|  |  |
| --- | --- |
| WBS: | 1.1.1 |
| Work Package: | Design Thinking |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | The research and brainstorming session of the project team with the help of the project sponsor and stakeholders. |
| Completion State: | Once the problem statement, purpose, goals, and objectives are defined. |
| Assumptions: | Assuming that the goals will stay consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires an impromptu design thinking session. |
| Risk Mitigation: | An impromptu design thinking session will be held as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.1.2 |
| Work Package: | Create Business Case |
| Package Owner: | John Christopher Langcauon |
| Owner Organization: | Information Technology Resource Office |
| Participants: | John Christopher Langcauon |
| Description: | The paper that contains the information about the business/company the project is being made for. |
| Completion State: | Once the document is completed and approved by the project manager and adviser. |
| Assumptions: | Some of the data comes from the team members personally experiences as students in APC. |
| Risks: | Revisions may be made halfway through the process. |
| Risk Mitigation: | Revisions will be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.1.3 |
| Work Package: | Create Project Charter |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | The paper that contains information about the project sponsor and project manager along with the information about the project milestones and budget. |
| Completion State: | Once the project sponsor signs the document. |
| Assumptions: | Assuming that the project will be completed within the given time. |
| Risks: | Changes may occur during the project that requires an impromptu meeting. |
| Risk Mitigation: | An impromptu meeting will be held as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.1.4 |
| Work Package: | Project Sponsor Approval of Project |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jayson Aloya |
| Description: | The project manager sends the business case and project charter along with other necessary information about the project to the project sponsor for approval. |
| Completion State: | Once the project is approved by the project manager and adviser. |
| Assumptions: | Assuming that all information gathered are sufficient to judge the worth of a project. |
| Risks: | Project Sponsor might take long to approve. |
| Risk Mitigation: | Changes will be made to satisfy the project and project sponsor. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.1.5 |
| Work Package: | Assigning Project Team & Roles |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jayson Aloya |
| Description: | Finding the right people to join the creation of the project and assigning roles to them. |
| Completion State: | Once the team is assigned their roles. |
| Assumptions: | Assuming that all of the people chosen for the team is capable of doing their roles. |
| Risks: | Conflict in delegating roles may occur. |
| Risk Mitigation: | Negotiation between the individuals involved. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.1.6 |
| Work Package: | Identify Stakeholders |
| Package Owner: | Jan Gabriel Prion |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | Identifying the people affected and will benefit from the project. |
| Completion State: | Once all stakeholders are identified. |
| Assumptions: | Assuming that the stakeholders will consent their involvement. |
| Risks: | Conflict with stakeholders. |
| Risk Mitigation: | Clear up misunderstandings and negotiate. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.2.1 |
| Work Package: | First Meeting with Project Team |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | The meeting that kick starts the whole project. |
| Completion State: | Once the meeting is done. |
| Assumptions: | Assuming that everyone is available on that day. |
| Risks: | A member or stakeholder might not be free at that time. |
| Risk Mitigation: | Re-scheduling of the meeting will be done. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.2.2 |
| Work Package: | Create Stakeholders Management Strategy Plan |
| Package Owner: | Jan Gabriel Prion |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion |
| Description: | The document that contains the plan on identifying and managing the stakeholders needs for the project. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.2.3 |
| Work Package: | Create Cost Management Plan |
| Package Owner: | John Christopher Langcauon |
| Owner Organization: | Information Technology Resource Office |
| Participants: | John Christopher Langcauon |
| Description: | The document that contains the budget and costs that will be used for the project. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.2.4 |
| Work Package: | Create Scope Management Plan |
| Package Owner: | Marc Zamora |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Marc Zamora |
| Description: | The document that provides a clear understanding of what the project limitations are. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.2.5 |
| Work Package: | Create Time Management Plan |
| Package Owner: | Marc Julian Sajul |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Marc Julian Sajul |
| Description: | The document that provides the schedule of how long the project and the work packages will be done. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.2.6 |
| Work Package: | Create Work Breakdown Structure |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jayson Aloya |
| Description: | Where work packages are labeled through each phases of the project. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.2.7 |
| Work Package: | Create Human Resource Management Plan |
| Package Owner: | Marc Julian Sajul |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Marc Julian Sajul |
| Description: | The document that plans on how to handle the staffs of the project including the project team and the team that will take over once the project is done. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.2.8 |
| Work Package: | Create Quality Management Plan |
| Package Owner: | Marc Zamora & Jan Gabriel Prion |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Marc Zamora & Jan Gabriel Prion |
| Description: | The document that assures consistency and quality for each deliverables. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.2.9 |
| Work Package: | Create Risk Management Plan |
| Package Owner: | Jan Gabriel Prion |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion |
| Description: | The document that contains the contingency plans that will be done when a risks occurs. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.2.10 |
| Work Package: | Create Communications Management Plan |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jayson Aloya |
| Description: | The document that manages how information is delegated from project team to stakeholders and project sponsor. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.2.11 |
| Work Package: | Create Procurement Management Plan |
| Package Owner: | John Christopher Langcauon |
| Owner Organization: | Information Technology Resource Office |
| Participants: | John Christopher Langcauon |
| Description: | The document that handles the resources and where to get them. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.2.12 |
| Work Package: | Create Implementation Plan |
| Package Owner: | Marc Zamora |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Marc Zamora |
| Description: | The document that contains the plan to implement the project once completed. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.2.13 |
| Work Package: | Create Change Management Plan |
| Package Owner: | Marc Julian Sajul |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Marc Julian Sajul |
| Description: | The document that shows the procedure on how to apply changes to the plan and also documents the changes throughout the project. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.2.14 |
| Work Package: | Meeting for Documents Development |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | The meetings done once a week to be able to quality assure each document and to assure that everyone is on the same page. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.2.15 |
| Work Package: | Send Documents for Project Sponsor Approval |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jayson Aloya |
| Description: | All documents are sent to Project Sponsor for approval. |
| Completion State: | Once approved by the project sponsor. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.3.1.1 |
| Work Package: | Develop Requirements Analysis |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | Developing the tables and diagrams that is required for the project. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.3.1.2 |
| Work Package: | Develop System Analysis |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | Developing the tables and diagrams on how the system will work. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.3.1.3 |
| Work Package: | Create System Design |
| Package Owner: | Marc Julian Sajul |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jayson Aloya, Marc Julian Sajul, & Marc Zamora |
| Description: | Creating a solid design for the system. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.3.1.4 |
| Work Package: | Create System Wireframe |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jayson Aloya, Marc Julian Sajul, & Marc Zamora |
| Description: | Creating a wireframe on how the system will look like. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.3.1.5 |
| Work Package: | Create System Mock-Up |
| Package Owner: | Marc Julian Sajul |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Marc Julian Sajul |
| Description: | Visualizing the wireframe. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.3.2.1 |
| Work Package: | Develop Log-In Feature |
| Package Owner: | Marc Zamora |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Marc Zamora |
| Description: | Developing the feature to be able to log-in and connecting it to the database for accounts. |
| Completion State: | Once tested and completely coded into the prototype. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.3.2.2 |
| Work Package: | Develop Chat Bot Feature |
| Package Owner: | Marc Zamora |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Marc Zamora |
| Description: | Developing the features for the chat bot and its responses. |
| Completion State: | Once tested and completely coded into the prototype. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.3.2.3 |
| Work Package: | Develop Ticketing Feature |
| Package Owner: | Marc Zamora |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Marc Zamora |
| Description: | Developing the system for the ticketing feature. |
| Completion State: | Once tested and completely coded into the prototype. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.3.2.4 |
| Work Package: | Develop Notification Feature |
| Package Owner: | Marc Zamora |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Marc Zamora |
| Description: | Developing the notifications feature. |
| Completion State: | Once tested and completely coded into the prototype. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.3.2.5 |
| Work Package: | Develop Data Report Feature |
| Package Owner: | Marc Zamora |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Marc Zamora |
| Description: | Developing a feature that analyzes raw data into useful information used in reports. |
| Completion State: | Once tested and completely coded into the prototype. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.3.2.6 |
| Work Package: | Develop Filter Feature |
| Package Owner: | Marc Zamora |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Marc Zamora |
| Description: | Developing a search feature. |
| Completion State: | Once tested and completely coded into the prototype. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.3.2.7 |
| Work Package: | Develop Ticket History Feature |
| Package Owner: | Marc Zamora |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Marc Zamora |
| Description: | Developing an archive for ticket history. |
| Completion State: | Once tested and completely coded into the prototype. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.3.2.8 |
| Work Package: | Develop Chat Feature |
| Package Owner: | Marc Zamora |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Marc Zamora |
| Description: | Developing a chat system for the customer and service provider to communicate. |
| Completion State: | Once tested and completely coded into the prototype. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.3.2.9 |
| Work Package: | Implement UI |
| Package Owner: | Marc Julian Sajul |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Marc Julian Sajul |
| Description: | Implementing visual and user friendly UI. |
| Completion State: | Once UI is implemented in the prototype along with approval of ITRO. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.3.3.1 |
| Work Package: | Install System |
| Package Owner: | Marc Zamora |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | Installing the system to the ITRO. |
| Completion State: | Once the system is working in the ITRO’s network. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Technical problems may occur. |
| Risk Mitigation: | Troubleshoot as fast as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.3.3.2 |
| Work Package: | Perform Test Cases |
| Package Owner: | Marc Julian Sajul |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | Training the people that will handle the system once passed over. |
| Completion State: | Once the ITRO people are satisfied and familiar with the system. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.3.3.3 |
| Work Package: | Training the ITRO |
| Package Owner: | Marc Zamora |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | The document that contains the budget and costs that will be used for the project. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.4.1 |
| Work Package: | Gather Feedback Data |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | Gathering feedback data to improve the system. |
| Completion State: | Once execution phase is finished. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.4.2 |
| Work Package: | Risk Manage |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | Manage risks that occurs. |
| Completion State: | Once execution phase is finished. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.4.3 |
| Work Package: | Monitor if Project Deliverables are complying to Project Documents |
| Package Owner: | Marc Julian Sajul |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | Monitoring the project deliverables and quality assuring them.. |
| Completion State: | Once execution phase is finished. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.4.4 |
| Work Package: | Weekly Status Report |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | A weekly meeting that reports the status of the project to the Project Sponsor and Stakeholders. |
| Completion State: | Once execution phase is finished. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.5.1 |
| Work Package: | Transferring roles to ITRO |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | Officially passing over the system to the ITRO. |
| Completion State: | Once roles are transferred. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | People may not be available. |
| Risk Mitigation: | Reschedule activity. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.5.2 |
| Work Package: | Transferring deliverables to ITRO |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | Passing over the deliverables of the project to the ITRO. |
| Completion State: | Once deliverables are transferred. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Technical difficulties |
| Risk Mitigation: | Troubleshooting |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.5.3 |
| Work Package: | Archiving Documents |
| Package Owner: | John Christopher Langcauon |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jayson Aloya & John Christopher Langcauon |
| Description: | Archiving the documents for further references and projects. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.5.4 |
| Work Package: | Final Meeting |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | The final meeting for everyone involved in the project. |
| Completion State: | Once meeting is done. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | People may not be available at scheduled date. |
| Risk Mitigation: | Rescheduling at available time. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |

|  |  |
| --- | --- |
| WBS: | 1.5.5 |
| Work Package: | Confirmation of User Acceptance |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | Assuring that every stakeholder needs are met. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |
|  |  |
| WBS: | 1.5.6 |
| Work Package: | Confirmation of Project Completion |
| Package Owner: | Jayson Aloya |
| Owner Organization: | Information Technology Resource Office |
| Participants: | Jan Gabriel Prion, Jayson Aloya, John Christopher Langcauon, Marc Julian Sajul, & Marc Zamora |
| Description: | The official conclusion of the project. |
| Completion State: | Once approved by the project manager, sponsor, and adviser. |
| Assumptions: | Assuming that everything stays consistent all throughout the project. |
| Risks: | Changes may occur during the project that requires revisions. |
| Risk Mitigation: | Revisions must be made as soon as possible. |
| Budget: | RAM-IT Budget |
| Reference Docs: | [Optimum Five - Work Breakdown Structure (WBS).docx](Optimum%20Five%20-%20Work%20Breakdown%20Structure%20(WBS).docx) |