



FIT5057 Project Management Assignment Two – Team Assignment

MONASH INFOVINE: AI-Backed Mind Mapping & Knowledge Retention Portal for Enhanced Learner Engagement

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Deliverable 01: Project Initiation

Task 1: Project Charter

The project charter outlines roles, responsibilities, activities, and management commitments, ensuring stakeholders have a common understanding of project objectives, scope, and success criteria (McKeever, 2006).

Project Charter

Project Title:

Infovine: AI-Backed Mind Mapping & Knowledge Retention Portal for Enhanced Learner Engagement

Project Start Date: 1st Nov 2024

Projected Finish Date: 5th April 2025

Budget Information:

Portfolio budget: AUD \$700,000

Allocated for Infovine: AUD \$175,000

Government Grant: AUD \$100,000

Total project budget: AUD \$275,000

Project Manager:

Name: Thinithi Divyanjalee Bulathsinghala

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Project Background:

The project Infovine combines the power of mind maps (To enhance learning by visually organizing information, aiding in comprehension, retention, and creative thinking) and custom GPT technology (Crafting a knowledge retrieval portal using course material- *Refer Appendix 1.0*) to promote learner engagement which contributes to the improvement of the overall learner experience ranking in the QILT Student Experience Survey (2022) to above the Go8 average (KPI-EDU-01).

Project Objectives:

- Implement Infovine AI backed Mind Mapping software, to nurture creativity and enable self-directed learning, **to be able to boost Moodle learner engagement by 20% within the initial six months of implementation** across all Faculty of Information and Technology courses.
- Launch the Infovine knowledge retention portal, leveraging customizable GPT technology to train on course content, providing students with a personalized tutor and an effective knowledge extraction tool, **to be able to enhance student retention rates within Moodle by 10% by 2026.**
- Deploy Infovine to be able to increase collaborative learning experiences, aiming to facilitate at least 5 group mind mapping sessions per unit starting 3 months after implementation, aiming for a **15% increase in SETU collaborative learning engagement metrics within the first year.**

Main Project Success Criteria:

- **User training and workshops:** Ensure 80% or more completion of daily compulsory user training and awareness campaigns to facilitate successful user onboarding.

- **User Adoption Rate:** Ensure that at least 60% of enrolled users onboard and utilize the Infovine application within the first three months of deployment.
- **User Retention Rate:** Implement A/B testing to validate an annual 5% increase in Infovine user retention compared to non-users' post-implementation.
- **Collaborative learning engagement metric:** Implement pre and post implementation testing to validate a 5% incremental increase in SETU collaborative learning metrics after the first-year post implementation.
- **Seamless integration:** Successful integration of the existing mind mapping software, custom GPT and Moodle resulting in 100% integration completion.

Approach: Hybrid Methodology (Waterfall & Agile)

Project Type: Iterative and Predictive

This development approach blends the structured phases of the waterfall model with the flexibility of agile methodologies. Initially, the project follows a **sequential flow from project initiation to evaluation**, adhering to **predefined milestones, tasks, and deliverables**.

However, within each phase, agile practices are integrated to **accommodate iterative development**. **Stakeholder engagement and feedback loops** are incorporated throughout, allowing for adjustments and refinements as needed. This hybrid approach ensures both predictability and adaptability in project execution.

Tools: Jira (Task Tracking), Confluence(Centralize documentation), Zoom, MS Power point, Project Libre (Shcedule Management)

Roles and Responsibilities

Role in the project	Name	Position in the organisation/contract	Contact Information
Project Manager	Thinithi Bulathsinghala	Business Analyst	Phone: +61452367314 Email: tdbul2@novaconsulting.com.au
Data Scientist	John Doe	Senior Data Scientist on contract	Phone: +61452467314 Email: john.doe@novaconsulting.com.au
Software Developer	Kevin Nugara	Senior Software Developer on contract	Phone: +61452567314 Email: kevin.nugara@novaconsulting.com.au
Front-End Developer	Liara Brown	Front-End Software Developer on contract	Phone: +61452667314 Email: Liara.brown@novaconsulting.com.au
UI/UX Designer	Oliver Dane	UI/UX Designer	Phone: +61452787314 Email: oliver.dane@novaconsulting.com.au
Monash Technical Spoc	Marcus Hawer	Senior Data Scientist	Phone: +61452767314 Email: marcus.hawer@monash.com.au

Sign-off: Thinithi Bulathsinghala, John Doe, Kevin Nugara, Liara Brown, Marcus Hawer

Comments:

Deliverable 02: Project Scope Management

Task 2.1: Requirements traceability matrix (RTM)

The requirement traceability matrix serves as a comprehensive document capturing user and system requirements, facilitating the tracing of requirements from user needs to test cases. This ensures that each requirement is systematically verified and fulfilled, aligning the development process with user expectations and system functionality (Duraismy, 2013).

REQUIREMENTS TRACEABILITY MATRIX					
Project Name:	Infovine: AI-Backed Mind Mapping & Knowledge Retention Portal for Enhanced Learner Engagement			<div>Infovine Mindmapping Software</div> <div>Infovine Knowledge Portal</div> <div>Overall Infovine Portal</div> <div>Legend</div>	
PM Name:	Thinithi Bulathsinghala				
Date:	17/04/2023				
Project Description:	Infovine combines the power of mind maps (To enhance learning by visually organizing information, aiding in comprehension, retention, and creative thinking) and custom GPT technology (Crafting a knowledge portal from course material) to promote learner engagement.				
ID	Requirements (Functional or Non-Functional)	Assumption(s) and/or Customer Need(s)	Category	Source	Status
R01	Customization: users can apply colors, images, diverse styles, and layouts to their mind maps.	Users require a high degree of customization to express their ideas effectively and engage more with the mind mapping platform.	Functional	Project Scope Statement	Completed Customization features have been implemented
R02	Freeform Sketching: users can sketch freely on the canvas, with built-in line correction strokes.	Users seek an interface that supports free-form expression and brainstorming, as it enables them to capture ideas in their rawest form.	Functional	Project Scope Statement	Completed Freeform sketching with line correction strokes has been integrated.
R03	Easy Restructuring: users can seamlessly restructure their mind maps by simply drag-and-drop	Users value flexibility in editing mind maps as the brainstorming processors are iterative.	Functional	User requirement survey	Completed Drag-and-drop functionality implemented
R04	AI Assistance: users can harness the power of AI-driven assistance to get recommendations.	Users are attracted towards innovative solutions that leverage AI technology to streamline their work and enhance quality	Functional	Project Scope Statement	In Progress Initial testing done, showing promising results. Expected time of completion: 2 weeks
R06	Download Options: users can effortlessly download their mind maps in PDF, PNG, or JPEG.	Users value convenience in accessing and sharing their mind maps both online and offline.	Functional	Project Scope Statement	In Progress PDF download functionality included. Expected time of completion: 1 weeks
R07	Collaboration: users can co-create mind maps with multiple team members.	Users require collaboration in their work processes, hence expected new tools to cater to this requirement.	Functional	User requirement interview	To Start Expected time of completion: 3 weeks
R11	Information Retrieval: users can utilize the GPT chat to retrieve relevant information from course.	Users seek seamless access to course materials, hence value a chat feature that uses AI technology to deliver relevant course content or content location quickly and efficiently.	Functional	Project Scope Statement	Completed Custom GPT chat information retrieval implemented.
R12	Chat history: users should have the option to save their chat conversations for later revisitation.	Users value the ability to access past conversations for future reference.	Functional	Project Scope Statement	In Progress Development of the GPT chat feature initiated. Expected time of completion: 2 weeks

R13	Summarization: users can request for concise summaries of course content.	Users seek efficient learning tools and will appreciate those that can breakdown complex information into easily understandable formats.	Functional	User requirement interview	To Start Expected time of completion: 1 weeks
R14	Explanations and Examples: users can request explanations or examples regarding course content.	Users will always require access to additional explanations and examples to support their learning progress.	Functional	Project Scope Statement	To Start Expected time of completion: 2 weeks
R15	AI Feedback: users can request for AI feedback on user input content quality.	Users value constructive feedback as it support their learning process and facilitate growth	Functional	Project Scope Statement	To Start Expected time of completion: 3 weeks
R16	Mind Map Performance: Achieve a mind map editing response time of less than 0.5 seconds, and loading time within 10 seconds (Nielson, 2024) for optimal user experience.	Users expect fast and responsive mind map editing and loading times to enhance productivity and workflow efficiency	Non-functional	User requirement survey	In Progress Current run time 1sec, optimization in progress. Expected time of completion: 6 weeks
R17	System Uptime: Maintain a minimal system uptime of 90% to ensure uninterrupted access.	Users rely on continuous system availability to access the platform without disruptions and maintain productivity.	Non-functional	Project Scope Statement	In Progress Current up time at 70% improvements underway. Expected time of completion: 8 weeks
R18	Data Security: Implement AES 256-bit encryption for data transmission and storage.	Users expect their data to be secure and protected during transmission and storage to maintain confidentiality and integrity.	Non-functional	Monash IT security requirement	To Start Expected time of completion: 9 weeks
R19	User Satisfaction: Achieve a user rating of 4.5 out of 5 in user feedback surveys.	Users anticipate a high level of satisfaction with the platform's usability, functionality, and overall experience.	Non-functional	Project Scope Statement	In Progress Initial key stakeholder testing done with score at 4.2. Expected time of completion: 2 weeks
R20	Scalability: Scale to support a minimum of 10,000 concurrent users without performance issues.	It is assumed that the platform will experience growth in user base and content volume over time.	Non-functional	Monash IT security requirement	To Start Expected time of completion: 9 weeks
R21	Compatibility: Ensure compatibility with Moodle, major browsers, and operating systems according to W3C standards, including Chrome, Firefox, Safari, Edge, Windows, macOS, iOS, and Android.	Users require seamless access to the platform across various devices and browsers to ensure a consistent user experience.	Non-functional	Project Scope Statement	In Progress Compatibility with Chrome is currently at 99%. Expected time of completion: 10 weeks

Deliverable 02: Project Scope Management

Task 2.2: Project Scope Statement

The project scope statement defines the boundaries, objectives, deliverables, and constraints of a project, providing a clear understanding of what is included and excluded from the project's scope (Mahlangu, 2020).

PROJECT SCOPE STATEMENT

PROJECT	DATE
Infovine: AI-Backed Mind Mapping & Knowledge Retention Portal for Enhanced Learner Engagement	17/04/2024
PROJECT BACKGROUND, OBJECTIVES & OUTCOMES	
Project Background: The project Infovine combines the power of mind maps (To enhance learning by visually organizing information, aiding in comprehension, retention, and creative thinking) and custom GPT technology (Crafting a knowledge retrieval portal using course material) to promote learner engagement which contributes to the improvement of the overall learner experience ranking in the QILT Student Experience Survey (2022) to above the Go8 average (KPI-EDU-01).	
Project Objectives & Outcomes: <ul style="list-style-type: none">• Increase Moodle learner engagement by 20% within the initial six months of Infovine Mind Mapping software implementation.• Enhance student retention rates within Moodle by 10% by 2026 through launching the Infovine knowledge retention portal.• Boost SETU collaborative learning engagement metrics by 15% within the first year of Infovine deployment.	

HIGH-LEVEL REQUIREMENTS, FUNCTIONAL & NON-FUNCTIONAL
Note: Significant functional Requirements/features shown in blue
Functional Requirements:
Mind Map: <ul style="list-style-type: none">• Customization: users can apply colors, images, diverse styles, and layouts to their mind maps.• Freeform Sketching: users can sketch freely on the canvas, with built-in line correction strokes.• Download Options: users can effortlessly download their mind maps in PDF, PNG, or JPEG.• Collaboration: users can co-create mind maps with multiple team members.• Easy Restructuring: users can seamlessly restructure their mind maps by simply drag-and-drop.• AI Assistance: users can harness the power of AI-driven assistance to get recommendations.
Knowledge Portal: <ul style="list-style-type: none">• Information Retrieval: users can utilize the GPT chat to retrieve relevant information from course.• Explanations and Examples: users can request explanations or examples regarding course content.• AI Feedback: users can request for AI feedback on user input content quality.• Chat history: users should have the option to save their chat conversations for later revisitation.• Summarization: users can request for concise summaries of course content.
Non-Functional Requirements:
Note: Significant non-functional Requirements/characteristics shown in blue
Infovine Overall:

- **Mind Map Performance:** mind mapping editing <0.5s and first time loading time <10 (Nielson, 2024).
- **System Uptime:** ≥95%
- **Compatibility:** Minimum 90% compatibility with Moodle, major browsers, and operating systems.
- **Data Security:** AES 256-bit encryption for data transmission and storage.
- **User Satisfaction:** ≥4.5/5 rating.
- **Scalability:** Support ≥10,000 concurrent users.

PROJECT MANAGEMENT DELIVERABLES (Min 5)

- Project Charter
- Project Scope
- Project Gantt Chart
- Project Risk Register
- Project stakeholder register (PSR)

PRODUCT RELATED DELIVERABLES

- Infovine Mind Mapping platform
- Infovine Knowledge retention portal
- User guide

ASSOCIATED RISKS (Min 1 per deliverable)

Project Charter, Scope, Gantt and RTM:

- *Scope Creep:* Unclear boundaries and requirements cause delays due to frequent requirement changes.

Infovine Deliverables:

- *Integration complexity:* Delays or reassessments due to issues integrating Mind Mapping platform with Monash Infrastructure and Moodle.
- *Data migration challenges:* Migration complications leading to inaccuracies or delays in course data transfer to Infovine Knowledge Retention Portal.
- *User guide clarity:* Confusion and reduced user adoption rates caused by incomplete or unclear documentation.

ASSUMPTIONS

- AUD \$100,000 government grant confirmed by December 1, 2024.
- Additional Skilled Resources such as consultants, IT specialists and services provided by Monash University
- Hardware provided by Monash University

PLANNED START & END DATE

1st Nov 2024 to 5th April 2025

ESTIMATED COST

A budgetary estimate of the total cost for the project: AUD\$ 246,815

Deliverable 03: Project Work Breakdown structure schedule Management

Task 3.1: Project Work Breakdown Structure

0	AI-Backed Mind Mapping & Knowledge Retention Portal for Enhanced Learner Engagement
1	InfoVine Project Initiation
1.1	Project Charter Development
1.1.1	Define project objectives, deliverables and development approach
1.1.2	Establish project Scope Statement
1.1.3	Identify roles and responsibilities
1.1.4	Create charter and define success criteria
1.2	Stakeholder Analysis
1.2.1	Identify project stakeholders and categorize
1.2.2	Document stakeholder interest and Expectations
1.2.3	Quantify potential project impact
1.3	Budget planning & resource requirement
1.3.1	Create initial budget plan and Identify funding sources
1.3.2	Specify dependencies and support required
1.3.3	Establish a mechanism to monitor and track the budget consumption
1.3.4	Apply for Victorian Government funding for the Monash InfoVine project
1.4	Project Charter sign off
1.4.1	Finalize project charter
1.4.2	Key stakeholders and sponsor charter review
2	Comprehensive Project Planning
2.1	Project end-user Requirement gathering
2.1.1	Conduct End-User interviews and gather requirements
2.1.2	Requirement documentation
2.1.3	Feasibility study and requirement finalization
2.1.4	Finalize Victorian Government funding for the Monash InfoVine project
2.2	Develop Project Schedule
2.2.1	Identify Essential Tasks and Deliverables
2.2.2	Develop Detailed Work Breakdown Structure
2.2.3	Establish Key Project Milestones
2.2.4	Establish Project Timelines
2.3	Project Resource Planning
2.3.1	Identify Resource requirements
2.3.2	Resource allocation
2.3.3	Establish communication plan
2.5	Risk Identification and management
2.5.1	Identify Risks
2.5.2	Assess Risk Impact and probability
2.6	Project plan approval
2.6.1	Key stakeholders and sponsor project plan review
3	InfoVine portal wireframe designing
3.1	Project kickoff and deep-dive research
3.1.1	Project kickoff meeting
3.1.2	Mind mapping software research
3.1.3	Custom GPT utilization research
3.1.4	Insights documentation
3.2	Design InfoVine Mind Mapping Software
3.2.1	Selection of an existing mindmapping application
3.2.2	Selection of existing AI plugins to incorporate
3.2.3	Procurement of software
3.2.4	InfoVine Mindmapping - Database design

3.2.5	InfoVine Mindmapping - UI/UX design
3.2.6	InfoVine Mindmapping - System architecture design
3.2.7	Define components and interactions
3.2.8	Finalize InfoVine mindmapping wireframes
3.3	Design InfoVine GPT knowledge retention portal
3.3.1	Custom GPT initial training & testing
3.3.2	Knowledge retention portal - Database design
3.3.3	Knowledge retention portal - UI/UX design
3.3.4	Knowledge retention portal - System architecture design
3.3.5	Define components and interactions
3.3.6	Finalize InfoVine Knowledge retention portal wireframes
3.4	Design review and sponsor sign off
3.4.1	Technical review
3.4.2	Wireframe end-user review and key stakeholder approval
4	InfoVine application development
4.1	Development Setup
4.1.1	Obtain required access for development
4.1.2	Establish coding standards and guidelines
4.1.3	Set up development environments and tools required
4.2	InfoVine Mind Mapping Software Development
4.2.1	Implement database design
4.2.2	Develop backend functionalities for data management
4.2.3	Implement wireframe frontend components and user interface
4.2.4	Integrate selected AI plugins
4.2.5	Implement system architecture design
4.2.6	Develop components and interactions as per wireframes
4.3	InfoVine knowledge retention portal Development
4.2.1	Implement database design
4.2.2	Develop backend functionalities for data management
4.2.3	Implement wireframe frontend components and user interface
4.2.4	Integrate custom GPT functionalities
4.2.5	Implement system architecture design
4.2.6	Develop components and interactions as per wireframes
4.2.7	Customer GPT training & testing
4.2.8	Establish end-user utilization procedure
4.3	Moodle Integration
4.3.1	Moodle Integration of Mind Mapping Software
4.3.2	Moodle Integration of GPT knowledge Retention Portal
4.4	Technical Lead sign-off
4.3.1	Tech team Testing and Feedback
4.3.2	Conduct technical reviews and iterations
5	InfoVine User Acceptance Testing
5.1	System Integration Testing
5.1.1	Conduct functional testing
5.1.2	Conduct integration testing
5.1.3	Conduct performance testing
5.1.4	Perform security testing
5.1.5	Confirm Access Control
5.2	End-user Testing
5.2.1	Develop Test Cases
5.2.2	Conduct end-user testing of prototype - Moodle Mindmapping
5.2.3	Conduct end-user testing of prototype - Moodle Knowledge retention portal
5.2.4	Execute Cases and gather end-user feedback
5.2.5	Incorporate user feedback into the development process

5.3	User Acceptance Testing and sign-off
5.3.1	Conduct Key Stakeholder Representative Testing
6	InfoVine Go Live
6.1	User Training and Documentation
6.1.1	Prepare Training Materials
6.1.2	Establish mechanisms for feedback gathering
6.1.3	Establish channels for help and support for InfoVine
6.1.4	Release compulsory online training resources
6.2	Deploy Developments
6.2.1	Deploy InfoVine - mindmapping software & knowledge retention portal
6.2.2	Conduct batch wise training Sessions for End Users
6.2.4	Incorporate user feedback into the improvement process
6.2.5	Grant all stakeholders Access and Permissions
7	InfoVine Monitoring & Evaluation
7.1	Monitor System Performance
7.1.1	Monitor System Metrics and KPIs
7.1.2	Identify Performance Issues and Bottlenecks
7.1.3	Prioritize Tasks Based on Impact
7.2	Feedback Loop
7.2.1	Student Feedback collection
7.2.2	Teaching Team Feedback collection
7.2.3	Incorporate user feedback into the improvement backlog
7.2.4	Implement Iterative application Enhancements
7.3	Documentation & Sign off
7.3.1	Project Documentation
7.3.2	Deliverable Documentation
7.3.3	Show and tell for Key stakeholders
7.3.4	Post-Implementation Review

Task 3.2: Project Work Breakdown Structure

Creating the WBS for Infovine was challenging but rewarding. Initially, the lifecycle stages were outlined including project planning, designing, developing, testing, and monitoring. Followed by smaller task breakdown. After the demonstration it was apparent that further refinements were needed. I conducted research into project planning specifically in IT sector and broke tasks into granular components. Through iterations and feedback, I refined the WBS, ensuring logical structure and manageability. This process improved planning clarity, resource allocation, and task effectiveness. Overall, it underscored the importance of thorough planning and continuous refinement in project management.

Deliverable 03: Project Work Breakdown structure schedule Management

Task 3.3: Gantt chart

A Gantt chart visually represents project tasks and their scheduled durations, facilitating project planning and management. It displays tasks along a horizontal timeline, with bars indicating task duration and dependencies, enabling teams to track progress and manage resources efficiently. Gantt charts enhance project coordination by clearly illustrating task sequences and dependencies, aiding in effective project scheduling and execution. The stages of preparation typically involve identifying project tasks, estimating durations, sequencing tasks based on dependencies, and assigning resources to each task (Mettler, 2023).

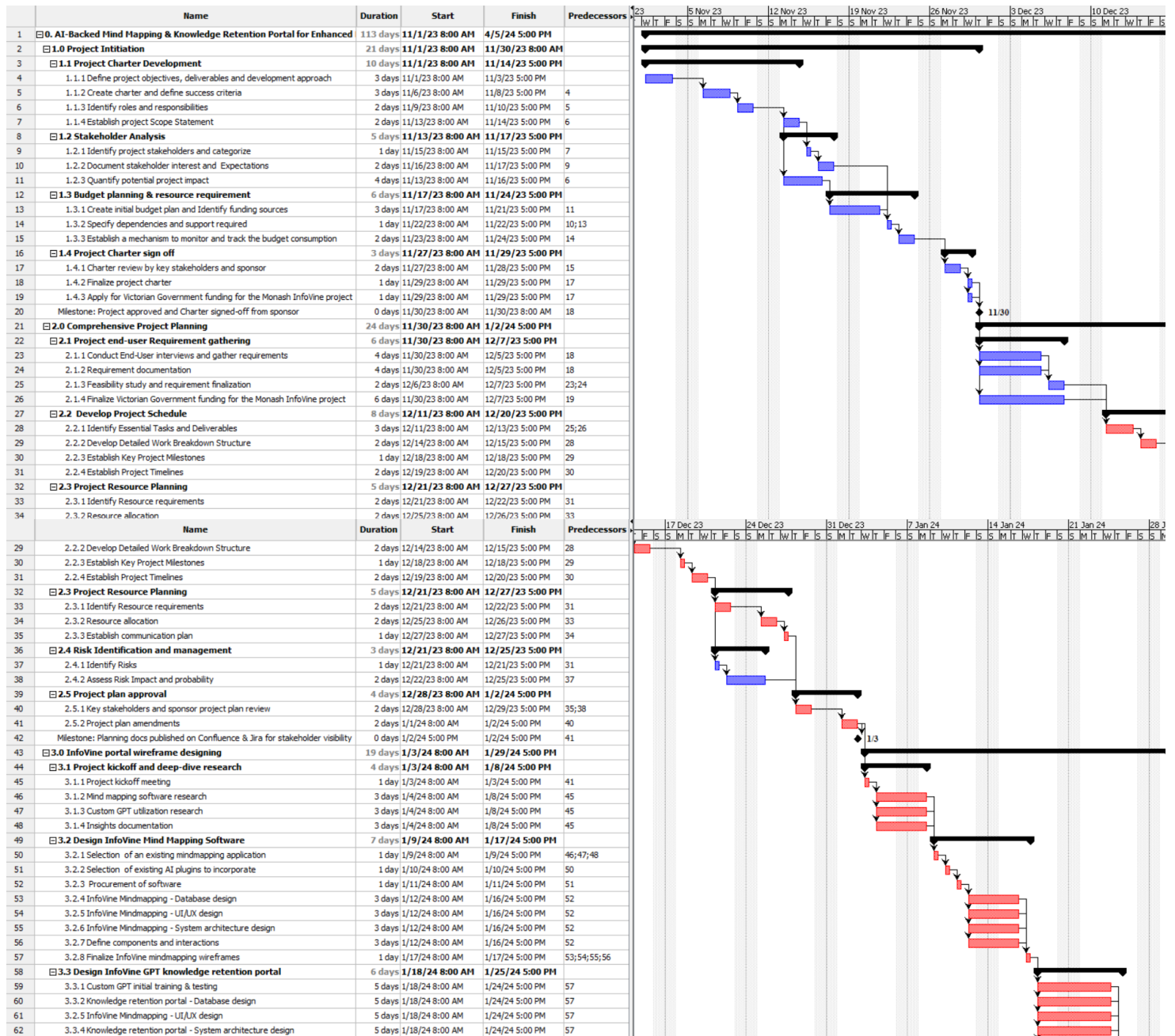


Figure A2.0: (Refer appendix for the full Gantt Chart)

3.4 Rationale for Milestones

WBS Level 1	Milestone	Justification
InfoVine Project Initiation	Project approved and Charter and signed-off from sponsor	<p>This milestone marks the formal initiation of the project after securing approval and sponsorship, ensuring alignment with organizational objectives and resources.</p> <p>Specific: Formal approval action ensuring clarity on project goals and scope.</p> <p>Measurable: Approved or not.</p> <p>Achievable: Can be achieved within the project context and timeline.</p> <p>Relevant: Aligns with organizational strategies and priorities.</p> <p>Time-bound: Marks the beginning of project execution within a defined timeline.</p>
Comprehensive Project Planning	Planning docs published on Confluence & Jira for stakeholder visibility	<p>Publishing planning documents on collaborative platforms ensures transparency, accessibility, and stakeholder involvement in project planning and execution.</p> <p>Specific: Specific action of formally publishing detailed project plans.</p> <p>Measurable: Planning documents published to stakeholders or not.</p> <p>Achievable: Can be achieved within the project context and timeline</p> <p>Relevant: Enhances stakeholder understanding and alignment with project objectives.</p> <p>Time-bound: Ensures timely released of planning information for stakeholder input.</p>
InfoVine portal design wireframe completion	Wireframes finalized and approved by key stakeholders	<p>Finalizing wireframes ensures alignment between project objectives and user requirements, minimizing rework and ensuring efficient development.</p> <p>Specific: Specific action of approving the wireframes.</p> <p>Measurable: Stakeholder approval obtained or not.</p> <p>Achievable: Can be achieved within the project context and timeline</p> <p>Relevant: Wireframes are essential for translating requirements into tangible deliverables.</p> <p>Time-bound: Timely approval ensures project progress and avoids delays in development.</p>
InfoVine application development	InfoVine portal integrated into Moodle	<p>Integration milestone ensures seamless functionality between InfoVine and Moodle, enabling user access and interaction.</p> <p>Specific: Specific actions enables the interoperability of two key project components.</p> <p>Measurable: Integrated or not</p> <p>Achievable: Can be achieved within the project context and timeline</p> <p>Relevant: Integration aligns with project objectives of providing a unified platform.</p> <p>Time-bound: Integration completion aligns with project timeline for functionality delivery.</p>
InfoVine User Acceptance Testing	Key stakeholder sign-off on applications delivered	<p>Stakeholder sign-off validates project deliverables, ensuring alignment with user requirements and expectations.</p> <p>Specific: Specific action of stakeholders signing-off the delivered applications.</p> <p>Measurable: Sign-off obtained or not</p> <p>Achievable: Can be achieved within the project context and timeline</p> <p>Relevant: Sign-off is critical for project progress and stakeholder satisfaction.</p> <p>Time-bound: Timely approval ensures adherence to project timelines and milestones.</p>
InfoVine Go Live	"InfoVine Go Live!" all stakeholder communication circulated	<p>Go-live communication marks the official launch of the InfoVine portal, ensuring stakeholders are informed and prepared for system usage.</p> <p>Specific: Specific action of communicating a message of Infovine launch.</p> <p>Measurable: Stakeholder officially communicated of the launch or not</p> <p>Achievable: Can be achieved within the project context and timeline</p>

		<p>Relevant: Go-live communication is essential for user adoption and satisfaction.</p> <p>Time-bound: Timely circulation ensures stakeholders are prepared for system launch.</p>
InfoVine Monitoring & Evaluation	Milestone: InfoVine project closed and signed off by sponsor	<p>Project closure milestone confirms successful delivery, stakeholder satisfaction, and resource release, marking the end of project execution.</p> <p>Specific: Specific action of sponsor signing and confirming of project closure</p> <p>Measurable: Sponsor sign-off or not</p> <p>Achievable: Can be achieved within the project context and timeline</p> <p>Relevant: Closure ensures resources are released for other initiatives.</p> <p>Time-bound: Closure occurs upon successful completion of project deliverables and objectives.</p>

3.4 Gantt Chart Team reflection

During team meetings, valuable feedback from team members regarding dependencies, milestones, and timeline within the Gantt chart was received and incorporated. These discussions refined the phrasing of milestones and ensured they adhered to the SMART (Specific, Measurable, Achievable, Relevant, Time-bound) criteria. Additionally, insights on chart dependencies were provided, leading to a clearer depiction of project timelines in the Gantt chart. Overall, collaborative discussions significantly improved the chart's comprehensiveness and accuracy.

Deliverable 04: Project Cost Management

Task 4.1: Cost Model

Cost modeling enables the effective management of costs by providing insights into resource allocation and budgeting, thereby increasing efficiency and maximizing value (Venkataraman, 2023).

Detail	Hours/Units	\$ Cost per hour/unit	Subtotal	WBS Level 2	%
0. AI-Backed Mind Mapping & Knowledge Retention					
1.0 Project Initiation & Sponsor Approval					
1.1 Project Charter Development				9,040	3%
Consultant Project Manager	80	113	9,040		
Monash HR Advisor	16				
Monash Senior Data Scientist	48				
1.1 Project Charter Development				6,780	3%
Consultant Project Manager	60	113	6,780		
Monash HR Advisor	8				
Monash Senior Data Scientist	32				
1.3 Budget planning & resource requirement				5,424	2%
Consultant Project Manager	48	113	5,424		
Monash Financial advisor	24				
Monash Senior Data Scientist	8				
1.4 Project Charter sign off				3,616	1%
Consultant Project Manager	32	113	3,616		
2.0 Comprehensive Project Planning Completion					
2.1 Project end-user Requirement gathering				14,464	5%
Consultant Project Manager	128	113	14,464		
Monash Senior Data Scientist	16				
2.2 Develop Project Schedule				7,684	3%
Consultant Project Manager	68	113	7,684		
Monash Senior Data Scientist	24				
2.3 Project Resource Planning				4,520	2%
Consultant Project Manager	40	113	4,520		
Monash HR Advisor	16				
2.4 Risk Identification and management				2,712	1%
Consultant Project Manager	24	113	2,712		
Monash Senior Data Scientist	8				
2.5 Project plan approval				3,616	1%
Consultant Project Manager	32	113	3,616		
Monash Senior Data Scientist	16				
3.0 InfoVine portal design wireframe completion					
3.1 Project kickoff and deep-dive research				17,696	7%
Consultant Data Scientist	56	125	7,000		
Consultant Front-End Developer	8	94	752		
Consultant Project Manager	32	113	3,616		
Consultant Senior Developer	56	113	6,328		
Monash Senior Data Scientist	8				
3.2 Design InfoVine Mind Mapping Software				19,083	7%
Consultant Data Scientist	48	125	6,000		
Consultant Project Manager	8	113	904		
Consultant Senior Developer	68	113	7,684		
Consultant UI/UX Designer	32	125	4,000		
Esolutions Database administrator	24		-		
Esolutions System Architect	24		-		
Monash Senior Data Scientist	24		-		
<i>Software: Miro Mind Mapping Software</i>	5	-	-		
<i>Software: Customer GPT Software</i>	5	99	495		
3.3 Design InfoVine GPT knowledge retention portal				26,520	10%
Consultant Data Scientist	128	125	16,000		
Consultant Senior Developer	40	113	4,520		
Consultant UI/UX Designer	48	125	6,000		
Esolutions Database administrator	40		-		

Esolutions System Architect	40		-		
Monash Senior Data Scientist	8		-		
3.4 Technical lead and sponsor sign off				2,000	1%
Consultant Data Scientist	16	125	2,000		
Monash Senior Data Scientist	16		-		
4.0 InfoVine application development					
4.1 Development Setup				495	0%
Esolutions Database administrator	24	-	-		
<i>Software: Miro Mind Mapping Software</i>	5	-	-		
<i>Software: Customer GPT Software</i>	5	99	495		
4.2 InfoVine Mind Mapping Software Development				13,400	5%
Consultant Front-End Developer	56	94	5,264		
Consultant Senior Developer	72	113	8,136		
Esolutions Database administrator	8		-		
Esolutions Integration Specialist	8		-		
4.3 InfoVine knowledge retention portal Development				10,344	4%
Consultant Data Scientist	40	125	5,000		
Consultant Front-End Developer	28	94	2,632		
Consultant Senior Developer	24	113	2,712		
Esolutions Database administrator	24		-		
Esolutions Integration Specialist	8		-		
Monash Senior Data Scientist	40		-		
4.4 Moodle Integration				904	0%
Consultant Senior Developer	8	113	904		
Esolutions Integration Specialist	16		-		
4.5 Technical Lead sign-off				2,000	1%
Consultant Data Scientist	16	125	2,000		
Monash Senior Data Scientist	16		-		
5.0 InfoVine User Acceptance Testing & sign-off					
5.1 System Integration Testing				6,950	3%
Consultant Data Scientist	16	125	2,000		
Esolutions Integration Specialist	24		-		
<i>Software: Miro Mind Mapping Software</i>	50	-	-		
<i>Software: Customer GPT Software</i>	50	99	4,950		
5.2 End-user Testing				10,808	4%
Consultant Data Scientist	72	125	9,000		
Consultant Project Manager	16	113	1,808		
Monash Senior Data Scientist	48		-		
5.3 User Acceptance Testing and sign-off				904	0%
Consultant Project Manager	8	113	904		
6.0 InfoVine Go Live					
6.1 User Training and Documentation				5,424	2%
Consultant Project Manager	48	113	5,424		
Esolutions Database administrator	8		-		
Esolutions Integration Specialist	8		-		
6.2 Deploy Developments				1,808	1%
Consultant Project Manager	16	113	1,808		
Esolutions Database administrator	8		-		
Esolutions Integration Specialist	8		-		
Monash Senior Data Scientist	16		-		
7.0 InfoVine Monitoring & Evaluation					
7.1 Monitor System Performance				6,000	2%
Consultant Data Scientist	48	125	6,000		
Monash Senior Data Scientist	56		-		
7.2 Feedback Loop				17,912	7%
Consultant Data Scientist	24	125	3,000		
Consultant Front-End Developer	24	94	2,256		
Consultant Project Manager	88	113	9,944		
Consultant Senior Developer	24	113	2,712		
7.3 Documentation & Sign off				15,240	6%
Consultant Data Scientist	40	125	5,000		
Consultant Front-End Developer	32	94	3,008		
Consultant Project Manager	32	113	3,616		
Consultant Senior Developer	32	113	3,616		
Monash Senior Data Scientist	16		-		
Reserves				54,656	20%

Total Project Cost
270,000
100%

Note: By April 2025, Infovine is launched and the License cost per student is incorporated into student fees as added facilities

Deliverable 04: Project Cost Management

Task 4.2: Baseline Cost Model

Detail	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	Total	WBS level 1	% of Total
1.0 Project Initiation & Sponsor Approval	24,860	-	-	-	-	-		24,860	9%
1.1 Project Charter Development	9,040						9,040		
1.2 Stakeholder Analysis	6,078						6,078		
1.3 Budget planning & resource requirement	5,424						5,424		
1.4 Project Charter sign off	3,616	-					3,616		
2.0 Comprehensive Planning Completion	1,808	16,724	1,808	-	-	-		32,996	12%
2.1 Project end-user Requirement gathering	1,808	12,656					14,464		
2.2 Develop Project Schedule		7,684					7,684		
2.3 Project Resource Planning		4,520					4,520		
2.4 Risk Identification and management		2,712					2,712		
2.5 Project plan approval		1,808	1,808				3,616		
3.0 InfoVine portal design completion			65,299	-	-	-		65,299	24%
3.1 Project kickoff and deep-dive research			17,696				17,696		
3.2 Design InfoVine Mind Mapping Software			18,588				18,588		
3.3 Design InfoVine GPT knowledge retention			26,520				26,520		
3.4 Technical lead and sponsor sign off			2,000				2,000		
Software: Miro Mind Mapping Software			0				0		
Software: Customer GPT Software			495				495		
4.0 InfoVine application development				27,143	-	-		27,143	10%
4.1 Development Setup			-	0			0		
4.2 InfoVine Mind Mapping Software				13,400			13,400		
4.3 InfoVine knowledge retention portal				10,344			10,344		
4.4 Moodle Integration				904			904		
4.5 Technical Lead sign-off				2,000			2,000		
Software: Miro Mind Mapping Software				0			0		
Software: Customer GPT Software				495			495		
5.0 InfoVine User Acceptance Testing & signoff				5,000	13,662	-		18,662	7%
5.1 System Integration Testing				2,000			2,000		
5.2 End-user Testing				3,000	7,808		10,808		
5.3 User Acceptance Testing and sign-off					904		904		
Software: Miro Mind Mapping Software					0		0		
Software: Customer GPT Software					4,950		4,950		
6.0 InfoVine Go Live					7,232			7,232	3%
6.1 User Training and Documentation					5,424		5,424		
6.2 Deploy Developments					1,808		1,808		
7.0 InfoVine Monitoring & Evaluation					23,912	15,240		39,152	15%
7.1 Monitor System Performance					6,000		6,000		
7.2 Feedback Loop					17,912		17,912		
7.3 Documentation & Sign off						15,240	15,240		
Reserves								54,656	20%

Total Project Cost									270,000	100%
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Note: By April 2025, Infovine will launch and the License cost per student will be incorporated into student fees

Task 4.3:

Cost model assumptions:

Assumption 01: AUD \$100,000 government grant

The government grant is supported by historical funding trends from the Government of Victoria, which has allocated substantial funds for innovative projects. For example, recent investments include AUD \$2,000,000 for microgrid development (Monash, 2021) and \$1,850,000 for efficient motor development (Monash, 2022). Additionally, the government plans to invest \$90 million in AI startups (Yeo, 2022). This serves as a strong indication of its commitment to fostering technological advancements, particularly in the field of AI. Therefore, it can be safely assumed that the grant will be provided.

Assumption 02: Hardware provided by Monash University

Monash University provides hardware IT hardware facilities for over 186,000 students (Monash, 2024). It has even expanded its services to provide facilities such as laptop loaning (MSA,2024). The university demonstrates a commitment to supporting innovative projects and research. Leveraging existing hardware resources for this initiative not only reduces costs but also ensures compatibility and seamless integration within the university ecosystem. Furthermore, Monash University's IT unit has confirmed their commitment to providing unlimited support, making it safe to assume that the hardware requirements will be fully met by Monash's IT at zero cost.

Assumption 03: Additional Skilled Resources provided by Monash University and Esolutions

Monash University, renowned for its higher education programs, has a pool of skilled resources, including HR advisors and Senior Data Scientists, from its diverse postgraduate and master's programs, particularly in fields like data science (Monash, 2024). These specialized resources will play crucial roles in supporting the initiative, with the Senior Data Scientist serving as the technical point of contact representing Monash. Additionally, given its extensive IT infrastructure catering to over 186,000 students, the assumption considers skilled resources from Esolutions, such as, Integration Specialists, Database Administrators, and System Architects provided to this initiative at zero cost.

Deliverable 05: Project Risk Management

Task 5.1: Risk register

RISK ID	RANK	RISK DESCRIPTION	IMPACT DESCRIPTION	TRIGGER	ROOT CAUSE	IMPACT LEVEL	PROBABILITY LEVEL	PRIORITY LEVEL	RISK RESPONSE	OWNER
A unique identifier	Based on Priority Level	Give a brief summary of the risk.	What will happen if the risk is not mitigated or eliminated?	Specific event or condition that prompts this risk	Underlying reason or factor that leads to risk occurring	Rate 1 (LOW) to 5 (HIGH)	Rate 1 (LOW) to 5 (HIGH)	(IMPACT X PROBABILITY) Address the highest first.	What can be done to lower or eliminate the impact or probability?	Who's responsible?
R01	1	Unforeseen technical complexities during the implementation of AI knowledge retention portal to Moodle	Unforeseen technical complexities during the AI knowledge portal's integration into Moodle can lead to project delays, increased costs, and compromised functionality. This may hinder the platform's effectiveness, user adoption, and overall success.	Unforeseen technical complexities during the AI knowledge portal's integration into Moodle such as complexities in data integration or limitations within existing infrastructure.	Inadequate preliminary technical assessment, insufficient understanding of Moodle's architecture, or complexities inherent in AI integration with existing systems	5	4	20	Mitigation includes conducting thorough technical assessments, understanding Moodle's architecture and planning AI integration. Implementing a phased approach which aids in identifying challenges early while staying adaptable. Close collaboration with experts and stakeholders enhances problem-solving. Regular testing, feedback loops, and contingency plans address emerging technical issues promptly, reducing their impact on project timelines.	Consultant Data Scientist
R02	2	The third party mind mapping software used in InfoVine is unreliable during peak hours	Delays in task completion and missed deadlines disrupt project progress, jeopardizing overall success. Reduced collaboration due to software instability hinders teamwork and synergy among students. Diminished user confidence may lead to decreased motivation and engagement.	This risk may stem from increased user activity during peak hours and inadequate load balancing mechanisms.	Insufficient server capacity or software bugs.	4	2	8	To mitigate the impact, diversify software options to include backups or alternatives that can provide redundancy and minimize disruptions. Secondly, work with the software provider to optimize server capacity and performance , ensuring it can handle increased usage. Additionally, investing in proactive monitoring and maintenance of the software infrastructure can preemptively identify and address potential performance issues.	Consultant Software Developer
R03	3	Infovine initiative utilizing AI-based solutions in education may attract partnerships with tech companies	For Monash, partnering with tech companies offer access to specialized expertise, additional resources, and cutting-edge technologies, accelerating innovation and enhancing the project's credibility. By tapping into the innovative culture of tech companies, the project can achieve faster progress and reach new markets, extending its impact beyond traditional boundaries.	Tech companies recognize the potential benefits of Infovine AI integration in education and acknowledge their capability to use existing expertise and resources to support in expanding its usage to other institutes and industries.	Tech companies are driven to adopt the Infovine initiative as its adoption empowers them to innovate and develop learning products for not only other educational institutions but also for other industries.	4	1	4	Embrace and Exploit - Monash should proactively embrace potential partnerships with tech companies. By leveraging the expertise, resources, and innovative technologies offered by tech partners, Monash can drive innovation and accelerate progress. Open communication, collaboration, and knowledge sharing with partners should be prioritized to maximize impact. This proactive approach ensures Monash effectively exploits partnership opportunities, enhancing success in implementing AI-based solutions in the education industry or other industries.	Project Manager

Task 5.2:

Risk R01:

- **Probability:** Power (2024), in Forbes business news, highlighted technical challenges as one of the top three reasons why AI projects fail, while Harvard Business Review (2023) highlighted approximately 80% of AI projects fail. Considering the failure rate and it is a technical complexity risk it is safe to assume a **high probability of 5**.
- **Impact:** This project consists of two components, the mind mapping software and the custom GPT knowledge retention portal. The portal being impacted means that 50% of the deliverable is on hold increasing costing and causing delays which is a **high impact around 4**.

Risk R02:

- **Probability:** Research done by Robinson (2023), highlights that 54% of new software and service products fail. Considering the selected software will be thoroughly assessed a failure rate of less than 40% can be assumed during peak times giving a **low probability score of 2**.

- **Impact:** Considering the mind mapping software is 50% of the end deliverable, the unreliable software can disrupt workflow, delay tasks, erode user confidence, and potentially lead to financial losses for InfoVine. These consequences justify the **high impact rating of 4**.

Risk R03:

- **Probability:** As per the Australian Industry Group (2016), only 28% of manufacturers had links to universities of which around 10% were research partnerships. Therefore, the probability of attracting a partnership with tech companies will be even lower, hence providing a **low probability value of 1**.
- **Impact:** Impact: Partnerships with tech companies provide unparalleled access to expertise, resources, and technologies, exemplified by PWC Alphabet's \$16.2 billion and Huawei's \$19.5 billion investments, much of which went to universities (Times Higher Education, 2020). This highlights the transformative potential warranting a **high impact rating of 4**.

Task 5.3: Probability/impact matrix

PROBABILITY	5					
	4					R01
	3					
	2				R02	
	1				R03	
		1	2	3	4	5
		IMPACT				

Risk R01 shows the highest severity due to a probability of 5 and an impact of 4, this demands prioritized proactive measures to mitigate. Thorough technical assessments, Moodle architecture understanding, and phased AI integration are recommended to minimize its impact. This should be coupled with regular testing, feedback loops, and contingency plans to address emerging technical issues promptly.

Risk R02, though with **lower severity** due to probability (2), carries a high impact (4) on project workflow. To prioritize secondly and mitigate, diversify software options for redundancy, optimize server capacity with the provider for increased usage, and invest in proactive monitoring and maintenance. These measures can minimize disruptions and ensure smooth project workflow and outcomes.

Lastly, Risk R03, with the **highest positive impact but the lowest probability**, entails a low probability (1) of attracting tech partnerships. Accessing this risk is crucial to better enhance the opportunity considering the expertise and resources involved. This is vital considering Infovine is an innovative project, the first of its kind in the education industry. Open communication, collaboration, and knowledge sharing with partners is essential to maximize impact. This positive risk requires lowest priority and resource allocation compared to others.

Deliverable 06: Project Quality Management

Task 6.1: Quality standards/requirements

01) Mind Map Performance Standard: Ensure that the mind map editing response time is less than 0.5 seconds and first loading time is within 10 seconds for optimal user experience (Nielson, 2024).

Rationale for Selected Standards:

- **User Needs:** The chosen standards directly address the diverse needs of the Infovine users. Customization features, freeform sketching, restructuring capabilities, AI-driven assistance, download options, and collaboration all require quick responsiveness, **less than 0.5 sec for editing and less than 10 sec for first time loading**, for a seamless user experience.
- **Enhanced User Experience:** By ensuring quick response times, we facilitate creativity, workflow efficiency, and collaboration, leading to **enhanced user satisfaction and productivity**.

Plan to Achieve Success:

Our plan involves rigorous loading testing utilizing google page speed, software optimization, and continuous monitoring of performance metrics. We will prioritize quick response times in mind map editing and loading, optimizing algorithms and infrastructure to meet these standards consistently.

Assumptions:

We assume that meeting these performance standards will result in positive user feedback, increased usage, and long-term success for our Infovine platform.

Conclusion:

Adhering to these performance standards will not only meet user expectations but also ensure a competitive edge in the market. By prioritizing responsiveness and usability, we aim to deliver a superior mind mapping experience that fosters creativity, productivity, and collaboration among our users.

02) Compatibility Standard: Ensure Infovine platform compatibility with Moodle, major browsers (Chrome, Firefox, Safari, Edge), and OS (Windows, macOS, iOS, Android), adhering to W3C standards, ensuring seamless accessibility across devices ensuring optimal user satisfaction.

Rationale for Selected Standards:

- **User-Centric Design:** The chosen compatibility standards align with the diverse preferences of Infovine users, ensuring they can access the platform regardless of their chosen device or browser. This inclusivity fosters a positive user experience and encourages engagement with the platform's features.
- **Market Demands:** With users accessing online platforms from various devices and browsers, ensuring compatibility is essential for maintaining competitiveness in the market. By meeting these standards, Infovine can attract and retain users who value flexibility and accessibility in their digital experiences.

Plan to Achieve Success:

Our strategy involves thorough testing across different browsers, devices, and operating systems to identify and resolve any compatibility issues. We will leverage W3C standards and best practices in web development to ensure consistent performance and accessibility across all platforms. Continuous monitoring and updates will be implemented to adapt to evolving technologies and user preferences.

Assumptions:

We assume that achieving compatibility across diverse environments will lead to increased user engagement and satisfaction, driving long-term success for the Infovine platform. By prioritizing accessibility and usability, we aim to establish Infovine as a reliable and user-friendly solution for mind mapping and knowledge retention.

Conclusion:

By adhering to compatibility standards, Infovine can effectively cater to the needs of its diverse user base and maintain its competitive edge in the market. Seamless accessibility across devices and browsers will enhance user satisfaction and contribute to the platform's success in facilitating creativity, productivity, and collaboration.

Task 6.2: Quality standards/requirements metrics

- 01) Mind Map Performance Standard: Ensure that the mind map editing response time is less than 0.5 seconds and first loading time is within 10 seconds for optimal user experience (Nielson, 2024).**

Metric: Average editing response time is less than 0.5 seconds

Metric: Average map loading time is within 10 seconds

Tool: Google Page Speed Insights

Steps: Carryout iterative tests and enhancements till the standard is met

- 02) Compatibility Standard: Ensure Infovine platform compatibility with Moodle, major browsers (Chrome, Firefox, Safari, Edge), and OS (Windows, macOS, iOS, Android), adhering to W3C standards, ensuring seamless accessibility across devices ensuring optimal user satisfaction.**

Metric: Achieve compatibility across major browsers (Chrome, Firefox, Safari, Edge) and operating systems (Windows, macOS, iOS, Android)

Tool: Cross-browser testing platforms like BrowserStack or Sauce Labs

Steps: Perform rigorous testing across different browsers and operating systems to ensure consistent performance and functionality across 100% of identified web browsers and operating systems

Deliverable 07: Project Stakeholder and Communication Management

Task 7.1: Stakeholder register

NO	NAME	TITLE	ROLE IN PROJECT	CATEGORY	POWER LEVEL	INTEREST LEVEL	COMMS REQUIREMENTS	COMMS FREQUENCY	CONTACT
	Name of stakeholder or stakeholder group	Position in the organisation	The stakeholder's role in the project	Internal / External	The stakeholder's authority	The stakeholder's interest	How will the team communicate with the stakeholder	How often will the team communicate	Contact details of the stakeholder
11	Professor Ann Nicholson	Head of FIT	Project Sponsor	External	High	High	In-person project status meetings, Progress reports	Bi-weekly	ann.nicholson@monash.com.au
1	Thiniithi Bulathsinghala	Project Manager	Project Manager	Internal	High	High	project status update meetings, Email updates	Weekly	tdbul2@novaconsulting.com.au
2	John Doe	Senior Data Scientist	Data Scientist	Internal	High	High	project status update meetings, Email updates	Weekly	john.doe@novaconsulting.com.au
6	Marcus Hawer	Senior Data Scientist	Technical Spoc/ Contact person	External	High	High	project status update meetings, Email updates	Weekly	marcus.hawer@monash.com.au
3	Kevin Nugara	Senior Software Developer	Software Developer	Internal	Medium	Medium	project status update meetings, Email updates	Weekly	kevin.nugara@novaconsulting.com.au
4	Liara Brown	Front-End Software Developer	Software Developer	Internal	Medium	Medium	project status update meetings, Email updates	Weekly	Liara.brown@novaconsulting.com.au
5	Oliver Dane	UI/UX Designer	UI Designer	Internal	Medium	Medium	project status update meetings, Email updates	Weekly	oliver.dane@novaconsulting.com.au
8	Alexander Montez	Eolutions Integration Specialist	Integration Specialist	External	Low	Medium	Eolutions Ticket, Email update	As needed	alexander.montez@monash.com.au
9	Zarah Cooper	Eolutions System Architect	System Architect	External	Low	Medium	Eolutions Ticket, Email update	As needed	zarah.cooper@monash.com.au
10	Harry Lawtner	Eolutions Database administrator	Database Engineer	External	Low	Medium	Eolutions Ticket, Email update	As needed	harry.lawtner@monash.com.au
7	Emily Anderson	Monash HR Advisor	HR Advisor	External	Low	Low	Email appointment and updates	As needed	emily.anderson@monash.com.au
12	Carry Berwood	Postgraduate Student	Student User representative	External	Low	Low	Surveys, Focus groups, feedback sessions	Weekly	carry.berwood@monash.com.au
13	Thomas Blaine	Associate Lecturer	Teaching staff representative	External	Low	Low	Surveys, Focus groups, feedback sessions	Weekly	thomas.blaine@monash.com.au

Task 7.2: stakeholder management and engagement strategy

NAME	ROLE IN PROJECT	POWER LEVEL	INTEREST LEVEL	Engagement and management strategy
Marcus Hawer	Technical Spoc/ Contact person	High	High	Marcus Hawer serves as the primary technical point of contact for the project, representing external stakeholders. His authority is high, given his technical expertise and role in facilitating communication between the project team and external technical stakeholders. His interest in the project is also high, as its success directly impacts his organization's technical capabilities and reputation. To keep Marcus informed and engaged, regular communication channels such as weekly progress meetings, email updates, and project status reports can be established. These avenues provide opportunities to discuss technical details, address concerns, and gather feedback. Additionally, involving Marcus in decision-making processes related to technical implementation ensures his continued engagement and buy-in. To address potential concerns, proactive identification, and mitigation of technical risks, as well as transparent communication about any challenges or delays, are essential. Maintaining an open line of communication throughout the project ensures Marcus remains informed, engaged, and supportive of the project's objectives and progress.

Professor Ann Nicholson	Project Sponsor	<i>High</i>	<i>High</i>	<p>As the project sponsor, Professor Ann Nicholson plays a crucial role in providing strategic direction and resources for the project. With a high level of authority and interest in the project's success, it's essential to keep her informed and engaged throughout the project lifecycle. Regular project updates, tailored to her preferences, can be provided through various channels such as bi-weekly progress reports, face-to-face meetings and quarterly presentations. These communication avenues not only keep Professor Nicholson informed but also provide opportunities for her to provide guidance, share insights, and address any concerns. Engaging Professor Nicholson in key project milestones, such as strategy reviews and decision points, ensures her continued involvement and alignment with project goals. To address potential concerns, proactive risk management and issue escalation processes can be established, with clear channels for Professor Nicholson to voice any challenges or uncertainties. By maintaining transparent communication and actively involving Professor Nicholson in project activities, her support and advocacy for the project are sustained throughout its duration.</p>
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APPENDIX

- As per the studies conducted by Dutt (2015), Farrand (2002) and Zampetakis et al (2007)

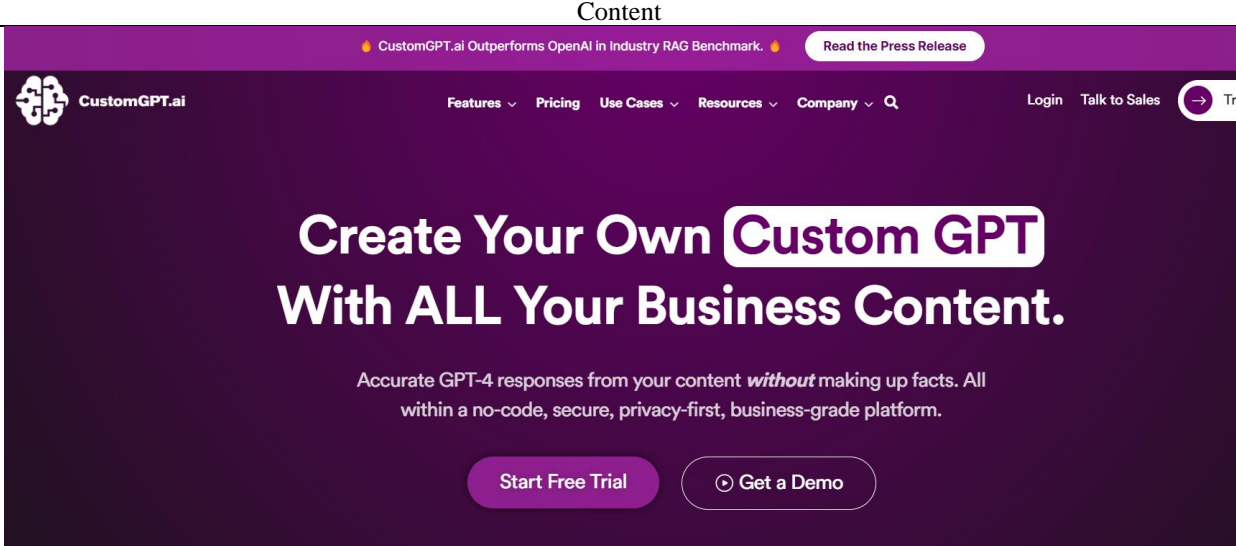
No	Figure A1.0	<div data-bbox="237 270 1466 812">  </div> <div data-bbox="237 873 1466 1029"> <p>Custom GPT (Generative Pre-trained Transformer) can be a powerful tool for developing the Infovine knowledge retrieval portal by leveraging course materials. With custom GPT, the system can be trained on a vast array of course-related texts, including textbooks, lecture notes, and academic articles, enabling it to understand and generate responses to a wide range of queries. By fine-tuning the model on specific educational domains, such as mathematics, science, or literature, the portal can provide highly relevant and accurate information tailored to users' needs.</p> </div> <div data-bbox="237 1060 1466 1119"> <p>Users can interact with the Infovine knowledge retrieval portal using the GPT chat interface to access various features:</p> </div> <div data-bbox="284 1152 1466 1633"> <ul style="list-style-type: none"> - Information Retrieval: Users can type queries or keywords related to their course content into the chat interface, prompting GPT to retrieve relevant information from the course materials stored in the system. - Explanations and Examples: By requesting explanations or examples on specific topics, users can input queries such as "Can you explain [topic]?" or "Please provide an example of [concept]?" - AI Feedback: Users can request AI feedback on their own input content quality by submitting their work or ideas to the chat interface and asking for constructive criticism or suggestions for improvement. - Chat History: The portal allows users to save their chat conversations for later revisitation, enabling them to review past interactions, reference previous answers, or continue ongoing discussions. - Summarization: Users can request concise summaries of course content by specifying the material they want summarized, such as a particular lecture, chapter, or concept. GPT can then generate a condensed overview based on the user's request. </div>
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Figure
A2.0

