PROJECT MANAGEMENT

CHUBBY GOURMET'S E-COMMERCE WEB APPLICATION

HighTable

PROJECT DOCUMENTATION SUBMITTED TO THE FACULTY OF THE SCHOOL OF COMPUTING AND INFORMATION TECHNOLOGIES

ASIA PACIFIC COLLEGE

IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR PROJECT MANAGEMENT PROJMAN

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TABLE 1. Company Profile

Registered Name:	Chubby Gourmet
Company Logo:	
Address:	Laguna Bel Air, Brgy. Don Jose, Santa Rosa, Philippines
Telephone Number:	0945 518 9285
Line of Business:	Food Services
Type of Customers:	Home and Event Customers
Date of Registration:	Not Established
Business Owner/President:	Priscilla Mariano
Number of Employees:	0

Chubby Gourmet is a micro-enterprise established in Laguna Bel Air, Sta. Rosa Laguna during 2020. They sell and deliver freshly cooked food ranging from pastas to pizzas, to wings, to baked sweets, and regularly post on their Facebook page to promote their business. They also use Facebook messenger to communicate with their customers in terms of ordering, total bill payment, and arranging delivery.

Chubby Gourmet is a one-woman business and relies on time consuming tasks such as manually noting down orders and payment records on a notepad and managing inventory items on a whiteboard.

Project: Chubby Gourmet's E-commerce Web Application

Chubby Gourmet's E-Commerce Web Application will increase rate in organizing orders as most processes will be automated. The project also aims to extend the business into the e-commerce forefront, to gain an upper edge towards similar local micro-enterprises. The project will utilize the business owner's knowledge on technology by executing an easy-to-understand yet stylish web application that they can manage on their own.

The web application should be able to work for both consumers' side that browse the menu and order, and the administrator's side that can manage a digitized form of inventory, order requests, and payment records. All hardware and software that will be required to create the output has been consulted with the client and has been placed into consideration what can be used.

2. Business Case

2.1. Executive Summary

This section will give an overview of what issue the project is trying to solve, the anticipated outcomes to expect, recommendations on who to approach and solve the issue, and justifications as to why the project should be implemented for the client.

2.1.1. Issue

HighTable was fortunate enough to meet with the business owner, Priscilla Mariano, to assess and discuss the problems surrounding her business. The main issue that was discovered was her current system, which is manually doing tasks such as order taking, which she needs to manually note down via pen and paper through getting her customer's order via Facebook Messenger. Another problem found in their current system was the inventory management of her ingredients, food containers, etc. The last problem Miss Mariano stated was that she had to constantly keep answering individual frequently asked questions from her customers, since her Facebook page does not have a Frequently Asked Questions portion.

Overall, all of these tasks take up most of her time before even cooking the orders from her customers which causes a concern for her in the long run of her business. She wishes to find a more efficient way of handling orders, transactions, inventory management, and answering queries all in one platform.

2.1.2. Anticipated Outcomes

With the issues stated above, HighTable wishes to establish the following anticipated outcomes of the solution:

a.) Improve process problems found within Chubby Gourmet by implementing an

E-commerce web application.

b.) Continuously improving and adjusting the project to the project sponsor's needs with little-to-no issue

c.) Gain project sponsor satisfaction with little-to-no corrections needed

These anticipated outcomes will be guided by the project sponsor's constant feedback and thorough communication within all related parties.

2.1.3. Recommendations

With the issues stated above, HighTable recommends implementing an e-commerce web application to help Chubby Gourmet. Upon entering the web application, the user will be able to see and use the following features:

- Product Management (Admin Side)
- Order Management (Admin Side)
- Inventory Management (Admin Side)
- Generation of Reports (Admin Side)
- Print Reports (Customer Side)
- Customer Account Creation (Customer Side)
- Shopping Cart (Customer Side)
- Checkout (Customer Side)
- Payment (Customer Side)
- Delivery Schedule (Customer Side)
- Order Tracking (Customer and Admin Side)
- Catering Schedule (Customer Side)

With these features suggested, the web application will be able to achieve the anticipated outcomes that the group has established and may even continue to improve further if needed.

2.1.4. Justification

The reason as to why this solution will be applicable for Chubby Gourmet is because in today's standards, the world has adapted to using online commerce more and has become a new normal in the current market. By implementing this e-commerce web application, this allows Chubby Gourmet to establish their brand and services online for the public and allows HighTable to exercise their skills in developing a project that will meet the needs of the project sponsor through technical skills such as web development.

2.2. Business Case Analysis Team

Table 1 shows the team of professionals who will work on creating the plan and their roles on the plan:

TABLE 2. Business Case Analysis Team

Designation	Name
Project Sponsor:	**Ms. Priscilla Mariano**
Project Manager:	**Gia Artajos** **Project Manager, Quality Assurance Tester**
Team Members:	**Marcus Flores** *Scrum Master, Document Specialist* **Rysal Rosel** *Backend Developer* **Lester Salazar** *Product Designer, Frontend Developer*

2.3. Problem Definition

2.3.1. Problem Statement

Chubby Gourmet is a one-woman food business located in Laguna, Philippines, which faces several difficulties in managing its operations. The business owner struggles to handle customer inquiries, accept orders, and track inventory due to limited resources and staff. Specifically, the business owner has trouble organizing orders received via Facebook Messenger, keeping track of inventory, and answering the same set of customer questions repeatedly, leading to a time-consuming and inefficient process. To address these challenges, the business needs an improved system that can streamline operations, provide a better customer experience, and allow the owner to focus on delivering quality food to customers.

2.3.2. Organizational Impact

The proposed e-commerce web application will bring a significant impact to the business processes of Chubby Gourmet. The new system will allow the business owner to handle customer inquiries and orders more efficiently and effectively, which will lead to a more streamlined process. Additionally, the web application will allow customers to place their orders more conveniently and receive faster service. This will lead to an enhanced customer experience and increased customer satisfaction. With an automated system, Chubby Gourmet can focus on serving quality food and growing the business, rather than spending a significant amount of time on administrative tasks.

2.3.3. Technology Migration

The proposed e-commerce web application for Chubby Gourmet will be developed using PHP and SQL technology. The web application will be hosted on Hostinger, a reliable and secure web hosting server. The data migration process will ensure that all relevant data is carried over to the new system. The new system will undergo extensive testing to ensure its reliability, efficiency, and security. Technical requirements and potential obstacles will be addressed during the development process to ensure a successful implementation. Chubby Gourmet's admin will receive instructions from the developers to use the new system effectively and to take full advantage of its features, leading to a more streamlined and efficient process.

2.4. Project Overview

This section will discuss high-level information about Chubby Gourmet's e-commerce Web Application including its description, goals and objectives, performance criteria, assumptions, constraints, and milestones. This section will also provide all project-specific information that will help in the contribution of the project.

2.4.1. Project Description

HighTable intends to implement an e-commerce web application in Chubby Gourmet's current system. The web application would have the usual e-commerce functionalities, all the while adding a mobile app version for the mobile users to gain access to.

The project will be managed/executed using the agile methodology because the group sees this method as an effective method to accomplish tasks efficiently. HighTable has been using this method to accomplish previous tasks for previous projects and will continue to use it throughout the duration of the development of the project.

2.4.2. Goals and Objectives

HighTable intends to accomplish this project as effectively as possible and to help improve the current system Chubby Gourmet is using. These are the following specific objectives that the group must accomplish:

•   Organize customer orders faster by 80%, which contains details such as personal information, orders, and transaction details.

•   Digitize 100% of the inventory management allowing an easier way of tracking (add, update, delete) current inventory.

•   Display answers to common queries from customers with two (2) to three (3) clicks, so that Chubby Gourmet could spend less time answering questions every day.

2.4.3. Project Performance

The group will gauge the project's performance by reviewing and evaluating the following documents filled out upon testing by both the developers and the project sponsor:

- Test Case

  Under this document is where the developers of the group test each of the features developed and used a "PASS" or "FAIL" status on each of the features, noting down all possible scenarios to stress test the feature.

- Web Performance Objectives

  Written by Cassone et. Al, in the document entitled "Web Performance Testing and Measurement: a complete approach", they were able to come up with three main objectives with sub-objectives that can be followed when evaluating the performance of a web application.

  - End-User Objectives
    - To find average response time of pages and transactions, slowest and fastest pages.
    - To make sure main pages (e.g., landing page) can be downloaded within an acceptable time.
    - To find out maximum number of concurrent users, sessions, and transactions that the application can support still providing a high level of service and without the system crashing.
    - To characterize more frequent user paths, the most used starting and exiting page.
    - To identify main reasons of site abandonment
  - System Objectives
    - To correlate system resource utilization with load.
    - To find out possible actual hardware bottlenecks and prevent new ones (capacity planning).
    - To tune all the web application components to support as much load as possible using actual hardware.
    - To find out how the application works when overloaded.
  - Management Objectives
    - To provide an objective measure of the usage of the site (e.g., the number of electronics carts and number of items that were sold)
    - To provide a "business view" of the previous data (Comparing with the business' previous system)

The group will gauge the project's performance by reviewing and evaluating the following documents and objectives filled out upon testing by both the developers and the stakeholders.

2.4.4. Project Assumptions

Listed below are the main assumptions for the project:

1.   HighTable will be focusing on continuing the development and improvement of Chubby Gourmet's E-Commerce Web Application until the release of the system.

2.   The project sponsor (Ms. Priscilla Mariano) will agree to continue giving her honest feedback, suggestions, and concerns that pertain to the development of the system.

3.   All individuals involved in the project will address all needed changes and improvements when necessary and will be accomplished by HighTable if applicable.

2.4.5. Project Constraints

Listed below are the following constraints of the production of the project:

1.   HighTable will only be working within the designated timespan of January 3, 2023, to October 25, 2023.

2.   HighTable will only work within the allocated budget and development resources planned for the project.

3.   Throughout the development of the project, the project sponsor and the development team will only interact through the agreed online meeting services and will only physically meet once all pre-requisites have been met and the project progression is at the closeout phase.

2.4.6. Major Project Milestones

Listed below are the milestones that HighTable has and should be able to accomplish:

TABLE 3. Major Project Milestones

Milestones	Description
Milestone 1 | Initiation (February 2, 2023)	- The team has identified a project sponsor, its members, and the problem to resolve.

	- The team has accomplished creating the Business Case and Project Charter document. - The team has obtained Project Approval

Milestone 2 | Planning
(June 2023)
	- The team has accomplished creating the following documents:
	   o Scope Management Plan
	   o Schedule Management Plan
	   o Cost Management Plan
	   o Risk Management Plan
	   o Quality Management Plan
	   o Procurement Management Plan
	   o Human Resource Plan
	   o Change Management Plan
	   o Communication Management Plan
	   o Implementation Plan
	
	- The team has finished planning and designing the system's architecture.
	
	- The Product Designer has finished creating the wireframes and user interface design.

Milestone 3 | Execution (September 20, 2023)	- The team was able to set up the development environment for working on the project. - The Front-end developer has accomplished all front-end components of the system. - The Back-end developer has accomplished back-end components of the system. - The developers have integrated both front and backend components to the system.

	- The developers and the Project Manager have finished conducting the first unit testing on the system with the QA tester.
Milestone 4 | Monitoring (October 4, 2023)	- Project Manager and Document Specialist has finished monitoring project progress and milestones. - Project Manager and Document Specialist has finished tracking resource utilization. - The Project Manager and Document Specialist has finished monitoring risks and issue resolution. - The team has finished system testing and quality assurance for the project. - The team has finished Gathering and analyze user feedback from the Project Sponsor.
Milestone 5 | Closeout (October 25, 2023	- The team has accomplished finalizing and delivering all project documentation. - The team has obtained formal acceptance from the project sponsor. - The team has accomplished archiving all necessary project files. - All handover project deliverables have been received by the project sponsor. - The team has accomplished the post-implementation review.

	- The Project Manager and the Project Sponsor held the Close Out meeting.

2.5. Strategic Alignment

The implementation of the e-commerce web application for Chubby aligns with the business goals, including:

• Improved operational efficiency: The automated system will streamline the order taking, inventory management, and customer inquiries processes, reducing the time and effort required to manage these tasks manually. This will result in improved operational efficiency and productivity for the business.

• Enhanced customer experience: The online platform will provide customers with a convenient and user-friendly way to place orders, track their orders, and receive updates on delivery schedules. This will lead to an enhanced customer experience and increased customer satisfaction.

• Increased sales and revenue: The online presence and ease of ordering through the web application can attract more customers, resulting in increased sales and revenue for Chubby Gourmet.

2.6. Cost Benefit Analysis

This section of the paper presents a cost-benefit analysis for the Chubby Gourmet e-commerce web application project. The purpose of this analysis is to evaluate the financial feasibility of the project, considering both the costs and the expected benefits of the proposed system. The results of the analysis will help to determine whether the project is a worthwhile investment for the client.

Costs:

• Labor cost: PHP 1,388,000.00
• Hardware cost: PHP 206,656.00
• Software cost: PHP 18,400.00
• Miscellaneous costs: PHP 112,000.00
• Contingency cost: PHP 172,505.00

Benefits:

• **Increased Revenue:** By launching the Chubby Gourmet E-Commerce Web Application, the business can potentially increase its revenue by reaching a wider customer base and enabling online sales.

- **Market Expansion:** The online platform allows the business to target customers beyond its current geographical limitations, potentially expanding its market reach.
- **Cost Savings:** The implementation of the e-commerce platform can lead to cost savings by reducing expenses typically associated with utilities and staffing costs.
- **Improved Customer Experience:** The web application will provide customers with a convenient and user-friendly way to browse and purchase products, enhancing their overall shopping experience.

Cost Benefit Analysis

TABLE 4. Cost Benefit Analaysis

Particulars	Total (PHP)
Costs	
Manpower Cost	1,388,000.00
Hardware Cost	206,656.00
Software Cost	18,400.00
Miscellaneous Cost	112,000.00
Contingency Cost	172,505.00
Total Costs	1,897,561.00
Benefits	
Increased Revenue	972,000.00
Market Expansion	648,000.00
Cost Savings	600,000.00
Improved Customer Experience	200,000.00
Total Benefits	2,420,000.00

Cost Benefit Ratio ≈ 1.28

The cost-benefit ratio of approximately 1.28 indicates that the total benefits outweigh the total costs. This suggests that the Chubby Gourmet E-Commerce Web Application project has the potential to be profitable and beneficial for the business.

Considering the ratio is greater than 1, it indicates a positive net benefit. In this case, for every unit of cost invested (1 PHP), there is an estimated return of approximately 1.28 PHP in profits. This implies that the project is expected to generate more benefits than the costs incurred.

The analysis shows that the project has the potential to generate increased revenue, market expansion, cost savings, and improved customer experience. These benefits contribute to the positive cost-benefit ratio, indicating a favorable outcome for implementing the e-commerce web application.

2.7. Alternative Analysis

This alternatives analysis aims to evaluate and compare the advantages and disadvantages of three options for the Chubby Gourmet business: doing nothing, using website builders, and hiring workers. The following sections present a detailed analysis of each option's pros and cons, including the reasons why they were not chosen as the proposed solution for the business.

Doing Nothing

Pros:

- Low-cost option as it uses the current system of using Facebook to promote, manage orders, and process payments.

Cons:

- Lacks the necessary features and functionalities to scale the business and meet customer demands.
- It relies heavily on Facebook's algorithms, which can change at any time, resulting in a loss of business.
- Limited control over the customer experience, which could lead to negative reviews and reduced customer retention.

Conclusion:

This option was not chosen because it does not address the client's needs and long-term objectives.

Website Builders

Pros:

- Offers pre-built templates and customizable features to create an e-commerce website.

Cons:

- May not meet the specific needs of the client's business.
- Requires technical expertise to customize and maintain the website.
- Has recurring costs such as monthly subscription fees, transaction fees, and add-ons.

Conclusion:

This option was not chosen because it may not provide the required functionalities, and the recurring costs may be higher than the proposed system's costs.

Hiring Workers

> **Pros:**
>
> - Provides the opportunity to hire competent personnel to manage the Facebook page and process orders.
>
> **Cons:**
>
> - Requires a significant amount of time and effort to find and train personnel.
> - Incurs additional expenses such as salaries, benefits, and insurance.
> - May not provide the scalability and flexibility required to meet customer demands.
>
> **Conclusion:**

This option was not chosen because it may not provide a cost-effective and long-term solution to the client's problem.

3. Project Charter

3.1. Executive Summary

Chubby Gourmet is a micro-enterprise established in Laguna Bel Air, Sta. Rosa Laguna during 2020. They sell and deliver freshly cooked food ranging from pastas to pizzas, to wings, to baked sweets, and regularly post on their Facebook page to promote their business. They also use Facebook messenger to communicate with their customers in terms of ordering, total bill payment, and arranging delivery. Chubby Gourmet is a one-woman business and relies on time consuming tasks such as manually noting down orders and payment records on a notepad and managing inventory items on a whiteboard.

HighTable aims to help Chubby Gourmet by automating these time-consuming manual tasks with the help of an e-commerce web application. The web application will also serve to further promote Chubby Gourmet's business, giving it an edge over other local food businesses.

3.2. Project Purpose/Justification

This section will discuss the purpose and justification of Chubby Gourmet's E-Commerce Web Application in the form of a business case and will also discuss the objectives to be achieved in the project. The business will also provide reasoning behind the need for this project as it relates to the function of the business.

3.2.1. Business Objectives

This section lists out the Business Objectives for Chubby Gourmet's E-Commerce Web Application which is aligned the organizational strategic plan of the project. Below the team used the S.M.A.R.T criteria to list out the objectives of the project:

1.   Chubby Gourmet should be able to see a 50% increase in revenue by the first year of implementation.

2.   The proposed system will be able to save up on labor costs by acting as two key roles to the business: digital marketing handler (for market expanding) and inventory manager (cost savings).

3.   Daily customer frequency will increase by at least ten (10) customers per day instead of the current system's average of six (6) customers.

All of these objectives are based off from the group's Cost Benefit Analysis, which can be further explained through the Business Case Document. All figures are rough estimates and have been broken down into consideration of the development of the project.

3.3. Project Description

This section discusses a high-level description of Chubby Gourmet's E-Commerce Web Application, its details as it moves forward, objectives to be achieved and its success criterion.

Chubby Gourmet's E-Commerce Web Application will increase rate in organizing orders as most processes will be automated. The project also aims to extend the business into the e-commerce forefront, to gain an upper edge towards similar local micro-enterprises. The project will utilize the business owner's knowledge on technology by executing an easy-to-understand yet stylish web application that they can manage on their own. The web application should be able to work for both consumers' side that browse the menu and order, and the administrator's side that can manage a digitized form of inventory, order requests, and payment records. All hardware and software that will be required to create the output has been consulted with the project sponsor and has been placed into consideration of what can be used.

3.3.1. Project Objectives and Success Criteria

The objectives which mutually support the milestones and deliverables for this project have been identified. To achieve success with Chubby Gourmet's E-Commerce Web Application, the following objectives must be met within the designated time and budget allocations:

- Finalize the required proposal documents of Chubby Gourmet's E-Commerce Web Application to present to the project sponsor within the schedule.
- Create a working prototype to be tested and presented to the project sponsor.
- Develop a complete web application with no bugs, errors, and all business information present and complete testing within the schedule.
- Implement the e-commerce web application in the project sponsor's business within the designated time.

3.3.2. Requirements

This project must meet the following requirements in order to achieve success.

- The web application must be tested and approved by the project sponsor prior to deployment.
- All documentation must be approved and reviewed by the project sponsor.

Additional requirements may be added as necessary as the project moves forward.

3.3.3. Constraints

The following constraints pertain to Chubby Gourmet's Web Application development:

- All hardware and software must be compatible with the project sponsor's hardware and software.
- The development team will only be working on the following features for the web application:
    - Product Management (Admin Side)
    - Order Management (Admin Side)
    - Inventory Management (Admin Side)
    - Generation of Reports (Admin Side)
    - Print Reports (Customer Side)
    - Customer Account Creation (Customer Side)
    - Shopping Cart (Customer Side)
    - Checkout (Customer Side)
    - Payment (Customer Side)
    - Delivery Schedule (Customer Side)
    - Order Tracking (Customer and Admin Side)
    - Catering Schedule (Customer Side)
- Two developers and one documentation specialist will be provided as resources for this project.

3.3.4. Assumptions

The following is the list of assumptions. Upon agreement and signing of this document, all parties acknowledge that these assumptions are true and correct:

- This project has the full support of the project sponsor.
- The developers and documentation specialists will be communicating their needs to one another throughout the development of the project.

3.3.5. Preliminary Scope Statement

The development of Chubby Gourmet's E-commerce Web Application will include the design, testing, and delivery of an improved online platform for the business. All personnel, hardware, and software resources will be managed by the product manager. All project work will be independent of daily and ongoing schoolwork and business, and all required testing will be done within the group up to their discretion. All project funding will be managed by the product owner up to and including the allocated amounts in this document. This project will conclude when they receive feedback from the project sponsor, the output has achieved the success criteria, and the group has received a signed project acceptance/completion document from the project sponsor. This feedback and

signed acceptance/completion documents will be archived for safekeeping and for future refence if needed.

3.4. Risks

The following risks for Chubby Gourmet's E-commerce Web Application have been identified. The product owner and developers will determine and employ the necessary risk mitigation/avoidance strategies as appropriate to minimize the likelihood of these risks:

1. **Resource Risks:** There is a risk that the project may not have sufficient resources, such as personnel, budget, or equipment, which could impede the successful completion of the project.
2. **Technical Risks:** There is a risk of mistakes or errors made by project team members, which could impact the project's progress, quality, or functionality.
3. **Quality Assurance Risks:** There is a risk that the quality assurance of the project may not be able to reach the quality the team had initially planned and may cause further delay before completion.
4. **Communication Risks:** There is the risk of the group committing miscommunication amongst each other and towards the project sponsor.
5. **Vendor or Supplier Risks:** There is a risk that the appointed vendor/supplier may be unavailable and can cause some deviation from the project's initial milestone plan.
6. **External Factors Risks:** There is the risk of external factors that neither the team nor the project sponsor can do. External factors may include hazardous weather conditions, health conditions, etc.

3.5. Project Deliverables

The following deliverables must be produced upon the successful completion of the Chubby Gourmet's E-commerce Web Application project. Any changes to these deliverables must be approved by the project sponsor, Ms. Priscilla Mariano.

- Fully Developed E-commerce Web Application
- Complete documentation for Chubby Gourmet's E-commerce Web Application
- Feedback review of project sponsor (post-deployment)
- Signed project acceptance/completion document from the project sponsor.

3.6. Summary Milestone Schedule

The project Summary Milestone Schedule is presented below. As requirements are more clearly defined this schedule may be modified. Any changes will be communicated through project status meetings by the project manager.

TABLE 5. Summary Milestone Schedule

Summary Milestone Schedule	
Project Milestone	**Target Completion Date (mm/dd/yyyy)**
Project Start	01/03/2023
Initiation Phase	02/02/2023
Planning Phase	06/02/2023
Execution Phase	09/20/2023
Monitoring Phase	10/04/2023
Closeout Phase	10/20/2023
Close Out Meeting	10/25/2023

3.7. Project Approval Requirements

Success of the project will be achieved when a fully functioning e-commerce web application has been developed, all required documentation submitted and reviewed, and the project has been fully deployed for the project sponsor to use within the time and cost constraints indicated in the charter. Additionally, this measure of success must be able to follow the success criteria and include a feedback review from the project sponsor.

3.8. Project Manager

Gianna Artajos is the Product Owner for the duration of the development of the Chubby Gourmet's E-Commerce Web Application Project. Ms. Artajos' responsibility is to manage all project tasks, scheduling, and communication between the team and the project sponsor. The team consists of two developers (John Rysal Rosel and Lester Dave Salazar) and one documentation specialist (Marcus Philip Flores). Ms. Artajos will coordinate all resource, time, and budget requirements amongst the developers and the stakeholders involved in the project. Any additional tasks and requirements for the improvement of the project will be requested and approved by the project sponsor, Ms. Priscilla Mariano.

4. Work Breakdown Structure

4.1. Introduction

The Chubby Gourmet Web Application project involves the development of an e-commerce web application that will enable the business to efficiently manage its market, streamline its processes and enhance its customer service. The Work Breakdown Structure (WBS) for Chubby Gourmet project outlines the various work packages that must be accomplished to deliver a functional and user-friendly e-commerce web application. The WBS presents the project scope and helps in defining the deliverables that must be accomplished to meet the project objectives. This document will provide an overview of the WBS layout for the Chubby Gourmet project.

The WBS is organized into five major phases, which include project initiation, planning, execution, monitoring, and closeout. Each phase is further broken down into several work packages, which are numbered for easy reference. The WBS has been designed to accommodate the key stakeholders, including the project owner, Ms. Priscilla Mariano, and the HighTable team. Ms. Mariano and Gianna Bernice Artajos who will be the Project manager, will have the opportunity to review the WBS to ensure that the project goals are being met, and any adjustments can be made before the project progresses too far.

Overall, the WBS for the Chubby Gourmet project provides a comprehensive view of the tasks needed to deliver a fully functional e-commerce web application. It is an essential tool that helps the project team in tracking and monitoring the progress of the project, ensuring that it is delivered on time and to the satisfaction of the stakeholders.

4.2. Outline View

The outline view for the work breakdown structure (WBS) of Chubby Gourmet provides a straightforward and clear layout that is easy to understand. This layout is particularly useful during the development phase of the project as it enables the project team to make changes quickly and efficiently. The outline view displays the hierarchical structure of the WBS, which allows the project team to easily see the various levels of the project and how they relate to one another. With this view, the team can easily identify the major deliverables of the project and the sub-deliverables that contribute to the completion of each major deliverable. This helps ensure that the project team stays on track and is able to complete the project within the established timeline.

Chubby Gourmet Web Application
    1.1 Initiation
        1.1.1 Develop Business Case
        1.1.2 Develop Project Charter
        1.1.3 Obtain Project Approval

1.2   Planning

    1.2.1 Develop Scope Management Plan

    1.2.2 Develop Schedule Management Plan

    1.2.3 Develop Cost Management Plan

    1.2.4 Develop Risk Management Plan

    1.2.5 Develop Quality Management Plan

    1.2.6 Develop Procurement Management Plan

    1.2.7 Develop Human Resource Management Plan

    1.2.8 Develop Change Management Plan

    1.2.9 Develop Communication Management Plan

    1.2.10   Develop Implementation Plan

    1.2.11   Design System Architecture

    1.2.12   Create Wireframes and UI design

1.3   Execution

    1.3.1 Set up Development Environment

    1.3.2 Develop Frontend Components

    1.3.3 Develop Backend Components

    1.3.4 Integrate Frontend and Backend

    1.3.5 Perform Unit Testing

1.4   Monitoring

    1.4.1 Monitor Project Progress and Milestones

    1.4.2 Track Resource Utilization

    1.4.3 Monitor Risks and Issue Resolution

    1.4.4 Perform System Testing and Quality Assurance

    1.4.5 Gather and Analyze User Feedback

1.5   Closeout

    1.5.1 Finalize and Deliver Project Documentation

    1.5.2 Obtain Formal Acceptance

    1.5.3 Archive Project Files and Resources

    1.5.4 Handover Project Deliverables to Project Sponsor

    1.5.5 Perform Post-Implementation Review

    1.5.6 Close Out Meeting

4.3. Hierarchical Structure

The hierarchical structure is an effective way to represent the Work Breakdown Structure (WBS) for the Chubby Gourmet project. It shows the breakdown of the project into smaller, manageable parts, with each level representing a more detailed and specific set of activities. This structure allows for a clear understanding of the dependencies between different tasks and deliverables and enables the project team to track progress and identify any potential issues at an early stage.

TABLE 6. Hierarchical Structure

Level	WBS Code	Element Name
1	1	Chubby Gourmet E-Commerce Web Application
2	1.1	Initiation
3	1.1.1	Develop Business Case
3	1.1.2	Develop Project Charter
3	1.1.3	Obtain Project Approval
2	1.2	Planning
3	1.2.1	Develop Scope Management Plan
3	1.2.2	Develop Schedule Management Plan
3	1.2.3	Develop Cost Management Plan
3	1.2.4	Develop Risk Management Plan
3	1.2.5	Develop Quality Management Plan
3	1.2.6	Develop Procurement Management Plan
3	1.2.7	Develop Human Resource Management Plan
3	1.2.8	Develop Change Management Plan
3	1.2.9	Develop Communication Management Plan
3	1.2.10	Develop Implementation Plan
3	1.2.11	Design System Architecture
3	1.2.12	Create Wireframes and UI design
2	1.3	Execution

3	1.3.1	Set up Development Environment
3	1.3.2	Develop Frontend Components
3	1.3.3	Develop Backend Components
3	1.3.4	Integrate Frontend and Backend
3	1.3.5	Perform Unit Testing
2	1.4	Monitoring
3	1.4.1	Monitor Project Progress and Milestones
3	1.4.2	Track Resource Utilization
3	1.4.3	Monitor Risks and Issue Resolution
3	1.4.4	Perform System Testing and Quality Assurance
3	1.4.5	Gather and Analyze User Feedback
2	1.5	Closeout
3	1.5.1	Finalize and Deliver Project Documentation
3	1.5.2	Obtain Formal Acceptance
3	1.5.3	Archive Project Files and Resources
3	1.5.4	Handover Project Deliverables to Project Sponsor
3	1.5.5	Perform Post-Implementation Review
3	1.5.6	Close Out Meeting

4.4. Tabular View

The tabular view of the Work Breakdown Structure (WBS) for Chubby Gourmet presents a clear and organized overview of the project by displaying all tasks and subtasks in a table format.

TABLE 7. Tabular View

Level 1	Level 2	Level 3
1. Chubby Gourmet E-Commerce Web Application	1.1 Initiation	1.1.1 Develop Business Case 1.1.2 Develop Project Charter 1.1.3 Obtain Project Approval
	1.2 Planning	1.2.1 Develop Scope Management Plan 1.2.2 Develop Schedule Management Plan 1.2.3 Develop Cost Management Plan 1.2.4 Develop Risk Management Plan 1.2.5 Develop Quality Management Plan 1.2.6 Develop Procurement Management Plan 1.2.7 Develop Human Resource Management Plan 1.2.8 Develop Change Management Plan 1.2.9 Develop Communication Management Plan 1.2.10 Develop Implementation Plan 1.2.11 Design System Architecture 1.2.12 Create Wireframes and UI design
	1.3 Execution	1.3.1 Set up Development Environment 1.3.2 Develop Frontend Components 1.3.3 Develop Backend Components 1.3.4 Integrate Frontend and Backend 1.3.5 Perform Unit Testing

	1.4 Monitoring	1.4.1 Monitor Project Progress and Milestones
		1.4.2 Track Resource Utilization
		1.4.3 Monitor Risks and Issue Resolution
		1.4.4 Perform System Testing and Quality Assurance
		1.4.5 Gather and Analyze User Feedback
	1.5 Closeout	1.5.1 Finalize and Deliver Project Documentation
		1.5.2 Obtain Formal Acceptance
		1.5.3 Archive Project Files and Resources
		1.5.4 Handover Project Deliverables to Project Sponsor
		1.5.5 Perform Post-Implementation Review
		1.5.6 Close Out Meeting

4.5. Tree Structure View

The Tree Structure view provides an intuitive and easy-to-understand visual representation of the project's hierarchical structure, showing how each element contributes to the project as a whole.
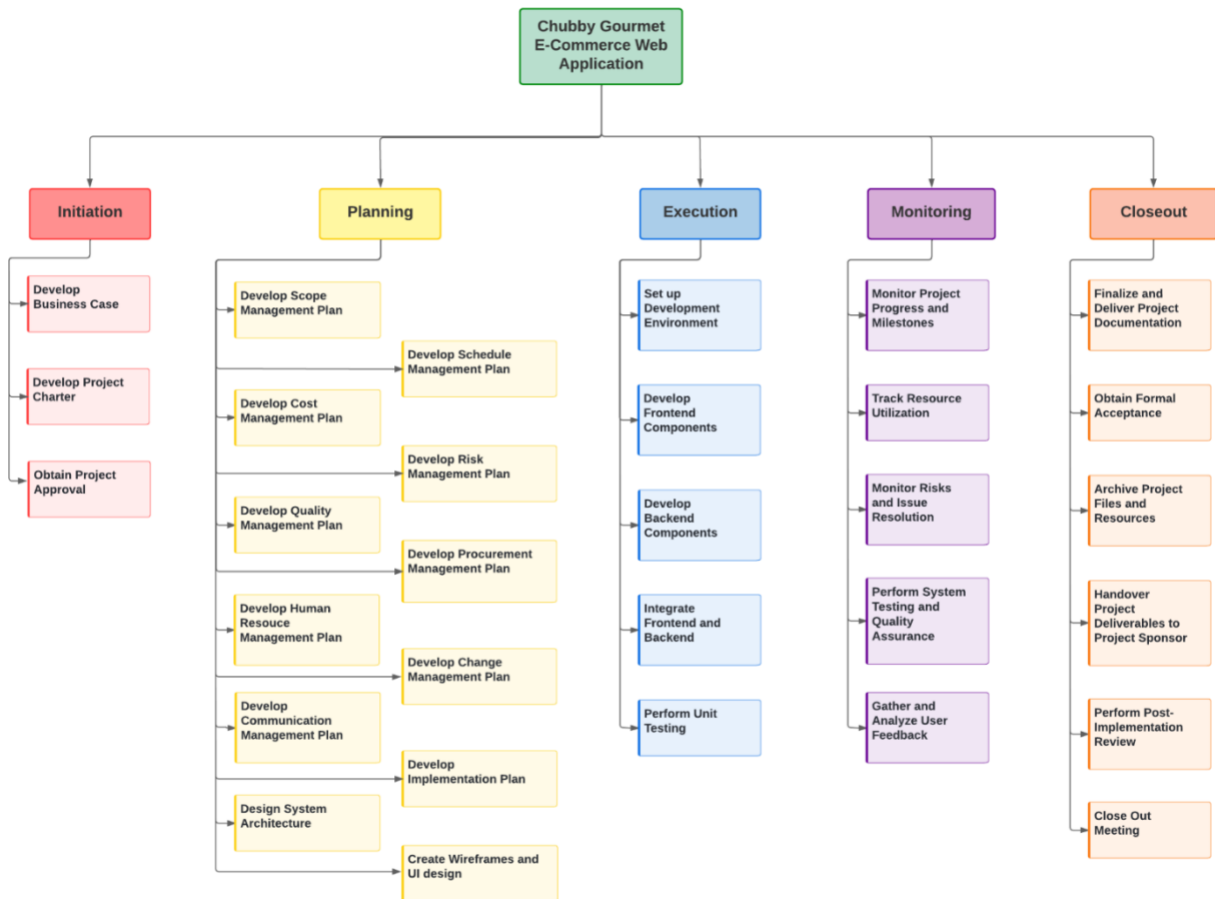
Fig. 1. Tree Structure View

4.6. WBS Dictionary

The Work Breakdown Structure (WBS) Dictionary is a companion document to the WBS that provides a comprehensive list of all the tasks, sub-tasks, and work packages included in the project. The WBS Dictionary contains important information such as the description of each work package and the estimated duration. It serves as a reference guide for the project team, ensuring that everyone is on the same page regarding the project's scope and objectives. A well-developed WBS Dictionary is essential for project management and helps to ensure that the project stays on track and is completed within the schedule.

TABLE 8. WBS Dictionary

Level	WBS Code	Element Name	Definition	Estimated Duration
1	1	Chubby Gourmet E-Commerce Web Application	Proposed e-commerce web application system	202 days
2	1.1	Initiation	The initiation phase marks the beginning of a project. It involves identifying and defining the project's purpose, objectives, and feasibility.	23 days
3	1.1.1	Develop Business Case	Creating a comprehensive justification for a project by assessing its potential benefits, costs, risks, and feasibility.	12 days
3	1.1.2	Develop Project Charter	Establish a formal document that authorizes the project, defines its objectives, and identifies key stakeholders and their roles.	8 days
3	1.1.3	Obtain Project Approval	Securing the necessary endorsement and support from relevant stakeholders to proceed with the project.	3 days
2	1.2	Planning	The planning phase involves developing a comprehensive roadmap for the project. It includes creating management plans for various aspects such as scope, schedule, cost, risk, quality, procurement, human resources, change, communication, and implementation.	80 days

3	1.2.1	Develop Scope Management Plan	Defining the project's scope, deliverables, and boundaries, along with procedures for managing changes to the scope.	5 days
3	1.2.2	Develop Schedule Management Plan	Outlining the approach and techniques for developing and controlling the project schedule, including milestones and dependencies.	6 days
3	1.2.3	Develop Cost Management Plan	Describing the strategies and processes for estimating, budgeting, and controlling project costs.	7 days
3	1.2.4	Develop Risk Management Plan	Identifying potential risks, assessing their impacts and likelihood, and outlining mitigation and response strategies.	5 days
3	1.2.5	Develop Quality Management Plan	Describing the approach and activities for managing and ensuring quality throughout the project's lifecycle.	3 days
3	1.2.6	Develop Procurement Management Plan	Defining the procedures and guidelines for procuring goods, services, or resources from external vendors.	5 days
3	1.2.7	Develop Human Resource Management Plan	Outlining strategies for acquiring, developing, and managing the project team members.	3 days
3	1.2.8	Develop Change Management Plan	Establishing processes and procedures for managing changes to project scope, schedule, and other aspects.	6 days

3	1.2.9	Develop Communication Management Plan	Describing how project information will be shared, distributed, and communicated among stakeholders.	7 days
3	1.2.10	Develop Implementation Plan	Outlines the specific steps and activities required to execute the project and deliver the intended outcomes.	5 days
3	1.2.11	Design System Architecture	Developing the overall structure and organization of the system or software being developed.	21 days
3	1.2.12	Create Wireframes and UI design	Creating visual representations (wireframes) and designing the user interface (UI) for the project.	7 days
2	1.3	Execution	The execution phase is where the actual work of the project takes place. It involves implementing the plans developed in the previous phase. It focuses on completing the work according to the project's specifications, managing the team, and coordinating activities to achieve project objectives.	74 days
3	1.3.1	Set up Development Environment	Preparing the necessary tools, software, and infrastructure for the development process.	7 days
3	1.3.2	Develop Frontend Components	Building the user-facing elements of the project, such as the graphical interface or web pages.	25 days
3	1.3.3	Develop Backend Components	Creating the server-side logic and functionality that supports the frontend components.	25 days
3	1.3.4	Integrate Frontend and Backend	Combining the frontend and backend components to ensure seamless operation and data flow.	10 days

3	1.3.5	Perform Unit Testing	Conducting tests on individual modules or components to ensure their functionality and identify defects.	7 days
2	1.4	Monitoring	The monitoring phase involves closely tracking the progress of the project, ensuring that it stays on track and aligns with the defined plans. During this phase, project progress and milestones are monitored, resource utilization is tracked, risks and issues are identified and resolved, and system testing, and quality assurance are performed.	10 days
3	1.4.1	Monitor Project Progress and Milestones	Tracking and assessing the project's advancement, comparing it to planned milestones and objectives.	-
3	1.4.2	Track Resource Utilization	Monitoring the allocation and utilization of project resources.	-
3	1.4.3	Monitor Risks and Issue Resolution	Monitoring identified risks, tracking their status, and addressing issues that arise during the project.	-
3	1.4.4	Perform System Testing and Quality Assurance	Conducting comprehensive testing of the entire system to ensure it functions correctly and meets quality standards.	7 days
3	1.4.5	Gather and Analyze User Feedback	Collecting feedback from users or stakeholders to assess their satisfaction and identify areas for improvement.	3 days
2	1.5	Closeout	The closeout phase marks the end of the project. It involves finalizing and delivering project documentation, obtaining formal acceptance from stakeholders,	15 days

			archiving project files and resources, and handing over project deliverables to the project sponsor.	
3	1.5.1	Finalize and Deliver Project Documentation	Completing all necessary project documentation, including reports, manuals, and documentation of deliverables.	4 days
3	1.5.2	Obtain Formal Acceptance	Acquiring formal acceptance from the project sponsor, indicating satisfaction with the project outcomes.	3 days
3	1.5.3	Archive Project Files and Resources	Safely storing project files, documents, and resources for future reference or auditing purposes.	3 days
3	1.5.4	Handover Project Deliverables to Project Sponsor	Transferring project deliverables, assets, and responsibilities to the project sponsor.	1 day
3	1.5.5	Perform Post-Implementation Review	Conducting an evaluation or assessment of the project's performance, and outcomes.	3 days
3	1.5.6	Close Out Meeting	Holding a meeting to formally conclude the project, review its achievements, and thank the project team.	1 day

4.7. Glossary of Terms

The Glossary of Terms for the Work Breakdown Structure (WBS) of Chubby Gourmet provides clear definitions and explanations of technical terms and acronyms used within the WBS, helping stakeholders better understand the project's language and concepts.

TABLE 9. Glossary of Terms

Term	Definition
Work Breakdown Structure (WBS)	A hierarchical representation of the project's tasks and deliverables, broken down into sub-tasks and work packages.
Sub-Phases	Smaller divisions within each major phase of the project.
Project Owner	The person responsible for overseeing the project's progress and ensuring that the project goals are met.
Hierarchy	A system of organizing tasks and deliverables into levels that are specific and detailed.
Tabular View	A table format that presents all tasks and subtasks in an organized overview.
Tree Structure View	A visual representation of the project's hierarchical structure.
WBS Dictionary	A companion document to the WBS that provides a comprehensive list of all the tasks, sub-tasks, and work packages included in the project.

5. Project Management Plans

5.1. Stakeholder Management Plan

5.1.1. Introduction

Stakeholder management is an essential element of project management that can have a significant impact on the success of a project. The Stakeholder Management Strategy aims to identify, analyze, and prioritize stakeholders and their interests to develop a plan that effectively addresses their concerns and expectations. In today's business environment, it is essential to recognize that stakeholders can have a significant impact on the project's outcomes, positively or negatively. Therefore, managing stakeholders must be an integral part of any project management strategy.

The purpose of this paper is to develop a Stakeholder Management Strategy for the project and discuss the motives and behaviors of all stakeholders for the Chubby Gourmet's E-Commerce Web Application project. This strategy will outline the steps to be taken to identify and engage with stakeholders and establish a plan to manage their interests effectively.

The following sections will outline the key components of the Stakeholder Management Strategy, including stakeholder identification, and stakeholder analysis. It will also discuss the potential benefits of proper stakeholder management and the risks associated with inadequate stakeholder engagement. By implementing an effective Stakeholder Management Strategy, the project can maximize stakeholder support and achieve its objectives while minimizing potential negative impacts.

5.1.2. Identify Stakeholders

The goal of identifying project stakeholders is to ensure that all individuals, groups, organizations, or entities with an interest in or affected by the project are identified and documented.

The primary goals of identifying stakeholders are as follows:

- **Comprehensive Stakeholder Management:** The project team can develop a comprehensive stakeholder management strategy by identifying all stakeholders, including both major and minor stakeholders. This enables effective communication, engagement, and management of stakeholders throughout the project's lifecycle, which can aid in the development of positive relationships, the management of expectations, and the mitigation of potential risks or issues.
- **Minimizing Project Risks:** Identifying stakeholders helps in understanding their interests, concerns, and potential impacts on the project. This allows the project team to proactively address stakeholder needs and expectations and take appropriate actions to minimize potential risks. By identifying stakeholders early in the project, any

potential obstacles or delays caused by unanticipated stakeholder issues can be mitigated or avoided.

- **Improving Project Success:** Involving and engaging stakeholders in the project can help it succeed. Stakeholders can provide valuable input, feedback, and support, allowing for more informed decisions, better project outcomes, and achievement of project objectives. The team can build stakeholder trust, gain their support, and increase the likelihood of project success by identifying stakeholders and incorporating their interests into the project.

- **Compliance and Ethical Considerations:** Identifying stakeholders is critical for compliance and ethics. Many projects have regulatory requirements or ethical considerations and identify all stakeholders' aids in ensuring compliance with applicable laws, regulations, and ethical standards. It also demonstrates a responsible and ethical project management approach by considering all stakeholders' interests.

- **Proactive Issue Management:** The identification of stakeholders enables proactive issue management. The project team can anticipate and address potential issues or conflicts by understanding their concerns, interests, and potential consequences. This contributes to project momentum, disruption reduction, and smooth project execution.

Overall, the goal of identifying stakeholders is to ensure that all relevant parties are identified, engaged, and managed effectively throughout the project's lifecycle to reduce risks, improve project success, and promote responsible project management practices.

5.1.3. Key Stakeholders

The Chubby Gourmet e-commerce web application involves key stakeholders who are crucial to its development. The primary user/admin and decision-maker for the system is Ms. Priscilla Mariano, the business owner and project sponsor. Her involvement and feedback are essential in tailoring the application to her specific needs. The customers, as external stakeholders, play a vital role as end-users of the Chubby Gourmet web application. Their valuable feedback and insights contribute to refining and improving the application, ensuring it meets their expectations and provides a satisfying user experience. Through collaboration with the stakeholders, this collective effort aims to ensure the overall success of the Chubby Gourmet web application, aligning with the business owner's objectives and providing a smooth experience for the customers.

Stakeholder Register / Profile

TABLE 10. Stakeholder Register/Profile

Name	Position	Internal / External	Project Role	Contact Info
Ms. Priscilla Mariano	Business Owner	Internal	Internal User of the system / Admin	priscillamariano403@gmail.com
Customers	Consumers	External	Main consumers of deployed project	-

5.1.4. Stakeholder Analysis

TABLE 11. Stakeholder Analysis

Name	Position	Objectives, Requirements, Interests	Project Contribution	Influence	Resistance
Ms. Priscilla Mariano	Business Owner	Objective: To provide critical and honest feedback for all major decisions Requirements: Monthly/Timely Update on Web Application Development Interests: Improved system for current business	Project Sponsor is willing to support all sorts of changes and ideas that go on the production of the web application.	High Influence and High Interest	Supportive
Customers	-	Objective: To experience the newly improved system of Chubby Gourmet.	Customers are willing to support all sorts of changes by giving feedback to the newly implemented system that will	Low Influence and Low Interest	Neutral

		Requirements: Fully developed implemented system. Interests: Improved system to satisfy more of the consumers' needs.	be deployed by both the project sponsor and the HighTable team.		

5.2. Scope Management Plan

5.2.1. Introduction

Chubby Gourmet is a local food business that has been facing process problems in its daily operations. To address these issues, our group has undertaken the task of implementing an E-commerce web application to improve the business's overall efficiency. The success of this project will depend on effective scope management, which involves defining, controlling, and monitoring the project's scope.

In this paper, we will discuss our approach to scope management for the Chubby Gourmet web application project. We will first define the project's scope by identifying the objectives, deliverables, and constraints. We will then outline our strategy for controlling the scope by establishing a change control process and setting up a scope baseline. Lastly, we will discuss our approach to monitoring the project's scope, which involves tracking progress against the scope baseline and adjusting as necessary.

Overall, effective scope management is critical to the success of the Chubby Gourmet web application project. By clearly defining the project's scope, controlling changes, and monitoring progress, we can ensure that the project meets its objectives and delivers value to the business.

5.2.2. Scope Management Approach

In this portion, we will discuss our approach to scope management for the production of Chubby Gourmet's E-Commerce Web Application. Below is a summary of how the group will approach each aspect:

1. Authority and responsibility for scope management will be held by the Project Manager, Gianna Artajos, who will work closely with the project sponsor, Ms. Priscilla Mariano
2. The scope of the project will be defined through the creation of the Scope Statement, and the Statement of Work (SOW). These two documents will clearly define the project's deliverables, purpose, and requirements, which will be reviewed and approved by the project sponsor.
3. The scope of the project will be measured and verified with the use of work performance measurements, and regular review of the project's progress against the scope baseline. Any deviations from the scope baseline will be identified and addressed through the scope change process.
4. The scope change process for the development of Chubby Gourmet's E-Commerce Web Application will involve the submission of a scope change request by the Project Manager, with final approval being granted by the project adviser. Any changes to the scope of the project must be carefully evaluated to ensure that they align with the project's goals and objectives and do not negatively impact the project schedule.

5. The final project deliverables will be accepted and approved by the project sponsor, Ms. Priscilla Mariano, with the Project Manager being responsible for ensuring that all project requirements have been met. The successful completion of the project will be confirmed once all deliverables have been accepted and no comments or revisions are no longer necessary.

5.2.3. Roles and Responsibilities

TABLE 12. Roles and Responsibilities

Project Team	Roles	Responsibilites
Ms. Priscilla Mariano	Project Stakeholder	Responsible to define and prioritize the product backlog to maximize the value of the product being developed and ensure that it meets the needs of the customers and business.
Gia Artajos	Project Manager & Quality Assurance Tester	Responsible for ensuring that the development team delivers a high-quality product that meets the needs of the customers and business while following the principles and practices of the chosen methodology.
Marcus Flores	Scrum Master & Documentation Specialist	Responsible for facilitating and ensuring the effective implementation of the Scrum framework, coaching the team, removing impediments, protecting the team, and encouraging continuous improvement.
Rysal Rosel	Back-end Developer	Is responsible to the development team to design, develop, and deliver high-quality products that meet the requirements and specifications defined by the Project Owner or Project Stakeholder. They are responsible for translating the product backlog into

		working software and ensuring that the product is delivered on time and within budget while meeting the required quality standards.
Lester Salazar	Product Designer & Front-End Developer	Is responsible to work with the development team to create intuitive and user-friendly designs that meet the needs of the users and align with the product vision defined by the Project Manager or Project Stakeholder. They are responsible for researching user needs, creating user personas, designing wireframes and prototypes, and collaborating with the development team to ensure the final product meets the desired design standards.

5.2.4. Scope Definition

The scope of this project is to implement an e-commerce web application for Chubby Gourmet, a local food business, to address its process problems and improve overall efficiency. The web application will include the following features: product catalog with detailed descriptions and images, online ordering system with secure payment processing, customer account management, order tracking, and generating of reports for the business. The project will also involve integration with existing systems such as inventory management and accounting. The project team will consist of a Project Manager, Scrum Master, Quality Assurance Tester, Documentation Specialist, Product Designer, Front and Back End Developers, who will work together to deliver a high-quality product within the agreed-upon timeline and budget.

5.2.5. Project Scope Statement

TABLE 13. Project Scope Statement

Project Scope Description	The proposed project aims to develop an E-commerce web application that addresses the current process problems faced by Chubby Gourmet, a local food business, by implementing a customer management system. One of the main features includes digitizing the inventory management system, and implementing a customer query management system, with the success criteria based on organizing customer orders faster by 80%, digitizing 100% of the inventory management. The application will also be able to display answers to common queries within two to three clicks, while ensuring scalability, modularity, and adaptability to future changes in the business's operations. All objectives should be met with the project timeline and budget finalized based on the development team's analysis of the project's complexity and scope.
Project Acceptance Criteria	The acceptance criteria for the proposed E-commerce web application for Chubby Gourmet includes the accurately monitored feedback from the project sponsor. The feedback must be able to meet the intended features that were mentioned.
Project Deliverables	• E-commerce web application to improve Chubby Gourmet's processes. • Faster organization of customer orders by 80%, including personal information, orders, and transaction details

	• Digitization of 100% of inventory management to allow for easier tracking of current inventory. • Display of common customer queries with 2-3 clicks for faster response time • Increased customer satisfaction through improved ordering and delivery process • Increased revenue for Chubby Gourmet through improved efficiency and online visibility • Improved brand recognition and marketability through the E-commerce platform.
Project Exclusions	• Any work that would require additional resources or budget beyond what has been approved for the project. • Procurement or installation of hardware or infrastructure beyond the scope of the project
Project Constraints	• The developers will be co-working with Chubby Gourmet on the design elements but will not be involved in arranging the products and services of the business. • The project functionalities are limited to the features agreed upon by the developers and Chubby Gourmet. • The project must integrate the agreed-upon features, including product management, order management, inventory management, report generation, customer account creation, shopping cart, checkout, payment, delivery schedule, and order tracking.

Project Assumptions	• The project team assumes that the web application will be hosted on a reliable and secure web server. • The project team assumes that the project sponsor will give her full support in the production of the project. • The project team assumes that the web application will be tested thoroughly before deployment to ensure that it is free of major bugs and issues.

5.2.6. Work Breakdown Structure

The Work Breakdown Structure (WBS) is a hierarchical representation of the project scope that divides the project into smaller, more manageable components. Each level in the WBS represents a progressively more detailed view of the project, starting with the highest level and moving down to the lowest level.

1. Chubby Gourmet Web Application
    1.1. Initiation
        1.1.1. Develop Business Case
        1.1.2. Develop Project Charter
        1.1.3. Obtain Project Approval
    1.2. Planning
        1.2.1. Develop Scope Management Plan
        1.2.2. Develop Schedule Management Plan
        1.2.3. Develop Cost Management Plan
        1.2.4. Develop Risk Management Plan
        1.2.5. Develop Quality Management Plan
        1.2.6. Develop Procurement Management Plan
        1.2.7. Develop Human Resource Management Plan
        1.2.8. Develop Change Management Plan
        1.2.9. Develop Communication Management Plan
        1.2.10. Develop Implementation Plan
        1.2.11. Design System Architecture
        1.2.12. Create Wireframes and UI design
    1.3. Execution
        1.3.1. Set up Development Environment
        1.3.2. Develop Frontend Components
        1.3.3. Develop Backend Components

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1.3.4.   Integrate Frontend and Backend

1.3.5.   Perform Unit Testing

1.4.   Monitoring

1.4.1.   Monitor Project Progress and Milestones

1.4.2.   Track Resource Utilization

1.4.3.   Monitor Risks and Issue Resolution

1.4.4.   Perform System Testing and Quality Assurance

1.4.5.   Gather and Analyze User Feedback

1.5.   Closeout

1.5.1.   Finalize and Deliver Project Documentation

1.5.2.   Obtain Formal Acceptance

1.5.3.   Archive Project Files and Resources

1.5.4.   Handover Project Deliverables to Project Sponsor

1.5.5.   Perform Post-Implementation Review

1.5.6.   Close Out Meeting

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5.2.7. Scope Verification

To ensure that the deliverables from Chubby Gourmet's E-Commerce Web Application meets the original scope, the project team will use a variety of methods for scope verification. These methods may include the following:

- **Work Performance Measurements**

  HighTable will keep track and measure whenever a task is being worked on. With this, it will be able to help the team identify any potential issues or deviation from the original plan.

- **Scope Baseline**

  Any changes and updates that may happen throughout the course of the development of the project will be documented and approved before they are implemented. The scope baseline will be used to ensure that the final deliverables will meet the original scope.

- **Formal Acceptance**

  The project sponsor will formally accept each deliverable as it is completed. This ensures that the project team is accomplishing all expectations of all relevant individuals— allowing any necessary feedback or changes to be made in a timely manner.

5.2.8. Scope Control

The scope control process for the Chubby Gourmet's E-Commerce Web Application will involve the following steps for making changes to the scope baseline:

1. A scope change request will be initiated by any stakeholder or team member who identifies a need for a change to the scope.
2. The scope change request will be reviewed by the Project Manager and the Project Adviser to assess the impact of the change on the project schedule, budget, and resources.
3. If the change is deemed low impact, the Project Manager can approve or deny the request. If the change is deemed high impact, the Project Manager can approve or deny the request. Any low impact change request approved or denied by the Project Manager can be reviewed by the adviser and overruled by the Project Sponsor.
4. If the request is approved, the Project Manager will create an action plan to proceed with the change and update the scope baseline and notify all relevant parties of the change.
5. If the request is rejected, the project team will continue with the original scope.

5.3. Cost Management Plan

5.3.1. Introduction

Effective cost management is crucial for the success of any project, and the Chubby Gourmet e-commerce web application project is no exception. This Cost Management Plan document outlines the strategies and procedures that will be employed to ensure that project costs are managed efficiently and effectively throughout its lifecycle.

The purpose of this plan is to establish the guidelines and standards for measuring, controlling, and reporting project costs. The plan identifies the individuals responsible for cost management, defines the authority levels for approving changes to the project budget, and outlines the mechanisms for measuring and reporting cost performance.

By adhering to the standards set out in this plan, we can ensure that the Chubby Gourmet e-commerce web application project is completed within budget, on time, and to the satisfaction of all stakeholders.

5.3.2. Cost Management Approach

The Chubby Gourmet e-commerce web application project will utilize the Work Breakdown Structure (WBS) to effectively manage costs.

In each work package, Cost Accounts will be established for each major deliverable. Cost performance will be monitored by regularly reviewing actual costs against the budgeted costs for each Cost Account. Any variances will be thoroughly investigated, and corrective actions will be taken as necessary. Additionally, a cost performance index (CPI) and a schedule performance index (SPI) will be utilized to track cost and schedule performance. Monthly reports will be generated and presented to the Project Sponsor and other key stakeholders.

All changes to the project scope or budget will require review and approval by the Project Manager and the Project Sponsor. If a cost change exceeds 10% of the total project budget, approval from the Project Sponsor will be necessary before implementation.

By managing costs in each work package of the WBS and regularly reviewing cost performance, the Chubby Gourmet e-commerce web application project will be completed within the approved budget and to the satisfaction of all stakeholders.

5.3.3. Measuring Project Costs

This section will detail the Earned Value measurements that will be captured and reported upon, and whether any tools, such as project management software, will be used to assist in capturing Earned Value metrics. The section will also outline how future project costs will be forecasted and how cost performance will be reviewed over time, across work packages or schedule activities.

Forecasting future project costs is an important aspect of cost management in any project. In the cost management plan for Chubby Gourmet e-commerce web application, the project team will use a combination of historical data and expert judgment to forecast future project costs. The team will also consider any changes in project scope, schedule, or resource requirements that may affect the project budget.

To review cost performance across work packages or schedule activities, the team will analyze the data collected through the EVM measurements and identify the areas where the project is over or under budget. The team will then drill down to the specific work packages or activities that are causing the deviations and take corrective actions accordingly. This will help the team keep the project on track and prevent any cost overruns or schedule delays.

To review cost performance over time, the team will use the earned value management (EVM) approach and measure Schedule Variance (SV), Cost Variance (CV), Schedule Performance Index (SPI), and Cost Performance Index (CPI) regularly. These measurements will help the team identify any deviations from the budget and schedule and take corrective actions to keep the project on track.

SV will be used to measure the schedule performance of the project. It will be calculated by taking the Earned Value (EV) and subtracting the Planned Value (PV), $SV = EV - PV$. If SV is zero, the project is perfectly on schedule. If SV is greater than zero, the project is ahead of schedule. If SV is less than zero, the project is behind schedule.

CV will be used to measure the budget performance of the project. It will be calculated by subtracting Actual Costs (AC) from Earned Value (EV), $CV = EV - AC$. If the CV is zero, the project is perfectly on budget. If the CV is greater than zero, the project is under budget. If the CV is less than zero, the project is over budget.

SPI will measure the progress achieved against what was planned. SPI will be calculated as EV/PV. A well-performing project should have its SPI as close to 1 as possible, or maybe even a little under 1.

CPI will measure the value of the work completed compared to the actual cost of the work completed. CPI will be calculated as EV/AC. If the CPI is greater than 1, the project is under budget. If it's less than 1, the project is over budget. If CPI is equal to 1, the project is perfectly on budget.

5.3.4. Reporting Format

The reporting format for the cost management plan of the Chubby Gourmet e-commerce web application will be a monthly report presented by the Project Manager to the stakeholders. The report should be easily understandable and accessible to all stakeholders, including the project team, and stakeholders.

The report will include the following elements:

- **Summary**

  The summary provides an overview of the project's cost performance, highlights any significant budget changes, and compares actual costs to the budgeted amounts.

- **Cost Elements**

  This section breaks down project costs into major categories such as manpower, hardware, software, and other expenses.

- **Cost Baseline**

  The cost baseline includes the original approved project budget, cost estimates for each element, and any approved revisions to the baseline budget.

- **Cost Variance**

  The cost variance analysis examines the differences between actual costs and the baseline budget, identifies positive or negative variances, and explains the factors contributing to these variances.

- **Cost Forecast**

  This section provides a projected cost estimate for the remaining work based on current performance, taking into account anticipated changes in project scope, schedule, and resources, and identifying potential risks impacting future costs.

- **Analysis**

  The analysis section conducts a detailed examination of cost trends, patterns, and deviations, evaluates cost-saving measures or overruns, and presents recommendations for corrective actions or adjustments to the cost management approach.

- **Visual Aids**

  Visual aids, such as tables, charts, graphs, and diagrams, are utilized to present cost data in a clear and concise manner, facilitating the visualization of cost variances, trends, and forecasts, including cost performance metrics like CPI.

- **Risks and Opportunities**

  A summary of the identified risks and opportunities related to the cost of the project, including any updates to the risk and opportunity register.

- **Approval and Sign-off**

  A section for the project manager and other key stakeholders to review, approve, and sign off on the cost management report.

5.3.5. Cost Variance Response Process

The Cost Variance Response Process for the Chubby Gourmet E-commerce Web Application project is outlined below:

- **Identify the Cost Variance**

  The project team will monitor and track all costs incurred and compare them to the budgeted costs. If the actual costs exceed the budgeted costs by a predetermined threshold, a cost variance will be identified.

- **Analyze the Cost Variance**

  The project team will analyze the cost variance to determine the root cause(s) of the deviation. This may involve a review of the project plan, a breakdown of cost components, and consultations with stakeholders.

- **Develop Options**

  Based on the analysis, the project team will develop a range of options to address the cost variance. These may include reducing scope, changing resource allocations, renegotiating contracts, or seeking additional funding.

- **Evaluate Options**

  The project team will evaluate the options in terms of feasibility, effectiveness, and impact on the project objectives. The options will be presented to the project sponsor for approval.

- **Implement Chosen Option**

  Once the chosen option is approved, the project team will implement the corrective action. This may involve revising the project plan, and reallocating resources.

- **Monitor Progress**

  The project team will continue to monitor and track costs to ensure that the corrective action is effective in addressing the cost variance. If necessary, additional corrective actions may be taken to further mitigate the cost variance.

- **Communicate Status**

  The project team will provide regular updates on the status of the cost variance and any corrective actions taken to stakeholders, including the project sponsor, and other relevant parties.

5.3.6. Cost Change Control Process

The Cost Change Control Process for the Chubby Gourmet e-commerce web application will be as follows:

- **Request for Cost Change**

  Any proposed changes to the project budget or costs must be submitted to the project manager in writing using the Cost Change Request Form.

- **Initial Assessment**

  The project manager will review the Cost Change Request Form and perform an initial assessment to determine the potential impact on the project budget, schedule, scope, and quality.

- **Analysis of the Cost Change**

  The project manager will analyze the Cost Change Request in consultation with the project team to determine the feasibility, risks, and benefits of the proposed change.

- **Cost Change Approval**

  The project manager will submit the Cost Change Request along with the analysis and recommendations to the project sponsor for approval. The project sponsor will review the request and either approve or reject it based on the impact analysis and the project's objectives and constraints.

- **Implementation of the Cost Change**

  Once approved, the project manager will implement the Cost Change in accordance with the approved plan and schedule. This may involve updating the project management plan, revising the budget, reallocating resources, changing the project scope or quality, or updating the risk management plan.

- **Cost Change Monitoring**

  The project manager will monitor the Cost Change to ensure that it is implemented as per the approved plan and schedule. The project team will track the cost performance and schedule performance to identify any variances or deviations from the plan and take corrective actions as necessary.

- **Reporting on the Cost Change**

  The project manager will report the Cost Change in the regular project status reports to the project sponsor, and other stakeholders as appropriate. The report will include the approved Cost Change Request, the analysis and recommendations, the implementation plan and schedule, the monitoring and control plan, and any other relevant financial data.

5.3.7. Project Budget

The budget for this project is detailed below. Costs for this project are presented in various categories.

Approved Budget: ₱ 2,000,000.00

Manpower Cost: ₱ 1,388,000.00

Hardware Cost: ₱ 206,656.00

Software Cost: ₱ 18,400.00

Miscellaneous Cost: ₱ 112,000.00

Contingency Cost: ₱ 172,505.00

Total Project Cost: ₱ 1,897,561.00

TABLE 14. Project Cost Estimate

Chubby Gourmet E-Commerce Web Application			
Budget	PHP 2,000,000.00	Project Duration	10 months
Project Cost Estimate (in PHP)			
Manpower Cost Estimate *based on Indeed			
Role	Average Salary (monthly)	Number of persons	Number of months	Total Cost
Scrum Master	55,000.00	1	10	550,000.00
Project Manager	37,000.00	1	10	370,000.00

Back-end Developer	45,000.00	1	6	270,000.00
Front-end Developer	33,000.00	1	6	198,000.00
			Total Manpower Cost	**1,388,000.00**

Hardware Cost Estimate				
Name	Price	Number of units		Total Cost
Laptop (HP Pavillion 14)	49,990.00	4		199,960.00
Mouse (HP S4000 Wireless Mouse)	234.00	4		936.00
Headset (HP Stereo USB Headset G2)	1,290.00	4		5,160.00
Omni Extension Cord	300.00	2		600.00
			Total Hardware Cost	**206,656.00**

Software Cost Estimate				
Name	Price (monthly)	Number of licenses	Number of months	Total Cost
OpenProject	free	4	10	-
Visual Studio Code	free	2	6	-
GitHub	free	2	6	-
Figma	free	1	6	-
Microsoft 365 Apps for business	460.00	4	10	18,400.00
			Total Software Cost	**18,400.00**

Miscellaneous Cost Estimate				
Name	Price (monthly)	Count	Number of months	Total Cost
Monthly Rent (M. Dela Cruz, Pasay City)	6,500.00	1	10	65,000.00
Electric Bill	2,000.00	1	10	20,000.00
Water Bill	1,000.00	1	10	10,000.00
Internet Bill	1,700.00	1	10	17,000.00
			Total Miscellaneous Cost	**112,000.00**
			Total Cost Estimate	**1,725,056.00**

Contingency Cost Estimate			
Contingency Cost (10% of Total Cost Estimates)	172,505.00		172,505.00
		Total Project Cost	**1,897,561.00**

Maintenance Cost Estimate

The Maintenance Cost Estimate is a crucial document that provides an annual projection of the expenses associated with maintaining a project after its implementation. This estimate serves as a valuable tool for organizations to effectively plan and budget for ongoing maintenance activities, ensuring the project's continued functionality and optimal performance. Below is the maintenance cost estimate for the Chubby Gourmet e-commerce web application.

TABLE 15. Maintenance Cost Estimate

Maintenance Cost Estimate (per year after project completion)			
Name	Price (annually)	Number of units	Total Cost
Hosting	2,500.00	1	2,500.00
Domain Name	1,000.00	1	1,000.00
		Total Maintenance Cost	**3,500.00**

If ever the project sponsor encounters an unforeseen problem that involves software issues, the allocated amount to be paid by the project sponsor is 281.25 pesos per hour (the hourly rate of the back-end developer). This maintenance service fee must be paid by the same developer who worked on the project and will be determined by them on how long until the issue can be resolved.

5.4. Schedule Management Plan

5.4.1. Introduction

Schedule management is a critical component of project management, which ensures that the project is delivered within the agreed timeline and budget. A well-crafted schedule provides a roadmap for the project team, enabling them to prioritize resources and tasks effectively.

This section outlines the approach to managing the project schedule, including schedule control, changes, and thresholds, and scope changes. This serves as a reference document that provides a framework for the project team to adhere to the agreed-upon schedule management process.

5.4.2. Schedule Management Approach

The schedule management approach outlines the general framework for creating and managing the project schedule for the Chubby Gourmet e-commerce web application. The approach includes the scheduling tool/format, and schedule development roles and responsibilities.

Scheduling Tool/Format

The schedule management approach for this project will utilize OpenProject as the scheduling tool. OpenProject offers a comprehensive set of features, including a Work Breakdown Structure (WBS) for task breakdown, a Gantt chart for visualizing the schedule, task dependencies and relationships for logical sequencing, resource allocation and tracking, milestone tracking, baseline creation and tracking for deviations, collaborative updates and communication, and reporting and analysis capabilities. By leveraging OpenProject, the project team can effectively plan, track, and manage the project schedule, ensuring timely delivery of tasks, identifying critical path activities, and facilitating collaboration among team members.

Schedule Development Roles and Responsibilities

The success of the project schedule depends on the project team's collaboration and communication. The roles and responsibilities for schedule development include the project manager, project team, project sponsor, and project stakeholders.

- Project Manager

  The Project Manager is responsible for overseeing the schedule development process. They collaborate with the team to define project milestones, tasks, and dependencies. They ensure that the schedule aligns with project objectives, constraints, and stakeholder expectations. The Project Manager also assigns resources and establishes the baseline schedule.

- Project Team

  The project team members actively contribute to the schedule development process. They provide input on task durations, dependencies, and resource availability. They collaborate with the Project Manager to ensure that the schedule accurately reflects the project scope and requirements. Team members are accountable for delivering their assigned tasks within the defined timelines.

- Project Sponsor

  The Project Sponsor plays a crucial role in schedule development. They provide strategic guidance and support to the Project Manager and the project team. The Project Sponsor ensures that the schedule aligns with the overall project objectives and is feasible within the given constraints. They review and approve the final schedule, providing valuable input and insights.

5.4.3. Schedule Control

The schedule control section defines how the Chubby Gourmet e-commerce web application project's schedule will be managed throughout its duration. This includes the frequency of updates, schedule reviews, communicating the schedule and progress, and roles and responsibilities related to schedule control.

Frequency of Updates and Schedule Reviews

The project schedule will be updated regularly to reflect progress made, changes in project scope or requirements, and other factors that may impact the project schedule. The project team will meet every Monday to review and update the project schedule, ensuring that it aligns with the project objectives and timelines. However, any changes to the project schedule will be communicated promptly to all stakeholders, including the project sponsor and project stakeholders.

Schedule Control Roles and Responsibilities

The success of schedule control depends on clearly defined roles and responsibilities.

- **Project Manager**

  The Project Manager plays a crucial role in schedule control. They oversee the monitoring and tracking of project progress against the baseline schedule. The Project Manager identifies schedule variances, analyzes their impact, and initiates appropriate corrective actions to address any deviations. They communicate schedule updates and changes to stakeholders and ensure that the project remains on track.

- **Project Team**

  The project team members are responsible for reporting their task progress and providing timely updates on their activities. They notify the Project Manager of any delays, obstacles, or potential schedule risks. The team members actively collaborate to address schedule issues and implement necessary adjustments to maintain the project's timeline.

- **Project Sponsor**

  The Project Sponsor and other key stakeholders are involved in schedule control by providing support and guidance. They review and approve any proposed changes to the schedule, considering the impact on project objectives and deliverables. They are informed of schedule performance, variances, and any necessary adjustments to ensure alignment with overall project goals.

5.4.4. Schedule Changes and Thresholds

This section outlines the process for managing schedule changes and sets the boundaries for changes to the project schedule. The section covers the approval process for schedule changes and the threshold for significant schedule changes.

Schedule Change Request

The project sponsor will establish the schedule parameters within which the project is expected to operate. Any event that may potentially cause a schedule change exceeding these boundaries must have a schedule change request submitted for approval. The change request form can be used for this matter. The change request will identify the reason for the change, the impact on the project schedule, and any associated risks. The project manager will be responsible for submitting the schedule change request to the project sponsor for approval.

Schedule Change Approval

The project sponsor will review and approve schedule change requests based on the established criteria. The project sponsor will consider the reason for the change, the impact on the project schedule, and any associated risks when making their decision. If the schedule change is approved, the project manager will update the project schedule and communicate the changes to the project team, stakeholders, and other relevant parties.

Schedule Change Threshold

For the Chubby Gourmet e-commerce web application project, a change threshold of 10% will be used. This means that any schedule change that impacts the project schedule by more than 10% must be approved by the project sponsor before the change can be

implemented. This threshold will help to ensure that significant schedule changes are carefully considered and that the project remains on track.

5.4.5. Scope Change

This section outlines the process for managing scope changes and the impact on the project schedule. The section covers the process for evaluating the impact of scope changes and the steps for re-baselining the schedule if necessary.

Scope Change Evaluation

Approved changes to the project's scope might result in the need to re-baseline the project schedule. These scope changes may include new deliverables or requirements that were not previously considered as part of the original project timeline. When a scope change is proposed, the project manager and development team must evaluate the impact of the change on the project schedule, resources, and budget. The project team will consider the impact on the schedule, identify any path changes, and adjust the schedule as needed.

Scope Change Approval

The project sponsor will review and approve scope changes based on the established criteria. The project sponsor will consider the impact on the project schedule, resources, and budget when making their decision. If the scope change is approved, the project manager will update the project schedule, obtain the necessary approvals, and communicate the changes to the project team and stakeholders.

Re-Baselining the Schedule

If the evaluation indicates that the scope change will have a significant impact on the project schedule, the project manager will initiate the re-baselining process. This process includes updating the project schedule with the approved changes and obtaining approval from the project sponsor. The project manager will work with the project team to update the schedule and ensure that any changes are communicated to stakeholders and other relevant parties.

5.5. Human Resource Management Plan

5.5.1. Introduction

The Human Resource plan is a critical component of the project management process for Chubby Gourmet. It outlines how the project team will be organized, including roles and responsibilities, communication protocols, and performance management measures. By using this plan, the business owner and the team can ensure that they have the right people with the necessary skills to achieve project objectives, and that everyone is working together effectively towards a common goal.

5.5.2. Roles and Responsibilities

An effective human resources management plan is essential for the execution of the Chubby Gourmet Web Application project. It outlines the roles and responsibilities of each team member and stakeholder, ensuring clear accountability for specific project areas. The plan also establishes the level of authority granted to each team member, empowering them to make decisions and allocate project resources.

Additionally, it specifies the responsibilities and work activities that each team member must undertake to accomplish their assigned tasks effectively. Competencies and required skills are identified, ensuring that team members possess the necessary capabilities to fulfill their project responsibilities. By providing this structure, the human resources management plan ensures efficient collaboration, effective resource allocation, and contributes to the successful completion of the Chubby Gourmet Web Application project.

TABLE 16. Roles and Responsibilities - Human Resource Management Plan

Role	Authority	Responsibility	Competency
Business Owner	Responsible for overall project direction, decision-making, and resource allocation.	Ensuring the business goals and objectives are aligned with the project, providing the final approval of project deliverables.	Strong business understanding, leadership skills, and a clear understanding of the industry and market trends.
Project Manager	Responsible for project planning, execution, and resource management.	Defining project scope, creating and managing the project schedule, coordinating team members, tracking progress, and ensuring timely delivery of project milestones.	Project management skills, leadership, strong organizational skills, communication skills, and the ability to manage risks and resolve conflicts.
Quality Assurance Tester	Responsible for conducting comprehensive	Executing test plans, identifying, and documenting software	Proficiency in manual and automated testing methodologies,

	testing to ensure software meets quality standards and specifications.	defects, collaborating with development teams to resolve issues, and providing feedback on software usability and functionality.	knowledge of software development lifecycle, attention to detail, analytical skills, and the ability to effectively communicate test results and recommendations.
Scrum Master	Facilitates the Scrum process, ensuring adherence to agile principles and removing any obstruction that may hinder team productivity.	Guiding the team in adopting Agile practices, organizing, and facilitating Scrum meetings, monitoring team progress, and promoting effective collaboration.	Knowledgeable in agile and Scrum methodologies, excellent facilitation, and conflict resolution skills.
Document Specialist	Authorized to create, format, edit, and proofread documents according to company guidelines and standards.	Responsible for maintaining accurate and up-to-date documentation, ensuring consistency in formatting and style, and organizing files in a systematic manner.	Proficiency in word processing software, excellent attention to detail, strong written and verbal communication skills, ability to prioritize tasks and meet deadlines, and knowledge of document management best practices.
Product Designer	Has decision-making authority regarding the visual and user experience aspects of the web application.	Creating user interface designs, wireframes, prototypes, and ensuring a seamless and interactive user experience.	Proficiency in design tools and software, creativity, and the ability to translate user requirements into visually appealing and functional designs.
Front End Developer	Responsible for designing and implementing user interfaces and interactive elements for web applications.	Creating responsive and visually appealing web pages, optimizing website performance, ensuring cross-browser compatibility, and collaborating with back-	Knowledge of front-end frameworks and libraries, understanding of user experience (UX) principles, and ability to work collaboratively in a team environment.

		end developers for seamless integration.	
Back End Developer	Responsible for developing and maintaining the server-side logic of a web application.	Designing and implementing the architecture and infrastructure of the back end, ensuring optimal performance and scalability.	Knowledge of database management systems, understanding of server-side frameworks, familiarity with MySQL, and problem-solving skills.

5.5.3. Project Organizational Charts

The Project Organizational Chart for Chubby Gourmet portrays the project team and their interrelationships. Leading the chart is the Business Owner, who holds ultimate responsibility for the project's overall success. Next in line is the Project Manager, who not only supervises the project's resources, scope, and schedule but also assumes the role of the QA Tester, ensuring the quality of the product. Additionally, the Scrum Master, in addition to facilitating the development process, takes on the responsibility of being the Documentation Specialist, ensuring comprehensive and accurate project documentation. The Product Designer, on the other hand, not only creates and delivers the design elements but also fulfills the role of the Front-End Developer, implementing the visual aspects of the project. Lastly, the Back-End Developer is responsible for handling the technical aspects and functionality of the product.

As the team consists of four members, some individuals take on multiple roles, enabling a streamlined and efficient workflow. The organizational chart serves as a valuable tool in clarifying the roles and responsibilities of each team member, fostering alignment with the project's objectives, and promoting effective collaboration.
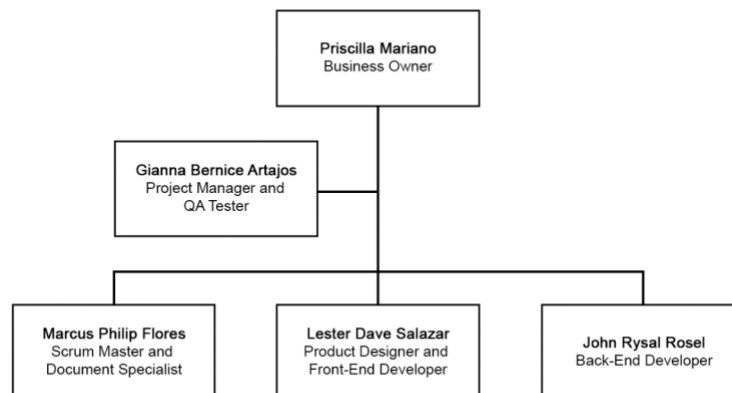

Fig. 2. Project Organizational Chart

5.5.4. Staffing Management

The Staffing Management section of the human resource plan for Chubby Gourmet outlines the following key aspects:

- **Acquisition of Human Resources:** The plan specifies when and how human resources will be acquired, whether through internal recruitment, external hiring, or outsourcing. It identifies the roles and responsibilities that need to be filled and the criteria for selecting suitable candidates.
- **Skills Training:** If there are identified gaps in the skills required for project activities, the plan includes provisions for training and development. It outlines the training programs or activities that will be provided to ensure that team members have the necessary competencies to perform their assigned tasks effectively.
- **Performance Reviews:** The plan establishes a framework for conducting performance reviews to assess the progress and effectiveness of team members. It defines the criteria for evaluation, the frequency of reviews, and the individuals responsible for conducting them. This helps in identifying areas of improvement and providing feedback to enhance performance.
- **Rewards and Recognition:** The plan includes a rewards and recognition system to motivate and acknowledge the contributions of team members. It outlines the criteria for rewards, such as bonuses or incentives, and the methods of recognition, such as public appreciation or certificates of achievement.

By addressing these aspects, the Staffing Management section of the human resource plan ensures that the project has the right resources with appropriate skills, provides support for their development, and establishes mechanisms for performance evaluation and recognition, ultimately contributing to the successful execution of the Chubby Gourmet project.

5.6. Change Management Plan

5.6.1. Introduction

The Chubby Gourmet's E-Commerce Web Application was created for the team's chosen project sponsor, which is Ms. Priscilla Mariano, in order to help solve certain problems found within the current system of her local food business. Everyone involved in the development of the project must request changes to the group HighTable in accordance with this Change Management Plan and all requests and submissions will follow the process detailed herein.

5.6.2. Change Control Board

The Change Control Board (CCB) is the approval authority for all proposed change requests pertaining to the project. The purpose of the CCB is to review all change requests, determine their impacts on the project risk, scope, cost, and schedule, and to approve or deny each change request. The following table provides a list of the CCB members for the project.

TABLE 17. Change Control Board

Name	Position
Ms. Priscillia Mariano	Project Sponsor
Gianna Bernice R. Artajos	Project Manager and Quality Assurance Tester
Marcus Philip L. Flores	Scrum Master and Documentation Specialist

As change requests are submitted to the Project Manager by the project team/stakeholders, the Project Manager will log the requests in the change log and the CCB will convene every other Monday to review all change requests. For a change request to be approved, all CCB members must vote in favor. In the event more information is needed for a particular change request, the request will be deferred and sent back to the requestor for more information or clarification. If a change is deemed critical, an ad hoc CCB meeting can be called to review the change prior to the next scheduled weekly CCB meeting.

5.6.3. Roles and Responsibilities

The following are the roles and responsibilities for all change management efforts related to the project:

Project Sponsor and Project Manager

- Seek clarification from change requestors on any open issues or concerns

- Review documentation revisions/edits as necessary for all approved changes

- Engage in CCB involvement

Scrum Master:

- Submit all change requests on standard organizational change request forms

- Propose/Provide all applicable information and detail on change request forms

- Be prepared to address questions regarding any submitted change requests

- Provide feedback as necessary on impact of proposed changes

5.6.4. Change Control Process

The Change Control Process for the Chubby Gourmet's E-commerce Web Application will follow the organizational standard change process for all projects. The Scrum Master has overall responsibility for executing the change management process for each change request.

1) Identify the need for a change – Change requestor will submit a completed change request form to the project manager.

2) Log change in the change request register – The Scrum Master will also keep a log of all submitted change requests throughout the project's lifecycle.

3) Evaluate the change – The Scrum Master will conduct a preliminary analysis on the impact of the change to risk, schedule, and scope and seek clarification from both the project sponsor and HighTable members.

4) Submit change request to CCB – The Scrum Master will submit the change request, as well as the preliminary analysis, to the project sponsor for review.

5) Obtain decision on change request – The CCB will discuss the proposed change and decide whether it will be approved based on all submitted information or not.

6) Implement change – If a change is approved by the CCB, Scrum Master will update and re-baseline project documentation as necessary.

5.7. Communications Management Plan

5.7.1. Introduction

The Communications Management Plan document tackles Chubby Gourmet's E-Commerce Web Application's communication strategy and protocols that both HighTable and the stakeholder can use. The plan will be answering the following:

- The plan outline types of information that will be communicated, such as project updates, progress reports, risks, and issues. It will also include the amount of detail and format of the information (Whether it be communicated verbally or through written means)
- The plan outlines the methods of communication that will be utilized, such as meetings, or email, telephone.
- The plan outlines the frequency of project communications, both formal and informal methods.
- The plan defines the roles and responsibilities of team members and stakeholders in terms of communication; this also includes who is responsible for distributing project information.
- The plan outlines the communication needs of all stakeholders and how they will be met.
- The plan outlines the resources needed for communication (Such as budget and personnel) to have free flowing communication amongst all parties.
- The plan outlines the protocols for exchanging sensitive or confidential information and includes who must authorize the release of such information.
- The plan defines a process for managing changes in the communication process. This will include how changes will be proposed, reviewed, and approved. This ensures that all stakeholders are aware of any changes and that the communication process remains consistent throughout the project.
- The plan outlines the flow of communication within the production of the project. This also includes how information is exchanged between team members, the stakeholder, and other individuals involved in the development of the project. This helps to ensure that everyone involved in Chubby Gourmet's E-Commerce Web Application project is informed and that the information is shared in a timely manner.
- The plan discusses any constraints that may affect the project communications (E.g., legal, or regulatory requirements) and outlines how these constraints will be addressed.
- The plan outlines any standard templates, formats, or documents that will be used for communicating project information (E.g., progress report, minutes of the meeting).
- The plan includes an escalation process for resolving any communication-based conflicts or issues that may arise during the project.

5.7.2. Communications Management Approach

In this portion of the paper, it will be tackling how HighTable intends to manage their communications on the project. The group will approach this with a proactive and practical way of communicating with one another.

By being proactive, this allows the group to have a selfless attitude as the principle allows them to avoid small difficulties that may build up in the future. All members should have a proactive mindset as it allows everyone to have a deep understanding of what is needed and what actions can be taken to accomplish them.

By being practical, this allows the group to be concise and efficient with how they progress throughout the development of the project. Analyzing and narrowing down the needed details, information, and data can ensure that everyone involved is getting the important points. Taking into consideration the status of the project and how the status of each member is, can help determine when and how to communicate the needs for one another.

5.7.3. Communications Management Constraints

The Communications Management Constraints for Chubby Gourmet's E-Commerce Web Application will be identifying the constraints, limitations, and boundaries that may leave an impact or hinder the project's development. It is important to address these constraints as it will serve as an outline of what the team's limits are in terms of information and it can help find a way to mitigate potential roadblocks along the way.

This portion of the paper will discuss an overview of key constraints to take note of, and these may include communication processes such as internal and external factors, technological limitations, and regulatory requirements.

The Communications Management Constraints of the project are as follows:

1. **Limited budget for communication tools and resources:** The project has a limited budget for communication tools and resources, so the usage of provided communication applications (E.g., Microsoft Teams meeting) will be mainly used.
2. **Limited access to the project sponsor:** The stakeholder may have limitations upon meeting physically as they are assigned to farther locations (specifically outside of NCR).
3. **Limited availability of team members:** The team members may be preoccupied with other commitments or responsibilities in their own time, which may limit their availability for communication.
4. **Confidentiality:** Certain information related to the project may be confidential and require special handling and communication protocols (E.g., Addresses, Contact information, Account Information, etc.).

5. **Technical difficulties:** Technical difficulties may hinder communications as times may be unavoidable depending on the situation.
6. **Time constraints:** The project can be restricting in time due to the needed deliverable dates assigned by either the team or the stakeholder.

5.7.4. Roles
TABLE 18. Roles and Responsibilities - Communication Management Plan

Roles	Responsibilities
Project Sponsor	Individual responsible for providing financial resources and has the final say in the project.
Key Stakeholder	Same induvial as the project sponsor. Group/Individual that has taken interest in collaborating with HighTable in the development of the project.
Project Manager	Individual responsible for planning, handling, and executing the project. They are considered to be the team leader that will do the best of their abilities to accomplish any and all tasks relating to the project.
Change Control Board	The designated group, which reviews technical specifications and authorizes changes within the organization's infrastructure.
Development Team	Individuals responsible for the technical aspects of the Chubby Gourmet's E-Commerce Web Application. They handle the front and back-end components of the project and accomplish all and needed tasks to meet the key stakeholder's needs.

5.7.5. Project Team Directory

The following table presents contact information for all persons identified in this communications management plan. The email addresses and phone numbers in this table will be used to communicate with these people.

TABLE 19. Project Team Directory

Role	Name	Title	Organization/ Department	Email	Phone
Project Sponsor	Ms. Priscilla Mariano	Business Owner	External	priscillamariano403@gmail.com	(+63) 945 518 9285
Project Manager	Gianna Bernice R. Artajos	Project Manager and Quality Assurance Tester	Internal	grartajos@student.apc.edu.ph	(+63) 908 814 4825
Project Stakeholder	Ms. Priscilla Mariano	Business Owner	External	priscillamariano403@gmail.com	(+63) 945 518 9285
Change Control Board	Marcus Philip Flores	Scrum Master and Document Specialist	Internal	mlflores@student.apc.edu.ph	(+63) 939 439 3060
Development Team	John Rysal Rosel	Back-end Developer	Internal	jcrosel@student.apc.edu.ph	(+63) 977 216 8841
Development Team	Lester Dave Salazar	Product Designer and Front-end Developer	Internal	lmsalazar2@student.apc.edu.ph	(+63) 935 553 5180

Documentation Specialist	Marcus Philip Flores	Scrum Master and Document Specialist	Internal	mlflores@student.apc.edu.ph	(+63) 939 439 3060

5.7.6.   Communication Methods and Technologies

The Chubby Gourmet's E-Commerce Web Application project needs a thorough understanding of what communication models and technologies are available to them, to effectively choose which method benefits all. Taking into consideration the different capabilities and limitations of each communication method and technology, will ensure that all individuals receive the necessary information they need. This portion of the document will determine the most effective methods for delivering project updates, progress reports, risks, and issues, and any other relevant information.

It is also important to consider the cost and feasibility of using different technologies, as well as any security or privacy related issues that may occur. By carefully considering all possibilities available to the team, this will ensure that all information will be received by everyone involved efficiently and safely.

These are the following considerations that HighTable will factor in for the communication methods:

1. Location of the Project Sponsor

    Since Ms. Mariano is stationed in Laguna and cannot hold a physical meeting and prefers a purely online way of communicating, the technology used to contact her must suit their current technology without sacrificing any security measures as much as possible.

2. The Type of Information dealt with

    Depending on how crucial or confidential the information is, the mode of communication must be considered depending on the type of information that is being handled.

3. Size and Complexity of the Project

    Considering how Chubby Gourmet is a micro-enterprise, the need for web portals and large-scale project management applications would not be a priority.

4. Level of technical expertise

The client may not be too well versed in the field of technology. Keeping a simple and straight to the point communication will be most effective in this scenario.

With all these factors in mind, HighTable will take into consideration how to approach the stakeholder with the combination of all these factors in the most effective and efficient way possible.

5.7.7. Communications Matrix

The following table identifies the communications requirements for this project.

TABLE 20. Communications Matrix

Channel	From	To	Type	Frequency	Format Used	Delivery media
Project Planning	Project Manager	Project Sponsor	Meeting	Once before the start of the project	Formal	Outlook, Microsoft Teams
Release Planning	Project Manager, Documentation Specialist	Project Sponsor	Meeting	Once before the start of the project, Update if necessary	Formal	Outlook, Microsoft Teams
Sprint Planning	Project Manager, Development Team, on Specialist	Project Sponsor	Meeting	Every Monday	Informal	Outlook, Microsoft Teams
Management Processes	Project Manager, Documentation Specialist	Project Sponsor	Meeting	Once before the start of the project, Update if necessary	Written Documents	Outlook, Microsoft Team
Product Backlog	Project Manager, Development Team, Documentation Specialist	Project Sponsor	Artifact	Every Monday	Written Documents	Outlook, Microsoft Teams

Project Update	Project Manager	Project Sponsor	Meeting	Every Monday	Informal	Outlook, Microsoft Teams

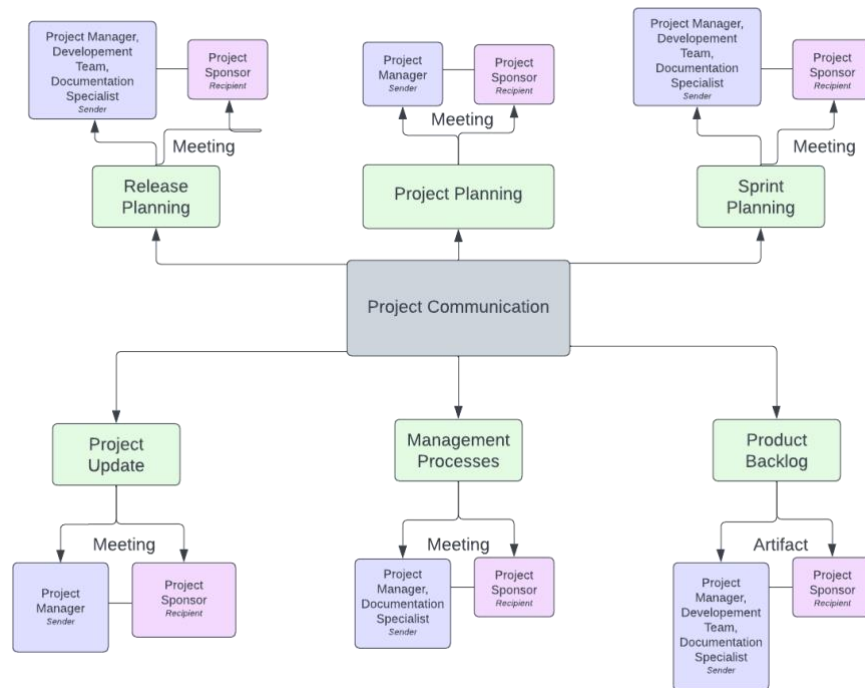### 5.7.8. Communication Flowchart

Fig. 3. Communication Flowchart

5.7.9. Guidelines for Meetings

To ensure an effective flow of information that is met with everyone involved, HighTable will be holding meetings that are productive, efficient, and effective. To do so, it is important to establish clear guidelines for the said meetings. These guidelines will include information on the purpose of meetings, the roles and responsibilities of attendees, and the procedures that will be done in the meetings.

Having the meeting guidelines allows both the attendees and the project manager to have a sense of preparedness and can participate in the meeting accordingly. This will also allow the meeting flow to be more organized and efficient as it aims to avoid confusion and waste time.

Here are the following meeting guidelines for HighTable:

1. **Purpose:** Defining the purpose of the meeting allows the attendees to discuss progress, resolve issues, and create decisions.
2. **Scheduling:** Scheduling meetings in advance and placing them in a time slot suitable for everyone attending the meeting.
3. **Attendance:** All team members are required to attend all meetings unless their excuse is valid, and they have requested their leave in advance.
4. **Minutes of the Meeting:** All minutes of the meeting with be recorded by the Scrum Master, if they happen to NOT be in the meeting, the project manager shall take over their role in their absence.
5. **Decisions:** Based on the discussion of the meeting and how the flow of the meeting has gone, the decision must be made by consensus, if it does not reach a consensus the project manager will be the one to decide for the group.
6. **Follow-up:** Must be noted down in the minutes of the meeting and must be addressed in the next meeting.
7. **Time Management:** Meetings should start and end in the specified time slot agreed upon, to avoid going off schedule from project development.
8. **Recording:** Agreed upon by everyone in the meeting (and a note to the privacy act enacted upon the online meeting), a recording of the session should be standard, in case of an attendee not being able to reach the meeting.

5.7.10. Communication Standards

The communication standards for the Chubby Gourmet's E-Commerce Web Application project are the following:

- **Standardized Document Templates:** Making use of the standardized templates (usually provided by the program manager) will give a sense of consistency throughout the documentation of the project. These templates include minutes of the meeting, meeting agendas, status reports, documentation deliverables, etc.
- **Communication Protocols:** Creating a standard way of communicating can allow a more fluid way of getting the information out more efficiently and effectively. This will also include the handling of sensitive or confidential information that may come across in the meetings.
- **File Naming Convention:** Having a standardized way of naming files can ensure an easier way of locating and accessing files when needed.
- **Online Conferencing:** The use of online conference tools such as Microsoft Teams will be useful for the team, considering how the stakeholder is located in a different area from the team.

5.7.11. Communication Escalation Process

The ideal communication escalation process for HighTable would involve the following steps:

1. **Identify the Problem:** The team should identify what problem they are to solve, so that they know if it needs to be escalated or not.
2. **Attempt to solve the problem within the team:** The team should attempt to solve the issue by themselves in order to measure how big the problem is.
3. **Involve a communication manager:** If the problem cannot be resolved, the group must look for a communication manager, that will be responsible for the communication between the team and the program manager.
4. **Consult to higher positions:** If the problem is still not resolved, the problem will be notified by the higher positions to review and look for further solutions.
5. **Document the problem and resolution:** Once the problem is resolved, all details of the session must be recorded for documentation purposes.
6. **Review and prepare for follow-up:** After resolving and documentation, those who were not at the session can review what had transpired and can formulate follow-ups if needed.

5.7.12. Glossary of Communication Terminology

TABLE 21. Glossary of Communication Terminology

Term	Definition
Communication Plan	Document outlining the communication management strategy for the project team and the stakeholders.
Stakeholder	Sole individual that has taken interest in the project's output.
Communication Method	Means or channel of how information is conveyed.
Communication Frequency	The frequency of how much communications are distributed.
Communication Flowchart	Visual representation of how information is passed around.
Communication Standards	Standard templates, formats, or documents that are established in the project development.
Communication Guidelines	Protocols used for conducting any kind of communication done.

Communication Tools	Technology and tools used for communication. Applications such as Microsoft Teams and Outlook.
Escalation Process	Process used for resolving problems found within the project development.

HIGHTABLE

5.8. Quality Management Plan

5.8.1. Introduction

The Quality Management Plan for the Chubby Gourmet project is a fundamental component of the overall project management plan. This plan outlines the strategies, processes, and procedures that will be employed to effectively manage and ensure quality throughout the entire project lifecycle.

The primary objective of the Quality Management Plan is to provide a clear and comprehensive description of how quality will be planned, assured, and controlled. By establishing a systematic approach, the plan aims to prevent and mitigate potential risks associated with poor quality, while promoting the delivery of high-quality project outcomes.

The plan encompasses various aspects of quality management, including quality requirements, assurance, and control. It defines the specific activities, tools, and techniques that will be employed to identify, assess, and address quality requirements and expectations. By adhering to these processes and procedures, the project team will be equipped to proactively manage and enhance the quality of project deliverables.

5.8.2. Quality Management Approach

The Quality Management Approach for the Chubby Gourmet project will employ an Agile and Scrum methodology to ensure that the project consistently delivers high-quality outcomes that meet or exceed stakeholders' expectations. This approach emphasizes iterative development, frequent customer collaboration, and continuous improvement to achieve optimal quality throughout the project's lifecycle.

The following roles and responsibilities are defined within the quality management approach:

TABLE 22. Quality Management Approach

Role	Responsibility
Project Manager	The Project Manager is responsible for ensuring that the final product meets the stakeholders' quality requirements by actively participating in the agile and Scrum processes, providing clear product vision and prioritizing quality-related tasks.
Quality Assurance Tester	The Quality Assurance Tester is responsible for implementing the agile and Scrum-based quality management approach by conducting thorough testing of the product, identifying and reporting any

	defects or deviations from quality standards, and collaborating with the development team to address and resolve issues.
Scrum Master	The Scrum Master plays a crucial role in the agile and scrum-based quality management approach by facilitating the implementation of quality practices, promoting effective collaboration among team members, ensuring adherence to agile principles, and fostering continuous improvement to enhance product quality.
Documentation Specialist	The Document Specialist supports the quality management approach by maintaining accurate and up-to-date documentation of processes, standards, and procedures. They ensure that documentation is easily accessible to team members, promoting consistent understanding and adherence to quality requirements.
Product Designer	The Product Designer contributes to the quality management approach by incorporating user-centered design principles and agile methodologies into the product development process. They collaborate with stakeholders and the development team to ensure that the design meets quality standards and delivers a seamless user experience.
Front-End Developer	The Front-End Developer is responsible for implementing the product design and ensuring its quality during the agile and scrum development process. They focus on creating visually appealing and user-friendly interfaces while adhering to coding standards and conducting regular testing to maintain quality.
Back-End Developer	The Back-End Developer is responsible for implementing the server-side functionality of the product while following the agile and scrum-based quality management approach. They ensure that the back-end systems are robust, secure, and performant, collaborating with other team members to address any quality issues that may arise.

The Quality Management Approach will be integrated into every phase of the project, with the entire team actively involved in ensuring quality standards are met. It will embrace the principles of Agile and Scrum, emphasizing iterative development, user feedback, and continuous improvement. By utilizing the Agile and Scrum methodology as the quality management approach, the Chubby Gourmet project aims to foster a culture of collaboration, flexibility, and continuous improvement, enabling the team to consistently deliver a high-quality web application that fulfills the needs and expectations of its users.

5.8.3. Quality Requirements/Standards

The Quality Requirements/Standards for the Chubby Gourmet project encompass both the product and process aspects, aiming to ensure the delivery of a high-quality web

application. The project team will actively identify and document these requirements and standards, demonstrating compliance throughout the project lifecycle.

Quality Requirements:

1. Product Quality Requirements:
   - The project team will conduct an analysis of customer expectations, user needs, and industry best practices to define specific quality requirements for the web application.
   - Functional requirements, performance expectations, usability standards, and security measures will be identified and documented.
   - Quality requirements will be aligned with the project objectives and stakeholders' expectations to ensure the final product meets the desired quality level.
2. Process Quality Requirements:
   - The team will establish quality assurance processes and procedures to ensure adherence to industry standards and best practices throughout the project lifecycle.
   - Documentation standards, code review processes, testing procedures, and change management plan will be defined to ensure consistent and high-quality development practices.

Quality Standards:

1. Product Quality Standards:
   - The Chubby Gourmet web application will adhere to industry standards and guidelines for user experience, accessibility, performance, security, and compatibility.
   - Design and development will follow recognized coding standards and frameworks to ensure maintainability and scalability.
   - Regular usability testing and user feedback will be incorporated to validate the product against user-centered design principles and enhance the overall user experience.

2. Process Quality Standards:
   - The project team will follow the Agile and Scrum methodology, to foster effective collaboration, communication, and quality control.
   - Continuous integration and deployment practices will be implemented to ensure the stability and reliability of the development process.

Demonstrating Compliance:

1. Documentation and Traceability:
   - The project team will maintain comprehensive documentation of quality requirements, standards, and associated processes.
   - Traceability matrices will be used to link requirements to design, development, and testing activities, ensuring transparency and accountability.
2. Quality Assurance Activities:
   - Regular inspections, reviews, and quality checks will be conducted throughout the project to monitor compliance with quality requirements and standards.
   - Testing, including functional, performance, security, and usability testing, will be performed to validate the product against defined quality criteria.

By adhering to these quality requirements and standards, the Chubby Gourmet project aims to deliver a high-quality web application that meets user expectations, complies with industry standards, and provides an exceptional user experience.

5.8.4. Quality Assurance

The Quality Assurance for the Chubby Gourmet project outlines the approach for auditing quality requirements, measuring quality control results, and ensuring the consistent use of quality standards and operational definitions throughout the Chubby Gourmet web application project.

1. Quality Assurance Process:
   - A defined process for quality assurance will be established, detailing the activities, responsibilities, and timelines for conducting quality audits.
   - Regular audits will be performed to assess adherence to quality standards, operational definitions, and established processes.
   - The process will include reviewing documentation, conducting inspections, and verifying compliance with quality requirements.
2. Auditing Quality Requirements:
   - The team will conduct audits to ensure that quality requirements are clearly defined, documented, and communicated to the stakeholder.
   - Audits will verify that quality requirements align with customer expectations, industry standards, and project objectives.
   - The team will review project documentation and specifications to confirm that quality requirements are appropriately defined and traceable.
3. Auditing Quality Control Results:
   - Quality control measurements and results will be audited to verify compliance with quality standards and identify areas for improvement.

- Audits will assess the effectiveness of quality control activities such as testing, inspections, and reviews.
- The team will review quality control records and test reports to ensure that appropriate measures are taken to address identified issues.

4. Assurance Metrics:
- Key quality assurance metrics will be defined to assess the effectiveness of quality management activities.
- Metrics may include customer satisfaction ratings and adherence to project schedules.
- These metrics will provide objective data to evaluate the project's overall quality performance and identify areas requiring corrective actions.

5. Reporting and Improvement:
- The results of quality assurance audits and metrics will be documented and communicated to the stakeholder.
- Reports will highlight areas of non-compliance, identify potential risks, and recommend improvement actions.

By implementing a robust quality assurance process, the Chubby Gourmet project aims to ensure that quality standards are consistently met, operational definitions are followed, and potential quality risks are identified and addressed in a timely manner. Through regular audits and the use of appropriate metrics, the team can proactively monitor and improve the quality of the web application throughout its development lifecycle.

5.8.5. Quality Control

The Quality Control for the Chubby Gourmet project outlines the process for monitoring, recording, and assessing the results of quality activities specific to the Chubby Gourmet web application project's product. It focuses on defining acceptable standards and performance criteria for the product and specifying how measurements will be conducted.

1. Quality Control Process:
- A defined process for quality control will be established to monitor and assess the product's adherence to quality standards and requirements.
- The process will include activities such as inspections, testing, reviews, and validations to identify and address any deviations or non-conformities.
- Regular monitoring and measurement activities will be conducted to identify any deviations from the desired quality standards.
2. Acceptable Standards and Performance Criteria:
- Clear and measurable standards and performance criteria will be defined for the Chubby Gourmet web application.

- These standards will cover aspects such as functionality, usability, performance, security, and compliance with industry best practices.
- The acceptable standards will be based on customer requirements, industry standards, and project objectives.

3. Measurement and Evaluation:
- Appropriate measurement techniques and tools will be employed to assess the product's quality.
- This may include conducting functional and non-functional testing, usability evaluations, performance testing, security assessments, code reviews, and other relevant quality assurance activities.
- The results of these measurements will be documented and recorded for analysis and decision-making.

4. Performance Assessment:
- The project team will regularly assess the product's performance against the defined acceptable standards.
- Performance assessment may involve comparing the actual product performance with the expected performance.
- Necessary actions will be recommended to address if there's any identified issues.

5. Documentation and Reporting:
- The results of quality control activities, including measurements and performance assessments, will be documented, and reported to the stakeholder.
- Reports will provide insights into the product's quality status, identify areas of improvement or non-compliance, and recommend appropriate corrective actions.
- Documentation will serve as a record of quality control activities and provide a basis for future reference and quality improvement initiatives.

Through effective quality control measures, the Chubby Gourmet project aims to monitor the product's adherence to acceptable standards, identify any deviations, and ensure that the final web application meets the desired quality levels. By proactively monitoring and controlling quality, the team can make informed decisions, take corrective actions when necessary, and deliver a high-quality product that meets or exceeds stakeholders' expectations.

5.8.6. Quality Control Measurements

The Quality Control Measurements for the Chubby Gourmet project outlines the approach and documentation method for capturing and comparing quality measurements against the established standards and requirements. Agile and Scrum methods will be utilized to promote continuous inspection and modification throughout the project lifecycle. The section also emphasizes the importance of documenting findings and taking appropriate actions if the measurements deviate from the set standards.

The following details will be on the platform:

- Measurement date: The date on which the quality control measurement was conducted.
- Measurement type: The specific type of measurement performed (e.g., automated testing, code review, peer review, user story acceptance).
- Measurement findings: The results of the measurement, indicating whether it passed or failed, the number of flaws discovered, and the percentage of code coverage.
- Requirements and standards for comparison: The established quality requirements and standards against which the measurements are compared.
- Member of the team in charge of measuring: The team member responsible for conducting the quality control measurement.
- Team member responsible for assessment: The team member assigned to evaluate the measurement results and determine any necessary actions.
- Corrective actions: Any required actions or steps to address deviations from the standards or requirements.
- Date of completion of remedial measures: The date on which the corrective actions were completed.
- Team member in charge of implementing corrective measures: The team member responsible for carrying out the corrective measures.

The quality control measurements will be recorded and documented on a shared platform or project management tool to ensure accessibility and transparency. Dashboards like Trello's workspace will be utilized to provide real-time tracking and visualization of the quality control metrics, enabling the team to identify patterns, highlight problem areas, and take prompt action. Regular project reviews, such as sprint reviews will be conducted to review the quality control metrics and adjust the approach if needed.

5.9. Risk Management Plan

5.9.1. Introduction

The Risk Management Plan plays a vital role in this project, which strives to develop a web application catering to customers who want to order from Chubby Gourmet. By implementing effective risk management strategies, the project team ensures the delivery of a premium-quality product while proactively addressing potential obstacles to project success.

Like any complex project, the Chubby Gourmet e-commerce web application is not without its risks. Potential challenges and uncertainties may arise that could impact the project's objectives, including its quality, timeline, budget, and overall success. Therefore, the Risk Management Plan plays a crucial role in identifying, assessing, and mitigating these risks, ensuring that the project team can effectively navigate potential obstacles and deliver a successful web application.

To further develop a risk management Plan for Chubby Gourmet's Web Application, the following information should be considered:

- **Identifying and Assessing Risks**

    The project team should identify potential risks related to the development, implementation, and operation of Chubby Gourmet's System. Risks can come from various sources, including technical issues, regulatory compliance, cybersecurity, and human factors. Once identified, risks should be assessed based on their likelihood of occurring and the impact they may have on the project.

- **Risk Mitigation Strategies**

    After identifying and assessing risks, the project team should develop a plan for mitigating or avoiding the risks. Mitigation strategies should be prioritized based on their effectiveness in reducing risk and their feasibility in terms of time and cost. Strategies may include contingency planning, redundancy, and the development of fallback procedures.

- Contingency Planning

    The project team should develop contingency plans for significant risks that could significantly impact the project's success. Contingency plans should outline the steps required to minimize the impact of the risk and maintain the project's progress. These plans should be regularly reviewed and updated as the project progresses, and new risks are identified.

- **Communication and Reporting**

  The project team should establish a clear communication and reporting framework for risk management. This framework should ensure that risks are regularly reviewed, and the project team is updated on any changes to the risk landscape. Communication should occur between the project manager, team members, and stakeholders.

- **Risk Monitoring and Review**

  Risk management is an ongoing process that requires continuous monitoring and review. The project team should establish a regular review process to ensure that risk management strategies remain effective, risks are updated, and new risks are identified. The review process should be transparent, with all stakeholders being updated on any changes.

By considering these additional factors in a risk management plan, the Chubby Gourmet's System project team can ensure that the project is completed successfully, meeting all objectives while minimizing potential risks.

5.9.2. Top Three Risks

The project development's top three risks are:

1. **Scope Creep:** Scope creep refers to the uncontrolled expansion or addition of features, requirements, or objectives of a project beyond its original scope. This can occur due to changing project sponsor expectations, unclear project requirements, or poor project management. Scope creep can lead to delays, increased costs, resource overutilization, and ultimately project failure if not properly managed.
2. **Resource Constraints:** Insufficient or misallocation of resources can significantly impact project development. This includes limitations in terms of budget, personnel, equipment, or technology. Inadequate resources can lead to delays, decreased quality, or compromised project objectives. It is essential to identify and allocate the necessary resources appropriately to mitigate this risk.
3. **Technical Challenges:** Projects often involve complex technical components and dependencies. Technical challenges can include compatibility issues, software or hardware failures, integration difficulties, or scalability problems. These challenges can cause delays, increased costs, and potential setbacks in project delivery. Adequate planning, testing, and contingency measures are crucial to address and mitigate.

5.9.3. Risk Management Approach

To mitigate these risks, Chubby Gourmet's project team has developed strategies including thorough testing and validation of the data migration process, adopting an Agile development methodology to quickly identify and address technical issues, providing training and support to ensure successful system adoption, and maintaining regular communication with stakeholders to promptly address any potential delays or issues.

The following steps will be taken to manage risks in Chubby Gourmet's System project:

- **Risk Identification:** The project team will identify potential risks by conducting brainstorming sessions, reviewing past project experiences, and examining project requirements and scope. These risks will be documented in a risk register along with details about their likelihood, potential impact, and description.

- **Risk Assessment:** The identified risks will be assessed based on their probability of occurrence and their impact on the project. A risk matrix will be used to prioritize risks according to their severity. Risks with high severity will be given priority for mitigation or contingency planning.

- **Risk Mitigation:** Mitigation plans will be developed for risks that have both a high impact and the likelihood of occurring. These plans will outline strategies and measures to reduce or prevent the risks. In cases where certain risks cannot be completely eliminated, backup strategies will be devised.

- **Risk Monitoring:** Risks will be continuously monitored throughout the project. The project team will regularly review the risk register to ensure that risks are being effectively managed. As new risks are identified during the project, they will be added to the risk register and the risk assessment process will be repeated.

- **Risk Communication:** Risk communication involves informing relevant parties, including the project sponsor, project team, and other stakeholders, about the identified risks and the strategies in place to manage them. The project team will maintain open and constant communication, ensuring that stakeholders are informed about any detected risks, their evaluation, and the actions being taken to address them.

5.9.4. Risk Identification

Through a comprehensive risk identification process for the Chubby Gourmet project, various methods will be employed to identify and assess potential risks. These methods include expert interviews, analysis of historical data from previous projects, and a risk assessment conference involving the project team and key stakeholders. The aim is to create a risk register that documents the identified hazards, including a brief description, potential impact, and likelihood of occurrence.

During the risk assessment meeting, the project team and key stakeholders will actively engage in identifying and assessing risks specific to Chubby Gourmet's success. The outcomes of this meeting will be diligently recorded in the risk register, ensuring that all identified risks are captured.

To supplement the risk identification process, the project team will conduct a thorough review of historical information from similar projects. This will allow them to identify potential risks that might arise during the development of Chubby Gourmet and develop corresponding mitigation strategies. Additionally, expert interviews will be conducted with team members who possess relevant experience in developing similar systems. These interviews will provide valuable insights and help identify additional risks, which were then addressed through appropriate mitigation strategies.

The risks identified through the risk assessment meeting and expert interviews will be documented in a format consistent with the Agile risk management plan. The risk register is regularly updated to ensure the inclusion of new risks and the effective management of existing ones. Throughout the project lifecycle, the project team remains vigilant in monitoring and managing risks to mitigate their potential impact on Chubby Gourmet's development and overall success.

Some potential risks identified for this project include:

- **Lack of Stakeholder Involvement:** Inadequate involvement or engagement from project stakeholders can result in misalignment, misunderstandings, and unmet expectations. Regular communication and collaboration with stakeholders throughout the development process are essential to ensure their needs are addressed and potential issues are identified early.
- **Unrealistic Timeframes and Deadlines:** Setting overly aggressive or unrealistic timeframes and deadlines can put excessive pressure on the development team, leading to compromised quality, increased errors, and burnout. It is important to establish realistic timelines based on the project's complexity and resource availability.
- **Lack of Project Management and Planning:** Inadequate project management practices, such as poor planning, ineffective communication, or insufficient risk assessment, can lead to project failure. Robust project management methodologies

and practices should be in place to ensure effective planning, execution, monitoring, and control of the project.

- **Inadequate Quality Assurance and Testing:** Insufficient testing and quality assurance practices can result in undetected defects, functional issues, or poor user experience. Comprehensive testing strategies and quality control processes should be implemented to identify and resolve issues before deployment.

- **Communication and Collaboration Challenges:** Ineffective communication and collaboration among team members, stakeholders, or third-party vendors can lead to misunderstandings, delays, and conflicts. Establishing clear channels of communication and fostering a collaborative environment are crucial for successful project development.

- **Vendor or Supplier Risks:** Dependence on external vendors or suppliers for critical components or services can introduce risks such as delivery delays, quality issues, or contractual disputes. Conducting thorough due diligence and establishing contingency plans can help mitigate these risks.

- **External Factors and Dependencies:** External factors such as regulatory changes, market conditions, natural disasters, or geopolitical events can impact project development. Identifying and monitoring these external dependencies and having contingency plans in place can help mitigate their potential impact.

To mitigate these risks, the project team has implemented various strategies, including thorough testing and validation processes, adopting an Agile development methodology to address technical issues promptly, providing training and support to team members for successful system adoption, and maintaining regular communication with key stakeholders to identify and address potential delays or issues.

5.9.5. Risk Qualification and Prioritization

To effectively manage risks in the Chubby Gourmet's System project, a probability-impact matrix will be employed to assess and prioritize the risks listed in the risk register. The project team will place emphasis on risks with a high likelihood of occurrence and significant impact on the project. Regular review and updates of the risk register will ensure appropriate prioritization of risks.

Likewise, in the Chubby Gourmet's System project, after identifying potential risks, it is crucial to evaluate their probability and impact to determine their priority for implementing risk mitigation strategies.

Using a probability-impact matrix, the risks were categorized into five levels: Extreme, High, Medium, Low, and Negligible. The probability of risks occurring and their impact on the project are described as follows:

- **Extreme:** Risks with a very high probability of occurrence and severe impact on the project.
- **High:** Risks with a high probability of occurrence and significant impact on the project. These risks require immediate attention, and mitigation strategies should be developed.
- **Medium:** Risks with a moderate probability of occurrence and moderate impact on the project. These risks should be closely monitored, and mitigation strategies need to be prepared if they occur.
- **Low:** Risks with a low probability of occurrence and minor impact on the project. These risks can be periodically monitored, and mitigation strategies can be developed if needed.
- **Negligible:** Risks with a very low probability of occurrence and negligible impact on the project. These risks can be disregarded.

The identified risks and their prioritization based on probability and impact are as follows:

TABLE 23. Risk Assessment Matrix

Risk Assessment Matrix					
Probability / Impact	Rare (1)	Unlikely (2)	Possible (3)	Likely (4)	Almost Certain (5)
Insignificant (1)	N	N	N	N	L
Minor (2)	N	N	L	L	M
Significant (3)	N	L	L	M	H
Disastrous (4)	N	L	M	H	E
Catastrophic (5)	L	M	H	E	E

By integrating the risk assessment matrix into the risk management plan of the Chubby Gourmet's System project, we will establish a systematic approach to identifying, prioritizing, and addressing risks. Regular reviews and updates to the risk register, along with the inclusion of risks in sprint planning, will foster a proactive risk management process within the agile framework. This will enable the project team to effectively mitigate potential threats and maintain project progress with a well-informed and prepared approach.

5.9.6. Risk Monitoring

The Agile Risk Management Plan for the Chubby Gourmet project establishes a systematic approach to monitor and manage risks throughout the project's lifecycle. The plan emphasizes the importance of continuous risk monitoring and documentation, including the identification of trigger conditions that may initiate risks.

To implement the plan effectively, the project manager will integrate high-scoring risks into the project schedule and designate a document specialist responsible for overseeing their monitoring. The Document Specialist will work closely with the project manager to determine the appropriate level of attention needed for each risk and provide regular updates during weekly project team meetings. The document specialist will also maintain a record of the identified trigger conditions for each risk.

Ensuring awareness of the identified risks and their potential impact, the project manager will communicate this information to the entire project team. The team members will be encouraged to promptly notify the document specialist of any new risks or changes to existing risks they observe. The document specialist will then assess and prioritize these new risks accordingly.

During the weekly team meetings, the document specialist will report on the status of identified risks, any newly identified risks, and the effectiveness of the implemented mitigation plans. Collaboratively, the project team and the document specialist will review and make necessary adjustments to the risk management plan based on the evolving project circumstances.

In summary, the Chubby Gourmet project team will adopt an agile risk management methodology, focusing on continuous improvement and adaptability. The effectiveness of the risk management plan will be regularly evaluated and modified as required, ensuring the project's objectives are achieved while maintaining the desired quality standards.

5.9.7. Risk Mitigation and Avoidance

To effectively mitigate and avoid potential risks in the Chubby Gourmet project, the project team will develop a risk management plan that prioritizes each identified risk. Strategies will be implemented to address probable delays, including creating backup plans, allocating additional resources, or modifying project timelines. Continuous assessment of the mitigation techniques will be conducted in collaboration with stakeholders to ensure their effectiveness.

The following key considerations and options will be employed by the project manager for risk mitigation and avoidance:

- Resource Allocation: The project manager will ensure that the project team has the necessary resources, such as skills, expertise, knowledge, tools, and equipment, to successfully complete the project within the defined budget and timeline.
- Risk Assessment: The project team will conduct a comprehensive risk assessment early in the project to identify and analyze potential risks thoroughly. Prompt actions will be taken to address and mitigate these risks.
- Contingency Planning: Backup plans and contingencies will be developed to be prepared for potential risks. The project manager will oversee the development, testing, and confirmation of these contingency plans for each identified risk.
- Communication: Clear and open communication channels will be promoted by the project manager to minimize risks and prevent misunderstandings among the project team, project sponsor, and stakeholders.
- Agile Approach: The project team will adopt an Agile methodology, enabling ongoing risk management and providing flexibility and responsiveness to address changes. The project manager will ensure adherence to the Agile principles throughout the project.
- Change Management: A clear change management process will be established to handle unexpected changes. The project team will document, communicate, and obtain approval from relevant stakeholders for any changes, effectively managing and preventing potential risks.

5.9.8. Risk Register

Risk Register, is an essential document that will be regularly updated throughout the Chubby Gourmet's System project, will encompass a comprehensive description of each risk, including its likelihood, potential impacts, and any mitigation measures undertaken. To ensure its alignment with the project's status, the risk register will undergo periodic reviews and updates. All stakeholders will have access to the centralized risk register, which will be stored in a designated location.

This risk management approach, characterized by early and frequent risk identification, collaborative risk management, and continuous risk monitoring, aligns well with the principles of Agile methodology. By anticipating and addressing potential risks, the Chubby Gourmet's System project team can mitigate their impacts and enhance the project's likelihood of success. Moreover, to facilitate efficient risk management, the project team will employ a cloud-based project management tool such as Jira, Asana, or Trello to maintain the risk register as a shared document. This tool will enable tracking and prioritization of risks, assignment of responsibilities, and monitoring of progress in risk mitigation efforts.

The following criteria will be used for the risk register:

- Risk ID - each risk will be assigned a unique identifier.
- Risk Category - will classify risks into technical, Resource, Communication, Project, Quality, Vendor, External.
- Risk Description - there will be a clear and concise description of the risk event.
- Risk Destination/Owner - will be responsible for monitoring and managing each risk.
- Probability - likelihood of a risk occurring is assessed using a scale of High to Low, with Low indicating the lowest likelihood and High indicating the highest.
- Impact - the risk's potential impact on the project is rated on a scale of High to Low, with Low indicating the least significant impact and High indicating the most significant impact.

TABLE 24. Risk Register

Risk ID	Risk	Description	Category	Destination/ Owner	Probability	Impact
RID 001	Scope Creep	Scope creep refers to the uncontrolled expansion or addition of features, requirements, or objectives of a project.	Project	Project Manager	Medium	High
RID 002	Resource Constraints	Insufficient or misallocation of resources impacting project development.	Resource	Project Manager	High	High
RID 003	Technical Challenges	Complex technical components and dependencies pose challenges to	Technical	Development Team	High	High

		project development.			Medium	Medium
RID 004	Lack of Stakeholder Involvement	Inadequate involvement or engagement from project stakeholders leading to misalignment and misunderstandings.	Communication	Project Manager	Medium	Medium
RID 005	Unrealistic Timeframes and Deadlines	Setting overly aggressive or unrealistic timeframes and deadlines causing compromised quality and increased errors.	Project	Project Manager	High	High
RID 006	Lack of Project Management and Planning	Inadequate project management practices, such as poor planning and communication, resulting in project failure.	Project	Project Manager	Medium	High
RID 007	Inadequate Quality Assurance and Testing	Insufficient testing and quality assurance practices leading to	Quality	QA Team	Medium	High

		undetected defects and poor user experience.				
RID 08	Communication and Collaboration Challenges	Ineffective communication and collaboration among team members, stakeholders, or vendors causing delays and conflicts.	Communication	Project Manager	Medium	Medium
RID 09	Vendor or Supplier Risks	Risks associated with external vendors or suppliers, such as delivery delays, quality issues, or contractual disputes.	Vendor	Project Manager	Medium	High
RID 010	External Factors and Dependencies	Risks arising from external factors like regulatory changes, market conditions, natural disasters, or geopolitical events.	External	Development Team	Low	High

5.10.   Procurement Management Plan

5.10.1. Introduction

The Procurement Management Plan plays a crucial role in defining the procurement requirements and outlining the management approach for the Chubby Gourmet e-commerce web application project. This plan encompasses various aspects of procurement activities, from the development of procurement documentation to the closure of contracts. By establishing a clear framework, the Procurement Management Plan ensures effective and efficient procurement practices throughout the project lifecycle.

This section of the paper will provide an overview of the key components and objectives of the Procurement Management Plan, setting the stage for detailed discussions in subsequent sections.

1. Procurement Risks: This section will address the risks associated with procurement management. It will identify potential risks that may arise during procurement activities and highlight the importance of mitigating these risks to ensure project success.
2. Procurement Risk Management: The plan will outline strategies and procedures for managing procurement-related risks. It may involve assigning specific personnel to oversee risk management activities and obtaining approvals from relevant management levels when necessary.
3. Cost Determination: The plan will describe how costs will be determined for procurement activities and how they will be used as evaluation criteria. It will explain the process of obtaining cost information from vendors and how costs will be prioritized in the procurement decision-making process.
4. Procurement Constraints: This section will identify any constraints that need to be considered during the procurement management process. Constraints may include factors such as schedule, cost, scope, resources, technology, or buyer/seller relationships. It emphasizes the importance of identifying and addressing constraints early in the project to ensure success.
5. Contract Approval Process: The plan will define the process through which contracts must be approved. It will outline the specific steps and individuals or entities involved in the decision-making process, ensuring a clear and consistent approach to contract approval.
6. Decision Criteria: This section will establish the criteria used by the contract review board to evaluate and select the most suitable contracts. The criteria may include factors such as cost, quality, vendor qualifications, and compliance with project requirements.
7. Performance Metrics for Procurement Activities: The plan will outline the metrics used to measure the performance of procurement activities associated with the project.

These metrics may include adherence to procurement schedules and vendor performance data, aiding in future vendor selection processes.

By addressing these key components, the Procurement Management Plan for the Chubby Gourmet e-commerce web application project aims to streamline procurement processes, mitigate risks, and ensure successful acquisition of goods and services essential to project delivery.

5.10.2. Procurement Risks

The procurement process for the Chubby Gourmet e-commerce web application project involves certain risks that need to be identified, assessed, and managed effectively. The following are potential procurement risks associated with the project:

1. Poor vendor sourcing
   - There is a risk that the wrong vendor will be selected for the project, resulting in potential issues such as delays, cost overruns, or poor-quality deliverables.
2. Inaccurate needs analysis
   - There is a risk that the contract between the project team and the vendor may be poorly written or negotiated, leading to contractual disputes, delays, or cost overruns.
3. Poor procurement planning
   - There is a risk that the project's scope may change after the contract has been signed, resulting in additional costs or delays if not managed effectively.
4. Ineffective supplier and vendor onboarding
   - There is a risk that the selected vendor may not perform as expected, leading to delays, cost overruns, or poor-quality deliverables.
5. No supply chain risk management
   - There is a risk that the vendor may face supply chain challenges, such as disruptions in the availability of required goods or services, leading to delays, cost overruns, or poor-quality deliverables.
6. Poor communication
   - There is a risk of communication breakdown or misalignment between the project team and the vendor, leading to misunderstandings, delays in decision-making, or ineffective collaboration.

These procurement risks should be carefully considered during the project planning and execution phases. Proper risk identification and mitigation strategies will be developed and implemented to address these risks, ensuring effective procurement management for the Chubby Gourmet e-commerce web application project.

5.10.3. Procurement Risk Management

The procurement risk management approach for the Chubby Gourmet e-commerce web application project focuses on proactively identifying, assessing, and managing risks related specifically to procurement activities. The following strategies and considerations will be implemented to effectively manage procurement risks:

1. Thorough vendor sourcing
   - A comprehensive vendor evaluation process will be conducted, including reviewing the financial statements, assessing past performance, and checking vendor references. This will ensure that qualified and reliable vendors are selected.
2. Well-written contracts
   - Contracts will be carefully drafted and negotiated to clearly define the scope of work, deliverables, payment terms, and dispute resolution process. This will minimize the potential for contractual disputes and mitigate associated risks.
3. Change Management
   - Changes to the project scope will be evaluated carefully, and any modifications will be documented and approved by both the project team and the vendor. This structured change management approach will mitigate the risks of scope creep and ensure that changes are effectively managed.
4. Vendor performance monitoring
   - A robust monitoring process will be established to closely track vendor performance, including regular progress updates, deliverable reviews, and performance evaluations. This will enable prompt identification and resolution of any issues, ensuring vendors meet the expected standards.
5. Diversification of the supply chain
   - To mitigate the supply chain risk, multiple vendors will be considered for critical goods or services. This approach will reduce dependency on a single vendor and provide alternative options in case of unforeseen disruptions.
6. Effective communication
   - Communication channels will be established and maintained between the project team and the vendors. This includes regular meetings, clear documentation, and timely responses to queries or concerns. Efficient communication will minimize misunderstandings and prevent delays in decision-making.

The procurement risk management strategies will be integrated into the overall project risk management plan. This ensures that procurement risks are identified, assessed, and mitigated throughout the project's lifecycle. The involvement of designated personnel and the required management approvals will be incorporated to ensure accountability and effective risk management within the organization.

5.10.4. Cost Determination

The cost determination for the Chubby Gourmet e-commerce web application project encompasses several key factors that contribute to the overall project expenses. The following considerations will be considered during the cost determination process:

1. Software and Hardware Costs:
   - The expenses associated with acquiring, developing, and maintaining the necessary software and hardware components for the web application will be evaluated. This includes licenses, development tools, and any specialized equipment required.
2. Web Hosting Expenses:
   - The cost of reliable and secure web hosting services will be assessed. This includes determining the most suitable hosting providers based on their pricing models, performance, scalability, and technical support.
3. Domain Name Fees:
   - The expenditure for registering and renewing the domain name associated with the Chubby Gourmet e-commerce web application will be considered.
4. Labor Costs:
   - The charges associated with engaging professional services, such as design, development, and testing, will be carefully evaluated. This includes assessing vendors' proposed rates and pricing structures.
5. Miscellaneous Costs:
   - The expenses associated with monthly rent, electric bill, water consumption, and internet subscription plan will also be evaluated.

The procurement process will involve issuing a comprehensive Request for Proposal (RFP) to potential vendors. The RFP will provide detailed project requirements and instructions for bid submission, specifically outlining the cost factors that will be utilized for evaluating bids.

Evaluation Criteria for Cost Determination:

1. Total Project Cost:
   - The total cost provided by vendors will be a significant consideration in the evaluation process. The project team will assess the reasonableness and competitiveness of the proposed costs against the defined project requirements.
2. Vendor Experience and Qualifications:
   - The expertise, experience, and qualifications of the vendors will be assessed to ensure they possess the necessary skills and capabilities to successfully deliver the Chubby Gourmet e-commerce web application within the specified budget.

3. Project Timeline:
   - Vendors' proposed timelines for completing the project will be evaluated to ensure alignment with the project's schedule and delivery expectations.
4. Warranty and Support Terms:
   - The terms and conditions regarding vendor warranties and ongoing support for the web application will be carefully examined to ensure that potential costs associated with maintenance and troubleshooting are considered.

The project team will select the vendor that offers the best overall value, considering the balance between cost and quality. While cost is a significant factor, the team recognizes the importance of reliability, performance, and the ability to meet project requirements within the specified budget and timeline.

5.10.5. Procurement Constraints

The procurement management process for the Chubby Gourmet e-commerce web application project must consider the following constraints:

1. Schedule
   - The project schedule allows for flexibility in conducting procurement activities, contract administration, and contract fulfillment within a predefined range of dates. However, adherence to the overall project timeline is crucial to ensure timely delivery.

2. Cost
   - The project budget incorporates contingency and management reserves, but it is essential to manage costs effectively and keep the overall project expenses within the approved budget. Cost control measures and regular monitoring will be implemented.

3. Scope
   - All procurement activities and contract awards must align with the approved project scope statement. Any deviations or changes in scope should be addressed through proper change control procedures to avoid scope creep and maintain project integrity.

4. Resources
   - Procurement activities should be performed and managed efficiently, leveraging the current project team's skills and capacity. Additional resources may be acquired as needed, considering factors such as workload, expertise, and availability.

5. Technology
   - It is essential to consider any constraints related to technology availability, compatibility, and expertise required for successful implementation and operation.
6. Communication
   - The project emphasizes the development of strong and effective communication, collaboration, and mutual understanding. Building and maintaining positive relationships with vendors will contribute to successful procurement outcomes.

These constraints will be thoroughly considered throughout the procurement activities, from planning to execution. It is crucial to identify and document all constraints early in the project lifecycle to minimize their impact on the project's success.

Furthermore, it is important to note that there may be additional constraints specific to the Chubby Gourmet e-commerce web application project. These project-specific constraints will be identified, documented, and considered during the procurement management process to ensure comprehensive and tailored procurement strategies.

5.10.6. Contract Approval Process

The contract approval process for the Chubby Gourmet e-commerce web application project ensures that all contracts are reviewed and approved in a structured and efficient manner. The following enhanced process outlines the steps involved:

1. Discovery
   - Identify the need for a contract and develop a comprehensive request for proposal (RFP). The RFP should clearly outline the project's scope, deliverables, timeline, and budgetary considerations. All contracts must undergo a thorough legal review by legal counsel to ensure compliance with laws and regulations.
2. Solicitation
   - Distribute the RFP to potential vendors and provide them with sufficient time to submit their proposals. Evaluate and score the proposals based on predetermined criteria to identify the most suitable vendor for the project.
3. Negotiation
   - Collaborate with the selected vendor to finalize the contract terms. Engage legal counsel to review the contract and ensure it aligns with the organization's best interests, including legal and regulatory compliance.
4. Approval
   - Obtain the required approvals from stakeholders involved in the contract approval process. This may include project sponsors, legal counsel, finance department, and senior management. All necessary signatures should be obtained to validate the contract.

5.10.7. Decision Criteria

The contract review board for the Chubby Gourmet e-commerce web application project will utilize the following decision criteria to determine which contract(s) to award:

1. Ability to Meet Requirements
   - The vendor must demonstrate a clear understanding of the project requirements and possess the necessary capabilities to successfully fulfill the scope of work within the specified schedule and budget.
2. Price
   - The vendor's proposed price should be competitive and represent a fair and reasonable value for the goods or services being provided. Cost-effectiveness will be considered while ensuring quality and performance expectations are met.
3. Quality
   - The vendor must have a proven track record of delivering high-quality products or services. Their proposed solution should align with the project's quality standards and meet or exceed industry best practices.
4. Past Performance
   - The vendor's past performance will be evaluated, considering their experience, reputation, and history of delivering similar projects successfully. Positive references and feedback from previous clients will be considered as indicators of reliability and competence.

By employing these comprehensive decision criteria, the contract review board will be able to make informed and well-rounded decisions when awarding contracts for the Chubby Gourmet e-commerce web application project. The criteria should be customized to the project's specific needs and clearly documented in the Procurement Management Plan to ensure consistency and transparency throughout the procurement process.

5.10.8. Performance Metrics for Procurement Activities

To effectively measure the performance of procurement activities for the Chubby Gourmet e-commerce web application project, the following enhanced metrics will be employed:

1. Procurement Cycle Time
   - This metric will track the time taken to complete each procurement activity, from the initial request to the final receipt of goods or services. It will help identify any delays or bottlenecks in the procurement process, enabling timely adjustments to ensure efficient procurement cycles.

2. Procurement Cost
   - The procurement cost metric will assess the total expenditure associated with procuring goods or services from vendors. Monitoring and analyzing this metric will aid in optimizing cost-efficiency and budget adherence throughout the procurement process.

3. Procurement Quality
   - This metric evaluates the quality of goods or services obtained through procurement activities. It involves assessing factors such as product/service performance, adherence to specifications, and customer satisfaction. Ensuring high procurement quality supports the overall success of the project by delivering reliable and superior deliverables.

4. Procurement Compliance
   - The procurement compliance metric measures the extent to which procurement activities adhere to relevant laws, regulations, and organizational policies. Compliance with procurement procedures, ethical standards, and contractual obligations is crucial for risk mitigation and maintaining a transparent and fair procurement process.

5. Procurement Risk
   - This metric evaluates the level of risk associated with procurement activities. It considers factors such as vendor reliability, supply chain disruptions, and contractual risks. By monitoring procurement risks, the project team can proactively identify and address potential issues to minimize their impact on project timelines and budgets.

Throughout the project, the project team will diligently track these performance metrics to identify areas for improvement, identify trends, and benchmark vendor performance. The data collected will be utilized to generate comprehensive reports on procurement activities' performance, providing valuable insights for future procurement planning and vendor selection criteria.

5.11.   Implementation Management Plan

5.11.1. Executive Summary

The implementation plan focuses on deploying the web application smoothly, with activities like setup, configuration, and system integration. This   paper   outlines   a streamlined transition plan for the E-commerce Web Application. The objective is to enhance user experience by assessing the current   system,   gathering   requirements, selecting appropriate technologies, designing the   architecture, and implementing the application using best practices. The project team, including a project manager, quality assurance tester, scrum master, document specialist, product designer, and developers, will collaborate to ensure a successful transition. Workforce transition will involve assessing skills, providing training and mentorship, and potentially recruiting new talent. Property transition will entail evaluating infrastructure, integrating systems, and conducting thorough testing. The schedule ensures efficient execution and timely completion. Overall, the plan aims to deliver a user-friendly platform while effectively managing workforce and infrastructure transitions.

5.11.2. Transition Approach

In this section of paper, it outlines the overall strategy and steps involved in the transition process of implementing the Chubby Gourmet e-commerce web application. It serves as a roadmap for the project, providing an organized plan for successfully migrating from the current system to the new application. This section outlines the key activities and tasks involved in the transition, such as assessing the current system, gathering requirements, selecting technologies, development, testing, data migration, and deployment. By presenting a clear and comprehensive transition approach, stakeholders can understand the sequence of actions required to ensure a smooth and efficient transition to the new e-commerce web application.

- **Current System Assessment:**

  Evaluate the existing system and identify its strengths, weaknesses, and any limitations. Assess the readiness of the current infrastructure for the transition.

- **Requirements Gathering:**

  Engage with stakeholders, including the Chubby Gourmet team, to gather detailed requirements for the new e-commerce web application. Define functional and non-functional requirements, considering usability, scalability, security, and performance aspects.

- **Technology Selection:**

  Select the appropriate technologies and frameworks for the new e-commerce web application based on the requirements gathered. Consider factors such as compatibility, ease of maintenance, and scalability.

- **Architecture Design:**

  Develop an architectural design for the new e-commerce web application, considering the desired functionality, scalability, security, and integration requirements. Define the overall structure, components, and data flow.

- **Development:**

  Begin the development phase by implementing the new e-commerce web application based on architectural design. Follow best practices, coding standards, and conduct regular code reviews to ensure quality.

- **Testing:**

  Conduct comprehensive testing of the new e-commerce web application to identify and resolve any bugs or issues. Perform unit testing, integration testing, system testing, and user acceptance testing to ensure the application functions are as expected.

- **Training and Documentation:**

  Develop training materials and conduct training sessions to familiarize the Chubby Gourmet team with the new e-commerce web application. Create comprehensive documentation, including user manuals and technical guides.

- **Deployment:**

  Prepare for the deployment of the new e-commerce web application by configuring the production environment, ensuring scalability, security, and performance optimizations. Deploy the application and conduct final checks.

- **Transition to Production:**

  Coordinate with the Chubby Gourmet team to smoothly transition from the current system to the new e-commerce web application. Monitor the system during the transition phase, providing support and addressing any issues that arise.

- **Post-Transition Evaluation:**

    Evaluate the success of the transition process and gather feedback from stakeholders. Identify areas for improvement and document lessons learned for future reference.

By following this transition approach, the Chubby Gourmet e-commerce web application can be successfully implemented, ensuring a smooth and efficient migration from the current system to the new application.

5.11.3. Team Organization

In the implementation plan, this section provides an overview of the team organization, including the roles and responsibilities of each team member. It helps stakeholders understand the individuals involved in the project, their areas of expertise, and their specific contributions to the development and transition of the Chubby Gourmet E-commerce Web Application.

1. **Project Manager:** Oversee and ensure the overall success of the transition. Lead the transition team, ensure timely completion of tasks, maintain coordination with the customer, and ensure adherence to the transition plan.
2. **Quality Assurance Tester:** Conduct testing activities, develop test plans, execute test cases, identify, and report bugs, collaborate with the development team to ensure software quality.
3. **Scrum Master:** Facilitate the agile development process, organize, and lead scrum meetings, remove obstacles, promote collaboration and effective communication within the team.
4. **Document Specialist:** Create and maintain project documentation, including requirements documents, user manuals, technical guides, and other relevant documentation.
5. **Product Designer:** Design and prototype the user interface and user experience (UI/UX) for the e-commerce web application, collaborate with stakeholders to understand requirements and ensure a visually appealing and user-friendly design.
6. **Frontend Developer:** Develop the client-side components of the web application, implement the UI/UX design, and ensure responsive and interactive user interfaces using HTML, CSS, and JavaScript frameworks.
7. **Backend Developer:** Develop the server-side components and logic of the web application, handle data processing, integration with databases, and implement business logic using programming languages like PHP, MySQL.

5.11.4. Workforce Transition

This section outlines the plan and strategies for managing the transition of the workforce during the implementation of the Chubby Gourmet e-commerce web application. It serves as a guide for effectively aligning the skills, knowledge, and resources of the existing workforce with the requirements of the new application.

Moreover, this section highlights the key activities involved in assessing the current workforce, identifying skill requirements, providing training and development opportunities, integrating new team members, and ensuring employee engagement and support throughout the transition process.

By addressing the workforce transition in a structured manner, the organization can ensure a smooth and successful transition, maximizing the effectiveness and productivity of the workforce in supporting the implementation of the new e-commerce web application.

Assess Current Workforce:

Evaluate the existing workforce and identify their skills, knowledge, and capabilities relevant to the new e-commerce web application. Assess any gaps or areas that need to be addressed for a successful transition.

Identify Skill Requirements:

Determine the skill set and expertise required for the new e-commerce web application. Identify the specific roles and responsibilities needed, such as frontend developers, backend developers, UX designers, QA testers, etc.

Internal Workforce Training:

Assess if any members of the current workforce can be trained or upskilled to meet the requirements of the new e-commerce web application. Provide training programs, workshops, or resources to enhance their skills and knowledge in relevant areas.

Recruitment and Hiring:

Identify any skill gaps that cannot be fulfilled internally and initiate a recruitment process to hire new employees or contractors with the required expertise. Develop job descriptions, conduct interviews, and select candidates who fit the desired skill set.

Knowledge Transfer:

Facilitate knowledge transfer from the existing workforce to the new team members. Arrange for mentoring, shadowing, or collaborative work to ensure a smooth transfer of domain knowledge, project-specific information, and best practices.

Team Integration and Collaboration:

Foster a collaborative and inclusive work environment to facilitate effective teamwork between the existing and new workforce. Encourage open communication, knowledge sharing, and cross-functional collaboration to leverage the strengths of both groups.

Performance Evaluation and Feedback:

Establish performance evaluation mechanisms to assess the progress and effectiveness of the transition process. Provide regular feedback to individuals and teams to identify areas for improvement and recognize achievements.

Employee Support and Engagement:

Provide support and resources to employees during the transition, including access to training materials, documentation, and technical support. Foster employee engagement through regular communication, team-building activities, and recognition of their contributions.

Change Management:

Implement change management strategies to manage any resistance or challenges that may arise during the workforce transition. Communicate the benefits and goals of the new e-commerce web application, address concerns, and provide support to facilitate a smooth transition.

Ongoing Training and Development:

Continue to invest in the professional development of the workforce by providing ongoing training opportunities, workshops, and certifications to keep their skills up to date with evolving technologies and industry trends.

By following this workforce transition plan, the Chubby Gourmet E-commerce Web Application can effectively manage the transition of its workforce, ensuring that the required skills and expertise are in place to support the successful implementation and operation of the new application.

5.11.5. Workforce Execution During Transition

This section focuses on the workforce execution during the transition period for the project, specifically in the context of the Chubby Gourmet e-commerce web application. Key aspects to be explored include user training, system launch, lessons learned documentation, updating files/records, formal acceptance, archiving files/documents, and project closeout meetings. The effective management of these elements aims to

facilitate a seamless transition, empower employees with their necessary skills, and ensure the overall success of the project.

User Training: Providing comprehensive training programs to equip employees with the necessary knowledge and skills to operate the new system. This may involve conducting training sessions or one-on-one coaching to ensure a smooth transition and maximize employee productivity.

System Launch: Ensure all necessary systems are in place and functioning properly before making the new system available to users. Conduct final system tests and verify the accurate migration of data to ensure a seamless transition.

Lessons Learned Documentation: Document the insights gained throughout the project, highlighting areas of success and areas for improvement. This document will serve as a valuable resource for future projects, promoting the adoption of best practices.

Updating Files/Records: Update relevant files and records to reflect the project's completion. This may involve archiving specific documents or updating contracts and agreements with updated information.

Formal Acceptance: Obtain formal acceptance from the project, indicating successful completion of the transition. Ensure all deliverables have been met and address any outstanding concerns to ensure client satisfaction.

Archiving Files/Documents: Archive all project-related files and documents, including contracts, agreements, project plans, and other pertinent materials.

Project Closeout Meeting: Conduct a project closeout meeting with all stakeholders to review the project's overall performance, acknowledge successes, identify areas for improvement, and address any remaining issues.

5.11.6. Subcontracts

Since there are no existing contracts or subcontract agreements associated with the Chubby Gourmet project, there is no need for a transition or transfer of such contracts or agreements.

5.11.7. Property Transition

5.11.7.1.   Incumbent Owned Equipment

As part of the property transition plan for the Chubby Gourmet e-commerce web application, the evaluation and utilization of incumbent owned equipment will be considered.

The following outlines the steps and considerations for this aspect of the transition:

Infrastructure Assessment:

• Conduct a thorough assessment of the existing infrastructure owned by the organization. This includes servers, networking equipment, databases, and other relevant hardware and software components.

• Evaluate the compatibility and suitability of the incumbent owned equipment for supporting the Chubby Gourmet e-commerce web application.

• Identify any gaps or areas where additional equipment or upgrades may be required to ensure optimal performance and functionality.

Repurposing Existing Equipment:

• Determine if any incumbent owned equipment can be repurposed for the new system. This involves assessing the capacity, capability, and compatibility of the existing equipment with the requirements of the Chubby Gourmet application.

• Consider factors such as scalability, performance, and security when deciding whether to repurpose the existing equipment.

Equipment Replacement:

• If the incumbent owned equipment is inadequate or not aligned with the needs of the Chubby Gourmet application, develop a plan for equipment replacement.

• Identify the specific equipment that needs to be replaced and specify the criteria for selecting new equipment.

• Consider factors such as performance, scalability, security, and future growth when selecting replacement equipment.

Integration and Configuration:

• Outline the procedures for integrating the incumbent owned equipment with any newly acquired equipment or infrastructure.

• Specify the configuration steps required to ensure seamless operation and compatibility between the existing and new components.

Testing and Validation:

• Develop a testing and validation plan to ensure the compatibility and functionality of the incumbent owned equipment within the new system.

• Conduct thorough testing to verify the performance, reliability, and security of the integrated infrastructure.

Documentation and Knowledge Transfer:

• Document the details of the incumbent owned equipment, including configurations, specifications, and any relevant procedures.

• Facilitate knowledge transfer among team members involved in managing and maintaining the infrastructure.

5.11.8. Knowledge Transfer

Documentation/Guides:

• The project team will prepare comprehensive documentation and guides for Chubby Gourmet, covering various aspects of the system and its implementation.

• The documentation will include a project overview, system architecture, technical specifications, and other relevant materials to provide a clear understanding of the system's workings.

• The guides will offer detailed, step-by-step instructions on performing specific tasks related to the E-commerce web application.

Training:

• Chubby Gourmet's owner, Ms. Priscilla Mariano, will receive personalized training from the project team to ensure a thorough understanding of the system's functionalities and processes.

• Access to online training materials and resources will be provided to Ms. Priscilla Mariano for continuous learning and skill development related to the E-commerce web application.

• Ms. Priscilla Mariano will be responsible for disseminating the acquired knowledge to relevant stakeholders within Chubby Gourmet.

To facilitate effective knowledge transfer, regular check-ins and meetings will be scheduled between the project team and Ms. Priscilla Mariano, the owner of Chubby Gourmet.

These sessions will ensure a successful transfer of knowledge and address any questions or concerns promptly. Additionally, any updates or changes to the system will be documented and shared with Miss Priscilla Mariano, enabling her to stay up to date with the latest information and functionalities of the E-commerce web application.

5.11.9. Schedule

TABLE 25. Schedule

Chubby Gourmet E-Commerce Web Application		
Task	Start Date	End Date
Initiation		
Develop Business Case	1/3/23	1/18/23
Develop Project Charter	1/19/23	1/30/23
Obtain Project Approval	14/31/23	2/2/23
Planning		
Scope Management Plan	2/3/23	2/9/23
Schedule Management Plan	2/10/23	2/17/23
Cost Management Plan	2/20/23	3/1/23
Risk Management Plan	3/2/23	3/8/22
Quality Management Plan	3/9/23	3/13/23
Procurement Management Plan	3/14/23	3/20/23
Human Resource Management Plan	3/21/23	3/23/23
Change Management Plan	3/24/23	3/31/23
Communication Management Plan	4/3/23	4/14/23
Implementation Plan	4/17/23	4/24/23
Design System Architecture	4/25/23	5/24/23
Create wireframes and user interface design	5/25/23	6/2/23
Execution		
Set up Development Environment	6/5/23	6/14/23
Develop Frontend Components	6/15/23	7/20/23
Develop Backend Components	7/21/23	8/25/23
Integrate Frontend and Backend	8/29/23	9/11/23
Perform Unit Testing	9/12/23	9/20/23
Monitoring		
Monitor Project Progress and Milestones	Throughout the project	
Track Resource Utilization	Throughout the project	

Monitor Risks and Issue Resolution	Throughout the project	
Perform System Testing and Quality Assurance	9/21/23	9/29/23
Gather and Analyze User Feedback	10/2/23	10/4/23
Closeout		
Finalize and Deliver Project Documentation	10/5/23	10/10/23
Obtain Formal Acceptance	10/11/23	10/13/23
Archive Project Files and Resources	10/16/23	10/18/23
Handover Project Deliverables to Project Sponsor	10/19/23	10/19/23
Perform Post-Implementation Review	10/20/23	10/24/23
Close Out Meeting	10/25/23	10/25/23

5.11.10.   Handover and Acceptance

This section shows the final stage of the implementation process for the new e-commerce web application.

During this phase, the following activities will take place:

- **Documentation Handover:** All relevant project documentation, including system specifications, user manuals, and technical documentation, will be compiled and handed over to the stakeholders. These documents will serve as a comprehensive reference for understanding and operating the Chubby Gourmet e-commerce web application.
- **Training and Knowledge Transfer:** Training sessions and knowledge transfer activities will be conducted to ensure stakeholders have the necessary skills and knowledge to effectively use and maintain the new system. This includes training on managing products, processing orders, and administering the e-commerce platform.
- **User Acceptance Testing:** The stakeholders will actively participate in user acceptance testing to validate the functionality, usability, and performance of the Chubby Gourmet e-commerce web application. Any identified issues or concerns will be addressed and resolved to ensure a satisfactory user experience.
- **Sign-off and Acceptance:** Once the stakeholders are satisfied with the performance and functionality of the web application, they will provide formal sign-off and acceptance of the Chubby Gourmet e-commerce system as meeting their requirements and expectations.

- **Handover of Administrative Rights:** The necessary administrative rights and access privileges will be granted to designated personnel, ensuring they have the authority and control to manage and administer the Chubby Gourmet e-commerce web application effectively.
- **Post-Implementation Support:** The project team will provide post-implementation support to address any questions, issues, or concerns that may arise during the initial period of system operation. This support will ensure a smooth transition and facilitate the stakeholders' successful adoption of the new e-commerce platform.

The Handover and Acceptance phase is a critical step in the Chubby Gourmet project, ensuring that the stakeholders are equipped with the necessary documentation, knowledge, and resources to effectively use and manage the new e-commerce web application. It represents the formal acceptance of the system and paves the way for its operational success in meeting the organization's goals and delivering an exceptional online shopping experience.

6. Sponsor Acceptance

Approved by the Project Sponsor:

_____   _____
Priscilla Mariano   Date
Business Owner

Appendices

Appendix A: Cost Change Request Form

Change Number:		
Project Name:		
Prepared by:		
Date:		
Person(s) Requesting Change:		
Detailed Description of Cost Change Requested:		
Reason for Cost Change Requested:		
Overall Effect on Project Cost		
• Projected Cost Overrun of approximately:		
• Estimated Cost Reduction of approximately:		
Effect on Schedule:		
• Planned Project Completion Date:		
• New Project Completion Date:		
Effect on Scope:		
Additional Remarks:		
Approval	Project Manager	Date
Approval	Project Sponsor	Date

Appendix B: Change Request Form

Change Description
Change Name:
Contact:
Description of Change:
Reason for Change:
Priority [Shade One]:
Medium	
Impact on Deliverables:
Impact of Not Responding to Change:
Approval of Request:
Change Impact
Tasks/Scope Affected:
Cost Evaluation:
Risk Evaluation:
Quality Evaluation:
Additional Resources:
Duration:
Additional Effort:
Impact on Deadline:
Alternative and Recommendations:
Comments:

Appendix C: Request for Proposal (RFP) Template

RFP:	Proposal Due Date:	Company Name:
Project Overview:		
Project Goals:		
Scope of Work:		
Current Roadblocks and Barriers to Success:		
Evaluation Metrics and Criteria:		
Submission Requirements:		
Project Due Date:	Budget Amount:	
Contact:	Email:	Phone number:

Appendix D: Work Package

WBS:	1.1.1
Work Package:	Develop Business Case
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Identifying the key elements of the project's Business Case • Identifying the team members for the project. This work package mainly focuses on the development of the Business Case document
Completion State:	When HighTable has accomplished the document with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates to reassure the client that there was progress made in the development of the project.

Budget:	PHP 59, 546.63
Reference Docs:	(HighTable) Business Case.docx

WBS:	1.1.2
Work Package:	Develop Project Charter
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Identifying the purpose, goals, constraints, risks, and key stakeholders of the project • Identifying the team members This work package mainly focuses on the contents of the Project Charter document.
Completion State:	When HighTable has accomplished the task with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has

	been progress made in the development of the project.
Budget:	PHP 41,146.63
Reference Docs:	[(HighTable) Project Charter.docx](#)

WBS:	1.1.3
Work Package:	Obtain Project Approval
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Communicating with the client for the approval of the project proposal This work package mainly focuses on the approval of the key stakeholder.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time.

	• The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 18,146.63
Reference Docs:	(HighTable) Project Charter.docx (HighTable) Business Case.docx

WBS:	1.2.1
Work Package:	Scope Management Plan
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Outlining the main constraints and baseline of the project This work package mainly focuses on the scope of the project.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation:	• Team members will communicate effectively and make

(List down ways to address each risk listed above)	use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 27,346.63
Reference Docs:	(HighTable) Scope Management Plan.docx

WBS:	1.2.2
Work Package:	Schedule Management Plan
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Identifying the most effective way to create schedules throughout the development of the project. This work package mainly focuses on the scope of the project.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• Team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.

Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 31,946.63
Reference Docs:	[(HighTable) Schedule Management Plan.docx](#)

WBS:	1.2.3
Work Package:	Cost Management Plan
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Identifying all costs to be used and distributed throughout the development of the project. This work package mainly focuses on the project's finances.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• Team will not be able to accomplish the tasks on time.

	• Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 36,546.63
Reference Docs:	(HighTable) Cost Management Plan.docx

WBS:	1.2.4
Work Package:	Risk Management Plan
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Identifying the most effective way to mitigate risks that may occur throughout the development of the project. • Identify the most probably risks that can occur it the project. • Create a Risk Assessment Matrix This work package mainly focuses on the risks that HighTable may encounter
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project.

	• The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• Team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 25,608.00
Reference Docs:	High Table_Risk Management Plan.docx

WBS:	1.2.5
Work Package:	Quality Management Plan
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Identifying the strategies, processes, and procedures to ensure good quality throughout the development of the project. This work package mainly focuses on the maintenance plan for quality of the project.
Completion State:	When HighTable has accomplished the work package with no revisions needed.

Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• Team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 16,408.00
Reference Docs:	[(HighTable) Quality Management Plan.docx](#)

WBS:	1.2.6
Work Package:	Procurement Management Plan
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Identifying the vendors and resources that can be used in the development of the project. This work package mainly focuses on the resources plan for the project.

Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• Team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 25,608.00
Reference Docs:	(HighTable) Procurement Management Plan.docx

WBS:	1.2.7
Work Package:	Human Resources Management Plan
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Identifying the roles and responsibilities throughout the development of the project.

	This work package mainly focuses on the individuals assigned to the project.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 16,408.00
Reference Docs:	(HighTable) Human Resource Plan.docx

WBS:	1.2.8
Work Package:	Change Management Plan
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks:

	• Identifying the needed process and protocols need if ever change ever arises in the project. This work package mainly focuses on the handling of change that may happen in the project's lifespan.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 30,208.00
Reference Docs:	[(HighTable) Change Management Plan.docx](#)

WBS:	1.2.9
Work Package:	Communication Management Plan
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet

Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Identifying the needed process and protocols for the communication methods and channels to be used by the team and the stakeholders. This work package mainly focuses on the communication of the project.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 35,460.00
Reference Docs:	(HighTable) Change Management Plan.docx

WBS:	1.2.10
Work Package:	Implementation Plan
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Identifying the deployment plan, near the end of the project's lifespan. This work package mainly focuses on the post development phase of the project.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 26,260.00
Reference Docs:	High Table_Implementation Plan.docx

WBS:	1.2.11
Work Package:	Design System Architecture
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist John Rysal Rosel, Back-end Developer Lester Dave Salazar, Product Designer, Front-end Developer
Description:	This portion includes the following tasks: • Drafting/developing the structure for data flow for the proposed system. This work package mainly focuses on the flow of the data throughout the proposed system.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been

	progress made in the development of the project.
Budget:	PHP 181,760.00
Reference Docs:	-

WBS:	1.2.12
Work Package:	Create Wireframes and UI Design
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Lester Dave Salazar, Product Designer, Front-end Developer
Description:	This portion includes the following tasks: • Drafting/developing the base design and overall look of the proposed system. This work package mainly focuses on the front-end look of the proposed system.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been

	progress made in the development of the project.
Budget:	PHP 14,810.00
Reference Docs:	-

WBS:	1.3.1
Work Package:	Set up Development Environment
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Marcus Philip Flores, Scrum Master, Document Specialist John Rysal Rosel, Back-end Developer Lester Dave Salazar, Product Designer, Front-end Developer
Description:	This portion includes the following tasks: • Identifying the needed software, hardware, and resources to be set up for the development of the project. This work package mainly focuses on the preparation of materials before the beginning of the development stage.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation:	• Team members will communicate effectively and make

(List down ways to address each risk listed above)	use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 66,951.44
Reference Docs:	-

WBS:	1.3.2
Work Package:	Develop Frontend Components
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Marcus Philip Flores, Scrum Master, Document Specialist John Rysal Rosel, Back-end Developer Lester Dave Salazar, Product Designer, Front-end Developer
Description:	This portion includes the following tasks: • Identifying the needed software, hardware, and resources to be set up for the development of the project. This work package mainly focuses on the preparation of materials before the beginning of the development.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time.

	• Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 219,751.44
Reference Docs:	-

WBS:	1.3.3
Work Package:	Develop Backend Components
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Marcus Philip Flores, Scrum Master, Document Specialist John Rysal Rosel, Back-end Developer Lester Dave Salazar, Product Designer, Front-end Developer
Description:	This portion includes the following tasks: • Developing the databases that will be incorporated into the system. • Developing the logic between user interactions • Developing the payment windows for the check-out portion • Developing the sign up/login feature • Developing analytics portion of the system • Developing the inventory portion of the system This work package mainly focuses on the back-end processes of the proposed system.

Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• Team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 218,851.44
Reference Docs:	-

WBS:	1.3.4
Work Package:	Integrate Frontend and Backend
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Marcus Philip Flores, Scrum Master, Document Specialist John Rysal Rosel, Back-end Developer Lester Dave Salazar, Product Designer, Front-end Developer
Description:	This portion includes the following tasks:

	• Implement the proposed backend and frontend designs onto the web application. This work package mainly focuses on the implementation of the front-end and back-end processes.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 92,451.44
Reference Docs:	-

WBS:	1.3.5
Work Package:	Perform Unit Testing
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet

Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester John Rysal Rosel, Back-end Developer Lester Dave Salazar, Product Designer, Front-end Developer
Description:	This portion includes the following tasks: • Test all possible processes to see if there are any unexpected behaviors. • Document and record all unexpected behaviors and • Report the feedback to the Back end and front-end developers to what can be improved. This work package mainly focuses on polishing the proposed system.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.

Budget:	PHP 47,701.44
Reference Docs:	-

WBS:	1.4.1
Work Package:	Monitor Project Progress Milestone
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Monitoring the project's progress and mitigating any deviations from its set plan. This work package mainly focuses on monitoring the project's progress.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback about the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has

	been progress made in the development of the project.
Budget:	-
Reference Docs:	-

WBS:	1.4.2
Work Package:	Track Resource Utilization
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Monitoring the project's resources and seeing if it is being used effectively and efficiently. This work package mainly focuses on monitoring the usage of the team's resources.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time.

	• The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	-
Reference Docs:	-

WBS:	1.4.3
Work Package:	Monitor Risks and Issue Resolution
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Monitor if there are any risks that the group may encounter and make use of the risk mitigation protocols in response to them. This work package mainly focuses on risk mitigation behavior of the team.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.

Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	-
Reference Docs:	-

WBS:	1.4.4
Work Package:	Perform System Testing and Quality Assurance
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist John Rysal Rosel, Back-end Developer Lester Dave Salazar, Product Designer, Front-end Developer
Description:	This portion includes the following tasks: • The testing of the proposed system with full documentation This work package mainly focuses on the intensive testing of the proposed system.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.

Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 66,951.44
Reference Docs:	-

WBS:	1.4.5
Work Package:	Gather and Analyze Feedback
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Contacting the key stakeholder for their insights into the proposed system. • Documenting and reporting to the development team on what to improve on This work package mainly focuses on the feedback and implementation of the key stakeholder's recommendations.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project.

	• The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 21,251.44
Reference Docs:	-

WBS:	1.5.1
Work Package:	Finalize and Deliver Project Documentation
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Reviewing and renewing any documents needed that will be submitted for signing. This work package mainly focuses on the polishing of the documents.
Completion State:	When HighTable has accomplished the work package with no revisions needed.

Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 20,573.36
Reference Docs:	-

WBS:	1.5.2
Work Package:	Obtain Formal Acceptance
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester
Description:	This portion includes the following tasks: • Getting in contact with the key stakeholder to sign all documents for formal acceptance. This work package mainly focuses on the acceptance of the project to the stakeholder.

Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 7,723.36
Reference Docs:	-

WBS:	1.5.3
Work Package:	Archive Project Files and Resources
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks:

	• Creating own copies and saving all important documents for future reference. This work package mainly focuses on the archiving of all important documents.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 15,973.36
Reference Docs:	-

WBS:	1.5.4
Work Package:	Handover Project Deliverables to Project Sponsor
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet

Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester
Description:	This portion includes the following tasks: • Handing over all the improved and approved deliverables to the Project Sponsor. This work package mainly focuses on the handover of the project.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 4,023.36
Reference Docs:	-

WBS:	1.5.5
Work Package:	Perform Post-Implementation Review
Package Owner:	HighTable

Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Implementing of the new System on the client's environment. • Allow the Project Sponsor to test and review if there are any issues with the newly implemented system. • Revise and update all issues that were found. This work package mainly focuses on the quality and feedback of the newly implemented system.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.
Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.

Budget:	PHP 15,973.36
Reference Docs:	-

WBS:	1.5.6
Work Package:	Close Out Meeting
Package Owner:	HighTable
Owner Organization:	Chubby Gourmet
Participants:	Gianna Bernice Artajos, Project Manager, Quality Assurance Tester Marcus Philip Flores, Scrum Master, Document Specialist
Description:	This portion includes the following tasks: • Prepare a meeting with the Key Stakeholder and discuss if there should be any unforeseen problems, they must contact the team. • Show all the archived documents for their reference. • Thank them for their support and cooperation for collaborating with HighTable This work package mainly focuses on closing out Chubby Gourmet's E-Commerce Web Application project.
Completion State:	When HighTable has accomplished the work package with no revisions needed.
Assumptions:	• All team members agree to stay and work in the same group until the full completion of the project. • The team will work to meet the agreed deadline with all the resources available to them. • Key Stakeholder will give her honest and critical feedback regarding the work package.
Risks: (List down risks in accomplishing this Work Package)	• The team will not be able to accomplish the tasks on time. • Key Stakeholder may second guess and back out of the project.

Risk Mitigation: (List down ways to address each risk listed above)	• Team members will communicate effectively and make use of the agile methodology to get tasks done on time. • The team will provide consistent updates every other week to reassure the client that there has been progress made in the development of the project.
Budget:	PHP 2,748.36
Reference Docs:	-