

Project Management Finals Presentation

Prepared by the Elite Four





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*Elite
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Viernes

D7 Auto Service Center



- D7 Auto Service Center is a service center in Cavite, that has been in the business for 16 years
- Processes and recordkeeping of booked services are manual
- Facebook is the platform used for advertising and reservations



Viernes

D7 Auto Service Center



What is the problem?

- D7 Auto Service Center is a service center in Cavite, that has been in the business for 16 years.
- Processes and recordkeeping of booked services are manual.
- Facebook is the platform used for advertising and interacting.
- Emails, onsite reservation, and Messenger are used for bookings.



Tough Competition

Competitors are rising
in the area.



Lacking Centralized System

Records management is
difficult and time consuming.



Struggle in Interaction

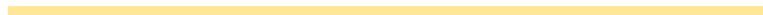
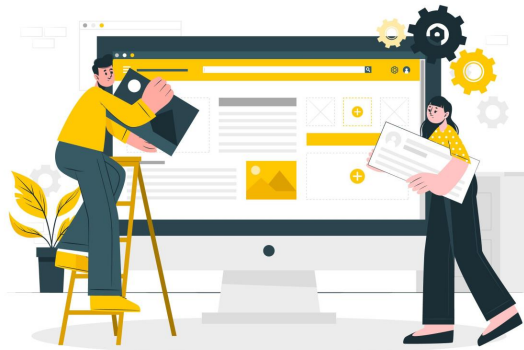
Customer interaction is low.



D7 Auto Service Center Web-App

D7 Auto Service Center Web-App

The D7 Auto Service Center Web-App is a project that provides a solution that caters to the need of D7 to expand their online presence, which also addresses D7's long-term concern regarding managing customer reservations, as well as their struggle regarding new ideas for customer engagement.





Viernes

Specific Objectives

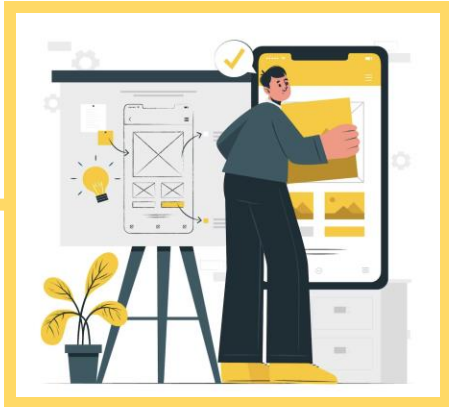
- To increase customer reach by up to 50% within the first three months of deployment of the web-app by leveraging an additional online platform.
- To develop a centralized system for D7 to manage the bookings of their customers and allow their customers to request reservations 24/7.
- To extend the Auto Service Center's support for their customers, as well as potential customers, through an environment where both customers and D7 specialists can converse.

Specific Objectives

- To increase customer reach by up to 50% within the first three months of deployment of the web-app by leveraging an additional online platform.
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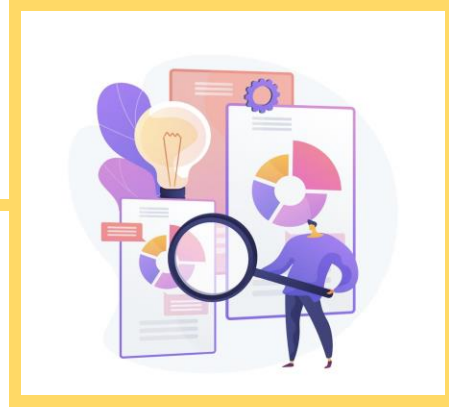


Milestones



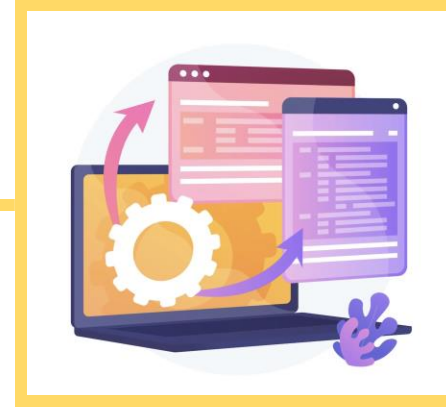
Planning

Paper Prototype
June 27, 2022



Analysis

Analysis and Diagrams
November 11, 2022



Development

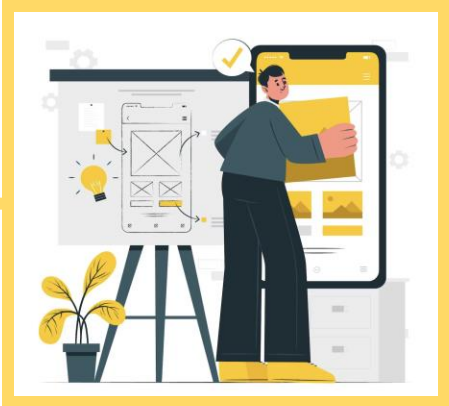
Web-App Development
March 22, 2023



Deployment

Documentation &
Project Management
June 28, 2023

Milestones



CLOSEOUT

Project Turnover

June 29, 2023



PROJMAN

Documentation &
Project Management

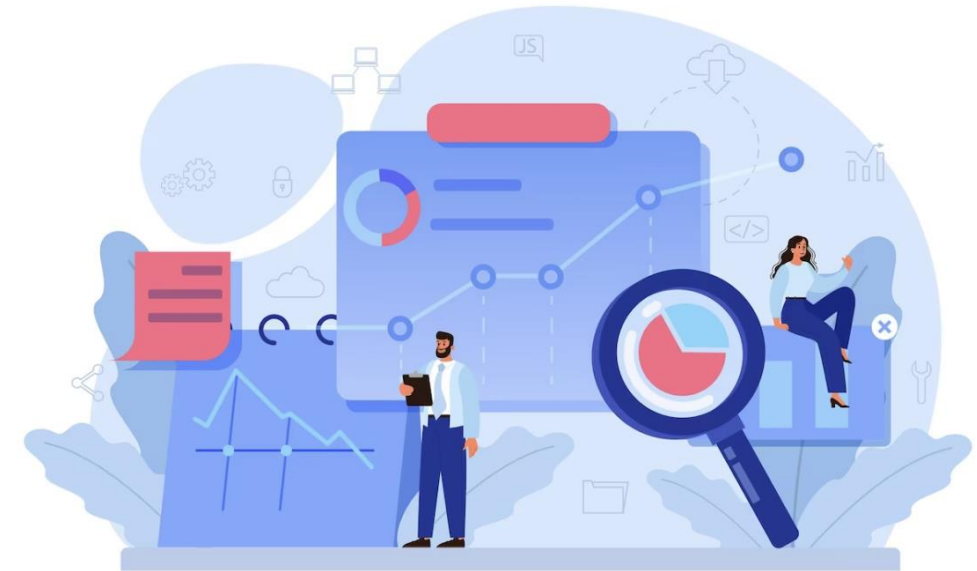


Garcia

Scope Management Plan

The Scope Management Plan states scope of the following:

- Ensuring of alignment with scope, timeline, and budget
- Web-App development, booking system implementation, and customer rapport enhancement
- Scope definition, verification, and control
- Work Breakdown Structure (WBS)



WBS

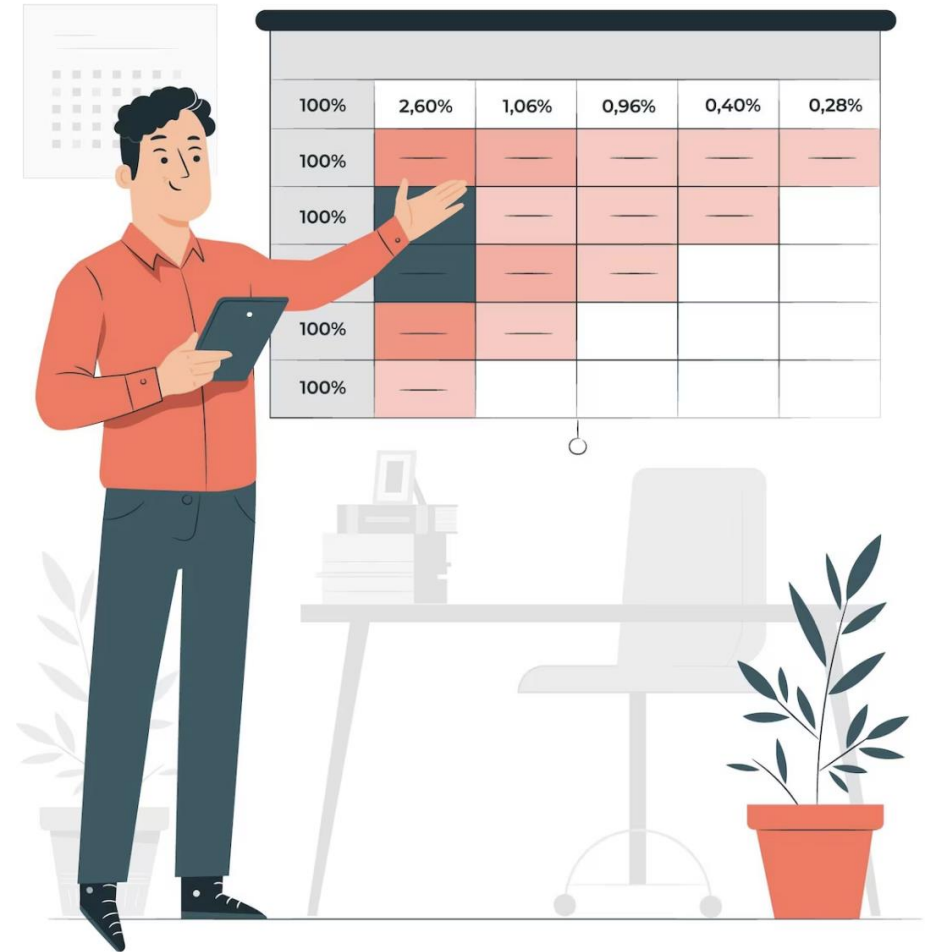




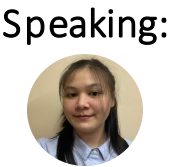
Schedule Management Plan

The Schedule Management Plan for the D7 Auto Service Center Web-App serves as a roadmap for the project's execution from start to finish throughout the project lifecycle defining management through:

- Schedule Management Approach
- Project Schedule Milestones
- Schedule validation, control, and verification



Schedule Gantt Chart

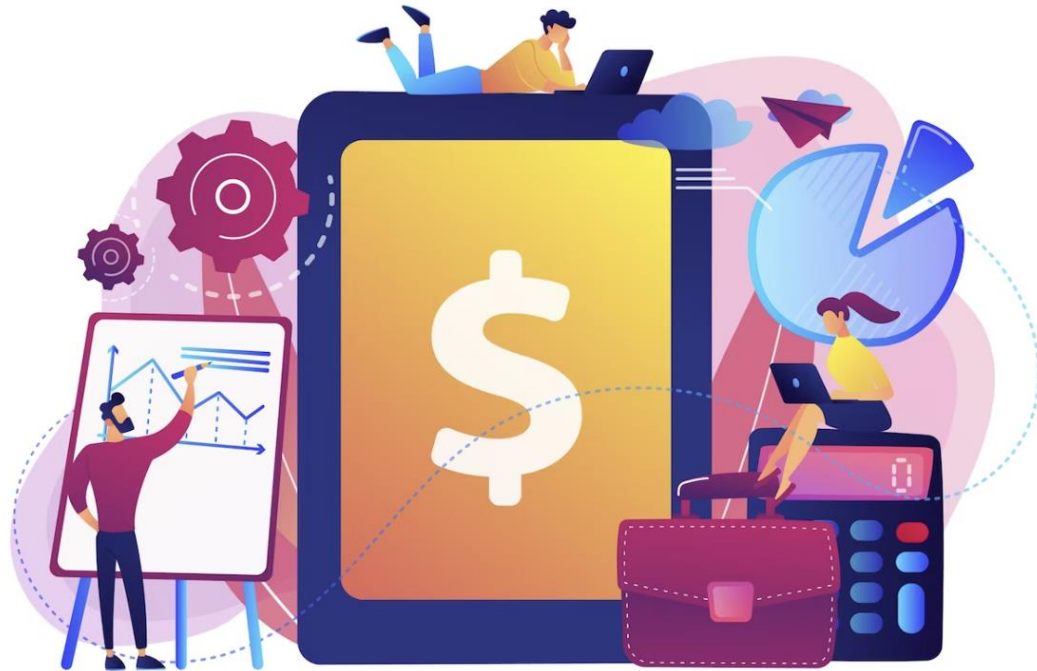


PHASE	BEGINNING DATE	FINISH DATE
Planning	March 03, 2022	June 27, 2022
Analysis & Design	August 15, 2022	November 11, 2022
Development	November 23, 2022	March 22, 2023
Deployment	March 23, 2023	June 28, 2023
Closeout	June 28, 2023	June 29, 2023



Lazala

Cost Management Plan



The Cost Management Plan for the D7 Auto Service Center Web-App project aims to ensure that all costs that are to be covered, relevant, and associated with the project are efficiently liquidated, and managed throughout the project's lifecycle, including defining of:

- Cost Change Approval
 - Cost Measurement
 - Budget & Breakdown
-



Lazala

Cost Management Plan

Costs Breakdown:

Cost Item	Computation	Cost
Direct Cost		
Cloud Deployment & Domain	₱2,000 (cloud deployment) + ₱1,000 (domain)	₱3,000.00
Transportation Allowance	16 days (6 members) x ₱100 (transportation allowance for deployment and closeout)	₱1,600.00
Contingency		₱35,000.00
Manpower		₱264,000.00
TOTAL:		₱303,600.00
Indirect Cost		
Utilities		
Internet	₱6,000.00 x 4 months	₱24,000.00
Equipment		
Software Used		₱0.00
Devices Rental	₱9,000.00 x 4 months at (₱1,500.00 per unit multiplied to number of members of project team)	₱36,000.00
TOTAL:		₱363,600.00
GRAND TOTAL: 363,600.00		



Budget Basis and Realistic Costing References

INDEED

<https://ph.indeed.com/?r=us>

Indeed is a trustworthy platform that provides salary ranges, and job listings (*The Financial Geek, n.d.*).

CLEVEROAD

<https://www.cleveroad.com/>

Web-app development can start from \$5,000 up to \$300,000 depending on the complexity of the project (*Altynpara, 2023*).



Viernes

Budget Basis and Realistic Costing References

The team kept the budget close to reality and real work environment salaries.



Camino

Stakeholder Management Strategy Plan

The Stakeholder Management Strategy Plan for the D7 Auto Service Center Web-App aims to identify, connect, and manage stakeholders successfully throughout the project's lifecycle so that clear and concise communication between the Elite Four and the client is possible, this document also defines:

- Identified Stakeholders
- Key Stakeholders
- Stakeholder Analysis



Stakeholder Register (cont.)

Speaking:



Alfaras

NAME	POSITION	INTERNAL/ EXTERNAL	PROJECT ROLE	CONTACT INFORMATION
Anne Sydney R. Simpelo	Project Sponsor	Internal	Project Sponsor	Asimpelo@gmail.com
D7 Marketing Team	Team for Marketing Operations	External	External Users of the system	d7autoservicecenter@gmail.com
D7 Customers	Customers	External	External Users of the system	-



Staffing Management Plan

The staffing management plan is used by the team in order to effectively select and choose appropriate roles and responsibilities required to complete the project.

This document defines the required personnel, their responsibilities, and level of authority in the project. The staffing plan also defines the competency of the staff within the project's constraints.





HR/Staffing Plan

Role	Authority	Responsibility	Competency
Project Sponsor	Ultimate decision-making authority for the project	Provides project funding and resources. Defines project scope, goals, and objectives. Reviews and approves project deliverables and changes. Acts as a liaison between the project team and the organization's executive management.	Strong leadership, strategic thinking, and communication
Project Manager	Responsible for project execution and delivery	Develops and manages the project plan. Defines project roles, responsibilities, and timelines. Identifies and manages project risks and issues. Facilitates communication between project stakeholders. Ensures project meets quality, budget, and schedule requirements. Reports project status and progress to project sponsor and executive management.	Strong project management, leadership, and communication
IT Development Team (Internal Users)	Provides technical expertise and support for project	Provides technical input into project planning and execution. Develops, tests, and implements technical solutions. Identifies and resolves technical issues. Collaborates with other project teams to ensure technical requirements are met.	Strong technical knowledge, problem-solving, and collaboration
Documentation Team (Internal Users)	Responsible for documentation of project	Develops and maintains project documentation, including requirements, design, testing, and user manuals. Ensures that project documentation is complete, accurate, and up to date. Provides guidance and support to project team members on documentation standards and requirements.	Strong writing, editing, and organizational skills
Customers (External Users)	The users who will use the product or service of the project	Provides feedback on project deliverables. Collaborates with the project team to identify and refine requirements. Tests and evaluates the project deliverables to ensure that they meet their needs. Communicates their needs and expectations to the project team.	Strong domain knowledge and communication skills
Client (External Users)	The entity or organization that has initiated the project and will receive the project deliverables	Provides input and feedback on project deliverables and progress. Reviews and approves project deliverables and changes. Provides project funding and resources. Communicates their needs and expectations to the project team.	Strong leadership, communication, and negotiation skills



Quality Management Plan

Quality Requirements for the D7 Auto Service Center Web-App project are defined through:

- User-friendly with consistent design and layout
- Adherence to industry standards for security, performance, and scalability
- Responsive and accessible, and most compatible design for all users and most web browsers.
- Compliance with relevant laws and regulations, such as data privacy laws





Quality Management Plan

Quality assurance for the D7 Auto Service Center Web-App project are defined through:

- Collaboration with the client to define quality standards
- Providing progress reports and using Open Project for transparency
- Compliance with industry standards through project-based learning process
- Importance of client feedback for project completion





Camino

Communication Management Plan

The Communication Plan for the D7 Auto Service Center Web-App is crucial for the D7 Auto Service Center Web-app project. The plan outlines project information, communication methods, schedules, responsibilities, stakeholder needs, confidentiality, and change management. Defined through:

- Communication Management Approach
- Communications Management Constraints
- Stakeholder Communication Requirements





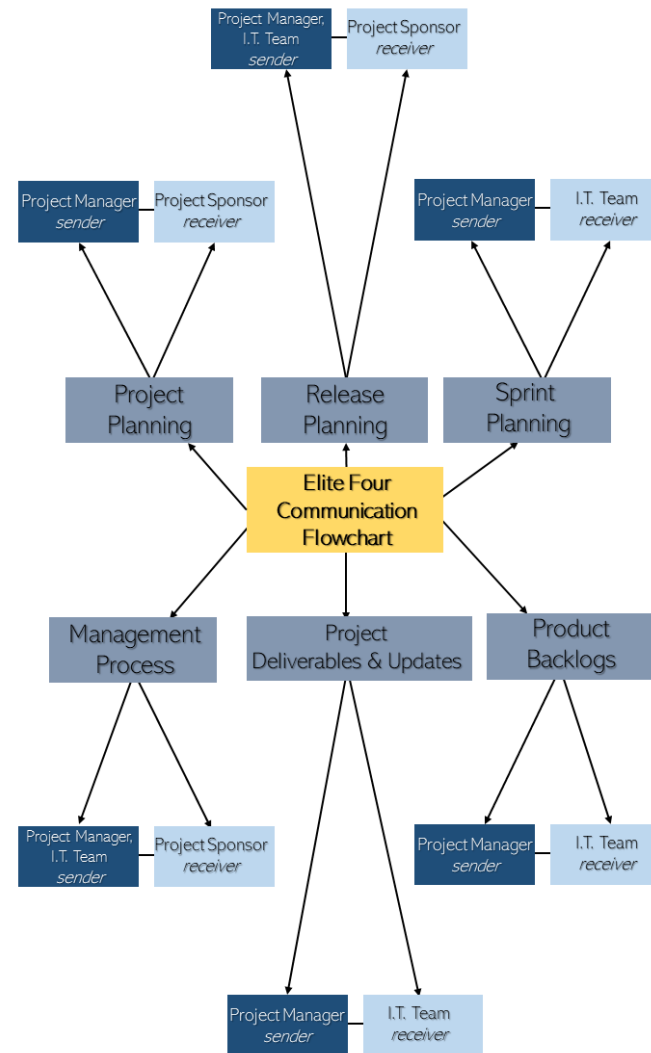
Communication Plan – Communication Matrix

Channel	From	To	Type	Frequency	Format Used	Delivery media
Project Planning	Project Manager	Project Sponsor	Meeting	Beginning of the project	Formal	Onsite and social media
Release Planning	Project Manager, I.T. Team	Project Sponsor	Meeting	Beginning of the project.	Formal	Onsite and social media
Sprint Planning	Project Manager	I.T. Team	Meeting	Weekly	Informal	Microsoft Teams and social media
Management Process	Project Manager, I.T. Team	Project Sponsor	Deliverable	Beginning of the project.	Written Document	Google space (Gmail)
Project Deliverables & Updates	Project Manager	I.T. Team	Deliverable	Twice a week or as needed	Written Document	Microsoft Teams, GitHub
Project Backlogs	Project Manager	I.T. Team	Meeting	Twice a week or as needed	Informal	Microsoft Teams and social media



Camino

Communication Plan – Communication Flowchart





Garcia

Risk Management Plan



Risks related to security, technology, and business are proactively identified, evaluated, and mitigated under the D7 Auto Service Center Web-App project's risk management plan. Risks are managed through:

- **Risk Management Approach** - includes risk identification, assessment, mitigation, and monitoring/control.
- **Effective Risk Mitigation Strategies** - including developing backup systems and contingency plans and enhancing security measures.
- **Key Elements** - include a risk register that documents identified risks along with their classification, probability, impact, and mitigation strategies



Risk Register

Risk ID	Risk Rank	Description	Category	Destination / Owner	Probability	Impact	Status
R001	High	Team unable to meet project deadlines	Technical	Project Manager	High	High	In progress
R002	High	Key team member is unavailable during a critical phase	Business	Project Manager	Medium	High	In progress
R003	High	Inadequate user testing leads to buggy application	Technical	QA Team / Development Team	High	Medium	In progress
R004	High	Unauthorized access to sensitive data	Security	Development Team	Medium	High	In progress
R005	Medium	Third-party software used becomes unavailable	Technical	Development Team	Medium	Medium	In progress
R006	Low	Changes in the market that affects relevance of the product	Business	Product Manager	Low	Low	In progress
R007	Low	Budget constraints	Business	Product Sponsor	Low	High	In progress
R008	Low	Miscommunication between team members	Technical	Project Manager	Low	Medium	In progress



Procurement Plan

The procurement management plan was created to identify the required tools, skills, risks, and services while within the budgetary constraints for the D7 Auto Service Center Web-App. By outlining the project's objectives, requirements, stakeholders, risks, and scope, this plan establishes the project's overall context.





Change Management Plan

Change management Plan is made to make sure that each changes that will be made will be checked and evaluated to after being reviewed by the project team. Managing changes will be done through:

- Change Management Approach
- Definition of change
- Change Control Board



Change Control Board

Speaking:



Coquia

CHANGE CONTROL BOARD ROLE	ROLE	NAME	CONTACT	RESPONSIBILITIES
Change Control Board Chair	Project Sponsor	Anne Sydney R. Simpelo	asimpelo@gmail.com	<ul style="list-style-type: none">• Approve or deny changes• Review impact of changes and overturn decisions.
Change Control Board Member	Project Manager	Andre O. Viernes	aoviernes@student.apc.edu.ph	<ul style="list-style-type: none">• Determine changes made• Appeal to decision turnovers• Formulates action plans for changes
Change Control Board Member	Product Owner	Dan Michael C. Alfaras	dcalfaras@student.apc.edu.ph	<ul style="list-style-type: none">• Ensure changes are followed through• Appeal to decision turnovers



Lazala

Implementation Plan

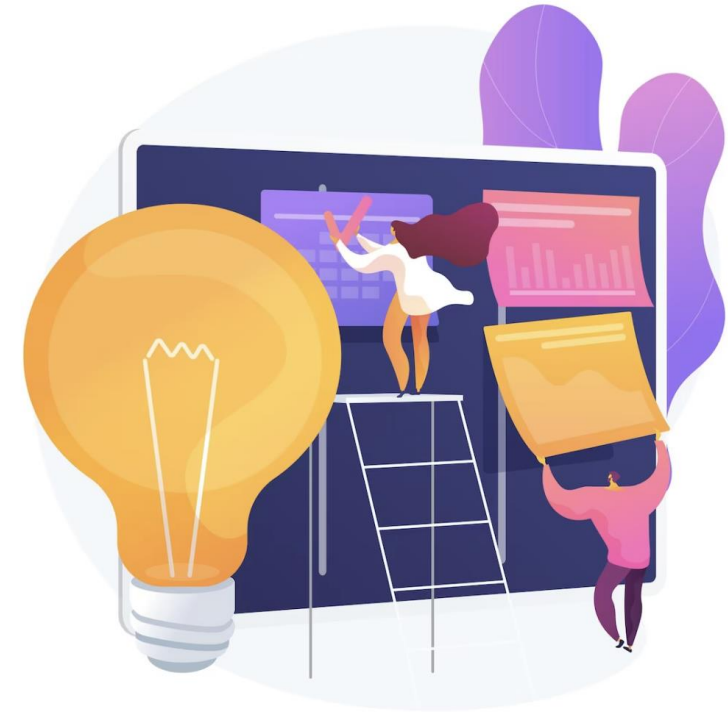
The Implementation Plan for the D7 Auto Service Center aims to ensure that the project is successfully transitioned and implemented smoothly and in a detailed manner through:

Transition Approach:

- Assessment and Communication
- Planning
- Knowledge Transfer
- Staffing
- Evaluation

Assumptions:

- The client will be available for meetings.
- The client having the knowledge to operate the system.
- The documentation team providing the necessary resources to the client.

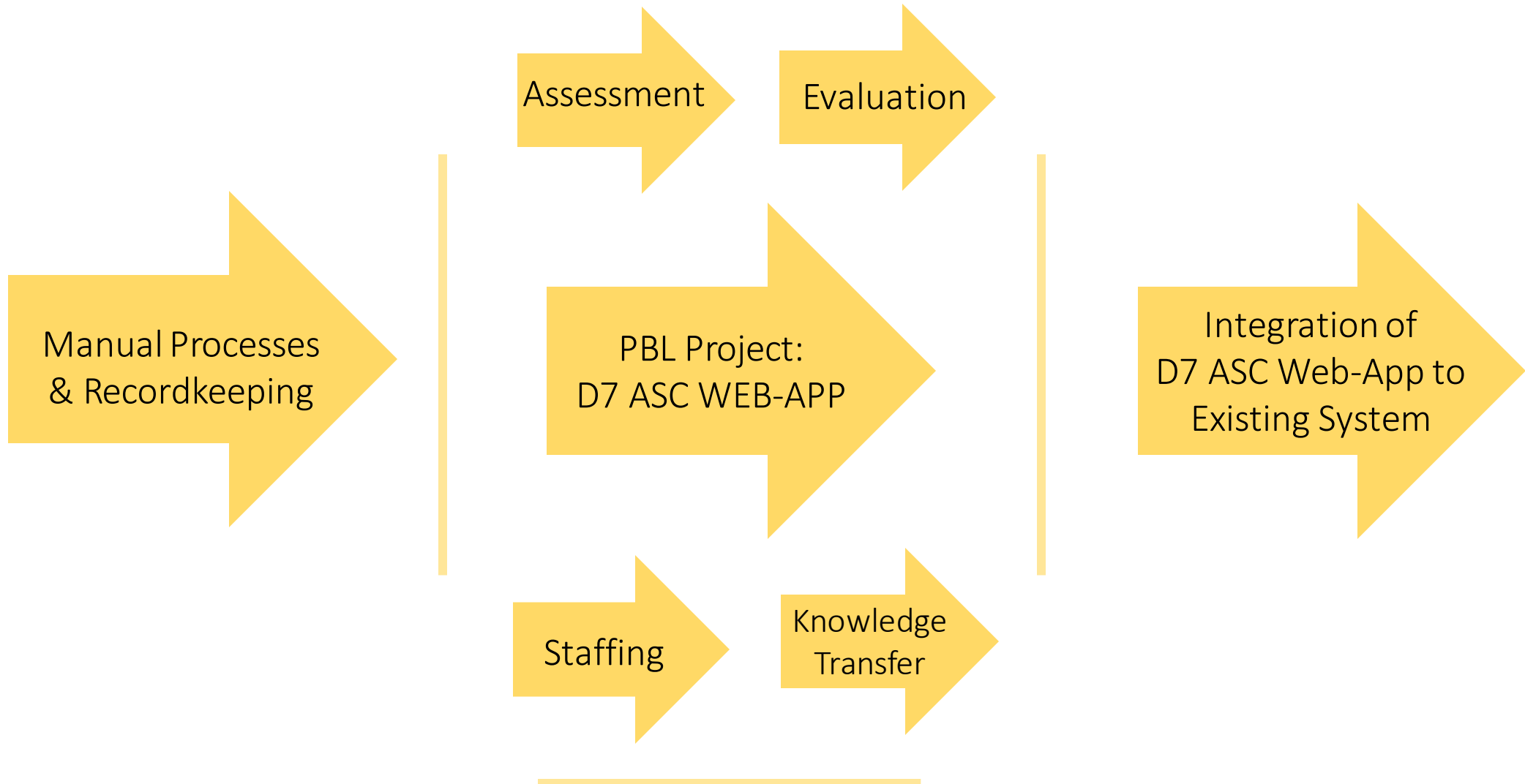


Transition Approach

Speaking:



Lazala



Transition Out Schedule

★ 06/27/2023	06/29/2023	1.5 Closeout
06/27/2023	06/27/2023	1.5.1 Project Turn Over
06/28/2023	06/28/2023	1.5.2 Documentations
06/29/2023	06/29/2023	1.5.3 Project Demonstration

Contributions:

Elite Four: Week 1 - 3 Deliverables

Elite Four



Deliverables & Person(s) In-Charge (But everyone will collaborate on each document)

Document/Task Name	Person(s) in-charge
Business Case	Everyone
Project Charter	Andre Viernes Dan Michael Alfaras
Project Manager Assigning	Everyone
Stakeholders Management Strategy Plan	Erin Camino Darrell Royce Lazala

Elite Four: Week 4 - 6 Deliverables

Elite Four



Deliverables & Person(s) In-Charge (But everyone will collaborate on each document)

Document /Task Name	Person(s) in-charge
Scope Management Plan	Alfaras Viernes Garcia
Cost Management Plan	Lazala Coquia
Time Management Plan	Camino
WBS	Viernes Alfaras
Package	Everyone

Contributions:

Elite Four: Week 7 - 10 Deliverables

Elite Four



Deliverables and Tasks to do All due on May 14, 2023

Document/Task Name	Person(s) in-charge
Wiki Page	Everyone
Github Repository (Upload all present and past docu)	Everyone
Open Project (Upload All files necessary)	Everyone
Human Resource Management Plan (Pg 55-62)	Andre and Aly
Quality Management Plan (Pg 82 - 89)	Andre and Dan
Risk Management Plan (Pg 90 - 98)	Aly and Dan
Communications Management Plan	Erin, Andre and Aly
Procurement Management Plan	Darrell and Zenon
Implementation Plan	Darrell and Andre
Change Management Plan	Erin

Documentation Team:

Sponsor Acceptance

List of Tables

List of Figures

Appendices

Contributions:

Task:	Deadline:	Assignee(s):
Setup Meeting with Client for Deployment of Web-App	May 27, 2023	Francesca Erin Camino
Deployment of Web-App Mock	May 27, 2023	Alyssa Garcia & John Zenon Coquia
Consolidated File Setup	May 27, 2023	Francsca Erin Camino & Darrell Lazala
PowerPoint Presentation	May 27, 2023	Andre Viernes Cute
Meeting with Consultant	May 30, 2023	Everyone
Meeting with Adviser	May 30, 2023	Everyone
Double Checking of Everything	May 30, 2023	Everyone
Web-App Deployment	Tentative (June 01 - 06, 2023)	Everyone
Mock presentation	June 06, 2023	Everyone
Finals Defense	June 08, 2023	Everyone

Vector References:

- Image by [Freepik](https://www.freepik.com/free-vector/modern-productivity-concept-with-flat-design_3290584.htm#query=PROJECT%20MANAGEMENT&position=19&from_view=search&track=ais)
- [Image by vectorjuice](https://www.freepik.com/free-vector/business-trend-abstract-concept-illustration_20769705.htm#query=competitor&position=36&from_view=search&track=sph) on Freepik
- [Image by vectorjuice](https://www.freepik.com/free-vector/chatbot-customer-service-abstract-concept_12084830.htm) on Freepik
- [Image by vectorjuice](https://www.freepik.com/free-vector/employees-cv-candidates-resume-corporate-workers-students-id-isolate-flat-design-element-job-applications-avatars-personal-information-concept-illustration_11667132.htm#&position=10&from_view=author) on Freepik
- [Image by storyset](https://www.freepik.com/free-vector/setup-concept-illustration_12492074.htm#page=2&query=website&position=6&from_view=search&track=location_fest_v1) on Freepik
- [Image by vectorjuice](https://www.freepik.com/free-vector/project-planning-abstract-concept-vector-illustration-project-plan-creation-schedule-management-business-analysis-vision-scope-timeline-timeframe-estimate-document-abstract-metaphor_12083726.htm#query=implementation%20plan&position=3&from_view=search&track=ais) on Freepik
- [Image by upklyak](https://www.freepik.com/free-vector/modern-open-plan-office-cartoon-interior_31904209.htm#query=Office%20background%20vector&position=4&from_view=search&track=ais) on Freepik
- [Image by vectorpouch](https://www.freepik.com/free-vector/vector-cartoon-illustration-bright-office-modern-workplace-with-transparent-glass-wall-tile_4015262.htm#query=office%20panoramic%20vector&position=24&from_view=search&track=ais) on Freepik