PROJECT MANAGEMENT PLAN

RAM-IT ITRO'S CHATBOT AND TICKETING SYSTEM

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Business Case

Executive Summary

This business case will tackle on business concerns regarding the proponents proposed project RAM-IT, business concerns like, the benefits of the project, the recommendations that the proponents can bring, the justifications to give importance to why the project is needed for the specific problem it is trying to solve. This document will also have information regarding the current details in its development cycle, for example, the milestones, the performance, the constraints, and the assumptions.

1.1. Issue

APC's ITRO has been able to handle inquiries ever since its establishment in the school, whether it was through their Outlook E-mail or through In-person inquiring. It was fully accepted by the community, but there are still some lacking capabilities with their existing methods on handling inquiries like:

- Being unable to provide support or answer inquiries in a time efficient manner due to unavailability of the ITRO staff because of demanding and abundant workload.
- Being unable to delegate, organize, and track the progress of current and incoming inquiries.
- Having no tracking mechanism on the priority levels of the inquiries that may be given to them that can lead to FAQs being answered one-by-one instead of the staff focusing more on specific concerns that need their attention.

1.2. Anticipated Outcomes

Once the ITRO has implemented RAM-IT as a system for managing and handling their inquiries, it will enable them to have a faster way on handling FAQs through the chatbot, they will be able to answer the urgent and high-priority tasks with the priority feature, and they will also have the data like records, and reports be available to them in the system. This will also benefit APC and the community as it enables them to have their inquiries answered promptly and effectively. The end state of this project is for the system to be fully implemented in the ITRO and the APC community using this system for their inquiries and concerns.

1.3. Recommendation

There are many types of technology that can solve the business problem, but the proponents have decided that a ticketing system with a chatbot feature will be the optimal choice. This is because it enables the ITRO to have a better and more efficient way of handling FAQs through the chatbot having prompted answers for frequent concerns that come from the community. A more effective way of handling specific concerns that are asked online is through the ticketing system and its chat feature in which the inquirer can communicate with an ITRO staff via chat. This also assists them in managing these inquiries, in terms of delegation of tasks and prioritizing the urgent concerns. It also enables them to have records and reports to give them data regarding the concerns that they face and how abundant they are given a span of time which are all available and displayed in the system.

1.4. Justification

RAM-IT should be implemented as a system that enables ITRO to handle and manage inquiries, because it improves efficiency in terms of time and method of answering inquiries. Helpdesks and/or ticketing systems have been implemented in numerous companies and schools because they are helpful on enabling their respective technical offices on managing their inquiries, as well as have the inquirers having a designated platform to track and send their inquiries to the ITRO. It should also be implemented as the system can be further improved upon by the ITRO, for example, adding more features that are present in other existing ticketing systems that may benefit the project. The unique feature about RAM-IT is that it enables an efficient communication for two kinds of questions whether it be frequently asked questions which are answered through the chatbot if the inquiry is present there or specific questions which are addressed by the ITRO and will be communicated with them through the chat feature.

BUSINESS CASE ANALYSIS TEAM

Member Name:	Role	Role Description
Jayson Aloya	Project Manager	Manages the whole project and leads the project to success. Communicates with Stakeholders and oversees the whole team's works.
Marc Julian Sajul	Front End Developer	Programs the UI of RAM-IT.
Marc Zamora	Back End Developer	Programs the UX of RAM-IT.

John Christopher Langcauon Jan Gabriel Prion	Documentation Specialists	Create the necessary paper deliverables of the project as well as documenting the whole process of completing the project.

PROBLEM DEFINITION

Problem Statement

The ITRO has been handling inquiries regarding technical concerns, concerns can range from password problems, borrowing equipment, and many more. They do this with the use of Microsoft Outlook and allowing students to inquire in-person by visiting the ITRO office. The problem with this method however (especially for online inquiries) is that time for inquiries to be addressed will always vary with the ITRO's availability. Another problem is that ITRO doesn't have a method to track all their inquiries all at once in a single page, leading them to always backtrack within their e-mails. Lastly, they are unable to identify if the concerns being given to them are questions that already have answers to them before or specific questions that need their communication to be resolved.

Organizational Impact

RAM-IT will influence how and where inquiries regarding ITRO will be sent and addressed. It will modify the way ITRO can track, delegate, and address inquiries, as well as make inquiries from APC community members more trackable and easier to follow.

Existing roles can change as documentation is given an emphasis in the first months of planning, with these developers are adjusted to assist on documentation roles, but later on when the development phase starts, they will continue on with their developer role.

Technology Migration

The project will have a tremendous impact in terms of proficiency on handling the basic necessity on answering the problems of the previous system that was in-place The project will be implemented in the cloud servers and promote the website from there on

PROJECT OVERVIEW

The project overview for RAM-IT provides details regarding the project's description, objectives, performance, and more details regarding the project's identity. As the project

progresses further into its development phase, these parts will be expounded and/or changed based on the circumstances that will appear when developing the project.

Project Description

With the ITRO having abundant online inquiries by the HyFlex status of Asia Pacific College, the e-mails that contain inquiries from the members of the APC community might get ignored or be buried by other e-mails, especially if the ITRO staff is not available at that time due to workload that requires them to be elsewhere. ITRO also has a problem where they cannot track the current inquiries that they have started addressing, details like when the inquiry was addressed, solved, and who solved it, these are data that are hard to track in the form of just writing down notes from the taken inquiries in Outlook. The project team had decided that they will create a system where both FAQs and specific inquiries will get answered by the ITRO as soon and as effectively as possible. The team will do this in the form of developing a ticketing system along with features like a display of all tickets, open, pending, and closed, a chatbot where the inquirer can prompt out FAQs and their solutions, notifications, and a ticketing system that comes with a chat, where once inquirers tickets have been accepted, inquirers are allowed to communicate with the ITRO staff assigned to them.

Goals and Objectives

These are the following business goals and objectives.

- Have a system in which ITRO can manage inquiries, track inquiry data, and answer FAQs immediately.
    - This is the main objective where the team must develop the system that contains all the promised features that were mentioned in previous parts of the business case.
- Have better ITRO-to-APC community member communication regarding technical inquiries that need to be addressed by the ITRO.
    - The project can create better communication as it also promotes little to no interaction with the chatbot as the chatbot itself can answer frequent inquiries from the APC community members. With this, ITRO staff can focus more on communicating with the ticket submissions and high-priority inquiries and concerns.
- Have the ticketing system promoted and used across the whole APC community.

Project Performance

The following table lists the key resources, processes, or services and their respective business outcomes that will measure the performance of the project.

Key Resource/Process/Service	Performance Measure
Inquiry Response	The system will be able to help ITRO and inquirers to have a centralized platform resulting to inquirers having more assurance and promptness to be answered.
Chatbot feature	RAM-IT Chatbot will be able to answer 70-90% of the frequently-asked-questions that are sent by the inquirers.
ITRO Specialists	With the assigning function, the person delegated to the ticket will have proper knowledge and will be able to assist the inquirer effectively.
Communication with the ITRO	The chat feature allows the inquirer and the ITRO to have a better communication line to solve the concern or inquiry.

Project Assumptions

- Resources and budget will be secured for the whole development cycle of the project.
- The project team will have the skills and knowledge required to develop the project successfully.
- The stakeholders will be able to provide input to further improve the project during its development.
- The project with complete features will be tested for approval from the stakeholders and the client.
- The project will remain in its scope for the whole duration of the project.

Project Constraints

These are all the current constraints that the project is facing. The list will change as the project goes through all the changes during its phases of development.

- The system can only be accessed by Asia Pacific College members with a working APC Microsoft account.
- The current project is limited to being a website that can be accessed through Desktop and Mobile by Asia Pacific College community members.
- The project requires internet access to be able to use the system.

Major Project Milestones

Summary Milestone Schedule – List key project milestones relative to project start.	
Project Milestone	**Target Date (05/28/2024)**
• Design Thinking	04/05/2023
• First Meeting with Project Team	05/18/2023
• Send Documents for Project Sponsor Approval	09/01/2023
• Create System Mock-Up	09/29/2023
• Develop Chat Bot Feature	11/01/2023
• Develop Ticketing Feature	11/28/2023
• Implement UI	03/22/2024
• Training the ITRO	04/24/2024
• Transferring roles to ITRO	05/01/2024
• Transferring deliverables to ITRO	05/08/2024
• Confirmation of Project Completion	05/28/2024
• Project Complete	05/28/2024

STRATEGIC ALIGNMENT

The implementation of RAM-IT aligns with the business goals that the ITRO envisions, this includes:

- Efficient Inquiry Response
    - The system allows for efficiency in terms of time and effectiveness with its chatbot for FAQ responses, and the ticketing system accompanied with the chat feature that allows communication between inquirer and ITROIT specialist.
- Ticket/Inquiry Tracking
    - The system allows the ITRO supervisor and specialists to keep track of the tickets that are open, pending, and closed. It also enables the supervisor to delegate tasks and set the priority levels of the inquiries coming from the members of the APC community.

Cost Benefit Analysis

The benefits of the developed project wouldn't be costly due to the client's and the university resources, with the given assistance it will be more than enough for the project to be deployed making it less costly than the other projects. The analysis of the cost will be beneficial to the client and the developers that wouldn't need additional resources that will need financially. Developing the project will not be encountering financial issues.

Alternatives Analysis

Implementing Signages – During the earlier developments of the project, signages were proposed to accompany the system as it enables people inside APC to view information regarding ITRO, but this was debunked as the project already abundant amounts of features that are unnecessary.

Having automated delegation – When development was ongoing, the stakeholders proposed that the delegation feature of supervisor to IT specialist can be automated, it was considered by the project team but it wasn't aligned with the ITRO's system of delegation, leading for the idea to be debunked but considered.

Approvals

The business case is a document with which approval is granted or denied to move forward with the creation of a project. Therefore, the document should receive approval or disapproval from its executive review board.

Project Charter

This charter formally authorizes the RAM-IT: ITRO's ChatBot & Ticketing System to develop and implement a better way for the ITRO to provide customer support to the APC Community. A project plan will be developed and submitted to the Project Sponsor for approval. The project plan will include: scope statement; schedule; cost estimation; budget; and provisions for scope and limitations, resource, schedule, communications with stakeholders and the sponsor, quality assurance, risk analysis, procurement, and stakeholder management as well as project control. All resources will be assigned by the Project Sponsor, Mr. Jojo F. Castillo, Head of the ITRO.

RAM-IT: ITRO's ChatBot and Ticketing System is being developed to assist the ITRO in terms of handling inquiries coming from the members of the APC community. The system will assist them by giving them features like, being able to delegate and track the inquiries in an organized manner, have information on what inquiry has the high priority, and have a ChatBot that can handle FAQs. Members of the APC community will also benefit from this system as they can get their answers immediately if their inquiry can be solved by the ChatBot, if not, they will be assured that the ITRO will see their inquiry with the ticketing system. RAM-IT will be a simple responsive website.

The Project Manager, Jayson Aloya, is hereby authorized to interface with management as required, negotiate for resources, delegate responsibilities within the framework of the project, and to communicate with all contractors and management, as required, to ensure successful and timely completion of the project. The Project Manager is responsible for developing and creating the project plan, monitoring the schedule, cost, and scope of the project during implementation, and maintaining control over the project by measuring performance and taking corrective action. The project manager will oversee all work and keep track on documentation consistencies. The project manager will lead the project along with the rest of the members towards success.

The Project Sponsor must approve any schedule changes which may impact milestones. A detailed schedule will be included in the project plan.

Summary Milestone Schedule – List key project milestones relative to project start.	
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• Project Complete	05/28/2024

The budget for this project is detailed below in a table. Costs for this project are categorized in the different phases of the project:

Manpower Cost Estimate					
Initiation					
ROLE	Base Monthly Salary (Based on Glassdoor)	Total Working Hours	Hourly Rate	No. of People	COST
Project Manager	₱ 40,000	130	₱ 230.77	1	₱ 30,000.1
Documentation Specialist	₱ 16,000	21	₱ 92.31	1	₱ 1,938.51
Documentation Specialist	₱ 16,000	110	₱ 92.31	1	₱ 10,154.1
Total Initiation Costs					₱ 42,092.71
Planning					
ROLE	Base Monthly Salary (Based on Glassdoor)	Total Working Hours	Hourly Rate	No. of People	COST
Project Manager	₱ 40,000	258	₱ 230.77	1	₱ 59,538.66
Documentation Specialist	₱ 16,000	55	₱ 92.31	1	₱5,077.05
Documentation Specialist	₱ 16,000	18	₱ 92.31	1	₱1,661.58
Front-End Developer	₱ 33,500	36	₱193.27	1	₱ 6,957.72
Back-End Developer	₱ 25,000	10	₱144.23	1	₱ 1,442.3
Total Planning Costs					₱ 74,677.31

Execution					
ROLE	Base Monthly Salary (Based on Glassdoor)	Total Working Hours	Hourly Rate	No. of People	COST
Project Manager	₱ 40,000	64	₱ 230.77	1	₱ 14,769.28
Documentation Specialist	₱ 16,000	22	₱ 92.31	1	₱2,030.82
Documentation Specialist	₱ 16,000	110	₱ 92.31	1	₱10,154.1
Front-End Developer	₱ 33,500	664	₱193.27	1	₱ 128,331.28
Back-End Developer	₱ 25,000	504	₱144.23	1	₱ 72,691.92
Total Execution Cost					₱ 227,977.4
Monitoring & Control					
ROLE	Base Monthly Salary (Based on Glassdoor)	Total Working Hours	Hourly Rate	No. of People	COST
Project Manager	₱ 40,000	170	₱ 230.77	1	₱ 39,230.9
Documentation Specialist	₱ 16,000	18	₱ 92.31	1	₱1,661.58
Documentation Specialist	₱ 16,000	-	₱ 92.31	1	-
Front-End Developer	₱ 33,500	360	₱193.27	1	₱ 236,562.48
Back-End Developer	₱ 25,000	0	₱144.23	1	-
Total Monitoring & Control Cost					₱ 277,454.9

Closeout					
ROLE	Base Monthly Salary (Based on Glassdoor)	Total Working Hours	Hourly Rate	No. of People	COST
Project Manager	₱ 40,000	88	₱ 230.77	1	20,307.76
Documentation Specialist	₱ 16,000	18	₱ 92.31	1	₱1,661.58
Documentation Specialist	₱ 16,000	-	₱ 92.31	1	-
Front-End Developer	₱ 33,500	80	₱193.27	1	₱ 17,123.18
Back-End Developer	₱ 25,000	0	₱144.23	1	-
Total Closeout Cost					₱ 39,092.52

Contingency Cost	
Contingency Rate Cost (Total Cost * 10%)	66,129.484

Project Cost Summary	
Approved Budget	₱ 1,500,000.00
Manpower costs	₱ 661,294.84
Contingency Cost	₱ 66,129.484
Total Project Cost	₱ 727,424.324

Stakeholder Management Strategy Plan

2. INTRODUCTION

The stakeholder management strategy for RAM-IT: ITRO's ChatBot & Ticketing System aims to proactively identify, prioritize, engage, and communicate with stakeholders to ensure their needs and expectations are met. The strategy will be integrated into the project management approach, guided by principles of transparency, inclusiveness, and accountability. It will focus on building positive relationships, effective communication, conflict mitigation, and continuous monitoring and evaluation to ensure successful system implementation and operation.

3. IDENTIFY STAKEHOLDERS

RAM-IT: ITRO's Chatbot & Ticketing System employs a stakeholder management strategy that involves identifying and engaging with various parties. These include the ITRO team, responsible for technical implementation and maintenance, comprising the ITRO Supervisor and IT Specialists. School administration, including administrators and staff, oversees system usage and effectiveness. Teachers, counselors, and students interact with the system for technical issues and inquiries. School administrators, board members, officials, and system support providers also have stakeholder roles. Other stakeholders, such as alumni or APC community members, may be involved based on system requirements. Identifying and engaging with these stakeholders ensures their perspectives, needs, and concerns shape the system's management and improvement.

4. KEY STAKEHOLDERS

Key stakeholders in the ITRO school ticketing system includes:

1. Information Technology Resource Office (ITRO):
    - IT Supervisor
    - IT Specialist
2. Academic Personnel/Administrator:
    - Administrators
    - Board Members
    - Teachers
    - Counselors
3. APC Community Member:
    - College Students
    - Senior High School students
    - Alumni
4. Project Team
    - Optimum Five
    - Project Sponsor

These key stakeholders may require more communication and management throughout the project's lifecycle, and it is important to identify them to seek their feedback on their desired level of participation and communication. Identifying and engaging with these key stakeholders is crucial to consider their perspectives, needs, and concerns in the management of the ticketing system.

5. Stakeholder Analysis

Stakeholder	Objectives, Requirements, Interests	Influence	Project Contribution	Resistance
JoJo Castillo (APC ITRO)	•Objective is to ensure a reliable and user-friendly system that complies with policies and regulations. •Knowledge of relevant technologies, experience managing technical systems, and strong communication and problem-solving skills. •Interest in meeting the needs of the school community, ensuring data security, maintaining up-to-date knowledge, and contributing to efficient school operations.	**HIGH** Relationship with other stakeholders, organizational structure, and project sponsor	Process improvement, access to resources, and technical expertise	Resource constraints & Concerns about data security
Academic Personnel & Administrator	•The objective is to have access to an easy to use, fast, and streamlined ticket management, with accurate data and ticket resolution. •Requires the ticketing system to be accessible and can be integrated to school operations. •Interest in improved overall experience and reduce delays for technology related inquiries.	**HIGH** collected data and user experience	Providing feedback on its usability, functionality, and effectiveness	User challenges & Changes to existing processes

Academic Community	•Objective is to have a convenient and reliable ticketing system that allows easy access •Requires the ticketing system to be ser-friendly, secure, and integrates to daily school activity. •Interest in being able to track ticket inquiries and requests.	**Moderate** Collected data and user experience	Providing feedback on its usability, functionality, & effectiveness.	User challenges & Changes to existing processes
Optimum Five	•Objective is to design, develop, and implement a reliable, user-friendly, and efficient system that meets the needs of the school and its stakeholders. •Requires gathering and analyze requirements from various stakeholders, including students, parents, teachers, administrators, and IT staff. •Interest in the success of the project, as it reflects their skills and expertise, and may be interested in career advancement and gaining experience.	**HIGH** Project design, development, documentation, management, and implementation	Project design, development, documentation, management, & implementation	Technical challenges & Changes to existing processes

SCOPE MANAGEMENT PLAN

INTRODUCTION

The RAMIT scope management plan will provide an overview of the best practices and modern instruments that will be used to specify, record, and manage the project's scope. The project team will be able to use agile approaches and real-time collaboration technologies to provide a cutting-edge tool that satisfies the requirements of all the stakeholders that are involved.

The scope of RAMIT will be defined through the following activities:

Requirements gathering: The project team will employ a number of methods to collect and Include user interviews, focus groups, and online surveys while documenting the system's needs.
User stories: In order to describe the functionality of the project, the project team will generate user stories. system from the viewpoint of the ultimate user. The order of these stories will be determined by the development process and it will be guided by the business value.

Verify Scope: The requirements and user stories will be used as input to verify the scope. It will give a high-level summary of the project scope, including the deliverables, exclusions, and restrictions.

Control Scope: By including the verification of the scope, the control scope will be established. project management strategy, as well as the user stories. As the information is updated, the Project progresses to account for scope changes.

Scope Management Approach

The scope of RAMIT will be documented in the following ways:

Requirements documentation: The system's specifications will be outlined in a specifications document for requirements.

Project management plan: The scope is a component of the project management plan. the scope baseline and any other pertinent details regarding the extent of the project.

Backlog: A Backlog will be maintained to track all changes to the scope of the project, including the description of the change, the impact on the project, and the required approvals.

The scope of RAMIT will be controlled through the following activities:

Scope verification: Agile testing methods will be used by the team to ensure that the project's deliverables are compliant with the specifications and follow the stated scope.

Scope change control: Project scope modifications will be handled through a formal change control procedure that includes an evaluation of the effect on the Schedule, budget, and quality of the project. Scope

Scope change review: Each change request will be the subject of a scope change review. Verify that the change is required, practicable, and in line with the project's goals.

ROLES AND RESPONSIBILITIES

Project Manager: Jayson Q. Aloya – Responsible for leading the team and project to success by ensuring everyone is doing their part to the best quality. Responsible for communicating with the Stakeholders and the Project Sponsor. Responsible for checking if the documents are consistent with one another.

Back-End Programmer: Marc E. Zamora – Responsible for the UX and coding of the features for RAM-IT.

Front-End Programmer: Marc Julian D. Sajul – Responsible for the UI and coding of the visuals for RAM-IT.

Documentation Specialist: John Christopher T. Langcauon – Responsible for documents made for the project. Responsible for writing the minutes of the meeting. Responsible for compilation of documents.

Documentation Specialist: Jan Gabriel B. Prion – Responsible for documents made for the project.

Project Sponsor: Jojo F. Castillo – Responsible for approving documents.

Project Adviser: Jo Anne M. de la Cuesta – Responsible for advising the team on decisions. Responsible for checking documents to ensure that everything is consistent with quality and coherence.

Information Technology Resource Office – Will benefit from RAM-IT as it is made to increase quality and improve their customer services.

Asia Pacific College Members – Will benefit from the services provided by RAM-IT once implemented by the ITRO.

SCOPE DEFINITION

The Ticketing system can decrease the margin of unsolved problems that aren't solved yet or problems that hasn't seen the light of day. The opportunity to increase the number of these inquiries to be solved by the ITRO by making a system that can sort, centralize, and manage the inquiries in a single system.

PROJECT SCOPE STATEMENT

- Product Scope Description – project RAM-IT aims to provide the ITRO a better way of providing customer service through a chatbot and ticketing system.
- Product Acceptance Criteria – In order for the project to be officially completed, the following acceptance criteria should be met:

As a/an…	I want to…	So that…	Acceptance Criteria
APC Community Member	Log in to my account	I can access my account	APC Community Member logs into RAM-IT to access their account. Given that I will log in When I click the login button Then I can access my account
APC Community Member	Inquire via ChatBot	I can have an immediate response to my inquiry	APC Community Member inquires via ChatBot to receive a quick response Given that I will inquire via chatting with the ChatBot When I click the hovering chat bot, then "type a message" Then my inquiry will be given a quick response by the ChatBot
APC Community Member	Submit a ticket	I can be provided service for my inquiry by ITRO	APC Community Member submits a

			ticket via the ticketing system Given that I will proceed to turn my inquiry into a ticket When I click “Submit a Ticket” Then I had submitted a request ticket that will be received by the ITRO
ITRO Supervisor	Assign a ticket	I can assign an ITRO Specialist to handle a ticket	ITRO Supervisor assigns a request ticket to an ITRO Specialist Given that I’m able to assign a ticket to an ITRO Specialist When I click “Assign” and choose an ITRO Specialist Then I can proceed sending the assigned request ticket to an ITRO Specialist
ITRO Specialist	Receive a reminder notification	I can respond to the ticket as soon as possible	ITRO Specialist receives a reminder notification regarding their assigned request ticket Given that I have not provided action to an assigned request ticket When RAM-IT monitors an assigned

			request ticket and sees it is still not given action Then I will receive a reminder notification
ITRO Specialist	Use the Ticket Chat	I can respond to the APC Community Member's inquiry	ITRO Specialist uses a ticket chat to communicate with an APC Community Member regarding their inquiry Given that I am communicating and providing service to an APC Community Member When I write a message and press the send button Then my message will then be sent to the APC Community Member
ITRO Supervisor	Manage the tickets	I can close open tickets and review closed tickets	ITRO Supervisor manages the ticket inside the ticketing system Given that APC Community Member's inquiry is satisfied When "Close Ticket" is clicked Then I can close the ticket and review closed tickets

ITRO Supervisor	Adding Response to ChatBot	I can add response to the database of the ChatBot	ITRO Specialist adds a response to the database of the ChatBot Given that they have a solution to an inquiry not yet in the database When I press "Add to database" after inputting the inquiry and solution Then the response will be added to the database
ITRO Supervisor	Receive RAM-IT's Ticket Report	I can have reports on the APC Community Members' tickets	ITRO Supervisor receives the ticket report produced by RAM-IT Given that there are tickets When ITRO Supervisor clicks "download data" Then the system will produce a report of all the tickets

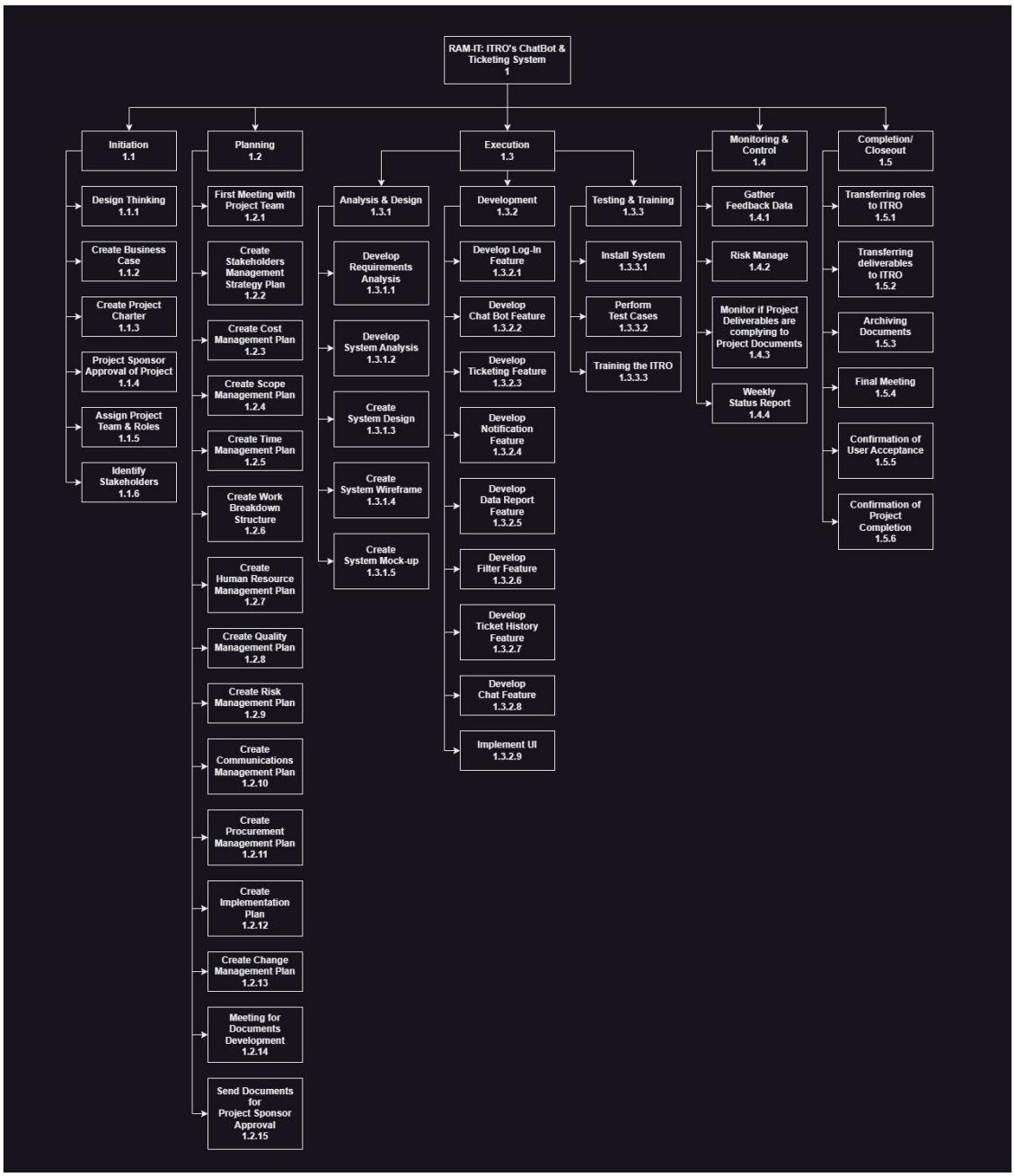
- Project Deliverables – the project deliverables can be seen in the work breakdown structure. This includes documents and the prototype.

Project Deliverables

1. Project Exclusions – The project requires personal computer whether desktop or laptop for each team members throughout the completion of the project.
2. Project Constraints – The project is done mainly by five team members, their project sponsor/client, and their adviser. The project is set to finish on the month of June, on the year 2023. The total project cost will be ₱913,006.16. With the help of their sponsor, they will achieve completion of the project, although assurance that all the plans and budget will be followed is strictly monitored.
3. Project Assumptions – Most of the assumption made by the team is the cost estimate.

WORK BREAKDOWN STRUCTURE

The Work Breakdown Structure shows the Summary Tasks and Work Packages that are needed to be done through the whole process of the project RAM-IT: ITRO's ChatBot & Ticketing System.



Scope Verification

The scope will be verified through the usage of agile methodology as team ensures every document is within the scope. If changes were to be made, it should undergo a process of approval first.

Methods to ensure that all documents and deliverable are consistent with the scope of the project are the following:

Quality Assurance Checklist:
The scope will be tracked using the backlog. Changes within the scope, once approved will be included in the backlog. Status of completion will also be seen in the backlog.

Scope Baseline:
The scope baseline is set at the beginning of the project. The scope can still change as long as it undergoes the process, but the main goal still will shape the scope. This ensures changes that are too big and too far from the original purpose of the project will not drastically affect the project since it can be stopped at the approval process in which the project manager can check the scope baseline to check if it is too big and unnecessary of a change.

Scope Control

The scope will be monitored by the team, especially the one responsible for quality assurance which is one of the documentation team members. They will monitor the status and track changes that will directly go to the backlog once approved by the project manager.

In order to make changes in the scope, a process using the change management plan will occur so that the change will be documented before it will be sent for approval to the project manager.

Cost Management Plan

Introduction

For the management of costs for RAM-IT, it will be managed by the Documentation team, which consists of 3 members of the project team, these members will be responsible for reporting and documenting the costs that the team will spend during the development of the project. The Project Leader and Head Developer will have the authority to approve changes made to the project or its budget. The cost performance will be measured using earned value and it will be reported every progress meeting that the proponents will schedule. The proponents will also discuss and propose their budget, costs, and performance with their stakeholders and client.

Cost Management Approach

Costs for this project will be managed at the fourth level of the Work Breakdown Structure (WBS). Control Accounts (CA) will be created at this level to track costs. Earned Value calculations for the CA's will measure and manage the financial performance of the project. Although activity cost estimates are detailed in the work packages, the level of accuracy for cost management is at the fourth level of the WBS. Credit for work will be assigned at the work package level. Work started on work packages will grant that work package with 50% credit; whereas the remaining 50% is credited upon completion of all work defined in that work package. Costs may be rounded to the nearest dollar and work hours rounded to the nearest whole hour.

Cost variances of +/- 0.1 in the cost and schedule performance indexes will change the status of the cost to cautionary; as such, those values will be changed to yellow in the project status reports. Cost variances of +/- 0.2 in the cost and schedule performance indexes will change the status of the cost to an alert stage; as such, those values will be changed to red in the project status reports. This will require corrective action from the Project Manager in order to bring the cost and/or schedule performance indexes below the alert level. Corrective actions will require a project change request and must be approved by the Project Sponsor before it can become within the scope of the project.

Measuring Project Costs

This section defines how the project's costs will be measured. RAM-IT focuses on Earned Value Management for measuring and controlling a project's costs. Earned Value Management is a broad and powerful tool; as such, we recommend that all project managers take some formal courses in Earned Value Management.

Our example in this section measures four Earned Value measurements; Schedule Variance (SV), Cost Variance (CV), Schedule Performance Index (SPI) and Cost Performance Index (CPI). For most typical projects these four measurements can provide enough insight for effective management without overburdening the Project Manager with Earned Value calculations and measurements.

Schedule Variance (SV) is a measurement of the schedule performance for a project. It's calculated by taking the Earned Value (EV) and subtracting the Planned Value (PV). Since EV is the actual value earned in the project and the PV is the value our project plan says we should have earned at this point, when we subtract what we planned from the actual we have a good measurement which tells us if we are ahead or behind the baseline schedule according to our project plan. If SV is zero, then the project is perfectly on schedule. If SV is greater than zero, the project is earning more value than planned thus it's ahead of schedule. If SV is less than zero, the project is earning less value than planned thus it's behind schedule.

Cost Variance (CV) is a measurement of the budget performance for a project. CV is calculated by subtracting Actual Costs (AC) from Earned Value (EV). As we already know, EV is the actual value earned in the project. AC is the actual costs incurred to date, thus when we subtract what our actual costs are from the EV, we have a good measurement which tells us if we are above or below budget. If the CV is zero, then the project is perfectly on budget. If the CV is greater than zero, the project is earning more value than planned thus it's under budget. If the CV is less than zero, the project is earning less value than planned thus it's over budget.

The Schedule Performance Index (SPI) measures the progress achieved against that which was planned. SPI is calculated as EV/PV. If EV is equal to PV, the value of the SPI is 1. If EV is less than the PV then the value is less than 1, which means the project is behind schedule. If EV is greater than the PV the value of the SPI is greater than one, which means the project is ahead of schedule. A well performing project should have its SPI as close to 1 as possible, or maybe even a little under 1.

The Cost Performance Index (CPI) measures the value of the work completed compared to the actual cost of the work completed. CPI is calculated as EV/AC. If CPI is equal to 1 the project is perfectly on budget. If the CPI is greater than 1 the project is under budget if it's less than 1 the project is over budget.

Reporting Format

The reporting of the cost management plan will be included in the monthly project status report. The Monthly Project Status Report will include a section labeled, “Cost Management”. This section will contain the Earned Value Metrics identified in the previous section. All cost variances outside of the thresholds identified in this Cost Management Pl and will be reported on including any corrective actions which are planned. Change Requests which are triggered based upon project cost overruns will be identified and tracked in this report.

The reports regarding the cost management plan will be part of the monthly project status report. It will be included in the section labeled “Cost Management”. The delivery of the reports will be curated as accessible and simple to understand for the client, project team, and stakeholders.

Cost Variance Response Process

If the project's Cost Performance Index (CPI) or Schedule Performance Index (SPI) falls below 0.8 or exceeds 1.2, it will trigger Control Thresholds for this project. In such cases, a Cost Variance Corrective Action Plan becomes necessary. The Project Manager will present potential corrective action options to the Project Sponsor within five business days of reporting the cost variance. Once the Project Sponsor selects a corrective action, the Project Manager will develop a formal Cost Variance Corrective Action Plan within three business days. This plan will outline the specific measures required to bring the project back within the budget and establish criteria for evaluating their effectiveness. After the Cost Variance Corrective Action Plan is accepted, it will be incorporated into the project plan, and the necessary updates will be made to reflect the implemented corrective actions.

Cost Change Control Process

The cost change control process will follow the established project change request process. Approvals for project budget/cost changes must be approved by the project sponsor.

Project Budget

The budget for this project is detailed below. The base monthly salaries are referenced from Glassdoor’s monthly salary rates (Glassdoor, n.d.). Labor costs are based on the log hours (multiplied with the hourly rates) of each member per work package listed in OpenProject. Costs for this project are presented in various categories...

Manpower Cost Estimate					
Initiation					
ROLE	Base Monthly Salary (Based on Glassdoor)	Total Working Hours	Hourly Rate	No. of People	COST
Project Manager	₱ 40,000	130	₱ 230.77	1	₱ 30,000.1
Documentation Specialist	₱ 16,000	21	₱ 92.31	1	₱ 1,938.51
Documentation Specialist	₱ 16,000	110	₱ 92.31	1	₱ 10,154.1
Total Initiation Costs					₱ 42,092.71
Planning					
ROLE	Base Monthly Salary (Based on Glassdoor)	Total Working Hours	Hourly Rate	No. of People	COST
Project Manager	₱ 40,000	258	₱ 230.77	1	₱ 59,538.66
Documentation Specialist	₱ 16,000	55	₱ 92.31	1	₱5,077.05
Documentation Specialist	₱ 16,000	18	₱ 92.31	1	₱1,661.58
Front-End Developer	₱ 33,500	36	₱193.27	1	₱ 6,957.72
Back-End Developer	₱ 25,000	10	₱144.23	1	₱ 1,442.3

Total Planning Costs					₱ 74,677.31
Execution					
ROLE	Base Monthly Salary (Based on Glassdoor)	Total Working Hours	Hourly Rate	No. of People	COST
Project Manager	₱ 40,000	64	₱ 230.77	1	₱ 14,769.28
Documentation Specialist	₱ 16,000	22	₱ 92.31	1	₱2,030.82
Documentation Specialist	₱ 16,000	110	₱ 92.31	1	₱10,154.1
Front-End Developer	₱ 33,500	664	₱193.27	1	₱ 128,331.28
Back-End Developer	₱ 25,000	504	₱144.23	1	₱ 72,691.92
Total Execution Cost					₱ 227,977.4
Monitoring & Control					
ROLE	Base Monthly Salary (Based on Glassdoor)	Total Working Hours	Hourly Rate	No. of People	COST
Project Manager	₱ 40,000	170	₱ 230.77	1	₱ 39,230.9
Documentation Specialist	₱ 16,000	18	₱ 92.31	1	₱1,661.58
Documentation Specialist	₱ 16,000	-	₱ 92.31	1	-
Front-End Developer	₱ 33,500	360	₱193.27	1	₱ 236,562.48
Back-End Developer	₱ 25,000	0	₱144.23	1	-
Total Monitoring & Control Cost					₱ 277,454.9

Closeout					
ROLE	Base Monthly Salary (Based on Glassdoor)	Total Working Hours	Hourly Rate	No. of People	COST
Project Manager	₱ 40,000	88	₱ 230.77	1	20,307.76
Documentation Specialist	₱ 16,000	18	₱ 92.31	1	₱1,661.58
Documentation Specialist	₱ 16,000	-	₱ 92.31	1	-
Front-End Developer	₱ 33,500	80	₱193.27	1	₱ 17,123.18
Back-End Developer	₱ 25,000	0	₱144.23	1	-
Total Closeout Cost					₱ 39,092.52

Contingency Cost	
Contingency Rate Cost (Total Cost * 10%)	66,129.484

Project Cost Summary	
Approved Budget	₱ 1,500,000.00
Manpower costs	₱ 661,294.84
Contingency Cost	₱ 66,129.484
Total Project Cost	₱ 727,424.324

Time Management Plan

Introduction

For every project that will be created or built, there is always a record of the time and where the deliverables are placed. Deliverables that are either to be started, ongoing, and complete, here thus also lie the plans for the future of the projects which in the case of a technological project is called either update or upgrade.

The Schedule Management Plan is technically one of the most important aspects of planning to create a program where it records and even lists deadlines for each part of the project. The purpose of the schedule management plan for technological projects is to complete a specific program in order and thus monitor the insights of the developers in the first place are thoroughly followed.

Schedule Management Approach

There is a software called OpenProject, it was introduced and taught to the developers of the project. In OpenProject, there is a Gantt chart where the project team can monitor and assign deliverables, here lies the developers list, plan, and oversees the parts of the project that moves the progress of building the program.

The said software helps the team to approach the schedule management plan. The developers include a specific format to be easily understood which reviews the progress now and then. This software also indicates the milestones of the project, which under these milestones are deliverables of each member that records the progress, roles, and responsibilities.

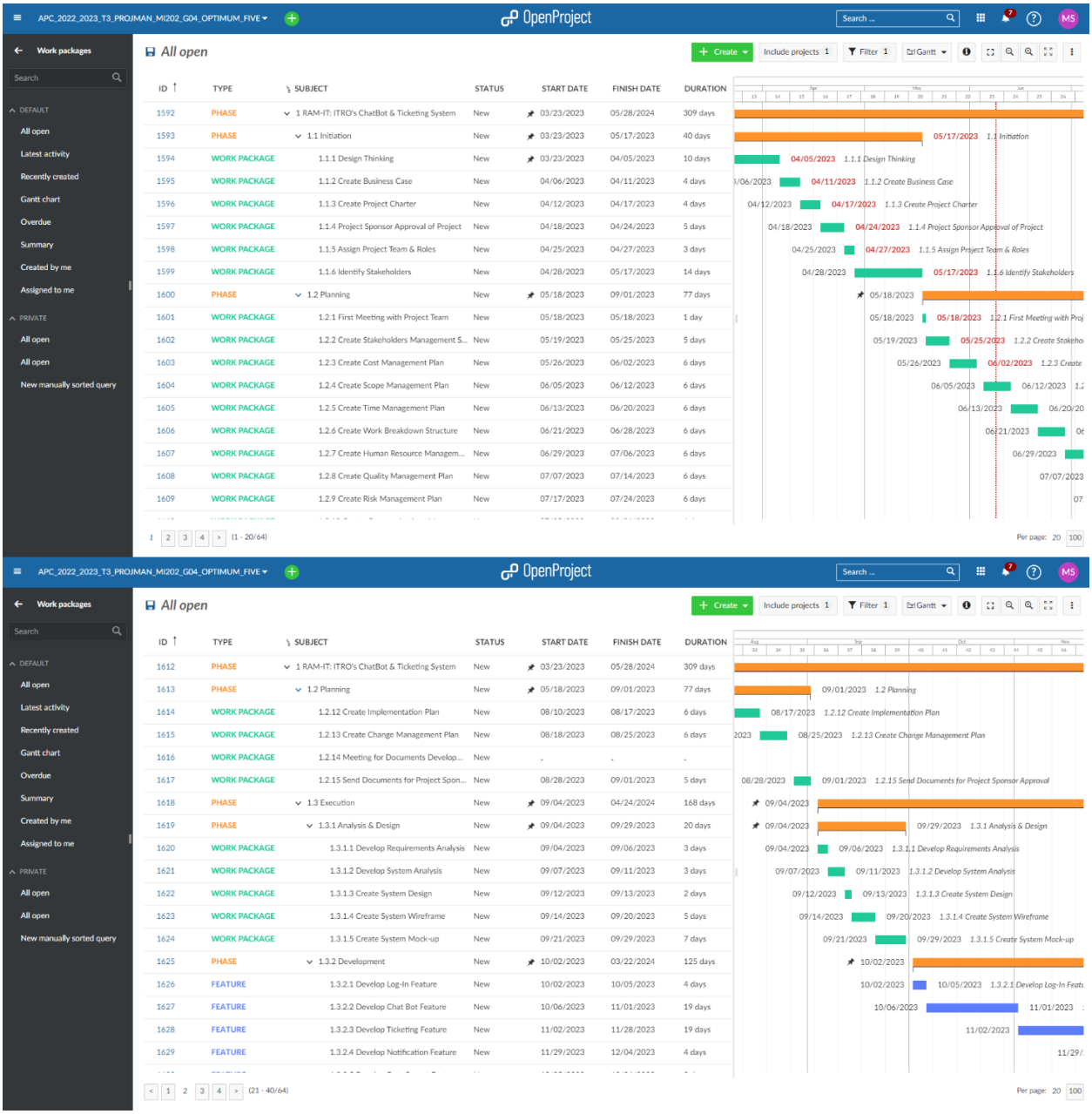


Figure 1 Gantt Chart

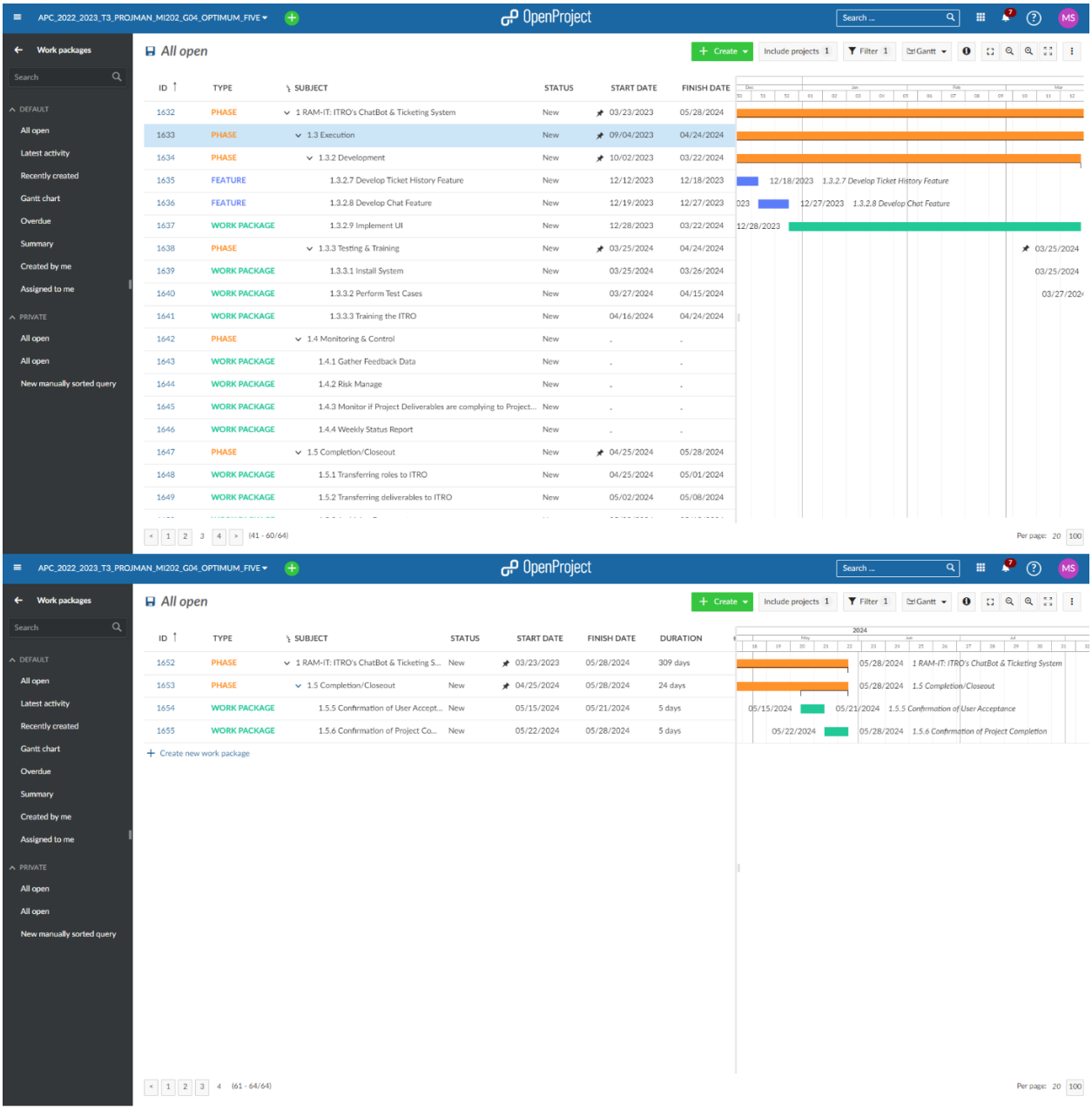


Figure 2 Gantt Chart

Schedule Control

With the help of how the developers approached the schedule management plan, the team was able to put the management under control. The team was able to control schedule management not only with the said application but also with the help of Microsoft Teams. Microsoft Teams reminds the members about meetings that tackle the listed plan in the team's OpenProject.

For the communication and updates that control, and follow the flow of the plan for the project. Microsoft Teams is effective and efficient, and with its Calendar, the team meetings are reminded. Communicating with the team helps the members with their deliverables and deadlines. With this kind of control, it will be easy for the team to be notified if the project has a minor or major update will be added to the project.

Group or Team meetings are important not only for brainstorming and communicating about the project but also this reminds the team about the schedule management plan of the project.

Schedule Changes and Thresholds

As for the team's development progress, there is a consistent and planned schedule since each member of the team must be updated on little by little progress of each work. The team expects that at any time in the progress, there will be multiple circumstances of schedule changes and the deliverables or project thresholds.

For the team to comply with these kinds of situations, we do not set or stack up the contents and the lists of deliverables from the schedule management plan for that it would be possible and still on track and thus maintain the consistency of the progress of the project if there will be changes from the schedules of each member, deliverables and the deadlines that can also affect the threshold which if managed well, the team will not have a hard time to re-adjust.

The team allotted minimum of 2 days per week to comply with these circumstances, which will create an additional days with a minimum of 1 week of change in the threshold for the monthly deliverable or milestone of the project.

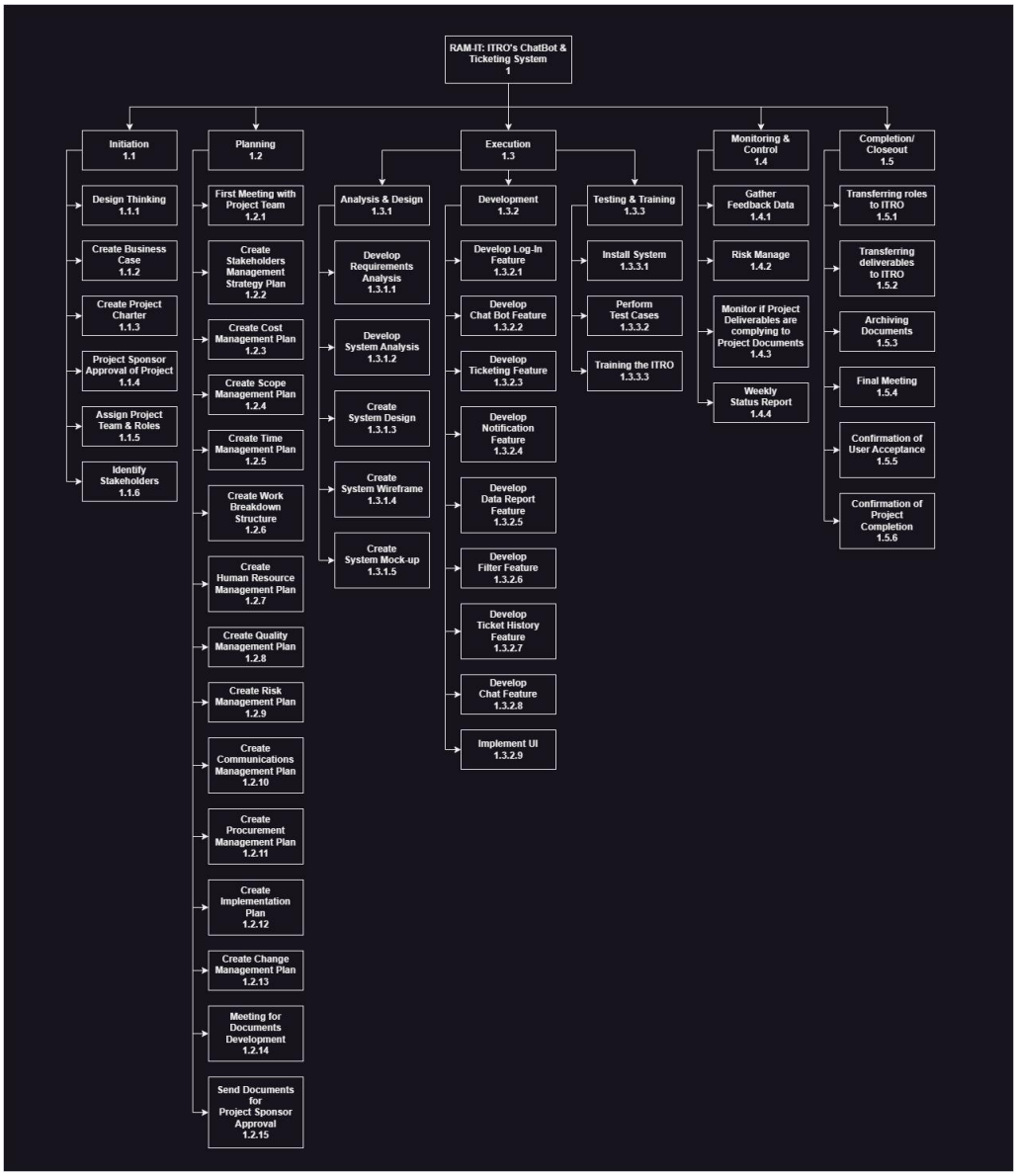
Scope Change

The given allotted dates, times, or days in the team's schedule management plan will not ruin the plan if a change will occur during the progress. It will be less workload for the team and its project manager to readjust or re-baselined the schedule management plan.

The team consists of a few members, so assigning more deliverables for each day would stack up and may end in confusion or forgetting about the assigned deliverables, it will create havoc within the schedule management plan, depending on the change that will occur.

The proper management and setting of the schedule management plan will affect the developers, the team, and the project manager that oversees the progress from time to time. It will be easier to monitor, adjust and add if there will be changes within the plan.

Word Breakdown Structure



Change Management Plan

Introduction

A Change Management plan is needed in many projects and is the crucial part of developing a project system and writing documentation for it, including the RAM-IT: Chatbot and Ticketing System. Every change should be processed orderly by reviewing, presenting, and deciding before implementing it. The plan outlines a structure that approaches the updating, identifying, and implementing changes that may happen to the future course of the developing project system. This plan ensures that the updates, changes, or modifications to the project system are thoroughly planned and evaluated by the project team and the client or the stakeholder.

The plan is a method for giving suggestions and recommendations for the project system through the processing of listing the features until the point that the process of approved by the stakeholder. This process is encouraged to do between the project team and the stakeholder, there will be discussions that may come up that the plan for the change by the project team will not always be approved, and the stakeholder will provide feedback or an idea that came from the project team's change plan or an on-point idea from the stakeholder. Though the project team considers their authority in developing the project system, still the modifications for the project system are needed to be approved by the stakeholders by executing it in an orderly. The rejected changes or modifications for the project system still be noted and documented for future development or updates that may or can be added from the project system upon presentation and approval of the stakeholder.

It is required to be aware of the changes and modifications that will be added or updated to the project system, a project team may see these modifications as a good sight or an opportunity for the betterment of the project. Though there will still experience a negative impact on the project system's progress, this is why it is critical for the project team and even for the stakeholders to blatantly decide to proceed or just approve a change for the project system and thus shows that the change management plan is also considered a critical plan and needs to have better planning and execution. The change management plan will assist and guarantees that the changes and deadlines for the modifications will contribute to the project's success.

Change Control Board

The specified group of stakeholders in charge of approving or disapproving modifications to the Ramit: Ticketing system is displayed in the Change Control Board. The following table provides a summary of each member of the Change Control Board:

Change Control Board Role	Role	Name	Contact	Responsibilities
Change Control Board Chair	Project Sponsor	Mr. Jojo F. Castillo	jojoc@apc.edu.ph	• Accept or reject low/high modifications. • Oversees the examining low effect adjustments and has the authority to override project manager decisions about change requests.
Change Control Board Member	Project Adviser	Ms. Jo Anne M. de la Cuesta	joannec@apc.edu.ph	• Can establish if the change request will have a high or low impact. • Ability to accept or reject low-impact adjustments. • May in charge of creating an implementation strategy for the modification request, should it be granted. conveys the steps necessary to put the changes into effect. • May update the project timeline, budget, and plan.

Change Control Board Member	Project Manager	Jayson Aloya	jqaloya@student.apc.edu.ph	• In charge of accurately updating the change logs. • Assures correct application of the Change Management methodology.

Roles and Responsibilities

The following table lists each project participant's specific duties during the change management process:

Name	Project Role	Responsibilities
Mr. Jojo F. Castillo	Project Sponsor	• Keep track of all the change requests submitted during the project and make sure that any with a significant effect are handled quickly. • Keep an eye on the Project Manager's choice about minimal impact requests. • If a modification request is considered essential, submit it. • Verify alignment with changes by reviewing the reports and the change request record.
ITRO	Internal and External Users of the system	• Submit a change request if deemed necessary. • Review the change request log and reports to ensure

		alignment with changes.
Ms. Jo Anne M. de la Cuesta	Project Adviser	• Confirmation and checking of the changes. • Oversees the effects and capability of the changes may applied. • Reads and looks into the development or documentation that may changes apply. • Provides insights either of the current progress or changes that may apply within the progress.
Jayson Aloya	Project Manager	• Submit a change request if deemed necessary. • Review the change request log and reports to ensure alignment with changes. • Conduct an impact analysis on every modification request to identify those with low and high impacts. This will help the Project Sponsor in making judgments on requests with significant consequences. • Review the change request log and reports to ensure alignment with changes.

		• Assist in managing the entire change request procedure.
Development Team	Developers	• Carry out the technical part of the action plan for change requests. • Review the change request log and reports to ensure alignment with changes.
Documentation Team	Documentation Specialists	• Carry out the documentation part of the action plan for change requests. • Review the change request log and reports to ensure alignment with changes.

Change Control Process

The Change Control process establishes the proper and in-order executions of changes which is an effective way to track change in the project system or the documentation. The control process tracks the created change, decisions, presentations, and implementations. The diagram and tables below present the team's agreed change control process.

Full View:

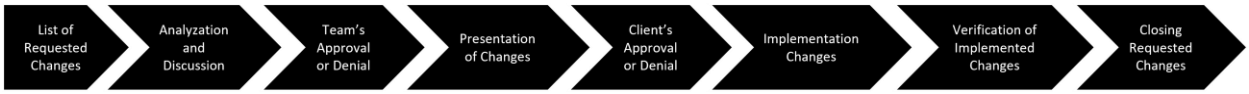


Figure 3 - Change Control Process

Cropped View:

Figure 4 - Change Control Process I

Figure 5 - Change Control Process II

Process Step	Description	Change Log Status
List of Requested Changed	1. The **Development team** or the **Documentation team** will list the changes from their suggestions and recommendations that may be made through the developers' project system or the documentation's documents. 2. The list of changes will be submitted and compiled by the **Project Manager** and prepared for the team's meeting discussion.	Submission
Analyzation and Discussion	1. Upon compiling the list of changes on the project system and the documentation, the **Project Manager** will set a meeting to further discuss and brainstorm about the submitted changes on how they will affect and benefit the project system. 2. The **Project Manager** should be able to make each member be on the same phase and understand the list of changes. 3. Either the **Development team** or **Documentation team** will address and clarify the list of changes submitted while being supported by the project manager.	Reviewing

Team's Approval or Denial	After discussing the list of changes, the **Project Manager** will base the decision not only on himself but also on the team. The decision will determine the standards, possibility, and capability to create the changes to the project system and determines if the changes should proceed to progress. The **Project Manager** and the team will consider the changes through the following standards: **1) Minor changes** I. After discussing the specific change, once the team decides that the change is minor, the Project Manager will put it as the **least priority.** a) If the team approves the minor change, it will not be a priority to present but will be guaranteed to discuss with the client. b) If the team denies the minor change, the change will be closed. II. Once decided, it will be recorded in the change logs and have its **change status until further notice.** **2) Major changes** I. After discussing the specific change, once the team decides that the change is major, the Project Manager will put it as a **high priority.** a) If the team approves the major change, it will add to one of the changes presented to the client. b) If the team denies the major change, it will be listed out from being presented and thus be documented instead for future purposes. II. Once decided, it will be recorded in the change logs and have its **temporary change status.**	

Presentation of Changes	1) The **Project Team** will present the team's approved changes to the client. 2) The effects and benefits of the approved changes will be presented by the **Project Manager**, supported by the **Developers** and **Documentation Specialists**, or who submitted the change for further explanation or information about the changes.	Presenting
Client's Approval or Denial	After presenting the list of changes, the **Client** will decide which of the presented changes must proceed or not. The **team** will depend on their actions toward the client on what they should do to the approved or denied changes, given that the client is the final judge of the presented changes. Technically there are only (2) statuses, and their action might change until further notice or update from either the client or the project team through the **Project Manager**. The followings are statuses on what will happen to the decided changes: **1) Approved** I. The **team** will proceed to develop and implement the approved changes. II. Instructions for the approved changes may differ depending on the process or execution of the change. The instructions may specifically be coming from the **client**. **2) Denied** I. The **team** will close the change that was denied by the client.	Deciding
Implementation Changes	1) After the change is approved, the **Project Manager** will create an action plan to know how to execute the changes implemented in the project system. 2) Once the **Project Manager** finished making the action plan, the Project Manager will distribute the responsibilities to those involved in the changes.	In Progress

	3) The **members** involved, either or both **Development team** and **Documentation** team will do their tasks following the created action plan. 4) The **Project Manager** will update the project plan, budget, schedule, and the documents of the project system that are affected by the change.	
Verification of Implemented Changes	1) The **Project Manager** will verify that the approved changes have been implemented and are being developed, or listed and will undergo development with the **Client** and **Project Adviser**. 2) The **Project Manager** will update the change logs and the monitoring charts, which be used to present to the **Client** and **Project Adviser** from time to time for the progress updates of the changes.	Verifying
Closing Requested Changes	1) The **Project Manager** will forward the final statuses of the changes to the team, adviser, and client. 2) This section **closes** the approved submitted change. 3) Once the changes are implemented, the **final results** of either the project system or documents will be presented.	Closed

For the team to easily track the change, each of the following processes has its status for it to be easily recognized and understood. The table below describes each status of the process steps:

Status	Description
Submission	A Developer, Documentation, or any of the team members submitted a list of changes, here includes their suggestions and recommendations for the project under their respective parts or deliverables.
Reviewing	Decisions and analyses of the change are done.
Team - Deciding	Determining the minor and major changes, and deciding the changes to be either to proceed and present or not to the client or to keep the closed changes for future purposes of the project system.
Presenting	Presenting the final list of approved changes of the team to the client.
Client - Deciding	Choosing between proceeding or not and removing or keeping for future purposes of the project system.
In Progress	To plan, execute and implement the approved changes.

Verifying	Reviewing, documenting and updating the implementation of changes.
Closed	Submitted change of the team is complete, passed every process, and is expected to be done as much as possible while following the plan created.

Communications Management Plan

Introduction

The Communication Management Plan for RAM-IT: ITRO's ChatBot & Ticketing System defines the following:

1. The plan outlines the purpose of the meeting such as progress report, status report, and document report.
2. The plan outlines the channel of communication that will be used which is either Microsoft Teams or Outlook.
3. The plan outlines the schedules of when meetings will be held or documents will be sent.
4. The plan highlights the importance of data privacy as the team and stakeholders meet.
5. The plan will prioritize the needs of the stakeholder such as when they are available or if they prefer online or onsite.
6. The plan outlines the roles of each team member, and what responsibilities they handle within the project.
7. The plan outlines what type of documents will be sent to the stakeholders.
8. The plan outlines tracking of each formal communication with the stakeholders for documentation purposes.

The Communication Management Plan ensures the all team members and stakeholders are up to date with the project.

Communications Management Approach

The communication approach that will be used by the project relies on the project team being initiative and active, and the stakeholders being reactive.

The project team will ensure that any necessary information that is needed to be told to a particular stakeholder will be told as soon as they are available. The project team will always take initiative to ensure that all the stakeholders are up to date. The project team will also be active when stakeholders has certain concerns whether because of a certain aspect of the project, or by the means of communication. The project team will ensure that

any issues with the communication between them and the stakeholders will be remedied as soon as possible.

The communication also relies on the stakeholders being reactive so that the project team members are aware that they are now informed of the updates.

If there are any changes that are needed to be done for the communication plan, the proper process will be done with the Change Control Board to apply and document the changes.

The Communication Management Approach will ensure that communication between the project team and stakeholders are agile and smooth.

Communications Management Constraints

The Communications Management Constraints for the RAM-IT: ITRO's ChatBot & Ticketing System will be discussed in this section. This ensures that any constraints or limitations will be informed to the stakeholders and project team so that they are made aware. This will also help in providing mitigation for each constraint.

Communications management constraints for the RAM-IT: ITRO's ChatBot & Ticketing System may include:

1. **Limited channels for communication:** Communication between the project team and stakeholder will either be held on Microsoft Teams or Outlook.

2. **Clashing Schedules:** The schedule of the project team and stakeholders may not always work together, as some stakeholders may not be available on the days that the project team are. This can also apply to the vice versa.

3. **Confidentiality & Privacy:** Some information required for the project might need a much safer way to be delegated to the team as this might be crucial information that should not leak.

4. **Limited availability of the project team members:** If the members have other valid responsibilities and commitment, then those are days that initiative communication may not happen.

5. **Technical Difficulties:** There may be times where online meetings might be jeopardized by internet connectivity. This may lead to choppy meetings.

Stakeholder Communication Requirements

The Stakeholder Communication Requirements prioritizes the needs of the stakeholders as this will ensure that they will be satisfied with the progression of the project. This lets the project team members work much more smoothly.

The stakeholder communication requirements for RAM-IT: ITRO's ChatBot & Ticketing System would include:

1. **Project Updates:** Each stakeholder will be provided updates about the project that are necessary for them to know. This means that each update will be specially curated for each stakeholder.
2. **Accessibility of files:** Files will be placed in repositories such as GitHub & Microsoft Teams. This places will be available to the stakeholders.
3. **Clear and direct communication:** Updates will be straight to the point, but will be detailed in a way that it is clear on what the information is trying to convey.
4. **On time communication:** Information will not be sent when stakeholders are busy for this might lead for the information (such as files) to be buried in their email or the update might slip their minds. This will ensure stakeholder will get the information upon the time they agree on.
5. **Confidentiality & Privacy:** The project team values privacy and confidentiality. This ensures that the channels used follows the Data Privacy Act, and any information shared will be encrypted and safe.

Roles

Roles	Responsibilities
Project Sponsor	An executive who provides financial support and direction for the project.
Project Manager	The project manager ensures that the plans are followed, and that the project team are on time and working hard for the project. They permit decisions, and lead the whole project to success.
Front-End Developer	Develops the UI for the project.
Back-End Developer	Developed the programming of UX of the project.
Documentation Specialist	Ensures that the documents are archived, followed, and quality assured.

Project Team Directory

The table contains the project team members and stakeholder's emails.

Name	Position	Internal, External	Project Role	Contact Information
Jojo Castillo	Head of ITRO	Internal	Project Sponsor	jojoc@apc.edu.ph
Jayson Aloya	Team Member	Internal	Project Manager	jqaloya@student.apc.edu.ph
Marc Julian Sajul	Team Member	Internal	Front-End Developer	mdsajul@student.apc.edu.ph
Marc Zamora	Team Member	Internal	Back-End Developer	mezamora@student.apc.edu.ph
John Christopher Langcauon	Team Member	Internal	Documentation Specialist	jtlangcauon@student.apc.edu.ph
Jan Gabriel Prion	Team Member	Internal	Documentation Specialist	jbprion@student.apc.edu.ph

Communication Methods and Technologies

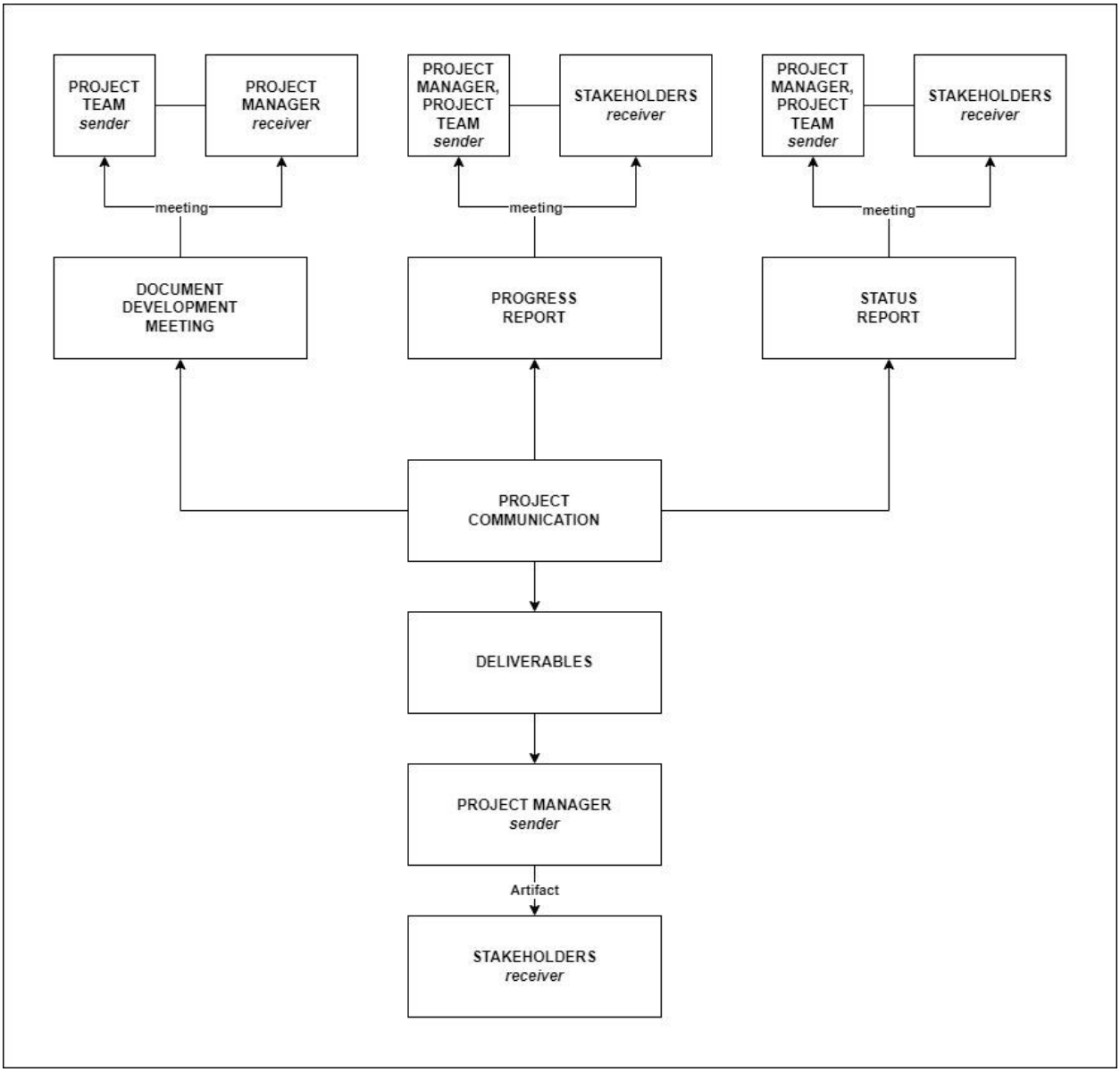
The Communication Methods that will be used for project communication will be weekly progress report with the stakeholders. The schedule will be every Wednesday during the Execution phase onwards.

The Communication Technology that will be used will be Microsoft Teams for online meetings and Outlook for sending of documents and other deliverables.

Communications Matrix

Channel	From	To	Type	Frequency	Format Used	Delivery media
Document Development Meeting	Project Team	Project Manager	Meeting	Every Monday during the Planning Phase	Informal	Microsoft Teams
Progress Report	Project Manager, Project Team	Stakeholders	Meeting	Every Wednesday during the Execution Phase (Development Sub-phase)	Formal	Microsoft Teams
Status Report	Project Manager, Project Team	Stakeholders	Meeting	Every Wednesday during the Execution Phase (Testing & Training Sub-phase)	Formal	Microsoft Teams
Deliverables	Project Manager	Stakeholders	Artifact	Once a week	Written Document	Outlook

Communication Flowchart



Guidelines for Meetings

Meetings are important for direct and clear communication with stakeholders as this allows live back and forth communication.

Below are the meeting guidelines that will be followed by the project:

- **Clear Purpose of the Meeting**: Each meeting will be clear with its purpose, so that the stakeholders know what the meeting is all about.
- **Advanced Scheduling**: Meetings will be scheduled five days before the actual meeting.
- **Attendance & Timeliness**: Every team member must attend each meeting (unless they have a valid reason why they are not able to) and must be on time or at least five minutes early.
- **Agenda of the meeting**: At the start of the meeting, the agenda and flow of the meeting will be shown.
- **Minutes of the Meeting**: Documentation of the meeting is necessary for future use.

Communication Standards

The Communication Standard for RAM-IT: ITRO's ChatBot & Ticketing System includes the following:

- **Consistent Templates:** Templates for communication ensures that information will be delivered in a clear way that stakeholders are familiar with.
- **File Naming:** Aside from being visually appealing, this ensures that the name of the file dictates exactly what the file is about and for what project.
- **Communication Channels:** Microsoft Teams will be used for online meetings while Outlook will be used for file sharing.
- **Communication Privacy:** Valuing the privacy and confidentiality of varying levels of information.

Communication Escalation Process

The Communication Escalation Process for RAM-IT: ITRO's ChatBot & Ticketing System would involve the following steps:

1. **Identify the problem/issue:** The project team should first find out the cause of the problem or issue. This will allow a better grasp on how to mitigate the problem at hand.
2. **Come up with a solution:** The project team should first come up with a solution that makes the most sense and less risky.
3. **Apply solution:** The team then apply the solution that they came up with.
4. **Document both the issue and solution:** This allows as a basis if ever any similar issues happen once again.
5. **Revisit document and mitigate:** After the escalation process, revisit the document so that the issue will be more unlikely to happen next time.

The process might change depending on the situation, but the following steps shown will still be gone through in any problem.

Glossary of Communication Terminology

Term	Definition
Communication Management Plan	The document that outlines and ensures smooth information flow between the project team members and the stakeholders.
Stakeholder	An individual or a group of people who are affected and connected to the project.
Communication Method	How the project team members communicate with the stakeholders and through what channel.

Communication Flowchart	A visual chart showing the flow of communication.
Communication Matrix	Outlines the requirements for communication within the project.
Communication Constraints	Limitations that might affect the quality and flow of communication.
Communication Guidelines	Need to follow for meetings and file sharing.
Communication Channel	Tools used for communication.

Implementation Plan

1.1. Executive Summary

A transition out plan has been created as part of the project closeout for the RAMIT: Ticketing System to enable a seamless transfer of ownership to its new owners as the project nears completion. This plan's goal is to give a broad picture of the transition process, including the background of the contract, the system's present situation, and the anticipated transfer to the new owners. Our company worked with the customer to enhance their inquiry system by creating the RAMIT: Ticketing System. after the project's goals have been effectively met and the system has been in operation for a year. The system is currently being transferred to the client's ownership in accordance with the contract agreement. The system is functioning and stable right now. The user training process has been finished, and all necessary features have been tested and verified. As we leave, we want to make sure the client has access to all the information and assistance they need to efficiently administer and maintain the system.

To make sure the new owners have a thorough grasp of the system, all project deliverables will be given to them, including technical documentation, user manuals, and source code. Additionally, we will provide the new owners knowledge transfer seminars covering system operations, maintenance, and troubleshooting. The project's transition out plan comprises a thorough timetable with an emphasis on a successful and seamless handover to the next contractor. User training is a component of the transition plan's implementation phase, which will happen towards the end of August 2023.

Documenting lessons learned, updating files and records, obtaining official acceptance, archiving files and papers, and convening a project closeout meeting are just a few of the crucial tasks that are included in the plan's closeout phase. The project closeout meeting is slated to take place at the end of September 2023, however these events will last the entire month. The transition team will collaborate closely throughout the process to guarantee a seamless transfer and reduce any interruptions to the project's operations.

The team will be made up of a variety of positions, such as the Project Team Members, Technical Lead, Subject Matter Experts, and Lead for Quality Assurance. The project team hopes to achieve a smooth and seamless handover to the new owners while preserving the quality of the project's deliverables by adhering to this transition strategy and timeframe. The overall goal of the transition out plan is to guarantee that the customer obtains a fully functional and long-lasting system and that our company successfully completes the project.

1.2. Transition Approach

1.2.1. Overall Approach:

The approach for the Transition Out plan for the RAMIT: Ticketing System will be a phased transition approach since there is a need for continuity and minimal disruption to ongoing operations. This approach allows for a gradual and systematic transfer of knowledge, resources, and responsibility to the new team, minimizing the risk of downtime and service interruption. The transition approach will include the following steps:

a) Communication Plan: The communication plan will make sure that everyone involved is informed about the transition strategy, deadlines, and expectations.
b) Transition Planning: A comprehensive timetable of all the tasks that must be accomplished during the transition will be included in the transition plan, which will be created in collaboration with the ITRO Staff.
c) Knowledge Transfer: To make sure that the ITRO Staff has the skills and knowledge required to support the system, knowledge transfer will take place through a variety of channels, including documentation, instruction manuals, as-built papers, and formal training programs.
d) Staffing: The project team will reduce its workforce throughout the transition to the bare minimum needed to support knowledge transfer and transition operations.

1.2.2. Timeline:

The project's transition out plan includes a detailed timetable of tasks required to effectively switch from the incumbent contractor to the ITRO Staff. Execution and closeout are the two primary stages of the transition strategy. User training and go-live activities are part of the execution phase and are scheduled for August 28 through August 31. Documenting lessons learned, updating files and records, receiving official approval, archiving files and documents, and holding a project closeout meeting are all part of the closeout phase. The dates of these events are September 1 through September 29. To guarantee that all transition tasks are completed on time, the timetable offers a precise plan for each action. The thorough preparation and execution of each task as specified in the timeframe will determine if the transition strategy is successful.

1.2.3. Assumptions:

The following assumptions will be made for the transition approach:

a) In order to assist with the transition and acquire knowledge transfer, the ITRO personnel will be present at the meeting.
b) To support knowledge transfer, the project team will offer the essential training, documentation, and instruction manuals to the ITRO Staff.

c) The owner will give ITRO Staff the required hardware and software licenses to support the system.
d) After the transition is through, the ITRO Staff will be equipped with the required abilities and information to support the system.

1.3. Transition Team Organization

1.3.1. Roles and Responsibilities:

1. **Transition Project Manager (TPM**): overall in charge of the transition's success. The TPM will oversee the transition team, make sure that all tasks related to the transition are finished on schedule, work with the client, and guarantee adherence to the transition strategy.
2. **Developers/Technical Lead (TL):** In charge of contributing technical knowledge to the project. To comprehend the system and create a plan for the transfer, the developers and technical lead will collaborate closely with the project team. The TL will also oversee liaising with the new contractor to facilitate a seamless transfer of technical know-how.
3. **Subject Matter Experts (SMEs):** In charge of offering subject knowledge expertise on project areas. To achieve a seamless transfer of knowledge and skills, the SMEs will collaborate closely with the project team, developers, and ITRO Staff.
4. **Quality Assurance (QA) Lead:** It is their responsibility to make sure all deliverables adhere to the transition plan's quality requirements. To provide quality measurements and make sure that all transition operations are finished to a high standard, the QA Lead will collaborate closely with the TPM.
5. **Project Team Members:** accountable for helping by utilizing their system-specific knowledge and experience. To guarantee a seamless transfer of knowledge and skills, they will collaborate closely with the TPM, developers, SME, and ITRO Staff members.

1.4. Workforce Transition

A key component of the RAMIT: Ticketing System transition out plan is the personnel transition. To ensure a smooth and successful transition, the workforce plan of time must be established and communicated. The Transition Project Manager will work closely with the client, the current and new contractors, and the transition team to determine the best course of action for the workforce.

This can entail keeping on with the existing workforce, transferring them to the new contractor, or employing whole new personnel. The workforce must be notified of any changes in a timely and polite way; therefore, communication will be crucial in this process. To ensure that all personnel are informed of their options and are given the appropriate assistance during the transition process, the Transition Project Manager will closely collaborate with HR and management.

The employees will also get any required training or retraining to ensure that they are fully prepared to continue offering high-quality services both during and after the transition phase. To guarantee that the project is successfully finished on time and within budget, the workforce transfer strategy will be constantly evaluated and amended as required.

1.5. Workforce Execution During Transition

During the transition period of RAMIT: Ticketing System, work will still need to be performed they are as follows:

- **User Training:** This will entail creating and distributing training materials to inform users about the new system. The training sessions will probably last three days and include both classroom and hands-on instruction.

- **Go Live**: This will be the new system's official launch. Before releasing the system to consumers, the team must make sure that all systems are set up and operating properly. Final system testing and confirming that all data has been successfully moved will probably be required for this.

- **Document Lessons Learned:** The lessons learned from the project will be documented at this phase. This entails identifying the team's advantages and disadvantages as well as its areas for improvement. The paper will be used as a guide for upcoming efforts and to make sure best practices are used going ahead.

- **Gain Formal Acceptance:** Obtaining the customer's formal approval that the transition has been successfully accomplished is part of this step. The team will have to guarantee that all deliverables have been met and that the client is happy with the new system.

- **Archive Files/Documents:** Archiving all project-related data and papers is part of this step. Contracts, agreements, project plans, and other pertinent documents may be included.

- **Project Close Out Meeting**: A project close out meeting with all stakeholders will be place at the transition's final stage. This will be a chance to talk about the project as a whole, as well as any accomplishments or areas that might use better, and to make sure that all lingering problems have been fixed.

1.6. Subcontracts

No contracts or subcontract agreements about this project currently exist, thus there is no need for any transfer or transition of contracts or related agreements.

1.6.1. Property Transition

1. **Government Furnished Equipment (GFE)**
   Since there is no involvement of Government Furnished Equipment (GFE) in RAMIT: Ticketing System, this section of the transition plan is not applicable.
2. **Incumbent Owned Equipment**
   It is crucial to clearly specify the equipment owned by the current party and ensure it remains in their possession. In case there is any equipment required for supporting the customer's applications and services, the plan should indicate whether the new contractor or customer has the choice to buy or utilize it. Additionally, the plan should incorporate a schedule for the transfer of ownership and any essential paperwork, such as bills of sale or agreements for transferring ownership.

   If ITRO can provide the necessary equipment upon transition, there may not be a need for the project team to transition the equipment to OPTIMUM FIVE. However, it remains crucial to clearly distinguish between the equipment owned by the incumbent and the equipment that will be supplied by ITRO. This is necessary to facilitate a seamless transition and prevent any potential conflicts or misunderstandings. The project team should closely collaborate with ITRO and OPTIMUM FIVE to ensure that all required equipment is accessible and appropriately transferred.
3. **Intellectual Property**
   During the transition process of RAMIT: Ticketing System, it is crucial to give careful thought to the management of intellectual property (IP) to facilitate a seamless transfer of all pertinent documentation, supplier and subcontractor details, service agreements, as well as original designs or plans. Intellectual property entails various legal considerations and may involve the requirement of non-disclosure agreements (NDAs) between the current party and the customer.

   The following steps will be taken to ensure proper handling of intellectual property during the transition:
   1. Identification of all relevant intellectual property:
      All intellectual property related to the project will be identified, including but not limited to design documents, patents, trademarks, copyrights, software code, and any proprietary information or trade secrets.
   2. Evaluation of contractual agreements:

The current contractual agreements about the ownership and transfer of intellectual property will be examined and assessed to guarantee adherence during the transition.

3. Negotiation of new agreements:
   If there are any discrepancies or inadequacies in the current agreements, new agreements will be negotiated among the incumbent, new contractor, and customer to ensure the appropriate ownership and transfer of all intellectual property.
4. Protection of intellectual property:
   Throughout the transition period, adequate safeguards, such as non-disclosure agreements (NDAs) and other legal measures, will be implemented to ensure the protection of all intellectual property.
5. Transfer of intellectual property:
   Once the transition process is finalized, the transfer of all pertinent intellectual property will be carried out by the contractual agreements in effect. The intellectual property will be transferred to the new contractor, the customer, or retained by the incumbent, depending on the terms specified in the agreements.

By following these steps, RAMIT: Ticketing System can ensure a smooth and secure transition of all intellectual property related to the project.

4. User Accounts and Passwords
   As part of the transition plan for RAMIT: Ticketing System, it is important to address the transition of user accounts and passwords. The following details the steps and considerations for this aspect of the property transition:
   1. User Account Inventory
      - Firstly, it is essential to create a detailed inventory that encompasses all user accounts and their corresponding privileges. This inventory should encompass both internal and external users, including system administrators, third-party vendors, and end users. Additionally, the inventory should clearly indicate which accounts are inactive or no longer required for the system.
   2. Password Security
      - Maintaining security during the transition is crucial, and this can be achieved by resetting or disabling all user passwords. By taking this step, unauthorized access to the system and its data can be prevented. Before the transition takes place, users should be informed to change their passwords to a temporary one provided to them. Subsequently, during

the transition, the new contractor or system owner should enforce the creation of new, strong passwords by all users.

3. Account Transition and Disablement
    - After addressing the inventory and password security measures, the subsequent task is to determine which accounts will undergo the transition process and which accounts will be deactivated. The transition plan should clearly outline the individuals entrusted with overseeing the transfer of accounts and passwords, ensuring a seamless transition.
    - If there is a need to disable accounts, the transition plan should provide comprehensive information regarding the process and procedures for deactivating accounts. This is crucial to ensure that the access rights of terminated employees, contractors, or third-party vendors are promptly revoked.
4. Table of User Accounts
    - Within the transition plan, it is necessary to include a table comprising all user accounts that will either undergo the transition or be disabled. This table should encompass the username, associated email address, and corresponding privileges or access rights for each account. Additionally, the table should specify whether the account will be transitioned or disabled, accompanied by any specific instructions for the transition process.

To conclude, the transfer of user accounts and passwords is a critical component of the ITRO project's property transition plan. By adhering to a thorough inventory, implementing password security measures, following account transition and disablement procedures, and furnishing a user account table, a seamless and secure transition can be accomplished.

1.7. Knowledge Transfer

Documentation/Manuals:

- The project team and senior developer will provide documentation and manuals to the ITRO.
- The documentation package will encompass an overview of the project, system architecture details, functional requirements, technical specifications, and other pertinent information. This documentation will aid the ITRO staff in gaining a comprehensive understanding of the system and its functionality.
- The manuals will offer detailed, sequential guidance on executing specific tasks associated with the system.

Training:

- The project team, along with a senior developer, will provide personalized training to the ITRO to ensure a comprehensive understanding of the system and its operational procedures.
- The ITRO will be granted access to online training materials and resources, which will assist them in enhancing their knowledge and skills about the system.
- The ITRO will take on the responsibility of disseminating the information to their staff members, as formal classroom training or scheduled sessions may not be feasible in their dynamic and fast-paced work environment.

As an integral component of the Knowledge Transfer Plan, frequent check-ins and meetings will be arranged between the project team, senior developer, and ITRO. These interactions aim to facilitate a successful transfer of knowledge and address any questions or concerns promptly. Furthermore, any modifications or updates to the system will be documented and shared with the ITRO staff, ensuring that they have access to the latest information.

1.8. Handover and Acceptance

The process of handover and acceptance will start after the transition plan has been finalized and includes all necessary paperwork and deliverables. To properly evaluate the transition plan and make sure that all required requirements have been completed, the project team will then set up a formal meeting with the project sponsor and other pertinent stakeholders.

The project team will provide the project sponsor and other important stakeholders a presentation of the finished transition plan, including with all the required paperwork and deliverables, at the handover meeting. The project sponsor and stakeholders will next carefully review the documents and have a conversation about any issues or concerns that remain unresolved.

The project sponsor and stakeholders will proceed to sign the official acceptance document once all outstanding issues have been resolved. This document demonstrates that the handover procedure was successfully finished. Along with the signatures of all parties who have examined and approved the contents, the acceptance document will also include a checklist of all required deliverables and paperwork.

The processes for resolving any unresolved problems or concerns that may emerge after the transfer are also outlined in the handover and acceptance section. This can mean adhering to a formal dispute resolution procedure or carrying out corrective measures to address any found flaws.

Overall, the contract transitions out plan's handover and acceptance section will provide a thorough and precise roadmap for carrying out the handover process, ensuring the satisfaction of all stakeholders with the results.

Procurement Management Plan

Introduction

The Procurement Management Plan establishes the framework for acquiring goods and services in this project. It will serve as a roadmap for managing procurement throughout the project's lifespan and will be revised when acquisition needs change. This plan outlines and explains the items that will be obtained, the types of contracts that will be utilized, the process for approving contracts, and the criteria for making decisions. It emphasizes the significance of coordinating procurement activities, establishing clear contract deliverables, and utilizing metrics to assess procurement activities. Additionally, the plan includes considerations for managing procurement risks and outlines how costs will be determined, how standard procurement documentation will be employed, and the constraints associated with procurement.

Procurement Management Approach

The Project Manager will be responsible for supervising and controlling all procurement operations in this project. Collaborating with the project team, they will identify the necessary items to be acquired to ensure the project's successful execution. Once the procurement list is compiled, it will be reviewed by the project team and stakeholders before being submitted to the contracts and purchasing department. The department will assess the procurement items, decide whether it is more beneficial to produce or purchase them, and initiate the process of selecting vendors, making purchases, and finalizing contracts.

Procurement Definition

The following procurement items and/or services have been determined to be essential for project completion and success. The following list of items/services, justification, and timeline are pending PMO review for submission to the contracts and purchasing department:

Item/Service	Justification	Needed By
Laptop	Needed for writing the documentations of the project and to develop the project; we do not make this item	March 31, 2023
Mouse	Needed for writing the documentations of the project and to develop the project; we do not make this item	March 31, 2023

Extension Cord	Needed for writing the documentations of the project and to develop the project; we do not make this item	March 31, 2023

In addition to the above list of procurement items, the following individuals are authorized to approve purchases for the project team:

Name	**Role**
Jayson Aloya	Project Manager
Marc Julian Sajul	Front-End Developer
Marc Zamora	Back-End Developer
John Christopher Langcauon	Documentation Specialist
Jan Gabriel Prion	Documentation Specialist

Type of Contract to be Used

All items and services to be procured for this project will be solicited under firm-fixed price contracts. The project team will work with the contracts and purchasing department to define the item types, quantities, services and required delivery dates. The contracts and purchasing department will then solicit bids from various vendors to procure the items within the required time frame and at a reasonable cost under the firm fixed price contract once the vendor is selected. This contract will be awarded for one base year and three option years.

Procurement Risks

All procurement activities carry some potential for risk which must be managed to ensure project success. While all risks will be managed in accordance with the project's risk management plan, there are specific risks which pertain specifically to procurement which must be considered:

- Unrealistic schedule and cost expectations for vendors
- Manufacturing capacity capabilities of vendors
- Conflicts with current contracts and vendor relationships
- Configuration management for upgrades and improvements of purchased technology.
- Potential delays in shipping and impacts on cost and schedule
- Questionable past performance for vendors
- Potential that final product does not meet required specifications.

These risks are not all-inclusive and the standard risk management process of identifying, documenting, analyzing, mitigating, and managing risks will be used.

Procurement Risk Management

As mentioned earlier, the project's risk management plan will be used to handle project risks. However, when it comes to procurement-related risks, extra attention and involvement are required. Procurement activities involve external organizations and can have an impact on existing and future business relationships, as well as internal supply chain and vendor management operations. Due to the importance of these relationships and operations, the project team will ensure the participation of both the project sponsor and a designated representative from the contracting department in all project meetings and status reviews.

Additionally, any decisions regarding procurement actions must be approved by the project client or, in his absence, the Vice President of Contracts before implementation. Any issues concerning procurement actions, or any newly identified risks will immediately be communicated to the project's contracting department point of contact as well as the project sponsor.

Cost Determination

To obtain proposals from different vendors detailing how they will fulfill our requirements and the associated costs; we will issue a Request for Proposal (RFP) for this project. Each proposal must encompass vendor support for items A, B, and C, as outlined in the previous paragraph, along with the base and out-year costs. Vendors will be expected to provide a comprehensive overview of their approach, including the execution of the work, the individuals involved, their relevant experience, customer testimonials, employee backgrounds and resumes, and a detailed breakdown of all costs. Additionally, vendors will be required to submit work breakdown structures (WBSs) and work schedules to demonstrate their understanding of the project's scope and their ability to meet the established timeline.

It is crucial that all the requested information is included in each proposal, as these proposals will serve as the basis for our selection criteria. Proposals that fail to include the requested information or are incomplete will be disregarded and not considered for further evaluation.

Standardized Procurement Documentation

The procurement management process encompasses various steps and requires ongoing oversight of all procurement activities and contracts. In this dynamic and sensitive environment, our objective is to streamline procurement management through any necessary means to ensure the successful completion of our contracts and projects. To simplify these tasks, we will utilize standardized documentation throughout the procurement management process. These standardized documents have been developed and refined over many years with the aim of continuously enhancing procurement efforts. They offer sufficient levels of detail, enabling easier comparison of proposals, more accurate pricing, more detailed responses, and more effective contract and vendor management.

The Project Management Office (PMO) maintains a repository on the company's shared drive, which contains standardized project management and procurement documentation specifically designed for this project. The following standardized documents will be utilized for project procurement activities:

- Standard Request for Proposal Template to include
    - Background
    - Proposal process and timelines
    - Proposal guidelines
    - Proposal formats and media
    - Source selection criteria
    - Pricing forms
    - Statement of work
    - Terms and Conditions
- Internal source selection evaluation forms
- Non-disclosure agreement
- Letter of intent
- Firm fixed price contract
- Procurement audit form
- Procurement performance evaluation form
- Lessons learned form

Procurement Constraints

The project's procurement management plan encompasses various constraints that must be considered. These constraints will be explicitly stated in the Request for Proposal (RFP) and

communicated to all vendors to assess their capability to work within these limitations. The constraints pertain to multiple aspects, including schedule, cost, scope, resources, and technology.

Schedule:

- The project schedule is inflexible, and all procurement activities, contract administration, and contract fulfillment must be carried out within the predetermined project timeline.

Cost:

- The project budget includes contingency and management reserves, but it is important to note that these reserves cannot be utilized for procurement activities. The reserves are specifically designated for approved changes in project scope or at the discretion of the management.

Scope:

- All procurement activities and contract awards must support the approved project scope statement. Any procurement activities or contract awards which specify work which is not in direct support of the project's scope statement will be considered out of scope and disapproved.

Resources:

- All procurement activities must be carried out and supervised using existing personnel. There will be no hiring or re-allocation of additional personnel to support the procurement activities for this project.

Technology:

The specifications for parts have already been established and will be outlined in the statement of work within the Request for Proposal (RFP). While proposals may suggest alternative materials or manufacturing processes, the specifications for parts must precisely match those provided in the statement of work.

Contract Approval Process

The initial phase of the contract approval process involves identifying the items or services that need to be procured from external vendors. This determination is made by conducting a cost analysis, comparing the costs of providing products or services internally versus purchasing them from vendors. Once the cost analyses are completed and the final list of items and services to be procured externally is established, the purchasing and contracts department will proceed to send solicitations to external vendors.

After the solicitations are completed and proposals are received from all vendors, the approval process commences. The first step is to review all vendor proposals to assess their alignment

with the criteria set by the project team and the purchasing and contracts department. Purchases below a certain threshold, such as $x,xxx, only require approval from the Project Manager. On the other hand, purchases exceeding that threshold necessitate approval from the Contract Review Board. The Contract Review Board, comprising representatives from the project team, purchasing and contracts department, finance, and the Project Management Office (PMO), convenes to determine which contract will be accepted for these larger purchases.

Decision Criteria

The criteria for the selection and award of procurement contracts under this project will be based on the following decision criteria:

- Ability of the vendor to provide all items by the required delivery date.
- Quality
- Cost
- Expected delivery date.
- Comparison of outsourced cost versus in-sourcing
- Past performance

These criteria will be measured by the contracts review board and/or the Project Manager. The ultimate decision will be made based on these criteria as well as available resources.

Vendor Management

The ultimate responsibility for managing vendors lies with the Project Manager. To ensure the timely delivery and high quality of products from vendors, the Project Manager or their designated representative will conduct weekly meetings with the contract and purchasing department as well as each vendor. These meetings can take place in person or via teleconference. The primary purpose of these meetings is to thoroughly review the documented specifications for each product and examine the findings of quality tests.

The objective of these meetings is to assess the progress of each procured item, ensuring its compliance with the project specifications. It also provides an opportunity to address any questions or make necessary modifications to contracts or requirements in advance, thus preventing delivery delays and schedule disruptions. The Project Manager will be responsible for scheduling these weekly meetings until all items are delivered and deemed acceptable.

Performance Metrics for Procurement Activities

While the purchasing and contracts department has their own internal metrics for procurement, the following metrics are established for vendor performance for this project's procurement activities. Each metric is rated on a 1-3 scale as indicated below:

Vendor	Product Quality	On Time Delivery	Documentation Quality	Development Costs	Development Time	Cost per Unit	Transactional Efficiency
Vendor #1	3	2	3	2	2	2	3

1 – Unsatisfactory
2 – Acceptable
3 - Exceptional

In addition to rating each vendor, actual values will be noted to build a past-performance database for selecting vendors for future procurement activities.

Quality Management Plan

Introduction

Welcome to the Quality Management Plan for the ITRO Ticketing System. This plan outlines our commitment to ensuring high-quality standards in the development, implementation, and ongoing maintenance of the ticketing system. By adhering to robust quality management practices, we aim to deliver a seamless and reliable solution that meets the needs of our users. This document will explain our quality objectives, quality requirements and standards, highlighting the strategies and processes we will employ to ensure the system's performance, usability, and overall satisfaction. Through effective quality assurance, control measures, and continuous improvement, we are dedicated to delivering a working ticketing system that optimizes user experience and enhances operational efficiency. Let's dive into the details of our comprehensive quality management approach.

Quality Management Approach

Our approach to quality management for customer support in the ITRO Ticketing system revolves around ensuring exceptional service and customer satisfaction. We believe in prioritizing our customers' needs and expectations, offering timely assistance, and maintaining a high standard of quality throughout the support process.

To achieve these objectives, we have established the following key elements:

Customer-Centric Focus: We place our customers at the forefront by actively listening to their concerns and requirements. Our support team demonstrates empathy, professionalism, and responsiveness, ensuring a positive customer experience. We will actively seek feedback from our customers to gauge their satisfaction with our support services.

Streamlined Support Processes: We have implemented clear and standardized procedures for handling customer support requests. These processes encompass efficient ticket management, accurate issue categorization, and prompt escalation and resolution procedures.

Performance and Continuous Improvement: We measure our support team's efficiency and effectiveness using the system feature of tracking frequency of tickets and inquiry data. This will help the team to analyze and identify areas that should be prioritized in order improve and implement proactive measures to enhance the quality of our support services.

Ram-IT ITRO aims to deliver exceptional customer support through our ticketing system. Our primary focus is on promptly addressing customer needs, ensuring their satisfaction, and fostering long-term trust and relationships with our valued customer.

QUALITY REQUIREMENTS / STANDARDS

Responsiveness: Customer support will aim to provide timely responses to customer inquiries, issues, and requests. The standard response time should be defined and adhered to for different types of support requests.

Accuracy and Clarity: Customer support agents should strive for accurate and clear communication in their interactions with customers. The information provided should be precise, easily understandable, and free from ambiguity.

Professionalism and Courtesy: Customer support representatives should exhibit professionalism and courtesy when dealing with customers. This includes demonstrating empathy, actively listening to customer concerns, and maintaining a respectful tone throughout the interaction.

Problem Resolution: The quality standard for problem resolution is to provide effective and efficient solutions to customer issues. Support agents should possess the necessary knowledge and skills to diagnose and resolve problems promptly, minimizing customer downtime.

Escalation Process: The escalation process should be clearly defined and followed when customer issues cannot be resolved at the initial support level. Timely and appropriate escalation ensures that complex or critical issues receive the necessary attention and resolution.

Customer Satisfaction: Regular assessments of customer satisfaction should be conducted to measure the level of customer happiness and gauge the effectiveness of support services. Feedback should be actively sought and utilized to improve support processes and overall customer experience.

Continuous Improvement: The quality management plan should include provisions for continuous improvement. This involves regularly reviewing support processes, identifying areas for enhancement, and implementing corrective and preventive actions to raise the overall quality of customer support.

Knowledge Base Accuracy: The knowledge base, which serves as a self-help resource, should be regularly updated and accurate. It should contain comprehensive and up-to-date information, troubleshooting guides, and FAQs to assist customers in finding solutions to frequent and repeat tickets and inquiries.

QUALITY ASSURANCE

The following steps will be followed as part of the QA process for OPTIMUM FIVE, which will be incorporated into the Agile and Scrum methodology. This will guarantee that the quality is attained by group effort and continual improvement:

- Defining quality standards – The developers will collaborate with stakeholders, clients, and users to define and document the quality standards for the project in the quality management plan, ensuring that they are regularly communicated to all parties.
- Quality metrics – The project team will monitor and report on the project's performance in relation to the quality criteria using quality metrics.

    - The percentage of the system that has been tested is shown by test coverage.
    - The test cases that have passed are shown in the case pass rate.
- Continuous improvement – To create a high-quality output, the developers would utilize the feedback to make improvements that the client and stakeholder had asked.
- Compliance with industry standards – The creators would make sure that OPTIMUM FIVE complied with pertinent industry standards, such as those governing data privacy and security. There will be ongoing audits to make sure that these requirements are being followed.
- Reviewing feedback – The system would benefit because of the developers' ongoing evaluation of user input and modification of modifications.

To guarantee that the project delivers a high-quality result, the quality assurance metrics will be actively watched, tracked, and reported on a regular basis. Any infractions of these standards will be evaluated right away and fixed. The software program that will be used to gather data on these criteria will provide frequent reports to the project team. Additionally, a regular assessment of the quality assurance process will be conducted to look for.
install upgrades. The Ticketing System must satisfy the highest standards possible, and all quality assurance indicators must be continuously monitored to guarantee the project's success.

QUALITY CONTROL

Continuous testing and quality input are prioritized, and quality control is integrated into the development process in Agile and Scrum methodologies. The following phases will be part of the ticketing system project's quality control process:

- Continuous testing and feedback: To find errors and make sure the product satisfies client requirements, the project team will conduct continuous testing. Where feasible, the testing will be automated.
- User Acceptance Testing (UAT): The system will be put through its paces by a representative sample of users to make sure it meets their requirements and expectations. Each sprint will finish with a UAT, and any required adjustments will be made in response to user feedback.
- Compatibility Testing: The Ticketing System will be tested across a range of software and hardware, including browsers and mobile devices, to guarantee compatibility and fix any issues that could develop when the system is used in diverse contexts.
- Continuous Monitoring: The project team will evaluate the Ticketing system's performance upon deployment. This will need monitoring crucial performance indicators including customer satisfaction, response speed, and system uptime. This will offer crucial data to support any system improvements and help find any issues or bottlenecks.

The following quality metrics will be used to monitor and assess the system's performance:

- Test Coverage: The percentage of the system that has been tested.
- Test Case Pass Rate: The percentage of test cases that have been passed.
- User Happiness: Measured through surveys and feedback from users.
- Response Time: The time taken for the system to respond to user requests.
- System Uptime: The percentage of time the system is available and functioning as expected.
- Tracking and Documenting Quality Evaluations: The project team will monitor and record the results of the quality control process, which will be used to assess the success of any corrective measures that are implemented as well as the project's progress.

In summary, OPTIMUM FIVE's quality control approach will be an essential component of the development process, with an emphasis on continuous testing, user input, and performance monitoring. As part of the Quality Control process, the project team will regularly review and evaluate the product's quality to make sure it satisfies both client and regulatory criteria.

Quality Control Measurements

The objective of quality control measurement is to track and compare the performance of customer support activities against defined standards and requirements. This allows for proactive identification of areas needing improvement and facilitates prompt corrective actions.

Ticket Response Time:

- Standard/Requirement: Maximum response time for support channel tickets.
- Measurement Method: Calculate the time elapsed between ticket submission and initial response by support agents.
- Log Template Example:

Ticket ID	Date/Time Submitted	Date/Time Initial Response	Response Time (in minutes)
001	2023-06-01 09:30 AM	2023-06-01 09:35 AM	5
002	2023-06-01 02:45 PM	2023-06-01 02:50 PM	5
003	2023-06-01 11:10 AM	2023-06-01 11:18 AM	8

Ticket Resolution Time:

- Standard/Requirement: Maximum time allowed to resolve support channel tickets.
- Measurement Method: Calculate the time elapsed between ticket submission and final resolution.
- Log Template Example:

Ticket ID	Date/Time Submitted	Date/Time Resolved	Resolution Time (in hours)
001	2023-06-01 09:30 AM	2023-06-01 10:45 AM	1.25
002	2023-06-01 02:45 PM	2023-06-01 03:30 PM	0.75
003	2023-06-01 11:10 AM	2023-06-01 12:05 PM	0.92

Customer Satisfaction:

- Standard/Requirement: Average customer satisfaction rating based on post-interaction surveys.
- Measurement Method: Collect customer feedback through surveys and calculate the average satisfaction rating.
- Log Template Example:

Date	Total Surveys	Average Satisfaction Rating (out of 5)
2023-06-01	15	4.2
2023-06-02	20	4.6
2023-06-03	18	4.3

Regular Review and Actions:
The quality control logs will be reviewed in regularly scheduled project status meetings or as necessary throughout the project lifecycle. If any actual measurements do not meet the defined standards or requirements, appropriate actions will be taken, such as identifying root causes, implementing corrective actions, and monitoring the effectiveness of those actions.

The Ticketing System project will use a transparent and collaborative approach to quality control, and the Agile and Scrum methodologies will be used to promote continuous inspection and change throughout the project lifetime.

Risk Management Plan

INTRODUCTION

The ITRO Ticketing system plays a crucial role in ensuring efficient and reliable customer support for Asia Pacific College. To proactively address potential uncertainties and mitigate risks that may impact the effectiveness of our customer support operations, it is imperative to establish a comprehensive risk management plan. This plan aims to identify, assess, and respond to risks that may arise during providing customer support services through the ITRO Ticketing system.

As an agile project, the risk management plan aims to identify and assess potential risks, develop risk response strategies, and monitor and control risks throughout the project's life cycle. The plan will be integrated into the project's daily operations and reviewed and updated as needed. By proactively managing risks, the project team can ensure that risks are mitigated, and the project's objectives are achieved within the allocated budget and timeline.

The risk management plan is designed to provide a structured approach for recognizing and analyzing risks specific to the ITRO Ticketing system customer support function. By systematically addressing these risks, we can enhance our ability to deliver exceptional support experiences to our valued customers while maintaining the highest levels of service quality and operational efficiency.

This part of the document outlines the key components and procedures for managing risks in the context of ITRO Ticketing systems customer support. It defines the roles and responsibilities of stakeholders involved in risk management activities and provides guidelines for risk identification, assessment, response planning, monitoring, and communication.

To further develop a risk management plan for a ITRO Ticketing System, the following information should be considered:

Risk Identification: Identify potential risks associated with the ITRO Ticketing System, including technical, operational, security, and external risks.

Risk Analysis and Assessment: Assess the identified risks based on their likelihood of occurrence and potential impact. Prioritize risks based on their severity and develop a risk rating system.

Risk Response Planning: Develop strategies to address identified risks. Implement preventive measures to mitigate risks, such as regular system maintenance and security protocols. Establish contingency plans to minimize the impact of potential risks.

Risk Monitoring and Control: Implement mechanisms to monitor and track risks throughout the lifecycle of the ITRO Ticketing System. Regularly review and update risk assessments, monitor key risk indicators, and identify early warning signs of potential risks. Implement control measures to mitigate risks effectively.

Communication and Reporting: Establish a communication plan to effectively communicate risk-related information to project stakeholders, management, and relevant teams.

Risk Review and Evaluation: Conduct periodic reviews and evaluations of the risk management plan to ensure its effectiveness. Identify areas of improvement, lessons learned, and best practices to enhance risk management processes. Continuously refine and optimize the risk management approach.

Contingency Planning: Develop contingency plans to address potential risks that may still occur despite preventive measures. Outline alternative strategies and actions to be taken in case of risk occurrence, ensuring minimal disruption to the ITRO Ticketing System.

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

TOP THREE RISKS

The Project's top three risk are:

High Ticket Volume and Workload: One of the key risks in customer support for the ITRO Ticketing System is the potential for a high volume of incoming tickets, which can overwhelm the support team and lead to delays in response and resolution times. This risk may arise due to system issues, user inquiries, or service disruptions.

Inadequate Customer Support Resources: Insufficient staffing or a lack of trained personnel in customer support can lead to subpar service quality and dissatisfaction among users. This risk may result in delayed ticket resolution, decreased customer satisfaction, and negative impacts on the project reputation.

System Downtime and Technical Issues: The ITRO Ticketing System may experience unexpected downtime or technical issues, leading to service disruptions and delays in

customer support. This risk could be caused by hardware failures, software bugs, network outages, or insufficient system capacity.

Risk Management Approach

The risk management approach for ITRO Ticketing System customer support involves a proactive and systematic process to identify, assess, mitigate, and monitor risks associated with providing efficient and effective customer support.

The following steps will be taken to manage risks in the ITRO Ticketing System project:

Risk Identification: Thoroughly analyze the customer support process to identify potential risks and vulnerabilities. This involves considering factors such as ticket volume, system issues, skill gaps, and customer escalations.

Risk Assessment: Evaluate the identified risks based on their potential impact and likelihood of occurrence. Prioritize risks that have a higher probability of occurring and can cause significant disruptions or customer dissatisfaction.

Risk Mitigation: Develop and implement strategies to minimize the identified risks. This may involve various measures such as effective ticket prioritization, training and development programs for support staff, automation of routine tasks, and clear escalation procedures.

Risk Monitoring: Continuously monitor and review the effectiveness of the implemented risk mitigation measures. Regularly track support metrics, customer feedback, and emerging trends to identify new risks or changes in existing risks.

Risk Response: If a risk materializes or the actual measurements do not meet the established standards or requirements, take appropriate actions to address the situation promptly. This may involve reassessing mitigation strategies, reallocating resources, or implementing corrective measures.

Communication and Documentation: Maintain clear communication channels to report and document risk-related information. This includes documenting risk assessments, mitigation plans, actions taken, and outcomes. Regularly share risk updates and findings in project status meetings or as necessary throughout the project lifecycle.

RISK IDENTIFICATION

By reviewing the common risks that involve a ticketing system, the project team has identified potential risks that may occur during the project's life cycle. By identifying the risks connected to ITRO Ticketing System, the project team has documented a risk register that includes a brief description, potential impact, and likelihood of occurrence for potential hazards.

Throughout the project development and documentation meetings, the project team and key stakeholders were able to discuss the potential risks that can affect the success of the project. During this meeting, the project team gained an understanding of what are the risks involved when developing and planning for such a complex system during and after project development.

Some of the potential risks identified for the ITRO Ticketing System project include:

Scope creep: There is a risk that the scope of the project may expand beyond its original boundaries, leading to delays and cost overruns.

Technical Challenges: Complex technical system that requires expertise, innovative problem-solving, and effective decision-making.

Security Risks: There is a risk to social engineering and cyberattacks compromising sensitive information.

Dependencies on external parties: The project may be dependent on the cooperation and performance of external parties, which could lead to delays or other issues.

Lack of resources: There is a risk that the project may not have access to sufficient resources (e.g., personnel, budget, equipment) to complete the project as planned.

Unforeseen circumstances: There is a risk that unforeseen circumstances (e.g., natural disasters) could impact the project in unexpected ways.

To effectively address these risks, the project team has implemented multiple strategies. These include rigorous testing and validation processes, leveraging an Agile development methodology for swift identification and resolution of technical issues, offering comprehensive training and support to team members for seamless system adoption, and maintaining consistent communication with key stakeholders to promptly identify and mitigate potential delays or challenges.

Risk Qualification and Prioritization

The risks identified for the ITRO Ticketing Systems customer support will be thoroughly assessed and categorized based on their potential impact and probability of occurrence. This will enable the project team to prioritize and allocate resources effectively, focusing on high-impact risks with a higher likelihood of occurrence.

A probability-impact matrix was used to qualify and rank the dangers listed in the risk registry. High priority was given to risks that had a high likelihood of happening and a major impact on the project. To ensure that risks are given the proper priority, the project team will review and update the risk register on a regular basis. This will ensure that proactive mitigation measures are implemented to minimize the impact of identified risks on the project's success. We have used a probability-impact matrix to qualify and prioritize the risks for this project. We have categorized the risks into four categories: Extreme, High, Medium, Low, and Negligible.

The probability of risks happening and their impact on the project is described below:

Extreme: Risks with a very high probability of occurring and a severe impact on the project.

High: Risks with a high probability of occurring and a significant impact on the project. These risks require immediate attention, and we need to develop mitigation strategies for them.

Medium: Risks with a medium probability of occurring and a moderate impact on the project. These risks should be closely monitored, and mitigation strategies should be developed in case they occur.

Low: Risks with a low probability of occurring and a minor impact on the project. These risks can be monitored periodically, and mitigation strategies can be developed in case they occur.

Negligible: Risks with a very low probability of occurring and negligible impact on the project. These risks can be ignored.

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

Technical Risk – Medium Probability and Medium Impact
Security Risk - Low Probability and Medium Impact
Scope Creep - Medium Probability and Medium Impact
Lack of project management & planning - Medium Probability and High Impact

To maintain alignment with the agile risk management plan, the project team will consistently review and update the risk register throughout the project. This will involve qualifying and prioritizing risks, ensuring their inclusion in sprint planning sessions. By doing so, the team will be well-informed about the potential risks and able to plan accordingly. Furthermore, we will foster an environment that encourages the team to actively identify and promptly report any new risks that may arise during the project's course of action.

Risk Monitoring

The project team will conduct regular risk reviews during sprint retrospectives to assess the status of identified risks. This includes evaluating the impact and likelihood of each risk, as well as identifying any new risks that may have emerged. The reviews will help in identifying trends, evaluating risk mitigation strategies, and determining the effectiveness of risk responses.

The project team will utilize a centralized risk register or tracking tool to document and track risks throughout the project lifecycle. This will enable real-time monitoring of risks, including their status, assigned owners, and mitigation actions. The risk register will be updated regularly to reflect the latest information and progress on risk management activities.

Effective risk monitoring requires transparent communication among team members and stakeholders. Regular project status meetings, and other communication channels will be used

to discuss and share risk-related information. This will facilitate timely identification and resolution of risks, as well as ensure that all stakeholders are informed about the project's risk profile.

By implementing these risk monitoring practices, the project team will be able to proactively identify, assess, and address risks throughout the agile project lifecycle, thereby minimizing the potential impact on the ITRO Ticketing System.

Risk Mitigation and Avoidance

The project team will collaboratively develop the risk management plan, assigning appropriate importance to each identified risk. Engaging stakeholders, the team will implement mitigation measures and consistently evaluate their effectiveness.

To commence risk mitigation and avoidance, the team will first identify and prioritize potential risks. Emphasis will be placed on risks with significant likelihood and impact, devising strategies to minimize or eliminate them. The project manager will consider the following crucial factors and available options:

Risk Assessment: It is imperative for the team to conduct a comprehensive analysis of potential risks to proactively anticipate and address them. The project manager should prioritize completing the risk assessment early in the project and take swift actions to identify and mitigate any potential risks that are identified. By conducting a thorough risk assessment, the project team can effectively minimize the impact of risks and ensure smoother project execution.

Contingency Planning: a crucial role in ensuring preparedness for potential risks. The project team, under the supervision of the project manager, should develop and test backup plans to address contingencies associated with identified risks. These plans should be carefully designed, thoroughly tested, and confirmed to ensure their effectiveness. By proactively establishing contingency measures, the project team can mitigate the impact of risks and maintain project resilience in the face of uncertainties.

Effective Communication: A crucial aspect of risk management is fostering transparent and effective communication among the project team, clients, and stakeholders. The project manager plays a vital role in promoting clear channels of communication to minimize risks and prevent any potential misunderstandings. Open lines of

communication facilitate the timely exchange of information, feedback, and concerns, enabling proactive risk identification and mitigation throughout the project lifecycle.

These are general strategies to mitigate and avoid potential risks throughout the project lifecycle. These are steps that will ensure management of risks that the project team will discover pre and post development. Using agile methodology, the group will be able manage risk and adapt to changes more dynamically. This approach to mitigation and avoidance will be beneficial to all key stakeholders and to the project team.

Risk Register

The risk register, serving as a comprehensive repository of potential risks, will be diligently maintained, and continuously updated throughout the project's duration. It will encompass in-depth descriptions of each risk, encompassing its likelihood and potential impact, accompanied by documented mitigation measures. To ensure its relevance and accuracy, the risk register will undergo regular review and timely updates, aligning with the project's evolving landscape. Embracing a collaborative approach, this risk management strategy fosters early and frequent risk identification, fostering an environment of proactive risk mitigation. In adherence to the Agile methodology, all stakeholders will have convenient access to the centralized risk register, enabling collective awareness and engagement in the risk management process. This will help the project team to track and prioritize risk, assign responsibilities, and track progress in risk mitigation.

The following criteria will be used for the risk register:

Risk ID: each risk will be assigned a unique identifier.
Risk Description: there will be a clear and concise description of the risk event.
Risk Category: will classify risks into technical, organizational, or legal categories.
Risk Destination: will be responsible for monitoring and managing each risk.
Probability: likelihood of a risk occurring is assessed using a scale of 1 to 5, with 1 indicating the lowest likelihood and 5 indicating the highest.
Impact: the risk's potential impact on the project is rated on a scale of 1 to 5, with 1 indicating the least significant impact and 5 indicating the most significant impact.
Risk Score: the probability and impact scores are multiplied to determine the overall risk.
Status: risk's status, whether it is open, in progress, or closed, is also documented.

Risks Register:

Risk ID	Risk	Description	Category	Destination	Probability	Impact	Status
RID 001	Scope Creep	There is a risk that the scope of the project may expand, leading to delays and cost overruns.	Project	Development Team	Medium (3)	Medium (3)	In progress
RID 002	Technical Challenges	Technical challenges when developing a complex system that requires expertise, innovative problem-solving, and effective decision-making.	Technical	Development Team	Medium (3)	Medium (3)	In progress
RID 003	Lack of project management and planning	Insufficient project management and planning can lead to chaotic workflows, missed deadlines, and project failure.	Project	Project Manager	Medium (3)	High (4)	In progress

Staffing Management Plan

Introduction

A project system requires a group of people to provide the deliverables and goals of the project. Good human resource management in a team will make the process of building a system efficient and effective, this will be the plan and the path followed by the team members, where the project and its assigned members are to be managed and structured. Plan provides the requirements and qualifications for a member that fits the task or deliverable. Determining the roles, responsibilities, duties, performances, capabilities, skills, experience, and knowledge are all part of a strategy that could be managed and strategized the staffing management well.

Using the plan will benefit the project leader or manager and the project team as they can effectively and efficiently manage the deliverables for the project. It informs the members about their assigned tasks and deliverables that lets them understand the qualifications, the needs of the deliverable, and the importance of communication within the team is needed aside from just being assigned to specific tasks. The purpose of this strategized plan is to monitor and manage the assigned contributions of members which will lead to the system's success.

Roles and Responsibilities

A way of having effective staffing management in the team is very crucial to put into place because it determines the outcome of the system. A concise discussion and planning for the system are needed to ensure the deliverables and tasks that will be distributed. Roles and responsibilities indicate not only the staff within the team but also the people who are related to this project, its clients, and targets. The roles and responsibilities ensure to let everyone is aware of their contributions to the project.

The Roles and responsibilities indicate the privileges of having the authority and decision for each member ensuring the resources and opportunities provided are effective. To come up with this, first, is to clearly define the capabilities and requirements for the given deliverables that will be assigned to rightful members that will contribute to achieving the system’s success.

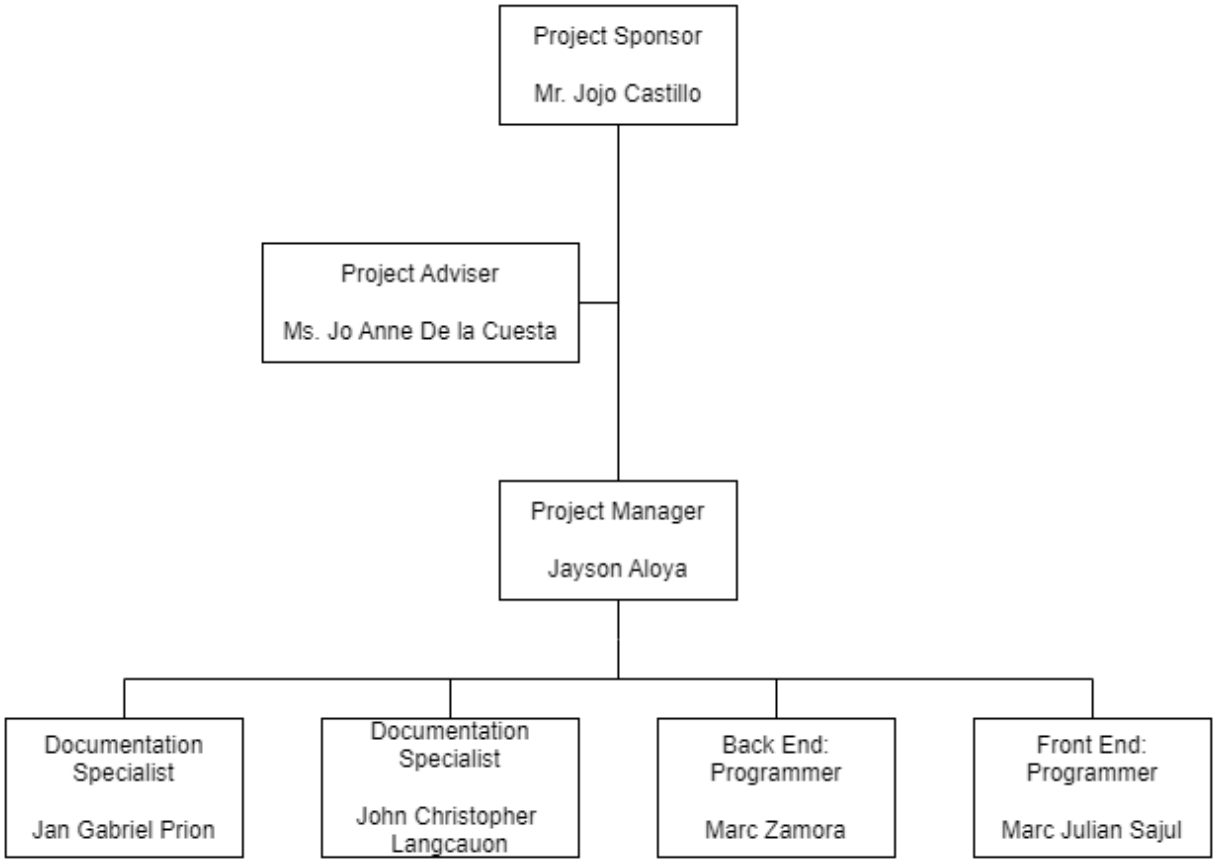
Role	Authority	Responsibility	Competency
Project Sponsor	Approves the project system's scopes, targets, and features of the project system that can assist his office in providing technological services. Assists in creating and building features with his knowledge and resources.	Ensures that the project system follows the office's goals and objectives that can provide effective and efficient assistance to their targets. Provides good supervision and guidance to the project	Leadership, problem-solving skill, and decision-making skills. Ability to communicate effectively with a great understanding of the systems presented and the goals of the

	Resolves the project team's difficulties in solving problems with the system and with their targets. Can give and provide systems for references to make the system, thus approving the changes, scopes, schedule, and resources that are needed which is needed to complete the project system.	manager and the team, thus communicating with the team for the project system's progress and milestones.	project system. Able to provide what is enough for the team to complete the project.
Project Adviser	Checks and approves changes in the project system and documentation. Provides comments to make something out better from the project system. Monitors and oversees the project system, documentation, schedules, and milestones. Provide system references for the project system, making it appealing and user-friendly to the targets.	Oversee the entire project, like updates, progress, checklist, system features, system changes, system fixes, and bugs. Monitors each team member and their deliverables that contribute to the project system. Monitor the contributors and presenters. Judges the project system and documentation if it reached the academic standard project proposal and development.	Leadership, good communication, flexibility in schedules, and project management skills. Problem-solving skills and decision-making skills.
Project Manager	Has full decision-making authority over the development of the project system and the progress of the documentation. Able to call the team for the project system's updates and documentation. Can allocate the project team member's contribution and deliverables, to report the updates to the project sponsor and adviser. Pre-	Oversee the progress of the documentation and development of the project system. Able to plan and set out schedules for the deliverables and milestones. Supervises the project system, and thus can have an in-depth understanding of the inside and outside of the project system. Able	Leadership, good communication, understanding, and project management skills. Has experience in documentation writing, presenting, and under the project system. Able to handle pressure and critical situations, and has problem-solving skill

	approve the project scopes, targets, and features of the project system. Able to communicate with the Project sponsor and adviser.	to monitor, reread, and proofread documentation. Ensures and aligns the documentation to the project system and likewise.	and decision-making skills.
Programmer	To create and provide a project system. Can provide changes inside and outside of the system be developed. Can request resources and assistance. Can give recommendations and suggestions for the project system to the Project manager, adviser, and sponsor. Full authority on decision-making on able to be considered, inserted, and changed in the project system.	To create and develop a project system. Follow plans, schedules, and milestones. Monitor, check, and debug the project system in progress or under development. Able to provide updates from the project system to the project manager, adviser, and sponsor.	Average experience programmer, with strategic skills, technical problem-solving skills, and decision-making skills. Open to new ideas and knowledge. Open to all concerns. Deep understanding of the project system's goals, and the sponsor's vision. Able to communicate well with all in the organization chart.
Documentation Specialist	To create and provide documentation for the project system. Can provide changes in the written documents. Can request ideas, recommendations, and suggestions for the project system to project team members. Full authority on writing to be considered, inserted, and changed in the documents. Able to request or ask for fewer changes needed in the documentation that may be applied in the project system.	To write documentation for the project system's progresses. Writes plans, schedules, and milestones to be set by the project manager. Read and proofread the compiled documentation written. Able to provide changes and updates from the documentation to the project manager, adviser, and sponsor.	Experienced in writing documentation and academic papers. High level of capability in writing and word decision-making skills. Open to new ideas and knowledge. Open to all concerns. Deep understanding of the project system's goals, and the sponsor's vision. Able to communicate well with all in the organization chart.

Project Organizational Chart

The Project Organizational Chart of the RAM-IT: ITRO's Chatbot and Ticketing System provides a visual representation of the team and its clients and customers. The project sponsor of the system is the one above all of the members of the project, and the project sponsor provides ideas, changes, and suggestions for what is better for their office and the system itself. Next is the adviser who oversees the system's build and structure and the documentation needed to complete the project.
The organizational chart includes the sponsor and adviser as the higher-ups of the project team, next are the members who are in the project team, which are the project manager who leads and seeks feedback from the higher-ups and next is the member who do tasks, and the major deliverables to build the system.



Staffing Management Plan

Staffing Management is an important component for the RAM-IT to have where the cause lies here the success of the system built for the client. It mainly focuses on the strategy used to

develop each of the deliverables to build the system. Other than the development also lies the managing and releasing or calling-out of personnel as the project development process.

As for the RAM-IT's purpose and scope, it is needed to have management within the members of the team as if a situation comes that one or two of the major developers are not available for a time, there are few of the members left to handle or to do the task for a while. To further comply with the situations given, proper management is needed. The team expected that anytime there will be changes in the member's deliverables and tasks as the process goes on.

It should be regular for the team to check and review the member assigned and it's working deliverable and remains the scope and purpose of the project aligns with the project's goal. The project manager needs to call and advise the members about their roles and responsibilities and their sub-category roles for emergencies, to properly manage the staffing within the team.

Roles	**Project Responsibility**	**Skills Required**	**Performance Review**
Project Sponsor	Plans and helps to execute and finalize projects effectively and efficiently. Oversees and ensures that the project or the progress of the project meets the objectives and goals of the office. Has a project management capability.	Leadership Communication Problem-solving skills Decision-making skills Technical skills Creativity skills Project management skills	The project sponsor will be asked to join a meeting regarding the updates and progress of the project system. It requires the project sponsor to give recommendations and suggestions to the project team and provide benefits to the project sponsor's office. The project sponsor oversees the progress and milestones of the project system.
Project Adviser	Provide additional plans, and plan management for the project team. Judges the system and documentation, and provides feedback as to what to change, remove or update in the project system and documentation provided by the project team.	Leadership Communication Problem-solving skills Decision-making skills	The project adviser will thoroughly check the documentation and the project system before submitting it to the project sponsor. It ensures that the project system's updates and changes are well done to proceed to another build and the documentation is written well and aligns with the project system. The project adviser is the final

	Guides, assist, and oversees the project team and its deliverables.	Project management skills	decision for the mini-progress submissions and milestones of the project team's deliverables.
Project Manager	Leads, checks, and supervises the project team's deliverables. Ensures that the deliverables made or in progress follow the objectives and goals of the project system and the project sponsor's office goals. Manages the project team and their assigned deliverables. Coordinates with the project adviser and sponsor.	Leadership Communication Problem-solving skills Decision-making skills Technical skills Project management skills	The project manager will lead the team in creating the project system. It oversees the final made deliverables before presenting them to the adviser and thus will be passed to the sponsor. The project manager frequently conducts meetings to let himself be updated, and as well the team is updated on each of one's deliverables. Thus, the project manager gives feedback on the progress and finished deliverables of the team.
Programmer	Create, and build the project system, an ideal system provided by the project sponsor. To update and change the project system coming from the feedback of the project adviser and sponsor of the project system. To consult and present the project system to the project adviser and sponsor.	Technical skills Decision-making skills Problem-solving skills Communication skills Management skills	The programmers are the ones who create and build the system that ideally came from the project sponsor and approved, which was the project system provided by the project team. Frequently checks, codes, and consumes new ideas for the project system. Updates and changes the project system based on the feedback received from the project adviser and sponsor.
Documentation Specialist	Create and write the documentation for the project system, an ideal system provided by the project sponsor.	Technical skills in writing Communication skills	The documentations write the information of the system that ideally came from the project sponsor and was approved, which was the project system provided by the project team.

	To update, change, re-write, and proofread the documentation for the project system coming from the feedback of the project adviser and sponsor of the project system. To consult and present the documentation to the project adviser and sponsor.	Management skills	Frequently writes documentation for the project system. Updates and changes the documentation of the project system based on the feedback received from the project adviser and sponsor.