STC Marketing Work Management Solution (SMWMS)

User Manual

Version 1.0

13/02/2025

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1. Introduction

This User Manual (UM) provides the information necessary for STC marketing employees to effectively use the STC Marketing Work Management Solution (SMWMS).

1.1 Overview

The system consists of a website to be hosted on STC's domain, and contains several core features:

- **Data Management Interface:** Users can easily create, edit, and remove data entries concerning project and task information. Project information can also be downloaded to your personal device as a tabular CSV file.
- **Project Summarization:** Based on the entered data, the application generates metrics and visualizations to aid project planning and monitoring. Metrics include the project's total budget, total loss (budget - actual cost), and the number of completed tasks. Visualizations include a Critical Path Method (CPM) graph, a Gantt Chart timeline, and an Earned Value Management (EVM) plot.
- **Internationalization:** English and Simplified Chinese are currently supported, though the infrastructure exists for language options to be edited on an as-needed basis (see: technical documentation).

These features will be discussed more in more detail, along with many smaller Quality-of-Life features. Please refer to the technical document for technical diagrams and details.

2. Getting Started

2.1 User Access Considerations

As of this version, there are no separate user groups. All users require an email and password, and all users have the same-level permissions with regards to the application's functionality.

2.2 User Assumptions

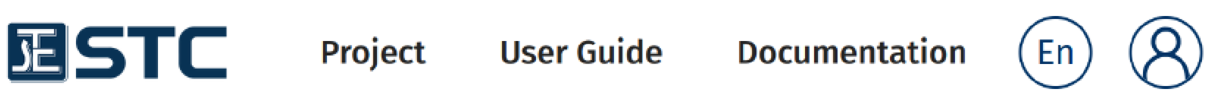
Users are expected to know how to use a mouse to navigate websites, and are familiar enough with a keyboard to be able to find where certain keys are located (e.g., the **Enter** key). The user also knows how to hover a mouse over something, in case they are not sure what it does.

2.3 Accessing the System

You can access this system via the browser of your choice for your personal device. For optimal experience, use a personal computer or desktop. You can also use mobile devices (e.g., phone, tablet), but the application is not designed for mobile use.

Go to [URL], then [actions to log in]. Enter your email and password, then press "Sign In." If you are not registered or forget your login details, refer to the [MCD / admin / head director] (see [section number] Support for contact details).

2.4 System Organization & Navigation



Navigation of the system is done with the top header, called the **Navigation Bar**. Clicking on the **STC logo** or on **"Project"** will take you to the **Project Dashboard**. Clicking on "**User Manual"** or on "**Documentation"** (mainly for IT personnel) will take you to a page displaying a PDF. On the right hand side of the top header, there is a **Language Toggle** to switch between language options and a **User Menu** to access additional options, like *signing out* of the application.

3. Using the System

The following sub-sections provide detailed, step-by-step instructions on how to use the various functions or features of the SMWMS.

3.1 Project Dashboard

The **Project Dashboard** allows users to create, edit, delete, and archive projects.

3.1.1 Project Rows

3.1.1.1 Adding Project Rows

A **Project Row** is a data entry for a project. To create one…

1. Find a row that says *Add project*.
2. Click on the row.
3. Type the name (you should see letters appearing).
4. Finalize creating the Project Row by…
    a. Pressing **Enter**.
    b. Clicking on the **+** sign.

3.1.1.2 Metrics

ID	Name	Status	Tasks	Start Date	**Due Date ▲**	Budget	Actual $	Diff. (Loss)	
P1	Awards Ceremony	Todo	3 3 2 1	06-03-25	18-03-25	800	362.5	437.5	Download

A Project Row has values you can change, as well as summary numbers that will change depending on the Task data entered (see: **Task Row**).

Each Project Row contains information about [...]. [Some can be manually set/edited, others are derived from task information. All of this data, and more, can be downloaded via the download button.]

The list of Project Rows can be sorted in ascending or descending order on many of the column information.

3.1.1.3 Deleting and Archiving Project Rows

[Screenshots of edit, delete, archive]

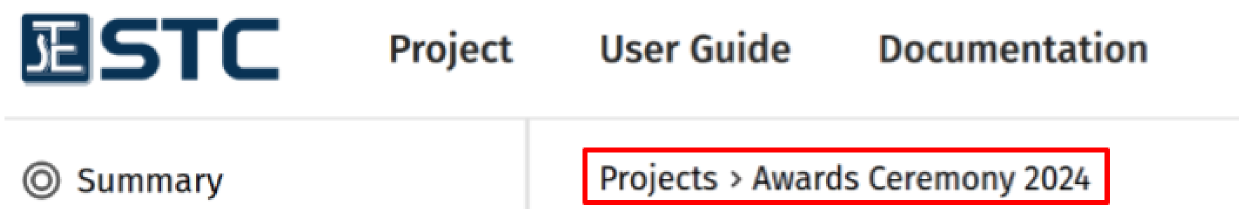
To delete/archive a project…

1. Click on the **Edit Button**.
2. Select the projects you want to delete by clicking on the check boxes.
3. Click on the **Trash Button/Archive Button** (located near the Edit Button).

3.2 Project Page

[Screenshot of summary page]

[Here, you can see information dedicated for a specific project. In short, you can view one of several possible **Project Tabs**, all located along a **Project Sidebar**.]

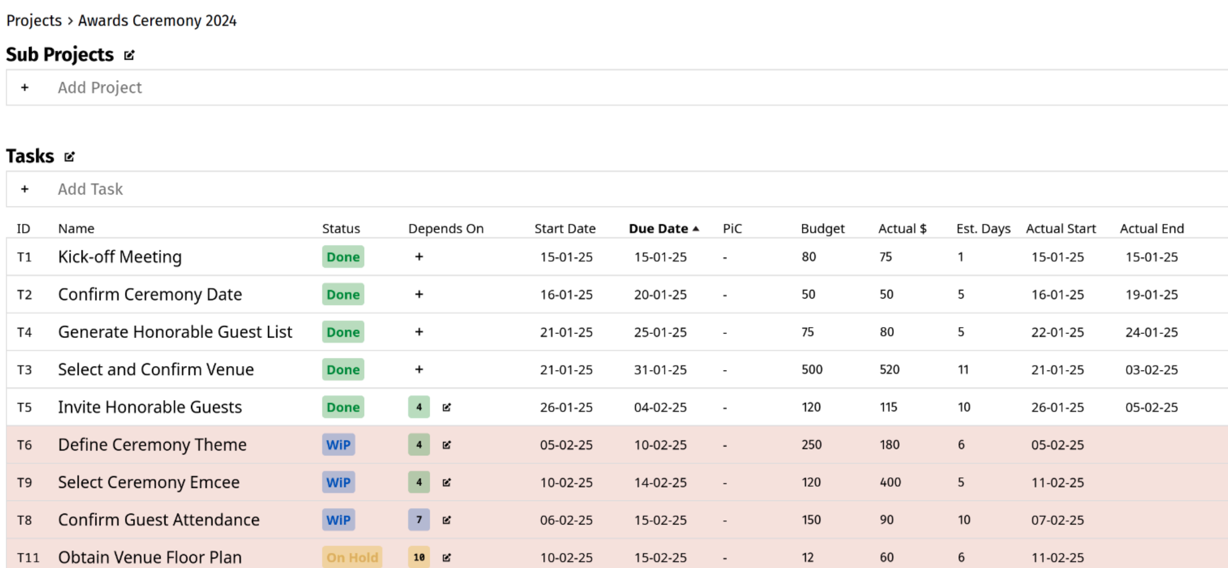


To navigate between projects, **breadcrumbs** (see: red box above) can be used.

3.2.1 Project Summary

[...]

3.2.2 Task List



Projects › Awards Ceremony 2024

Sub Projects

+ Add Project

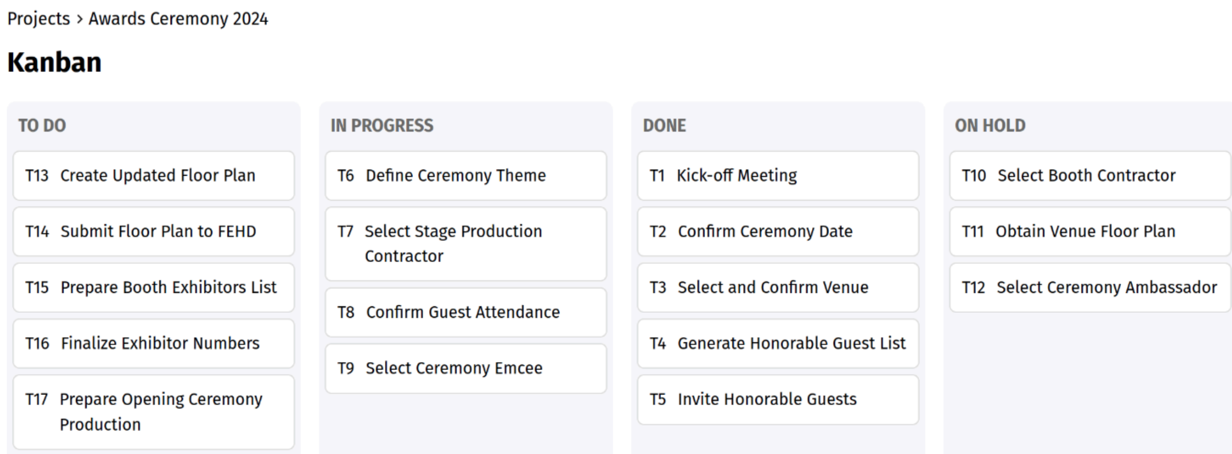
Tasks

+ Add Task

ID	Name	Status	Depends On	Start Date	Due Date ▲	PiC	Budget	Actual $	Est. Days	Actual Start	Actual End
T1	Kick-off Meeting	Done	+	15-01-25	15-01-25	-	80	75	1	15-01-25	15-01-25
T2	Confirm Ceremony Date	Done	+	16-01-25	20-01-25	-	50	50	5	16-01-25	19-01-25
T4	Generate Honorable Guest List	Done	+	21-01-25	25-01-25	-	75	80	5	22-01-25	24-01-25
T3	Select and Confirm Venue	Done	+	21-01-25	31-01-25	-	500	520	11	21-01-25	03-02-25
T5	Invite Honorable Guests	Done	4	26-01-25	04-02-25	-	120	115	10	26-01-25	05-02-25
T6	Define Ceremony Theme	WiP	4	05-02-25	10-02-25	-	250	180	6	05-02-25	
T9	Select Ceremony Emcee	WiP	4	10-02-25	14-02-25	-	120	400	5	11-02-25	
T8	Confirm Guest Attendance	WiP	7	06-02-25	15-02-25	-	150	90	10	07-02-25	
T11	Obtain Venue Floor Plan	On Hold	10	10-02-25	15-02-25	-	12	60	6	11-02-25	

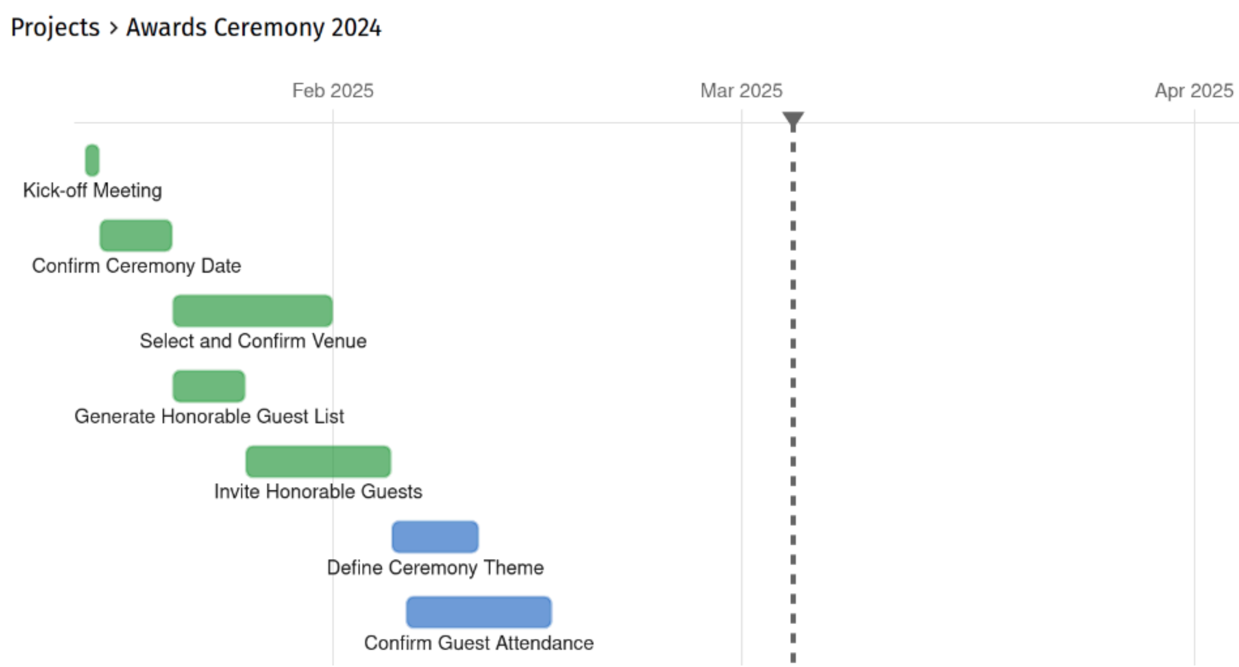
[...]

3.2.3 Kanban



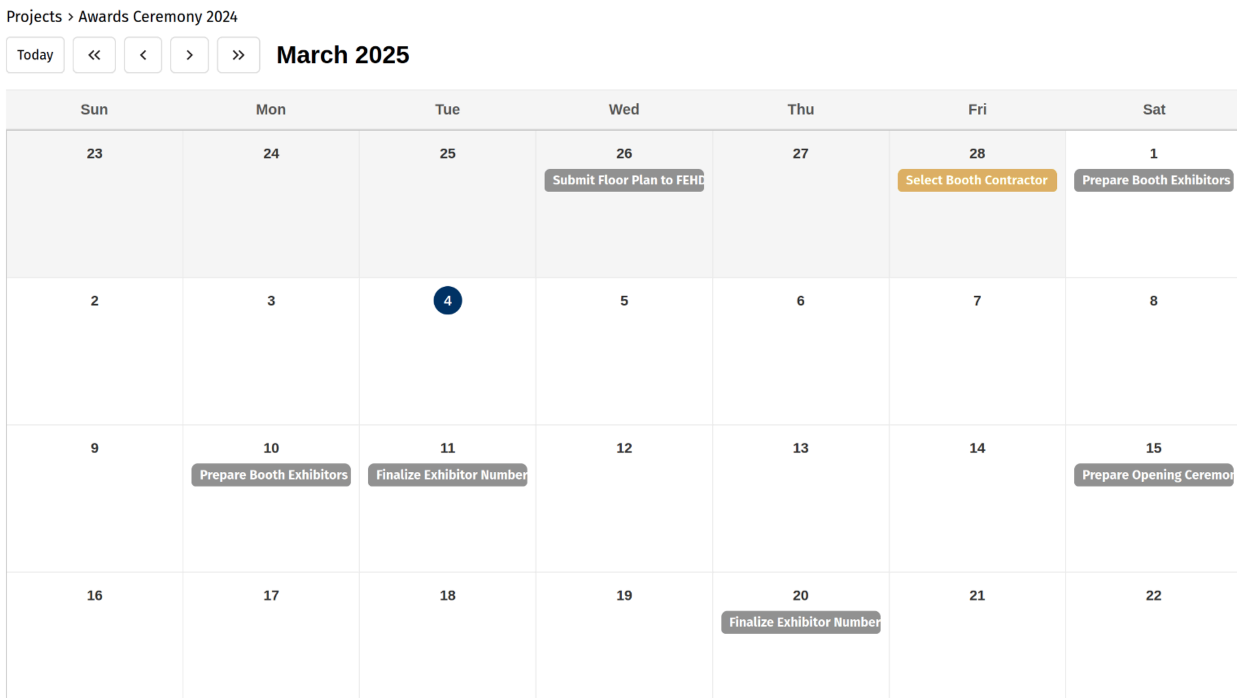
[...]

3.2.4 Gantt Chart



[...]

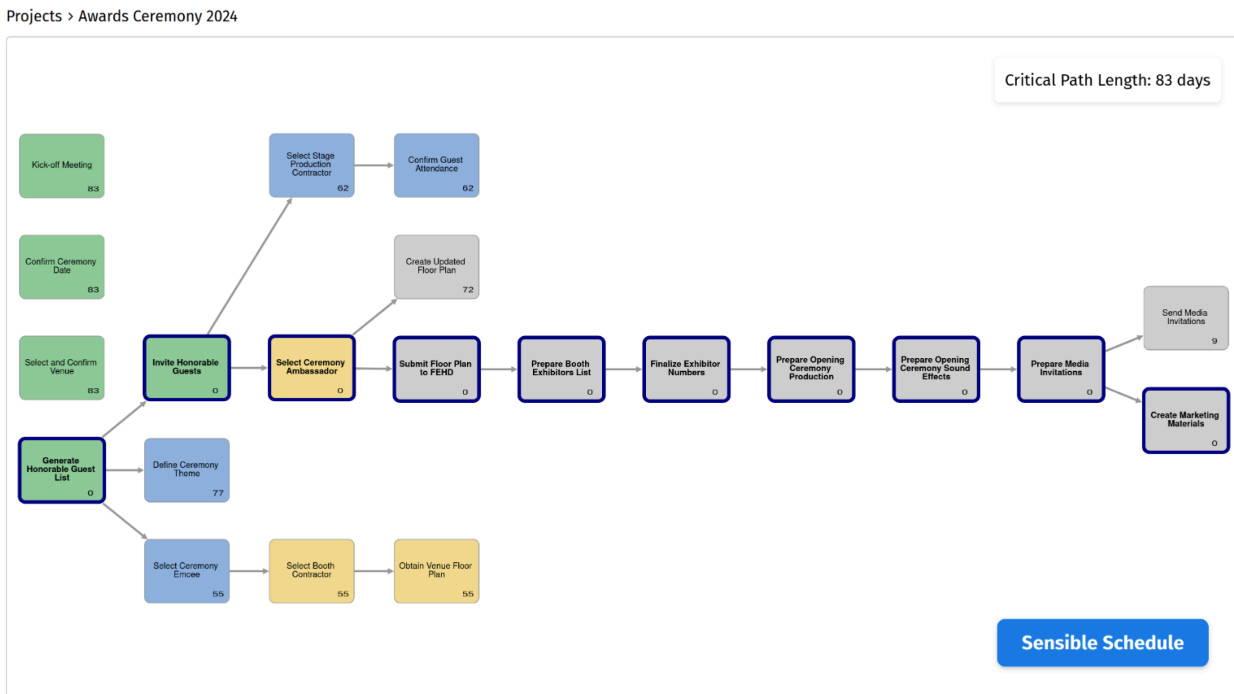
3.2.5 Calendar



[...]

3.2.5.1 a

3.2.6 CPM



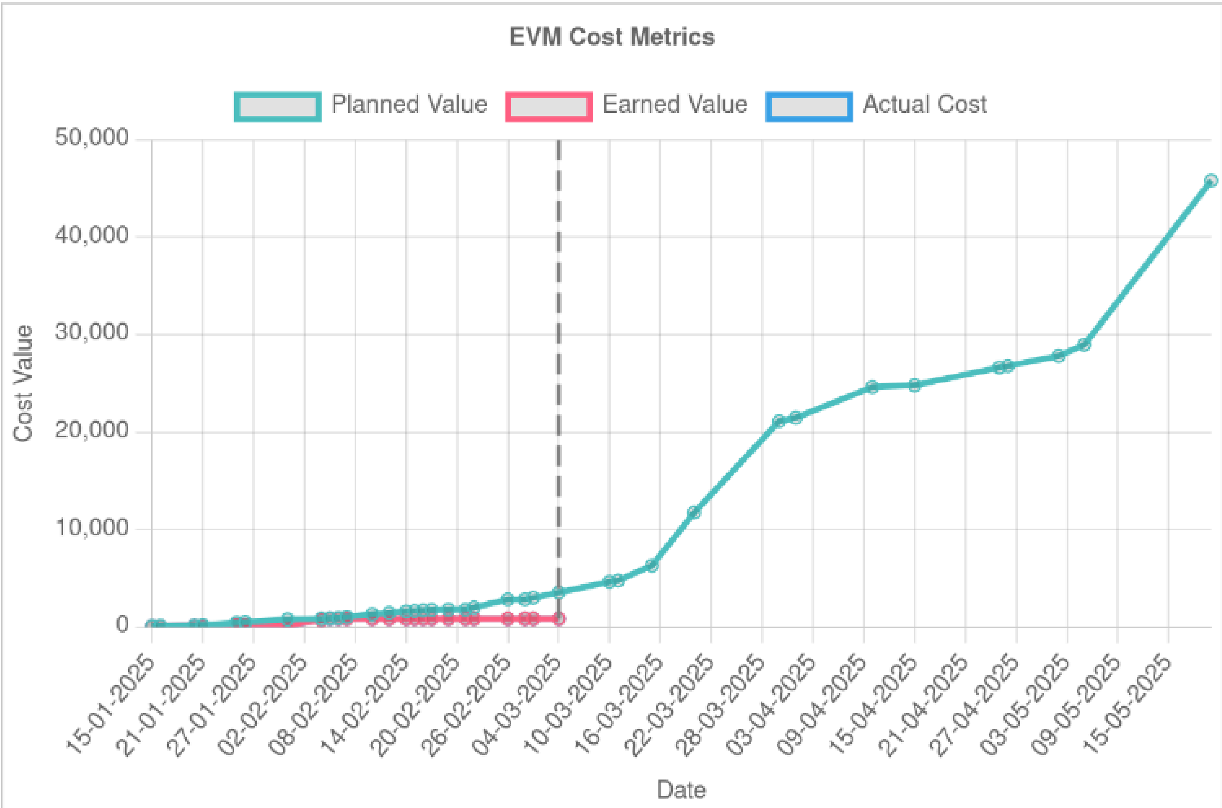
[...]

3.2.6.1 CPM Graph

3.2.6.2 Sensible Scheduling

[...]

3.2.7 EVM


EVM Cost Metrics
Planned Value
Earned Value
Actual Cost
50,000
40,000
30,000
20,000
10,000
0
Cost Value
15-01-2025
21-01-2025
27-01-2025
02-02-2025
08-02-2025
14-02-2025
20-02-2025
26-02-2025
04-03-2025
10-03-2025
16-03-2025
22-03-2025
28-03-2025
03-04-2025
09-04-2025
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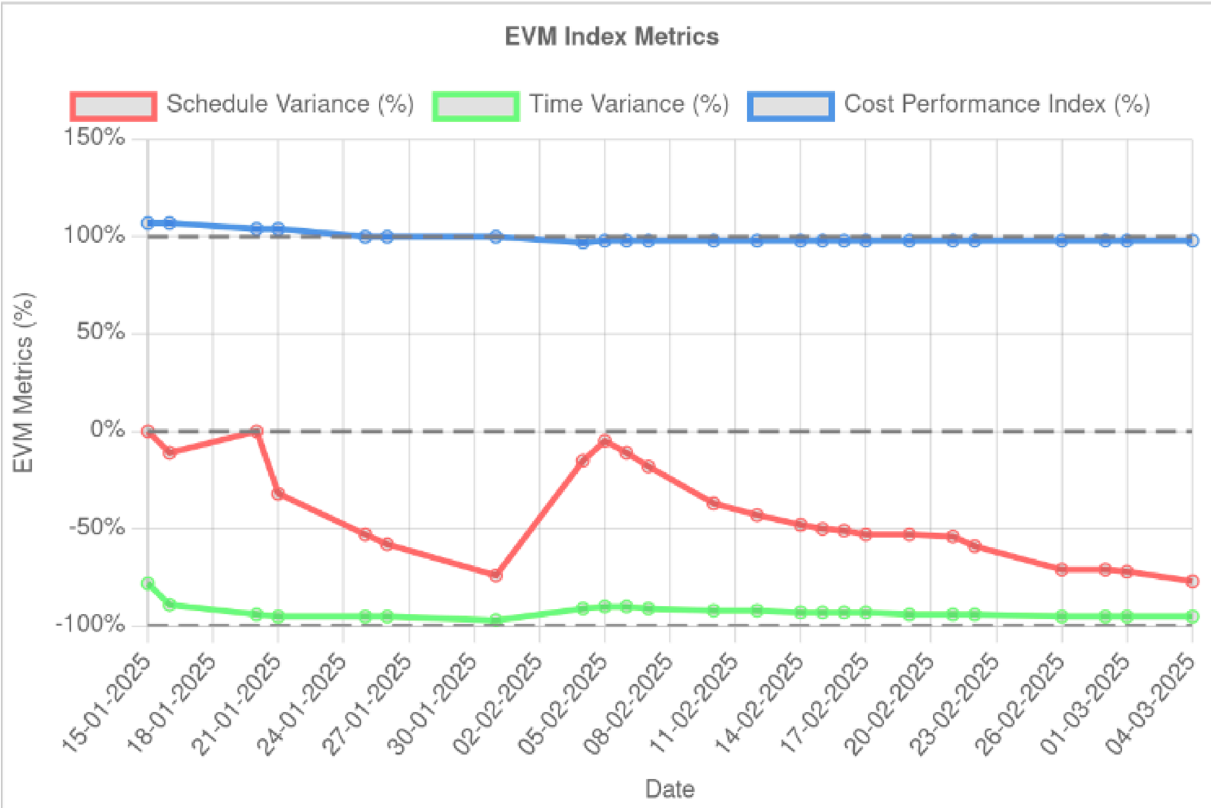
21-04-2025
27-04-2025
03-05-2025
09-05-2025
15-05-2025
Date



[...]

3.3 Email Notification

[...]

3.4 [...]

[...]

3.5 [...]

3.6 [...]

3.7 [...]

3.8 [...]

Instructions: Describe the specific system function or feature in detail and depict graphically by including screen prints and descriptive narrative as appropriate. Ensure each screen print is captioned and has an associated tag providing appropriate alternative text for Section 508 compliance. Describe, in detail, active links on any screen print illustrated so that the user knows what options are available. Provide information on menus and functionalities that the user must master, expected *output/results, and any special instructions. Identify any caveats and exceptions that the user may encounter specific to the system function.*

3.8.1 [...]

[…]

Instructions: Include additional sub-sections as necessary for system sub-functions or sub-features, if they exist.

4. Troubleshooting & Support

Instructions: Describe all recovery and error correction procedures, including error conditions that may be generated and corrective actions that may need to be taken. Organize the information in sub-sections as appropriate. The following are common sub-sections that may be included as appropriate.

4.1 Error Messages

Instructions: Identify the error messages that a user may receive and the likely cause(s) and/or possible corrective actions for the error. If the list is extensive, this information may be best provided in an appendix to the document that is referenced here.

4.2 Special Considerations

Instructions: If applicable, describe any special circumstances, actions, caveats, exceptions, etc., that should be considered for troubleshooting.

4.3 Support

Instructions: Provide information on how the user can get emergency assistance and system support (e.g., help desk support, production support, etc.). Include the names of the responsible personnel and organization(s), telephone numbers, and email addresses of the staff who serve as points of contact for system support. The following table is provided as an example and may be modified as needed. Also provide instructions for how identified problems with the system are to be reported. Include instructions for security incident handling, as appropriate.

Table 1 - Support Points of Contact

Contact	Organization	Phone	Email	Role	Responsibility
<Contact Name>	*<Organization>*	*<Phone>*	*<Email>*	*<Role>*	*<Responsibility>*

Appendix A: Glossary

Instructions: Provide clear and concise definitions for terms used in this document that may be unfamiliar to readers of the document. Terms are to be listed in alphabetical order.

Table 3 - Glossary

Term	Acronym	Definition
<Term>	*<Acronym>*	*<Definition>*
<Term>	*<Acronym>*	*<Definition>*
<Term>	*<Acronym>*	*<Definition>*