4. CONTROL & MONITORING
4.1 Monitor Project Performance
4.1.1 Progress Tracking
4.1.2 Quality Assurance
4.2 Manage Risks
4.2.1 Monitor Risks
4.2.2 Implement Mitigation Plans
4.3 User Support
4.3.1 Provide Training Resources
4.3.2 Offer Helpdesk Support
5. CLOSING
5.1 Project Handover
5.1.1 Finalize Documentation
5.1.2 Handover to Client
5.2 Post-Implementation Review
5.2.1 Review project outcomes
5.2.2 Document lessons learned

APPENDIX 2

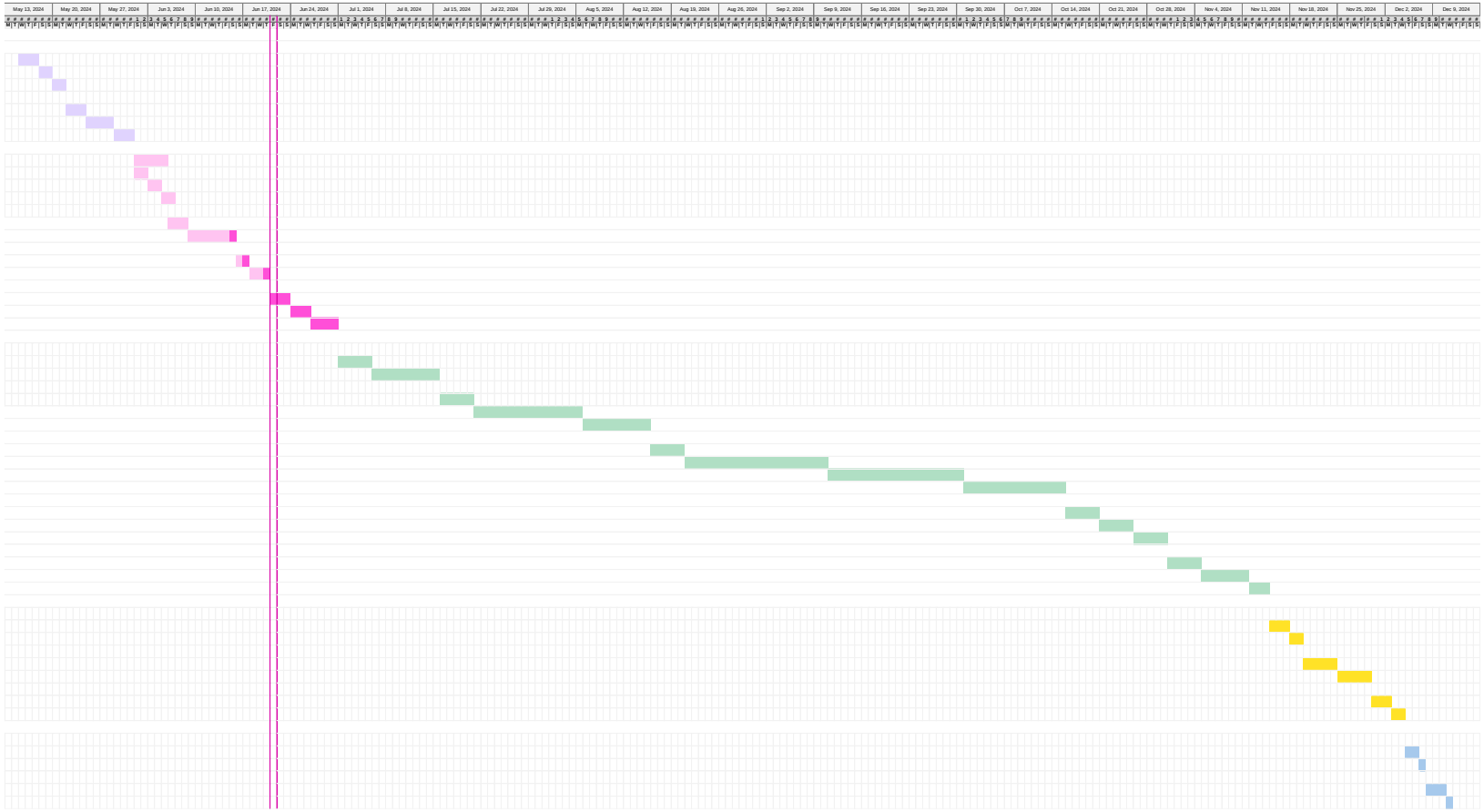
RPTAR Alumni Portal

Gantt Chart

Project start: Wed, 6/12/2024

Display week: 1

TASK	PROGRESS	START	END
1. INITIATION			
1.1 Create Project Charter			
1.1.1 Define project scope	100%	5/15/24	5/17/24
1.1.2 Develop project deliverables	100%	5/18/24	5/19/24
1.1.3 Develop project charter	100%	5/20/24	5/21/24
1.2 Determine Stakeholders			
1.2.1 Identify stakeholders	100%	5/22/24	5/24/24
1.2.2 Interview stakeholders	100%	5/25/24	5/28/24
1.2.3 Document stakeholder requirements	100%	5/29/24	5/31/24
2. PLANNING			
2.1 Develop Project Plan	100%	6/1/24	6/5/24
2.1.1 Develop Gantt Chart	100%	6/1/24	6/2/24
2.1.2 Create WBS	100%	6/3/24	6/4/24
2.1.3 Resource planning	100%	6/5/24	6/6/24
2.2 Risk Management			
2.2.1 Identify risks	100%	6/6/24	6/8/24
2.2.2 Develop risk mitigation plan	90%	6/9/24	6/15/24
2.3 Communication Plan			
2.3.1 Develop communication plan	80%	6/16/24	6/17/24
2.3.2 Identify communication channels	69%	6/18/24	6/20/24
2.4 Scope Planning			
2.4.1 Define user scope	0%	6/21/24	6/23/24
2.4.2 Define system scope	0%	6/24/24	6/26/24
2.4.3 Outline exclusions from scope	0%	6/27/24	6/30/24
3. EXECUTION			
3.1 Requirements Analysis			
3.1.1 Gather requirements	0%	7/1/24	7/5/24
3.1.2 Document requirements	0%	7/6/24	7/15/24
3.2 Design			
3.2.1 Architectural design	0%	7/16/24	7/20/24
3.2.2 Database design	0%	7/21/24	8/5/24
3.2.3 UI/UX design	0%	8/6/24	8/15/24
3.3 Development			
3.3.1 Environment setup	0%	8/16/24	8/20/24
3.3.2 Front-end development	0%	8/21/24	9/10/24
3.3.3 Back-end development	0%	9/11/24	9/30/24
3.3.4 Social media integration	0%	10/1/24	10/15/24
3.4 Integration			
3.4.1 Integrate with CRM systems	0%	10/16/24	10/20/24
3.4.2 Integrate with payment gateways	0%	10/21/24	10/25/24
3.4.3 Integrate with email marketing platforms	0%	10/26/24	10/30/24
3.5 Testing			
3.5.1 Functionality testing	0%	10/31/24	11/4/24
3.5.2 User acceptance testing	0%	11/5/24	11/11/24
3.5.3 Performance testing	0%	11/12/24	11/14/24
4. CONTROL & MONITORING			
4.1 Monitor Project Performance			
4.1.1 Progress tracking	0%	11/15/24	11/17/24
4.1.2 Quality assurance	0%	11/18/24	11/19/24
4.2 Manage Risks			
4.2.1 Monitor risks	0%	11/20/24	11/24/24
4.2.2 Implement mitigation plans	0%	11/25/24	11/29/24
4.3 User Support			
4.3.1 Provide training resources	0%	11/30/24	12/2/24
4.3.2 Offer helpdesk support	0%	12/3/24	12/4/24
5. CLOSING			
5.1 Project Handover			
5.1.1 Finalize documentation	0%	12/5/24	12/6/24
5.1.2 Handover to client	0%	12/7/24	12/7/24
5.2 Post-Implementation Review			
5.2.1 Review project outcomes	0%	12/8/24	12/10/24
5.2.2 Document lessons learned	0%	12/11/24	12/11/24



APPENDIX 3

1. INITIATION PHASE

Work/Task # & Name:	1.1.1 Define project scope (3 Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	3	306.67	920.01
	Total Cost (Personnel) For This Work/Task			RM	920.01

Work/Task # & Name:	1.1.2 Develop project deliverables (2 Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	2	306.67	613.34
	Total Cost (Personnel) For This Work/Task			RM	613.34

Work/Task # & Name:	1.1.3 Develop project charter (2 Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	2	306.67	613.34
	Total Cost (Personnel) For This Work/Task			RM	613.34

Work/Task # & Name:	1.2.1 Identify stakeholders (3 Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	3	306.67	920.01
	Total Cost (Personnel) For This Work/Task			RM	920.01

Work/Task # & Name:	1.2.2 Interview stakeholders (4 Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	4	306.67	1226.68
2	System Analyst	1	4	183.33	733.32
	Total Cost (Personnel) For This Work/Task			RM	1,960.00

Work/Task # & Name:	1.2.3Document stakeholder requirements (4 Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	2	306.67	613.34
2	System Analyst	1	2	183.33	366.66
	Total Cost (Personnel) For This Work/Task			RM	980.00

	Rate / Day
Project Manager	RM306.67
Back-end Developer	RM233.23
Front-end Dveloper	RM196.90
Software Tester	RM225.00
System Analyst	RM183.33
UI/UX Designer	RM186.67
Database Engineer	RM199.87

2. PLANNING PHASE

Work/Task # & Name:	2.1.1 Develop Gantt Chart (2 Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	2	306.67	613.34
2	System Analyst	1	2	183.33	366.66
	Total Cost (Personnel) For This Work/Task			RM	980.00

Work/Task # & Name:	2.1.2 Create WBS(2 Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	1	306.67	306.67
2	System Analyst	1	2	183.33	366.66
	Total Cost (Personnel) For This Work/Task			RM	673.33

Work/Task # & Name:	2.1.3 Resource planning(1 Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	1	306.67	306.67
2	System Analyst	1	1	183.33	183.33
	Total Cost (Personnel) For This Work/Task			RM	490.00

Work/Task # & Name:	2.2.1 Identify risks(3 Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	3	306.67	920.01
2	System Analyst	1	2	183.33	366.66
	Total Cost (Personnel) For This Work/Task			RM	1,286.67

Work/Task # & Name:	2.2.2 Develop risk mitigation plan(7 Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	6	306.67	1840.02
2	System Analyst	1	7	183.33	1283.31
	Total Cost (Personnel) For This Work/Task			RM	3,123.33

Work/Task # & Name:	2.3.1 Develop communication plan(2 Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	2	306.67	613.34
2	System Analyst	1	2	183.33	366.66
	Total Cost (Personnel) For This Work/Task			RM	980.00

Work/Task # & Name:	2.3.2 Identify communication channels(3 Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	1	306.67	306.67
2	System Analyst	1	3	183.33	549.99
	Total Cost (Personnel) For This Work/Task			RM	856.66

Work/Task # & Name:	2.4.1 Define user scope(3Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	3	306.67	920.01
2	System Analyst	1	3	183.33	549.99
	Total Cost (Personnel) For This Work/Task			RM	1,470.00

Work/Task # & Name:	2.4.2 Define system scope(3Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	2	306.67	613.34
2	System Analyst	1	3	183.33	549.99
	Total Cost (Personnel) For This Work/Task			RM	1,163.33

Work/Task # & Name:	2.4.3 Outline exclusions from scope (4Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	3	306.67	920.01
2	System Analyst	1	4	183.33	733.32
	Total Cost (Personnel) For This Work/Task			RM	1,653.33

3. EXECUTION PHASE

Work/Task # & Name:	3.1.1 Gather requirements(5Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	3	306.67	920.01
2	System Analyst	1	5	183.33	916.65
	Total Cost (Personnel) For This Work/Task			RM	1,836.66

Work/Task # & Name:	3.1.2 Document requirements(10Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	5	306.67	1533.35
2	System Analyst	1	10	183.33	1833.3
	Total Cost (Personnel) For This Work/Task			RM	3,366.65

Work/Task # & Name:	3.2.1 Architectural design(5Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	System Analyst	1	5	183.33	916.65
	Total Cost (Personnel) For This Work/Task			RM	916.65

Work/Task # & Name:	3.2.2 Database design(16Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Database Engineer	1	16	199.87	3197.92
	Total Cost (Personnel) For This Work/Task			RM	3,197.92

Work/Task # & Name:	3.2.3 UI/UX design(10Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	UI/ UX Designer	1	10	186.67	1866.7
	Total Cost (Personnel) For This Work/Task			RM	1,866.70

Work/Task # & Name:	3.3.1 Environment setup(5Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Back-end Developer	1	5	233.23	1166.15
	Total Cost (Personnel) For This Work/Task			RM	1,166.15

Work/Task # & Name:	3.3.2 Front-end development(21Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Front-end Developer	1	21	196.9	4134.9
	Total Cost (Personnel) For This Work/Task			RM	4,134.90

Work/Task # & Name:	3.3.3 Back-end development(20Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Back-end Developer	1	20	233.23	4664.6
	Total Cost (Personnel) For This Work/Task			RM	4,664.60

Work/Task # & Name:	3.3.4 Social media integration(15Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Front-end Developer	1	15	196.9	2953.5
	Total Cost (Personnel) For This Work/Task				RM 2,953.50

Work/Task # & Name:	3.4.1 Integrate with CRM systems(5Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Database Engineer	1	5	199.87	999.35
	Total Cost (Personnel) For This Work/Task				RM 999.35

Work/Task # & Name:	3.4.2 Integrate with payment gateways(5Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Database Engineer	1	5	199.87	999.35
	Total Cost (Personnel) For This Work/Task				RM 999.35

Work/Task # & Name:	3.4.3 Integrate with email marketing platforms(5Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Database Engineer	1	5	199.87	999.35
	Total Cost (Personnel) For This Work/Task				RM 999.35

Work/Task # & Name:	3.5.1 Functionality testing(5Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Software Tester	1	5	225	1125
	Total Cost (Personnel) For This Work/Task				RM 1,125.00

Work/Task # & Name:	3.5.2 User acceptance testing(7Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Software Tester	1	7	225	1575
	Total Cost (Personnel) For This Work/Task				RM 1,575.00

Work/Task # & Name:	3.5.3 Performance testing(3Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Software Tester	1	3	225	675
	Total Cost (Personnel) For This Work/Task				RM 675.00

4. CONTROL & MONITORING

Work/Task # & Name:	4.2.1 Monitor risks(5Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	5	306.67	1533.35
2	System Analyst	1	5	183.33	916.65
	Total Cost (Personnel) For This Work/Task				RM 2,450.00

Work/Task # & Name:	4.2.2 Implement mitigation plans(5Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	5	306.67	1533.35
2	System Analyst	1	5	183.33	916.65
	Total Cost (Personnel) For This Work/Task				RM 2,450.00

Work/Task # & Name:	4.3.1 Provide training resources(3Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	System Analyst	1	3	183.33	549.99
	Total Cost (Personnel) For This Work/Task				RM 549.99

Work/Task # & Name:	4.3.2 Offer helpdesk support(2Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	System Analyst	1	2	183.33	366.66
	Total Cost (Personnel) For This Work/Task				RM 366.66

5. CLOSING

Work/Task # & Name:	5.1.1 Finalize documentation(2Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	2	306.67	613.34
2	System Analyst	1	2	183.33	366.66
	Total Cost (Personnel) For This Work/Task				RM 980.00

Work/Task # & Name:	5.1.2 Handover to client (1Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	1	306.67	306.67
2	System Analyst	1	1	183.33	183.33
	Total Cost (Personnel) For This Work/Task				RM 490.00

Work/Task # & Name:	5.2.1 Review project outcomes (3Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	3	306.67	920.01
2	System Analyst	1	2	183.33	366.66
	Total Cost (Personnel) For This Work/Task				RM 1,286.67

Work/Task # & Name:	5.2.2 Document lessons learned (1Days)				
No	**Person Involved (PI)**	**No of PI**	**Total Day(s) Involve**	**Rate/Day (RM)**	**Total by Individual PI (RM)**
1	Project Manager	1	1	306.67	306.67
2	System Analyst	1	1	183.33	183.33
	Total Cost (Personnel) For This Work/Task				RM 490.00

APPENDIX 4

BCS3143 SOFTWARE PROJECT MANAGEMENT EXECUTION CHECKLIST

Name	SYAZWANI NADHIRAH BINTI ZOLKEFILE
Matriculation No	CB21145
Project Name	RPTAR ALUMNI PORTAL

NO	ITEM	DATE DUE	STATUS
1	**INITIATION PHASE**		
1.1	**Create Project Charter**		
1.1.1	Define Project Scope	17/05/2024	Complete
1.1.2	Develop Project Deliverable	19/05/2024	Complete
1.1.3	Develop Project Charter	21/05/2024	Complete
1.2	**Determine Stakeholder**		
1.2.1	Identify Stakeholders	24/05/2024	Complete
1.2.2	Interview Stakeholders	28/05/2024	Complete
1.2.3	Document Stakeholder Requirement	31/05/2024	Complete
2	**PLANNING PHASE**		
2.1	**Develop Project Plan**		
2.1.1	Develop Gantt Chart	02/06/2024	Need Review
2.1.2	Create WBS	04/06/2024	Need Review
2.1.3	Resource Planning	06/06/2024	In Progress
2.2	**Risk Management**		
2.2.1	Identify Risk	08/06/2024	In Progress
2.2.2	Develop Risk Mitigation Plan	15/06/2024	On Hold

NO	ITEM	DATE DUE	STATUS
2.3	**Communication Plan**		
2.3.1	Develop Communication Plan	17/06/2024	In Progress
2.3.2	Identify Communication Channels	20/06/2024	In Progress
2.4	**Scope Planning**		
2.4.1	Define User Scope	23/06/2024	Not Started
2.4.2	Define System Scope	26/06/2024	Not Started
2.4.3	Outline Exclusions from Scope	30/06/2024	Not Started
3	**EXECUTION PHASE**		
3.1	**Requirement Analysis**		
3.1.1	Gather Requirements	05/07/2024	Not Started
3.1.2	Document Requirements	15/07/2024	Not Started
3.2	**Design**		
3.2.1	Architectural Design	20/07/2024	Not Started
3.2.2	Database Design	05/08/2024	Not Started
3.2.3	UI / UX Design	15/08/2024	Not Started
3.3	**Development**		
3.3.1	Environment Setup	20/08/2024	Not Started
3.3.2	Front-end Development	10/09/2024	Not Started
3.3.3	Back-end Development	30/09/2024	Not Started
3.3.4	Social Media Integration	15/10/2024	Not Started
3.4	**Integration**		
3.4.1	Integration with CRM system	20/10/2024	Not Started
3.4.2	Integrate with Payment Gateway	25/10/2024	Not Started
3.4.3	Integrate with Email Marketing Platforms	30/10/2024	Not Started
3.5	**Testing**		
3.5.1	Functionality Testing	04/11/2024	Not Started

NO	ITEM	DATE DUE	STATUS
3.5.2	User Acceptance Testing	11/11/2024	Not Started
3.5.3	Performance Testing	14/11/2024	Not Started
4	**CONTROL & MONITORING PHASE**		
4.1	**Monitor Project Performance**		
4.1.1	Progress Tracking	17/11/2024	Not Started
4.1.2	Quality Assurance	19/11/2024	Not Started
4.2	**Manage Risks**		
4.2.1	Monitor Risk	24/11/2024	Not Started
4.2.2	Implement Mitigation Plan	29/11/2024	Not Started
4.3	**User Support**		
4.3.1	Provide Training Resource	02/12/2024	Not Started
4.3.2	Offer Helpdesk Support	04/12/2024	Not Started
5	**CLOSING PHASE**		
5.1	**Project Handover**		
5.1.1	Finalize Documentation	06/12/2024	Not Started
5.1.2	Handover to Client	07/12/2024	Not Started
5.2	**Post -Implementation Review**		
5.2.1	Conduct Post-Project Review	10/12/2024	Not Started
5.2.2	Document Lesson Learned	11/12/2024	Not Started

APPENDIX 5

SOFWARE PROJECT MANAGEMENT - PROJECT PROGRESS REPORT

PROJECT NAME	RPTAR Alumni Portal	PROJECT NO.	2024-001

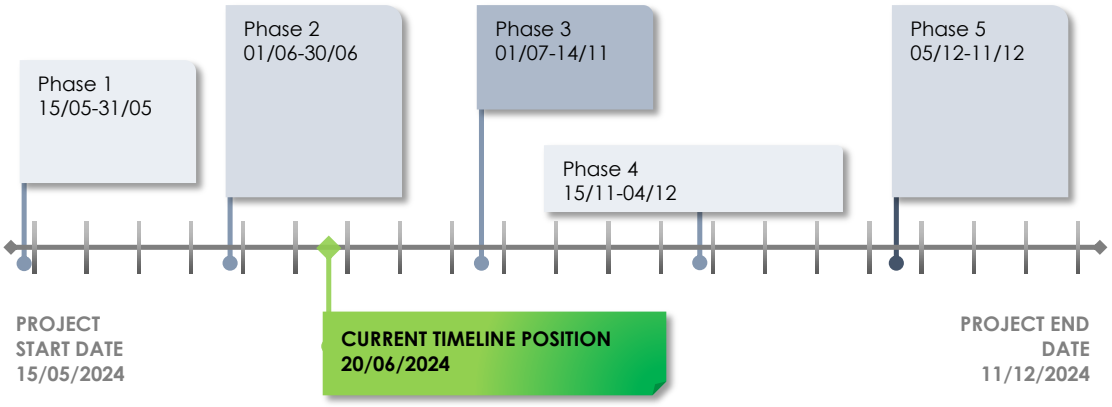
PROJECT MANAGER	PERIOD COVERED	DATE OF STATUS ENTRY	PROJECTED DATE OF COMPLETION
SYAZWANI NADHIRAH BINTI ZOLKEFILE	15/05/2024 – 11/12/2024	20/05/2024	11/12/2024

PROJECT SUMMARY

The RPTAR Alumni Portal project aims to deliver a comprehensive and user-friendly platform for RPTAR alumni to connect, network, and access university resources. The portal will include features such as profile management, event coordination, alumni news, and integration with social media and CRM systems.

PROJECT OVERVIEW

CATEGORY	STATUS	DETAILS	COMMENTS
Phase 1	100%	Intiation Phase	All the requirement are collected and documented
Phase 2	100%	Planing Phase	The requirement has been anaylzed and scope planning are in progress
Phase 3	60%	Execution Phase	Not Started
Phase 4	0%	Control & Monitoring Phase	Not Started
Phase 5	0%	Closing Phase	Not Started



KEY RISKS AND ISSUES

RISK / ISSUE NAME	STATUS	OWNER	DESCRIPTION
Resource Availability	Active	Project Manager	Limited availability of key development resources could potentially impact the project schedule. The mitigation plan includes hiring additional developers or outsourcing certain tasks
Technical Challenges	Active	Back-end Engineer	Minor technical issues have been encountered with the integration of social media features. Ongoing troubleshooting and resolution efforts are underway
Stakeholder Engagement	Active	Project Manager	Continuous stakeholder engagement is necessary to validate requirements and design choices. Regular meetings and feedback sessions are scheduled to ensure alignment.
Database Development Delay	Active	Database Engineer	Unforeseen complexities in the development of the database have caused delays. Additional resources and time may be needed to complete this task.
UI Design Issues	Active	UI/UX Designer	Some UI design elements require refinement to meet user experience standards. The design team is working on addressing these issues to enhance usability.