Software Project Management Plan for "Online Home Services Booking System"

1. Introduction

In the Online Home Services Booking System project, a system has to be designed to support service booking and management with internet connectivity. The software application to be developed consists of three main parts: customer view, service provider view, and admin view. The entire system has to be developed (in JS) in a way that it is easy to maintain and extend functions, with all modules interacting over the internet. The application will handle essential activities such as user authentication, service search, booking, payment, cancellation, and feedback.

I. Project Overview

This project is to create a prototype **Online Home Services Booking System.** It is an online application that acts as a virtual platform where users can search, browse, and book various home services such as cleaning, plumbing, electrical repairs, and appliance maintenance. The system allows registered users to explore the catalog of available services, check availability of service providers, and schedule or request the required service. Selected services may be added to a "booking list" or scheduled request. At confirmation time, the system will validate user details, service time slots, and payment options. Additional information may be required, such as address, service preferences, and special instructions. For online payment, instant confirmation and digital receipts are provided, while service tracking and status updates ensure a smooth experience.

II. Project Deliverables

1. Preliminary Project Plan	01.11.2025
2. Requirements Specification	10.11.2025
3. Analysis [Object model, Dynamic model, and User interface]	17.11.2025
4. Architecture Specification	19.11.2025
5. Component/Object Specification	29.11.2025
6. Source Code	30.11.2025 - 14.12.2025
7. Test Plan	15.12.2025 - 22.12.2025
8. Final Product Demo	22.12.2025 - 25.12.2025

III. Evolution of this document

This document will be updated as the project progresses. Updates should be expected in the following sections:

i. ***References*** - updated as necessary.
ii. ***Definitions, acronyms, and abbreviations*** - updated as necessary.

iii. ***Organizational Structure*** will be updated as the team leaders are assigned for each phase.
iv. ***Technical Process -*** this section will be revised appropriately as the requirements and design decisions become clearer.
v. ***Schedule –*** as the project progresses, the schedule will be updated accordingly.

Revision History

Revision	Date	Updated By	Update Comments
0.1	01.09.2025	Som Ganguly	First Draft
0.2	01.11.2025	Raj Majumdar	Second Draft/Final Draft

IV. References

i. Team Website
http://wwwis.win.tue.nl/2M390/projects/spingrid/spmp.pdf
ii. Project Scope
http://wwwis.win.tue.nl/2M390/projects/spingrid/spmp.pdf
iii. Case Studies
- http://allrecipes.com/recipe/10926/cake-mix-cookies-iv/
- http://www.costco.com/cakes-cookies.html
- http://www.cakescookiesandcraftsshop.co.uk/

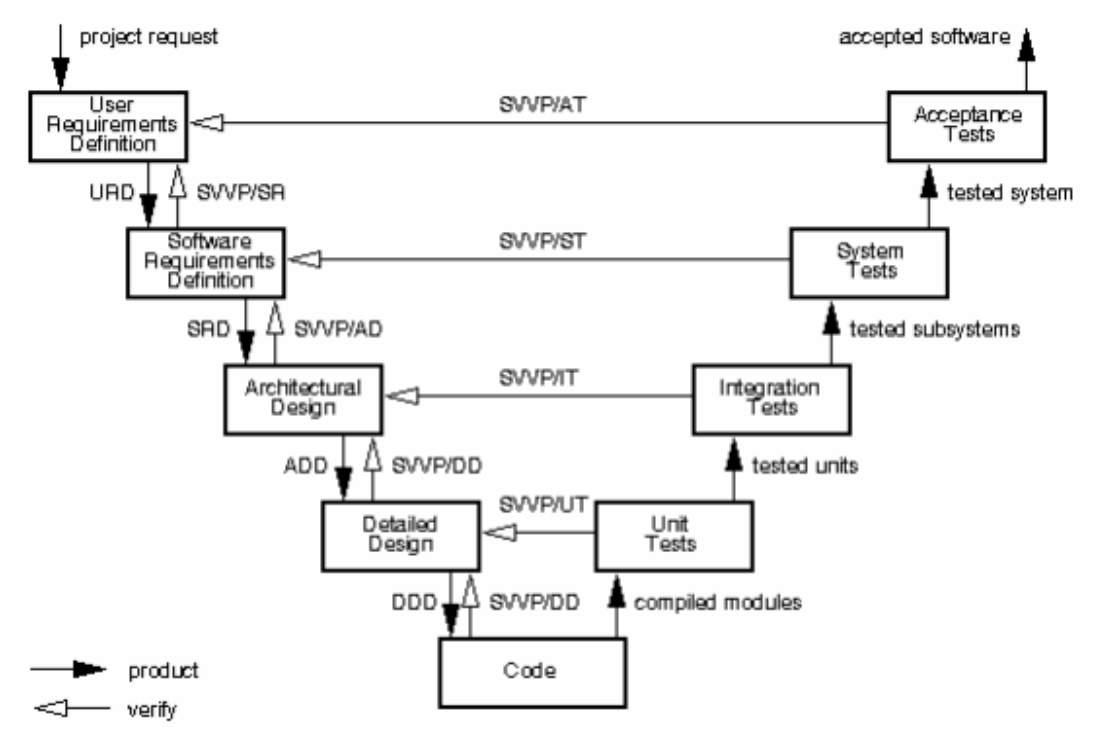
V. Definitions, Acronyms, and Abbreviations

i. UML - Unified Modeling Language
ii. AD - Architectural Design
iii. DDD - Detailed Design Document
iv. ITP - Integration Test Plan Monitor Application that either monitors dispatchers
v. PM - Project Manager
vi. QAM - Quality Assurance Manager
vii. SCMP - Software Configuration Management Plan
viii. SM - Senior Management SPMP Software Project Management Plan (this document)
ix. SQAP - Software Quality Assurance Plan
x. SR - Software Requirements
xi. SUM - Software User Manual
xii. SVVP - Software Verification and Validation Plan
xiii. TBD – To Be Decided
xiv. TR - Transfer Phase
xv. UR - User Requirements
xvi. UTP - Unit Test Plan

2. Project Organization

I. Process Model

The process used for this project will be a V-model such that each stage of the model allows us to do testing after completing a phases. Referring to the diagram below, each phase is tested after completion.



II. Organizational Structure

Team Members –

i. Som Ganguly
ii. Raj Majumdar
iii. Nimit Sodhani
iv. Pradip Adhikary
v. Soumik Chakraborty

Name	Organization/ Position	Contact Information
Som Ganguly	ITech Project Manager	somganguly99@gmail.com 09051001800
Raj Majumdar	ITech Business Analyst	rajskider842@gmail.com 09468847142

Days	Deliverable	Team Leader	Deliverable Description
9	1	Som Ganguly	Project Plan
7	2	Raj Majumdar	Requirements Specification
9	3	Nimit Sodhani	Analysis
13	4	Pradip Adhikary	Architecture Specification
9	5	Soumik Chakroborty	Component/Object Specification
14	6	Som Ganguly	Source Code
7	7	Raj Majumdar	Test Plan
5	8	Som Ganguly	Final Deliverable

III. Organizational Boundaries and Interfaces

Team leaders throughout each development of the phases will be responsible for coordinating team meetings, updates, communications, and team deliverables.

IV. Project Responsibilities

For the most vital responsibilities per phase of each team members, please refer to segment 2.2. Ultimately the project team is responsible for the successful delivery of the product. The team member tasks per deliverable according to expertise and the phases are as given below:

1. Project Plan – Whole Team
2. Requirements Specification – TBD
3. Analysis – TBD
4. Architecture Specification – TBD
5. Component/Object Specification – TBD
6. Source Code – TBD
7. Test Plan – TBD
8. Final Deliverable – Entire Team

Name	Organization/ Position	Role/Responsibilities
Som Ganguly	ITech Project Manager	• Managing and leading the project team. • Developing and maintaining a detailed project plan. • Monitoring project progress and performance. • Managing project evaluation and dissemination activities. • Develop corrective actions when necessary.

Raj Majumdar	ITech Business Analyst	• Prepare reports on project plans, status, progress, risks, deadlines and resource requirements. • Develop and perform work flow analysis to find out the difficulties in reaching goals. • Provide project cost estimates.
Nimit Sodhani	ITech Designer	• Propose effective design solutions to meet project goals. • Prepare design layouts and sketches according to company design standards. • Keeping of records and files.
Pradip Adhikary	ITech Staff	• Documentation of daily activities. • Making kick-off meeting reports. • In-charge of materials needed for team building activities.

3. Managerial Process

I. Management Objectives and Priorities

The management objective is to deliver the product in time and of high quality. The PM and QAM work together to achieve this by respectively checking that progress is made as planned and monitoring the quality of the product at various stages.

II. Assumptions, Dependencies, and Constraints

In this project plan, a number of factors are taken into account. The following list shows the way milestones on various project phases have been scheduled:

- The team budget of 5 persons x 365 hours = 1825 hours
- The project deadline of December 26th . .
- The final presentation is on December 12th.
- The peer evaluation deadline is on December 25th.
- Other days the weekends holiday is closed .

NOTE: Due to the deadline of 26th December,2025 , running out of time will have its reflection on the product, and not on the duration of the project. By assigning a priority to every user requirement, a selection can be made of user requirements that may be dropped out if time runs out.

III. Risk Management

This section mentions any potential risks for the project. Also, schedules or methods are defined to prevent or to reduce the risks as below:

i. Technology risk
ii. People risk
iii. Financial risk
iv. Market risk
v. Structure/process risk

The following are the possible risks to be encountered during the development of the project and how they can be prevented.

1. Miscommunication
   Prevention: Team members should not hesitate to ask and re-ask questions if things are unclear. Team members should have a written copy of the tasks assigned to them every meeting.
   Correction: When it becomes clear that miscommunication is causing problems, the team members should gather in a meeting to clear things up.

2. Time shortage
   Prevention: Care is taken to plan enough spare time. *Correction*: When tasks fail to be finished in time or when they are finished earlier than planned the project planning is adjusted
3. Illness or absence of team members
   Prevention: Team members should warn their team leader or the PM timely before a planned period of absence.
   Correction: Work can be taken over quickly by someone else or be distributed among the team members if a person gets ill.

Monitoring and Controlling Mechanisms:

The monitoring of progress is done by the PM using the following means:

Project Kick-off Meetings

The project group meetings take place within the class room or through chat. These meetings are meant to inform each other of the progress made on various tasks and to assign new tasks.

Progress Report

Progress report is done every Friday. This is meant to inform and show the progress in the development of the project and how things are going.

IV. Monitoring and Controlling Mechanisms

The monitoring of progress is done by the PM using the following means:

i. Weekly project status meetings
ii. Shared document repository
iii. Project tracking by MS project plan
iv. Tracking utilizing baselines in MS project

4. Technical Process

I. Methods, Tools, and Techniques

The project will be implemented utilizing V-model methodology, and tools such as Dreamweaver, Microsoft Project, Star UML, Java, MySQL, QTP, and Load Runner will be utilized. The risks for each category are listed to complete the project successfully. For each risk, a description, a probability of occurrence, the associated action and the impact of the risk are given.

II. Software Documentation

Documentation such as Project Charter, Business Requirement Document, Functional Specification document, Cost Benefit Analysis, Technical Specification document, Detail Design Document, Test Plan, Implementation Plan, Detailed Project Report, and Benefit Realization document.

III. Project Support Functions

All project support documents will be completed in applicable phases.

5. Work Elements, Schedule, and Budget

I. The project is accounted for project resources, technologies and tools required to whole analysis, implementation, and test of the application.
II. The project lead will be rotated for each phase within 5 team members.
III. The document for all phases will be revised in subsequent phases if applicable.

Budget and Resource Allocation

Salary	80,000.00
Office Operations/Supplies/Equipment/Consumables	40,000.00
Miscellaneous	10,000.00
Total	**Rs. 130,000.00**