

PROJECT MANAGEMENT PLAN
Madonna's Web: A Reservation Website for Madonna's Garden
Resort and Events Place

Madonna's Garden Resort and Events Place
Gutierrez St. Poblacion 4233 Malvar, Philippines

June 2023

TABLE OF CONTENTS

1. Company Profile	7
2. Business Case	8
2.1. Problem Definition	8
2.1.1. Problem Statement	8
2.1.2. Organizational Impact	8
2.1.3. Technology Migration	9
2.2. Project Overview	9
2.2.1. Project Description	9
2.2.2. Goals and Objectives	9
2.2.4. Project Assumptions.....	10
2.2.5. Project Constraints	10
2.2.6. Major Project Milestones	11
2.3. Strategic Alignment	11
2.4. Cost and Benefit Analysis	11
2.4.1 Alternative Analysis	12
2.4.2. Approvals.....	13
3. Project Charter	13
3.1. Project Purpose/Justification.....	13
3.1.1. Business Need	13
3.1.2. Business Objectives	13
3.2. Project Description	14
3.2.1. Project Objectives.....	15
3.2.2. Success Criteria	15
3.2.3. Requirements	15
3.2.4. Constraints	16
3.2.5. Assumptions.....	16
3.2.6. Preliminary Scope Statement	17
3.3. Risks	17
3.4. Project Key Deliverables	18
3.5. Summary Milestone Schedule	19

3.6. Budget Summary	19
3.7. Project Approval Requirements.....	20
4. Project Management Approach	20
5. Project Technical Approach	20
5.1. Product Development Methodology	20
5.2. Technical Architecture	21
6. Project Management Plans	22
6.1. Stakeholders Strategy Management Plan.....	22
6.1.1. Introduction.....	22
6.1.2. Identify Stakeholders.....	22
6.1.3. Key Stakeholders	23
6.1.4. Stakeholder Analysis.....	24
6.2. Scope Management Plan.....	25
6.2.1. Introduction.....	25
6.2.2. Scope Management Approach	26
6.2.3. Roles and Responsibilities	27
6.2.4. Scope Definition	27
6.2.5. Project Scope Statement	28
6.2.6. Work Breakdown Structure	29
6.2.7. Scope Verification.....	30
6.2.8. Scope Control	31
6.3. Cost Management Plan	31
6.3.1. Cost Management Approach	32
6.3.2. Measuring Project Costs.....	33
6.3.3. Reporting Format	34
6.3.4. Cost Variance Response Process.....	35
6.3.5. Cost Change Control Process	36
6.3.6. Project Budget.....	37
6.4. Schedule Management Plan.....	41
6.4.1. Introduction.....	41
6.4.2. Schedule Management Approach	41
6.4.3. Schedule Control	42
6.4.4. Schedule Changes and Thresholds	42

6.4.5. Scope Change	43
6.5. Staffing Management Plan	44
6.5.1. Introduction.....	44
6.5.2. Roles and Responsibilities	44
6.5.3. Project Organizational Charts	47
6.5.4. Staffing Management	48
6.6. Change Management Plan	52
6.6.1. Introduction.....	52
6.6.2. Change Control Board	53
6.6.3. Roles and Responsibilities	54
6.6.4. Change Control Process.....	55
6.7. Communications Management Plan	57
6.7.1. Introduction.....	57
6.7.2. Communications Management Approach	58
6.7.3. Communications Management Constraints	58
6.7.4. Stakeholder Communication Requirements	59
6.7.5. Roles.....	60
6.7.6. Project Team Directory	61
6.7.7. Communication Methods and Technologies	61
6.7.8. Communications Matrix	62
6.7.9. Communication Flowchart	64
6.7.10. Guidelines for Meetings	64
6.7.11. Communication Standards	65
6.7.12. Communication Escalation Process	66
6.7.13. Glossary of Communication Terminology	66
6.8. Quality Management Plan	68
6.8.1. Introduction.....	68
6.8.2. Quality Management Approach	68
6.8.3. Quality Requirements / Standards.....	69
6.8.4. Quality Assurance.....	70
6.8.5. Quality Control	71
6.8.6. Quality Control Measurements	71
6.9. Risk Management Plan	71

6.9.1. Introduction.....	71
6.9.2. Top Three Risks.....	72
6.9.3. Risk Management Approach	73
6.9.4. Risk Identification	74
6.9.5. Risk Qualification and Prioritization.....	74
6.9.6. Risk Monitoring	76
6.9.7. Risk Mitigation and Avoidance	76
6.9.8. Risk Register	77
6.10. Procurement Plan.....	79
6.10.1. Introduction.....	79
6.10.2. Procurement Risks.....	79
6.10.3. Procurement Risk Management	80
6.10.4. Cost Determination	80
6.10.5. Procurement Constraints.....	81
6.10.6. Contract Approval Process.....	81
6.10.7. Decision Criteria	82
6.10.8. Performance Metrics for Procurement Activities	83
6.11. Implementation Plan.....	84
6.11.1. Executive Summary	84
6.11.2. Transition Approach	85
6.11.3. Transition Team Organization	86
6.11.4. Workforce Transition	87
6.11.5. Workforce Execution During Transition	88
6.11.6. Subcontracts.....	89
6.11.7. Property Transition	89
6.11.8. Knowledge Transfer	91
6.11.9. Schedule.....	93
6.11.10. Handover and Acceptance.....	94
7. Sponsor Acceptance	94
8. List of Tables.....	94
9. List of Figures	95
10. Appendices.....	95
10.1. Project Cost and Benefit Analysis	95

10.2.	Project Methodology.....	96
10.3.	System Requirements Specifications	97
10.4.	Development Tools Specification	98
10.4.1.	Development Tools Specification.....	98
10.4.2.	Deployment Tools Specifications	99
10.5.	WBS Dictionary.....	99
10.6. Detailed Schedule	114
10.7. Detailed Cost Estimates	115
10.8.Handle Time	116

1. Company Profile

Registered Name:	Madonna's Garden Resort and Events Place
Company Logo:	
Address:	Gutierrez St. Poblacion 4233 Malvar, Philippines
Telephone Numbers:	0917 541 7413
Line of Business:	Resort and Events Place
Type of Customers:	Events manager and Resort Finder
Date of Registration:	2020
President:	
Number of Employees:	Approximately 200

Table 1—1: High-level Company Information

Madonna's Garden Resort and Event's Place is a Public Resort in Malvar Batangas. It was established in 2020 as an easy access resort and event's place for the people at Malvar, Batangas. The Business was built during the pandemic as a place where people can come to relax and swim. The place is deemed accessible as it is near the STAR Tollway which is an expressway that people can use to get to Batangas, and the place is also Near SM Lipa which is an Hour and a half trip from the Capital city, Manila.

Madonna's Garden Resort and Event's place can also be reserved to become a private resort with a fee which includes a lot of amenities and an event area which can be used in gathering and life events. Since its original opening in 2020, they begun expanding and renovating their business which started with one pool and a few cottages to adding another pool and building mini rest houses which can be reserved by guests.

Project: Reservation Management Website for the staff of Madonna's Garden Resort and Events place

This project's goals are to improve their reservation and booking system, improve their manual tasks, and help promote their business by creating a space for their advertising materials and content for their customers to see. Currently, their goal is to promote the business and improve its sales so that they can get a return on their investment. This project aims to help achieve their goals by helping them to improve the reservation and booking system and reduce manual and repetitive tasks helping them in improving their current system by digitalizing their task.

Under the supervision of Micheal James Gnilo and Team YouNIX, they have assembled a team of Computer Science Students to manage the Madonna's Web: A reservation Website project. The project management team has sufficient experience in managing complex projects and is committed to delivering the project on time, within budget, and to the highest quality standards.

The project management team will collaborate closely with the stakeholders to identify and handle risks, create a comprehensive project plan, and guarantee adherence to the agreed-upon scope throughout project execution. Moreover, the team will provide regular status updates to the stakeholders and promptly address any issues or concerns that may arise.

2. Business Case

2.1. Problem Definition

2.1.1. Problem Statement

Madonna's Resort and Events Center is a resort and events center which provides booking and reservation in their facilities, swimming in public or private pool, and having an event hall for company outing activities or organization activities. The resort is newly opened in Malvar, Batangas. They started creating the resort during the start of pandemic, way back 2020. Currently, they are using Google forms to be manually encoded by their staff and spreadsheets that they sometimes use whenever the form is inaccessible which sometimes causes conflicts in the reservation of facilities and date.

There is a difference between the reservation and booking. The reservation is for the entrance fee of the individual on the resort who wants to use the pool and event center, while bookings are for the cottages and rooms of the customer.

2.1.2. Organizational Impact

The implementation of the system will help improve the overall performance the Madonna's resort staff since it will prevent more human errors and have their work more efficient when they are encoding the data of their customer during reservations and bookings.

2.1.3. Technology Migration

The system will be developed with HTML, CSS, and JavaScript for the front-end development; For the backend development, Django with built-in SQLite, and Python 3, are used. This programming language and framework are what the website is composed of. In terms of data migration, since Django has a built-in database, it will be easy to export the data as there is an added feature for the staff of Madonna's. Once the development is finished, the implementation will be done through the business' chosen hosting environment.

2.2. Project Overview

2.2.1. Project Description

To address the issue of conflict of reservation and manual process of reservation, the project aims to develop a system which is a website that will help Madonna's Resort on reservations, as well as blog and photo gallery. As an overview of these tools, reservations are done through filling out a form on the website and will redirect to a page that will produce a receipt which will then the customer can use to make a down payment on GCash since it is included in the receipt. This will then be transferred to the database that which admin and staff of the resort whose logged on the website can check, confirm, edit, and remove the receipt depending on the circumstances. Logging in on the website is only exclusive for the admin and staff of the resort and there is no redirection for the login page on the home page; It is provided only via a link. Blog is where the admin and staff post details and advertisements for the resort. They can add, edit, and delete posts on the blog and have complete control with no limitations to what they can publish. Only the admin and staff of the resort can publish a post. The photo gallery is where the resort can post their latest pictures and are categorized so that ease of sorting can help both the resort and customer see what they need to look at. It is configured through their account on the website that they can add and edit, which is like blog but is purposed for photo gallery.

Doing this project will improve the efficiency and effectiveness of Madonna's Resort by providing them a website that combines all they needed that helps them track their changes better and publish what they want as they have control with no limitations on the website.

2.2.2. Goals and Objectives

The project aims to improve the reservation and advertisement of the resort by providing an interactive and responsive website that can provide a reservation management system.

For the team to achieve these, their specific objectives are:

1. Keep track of reservations and booking data of customers in real-time using a single medium.
2. Reduce cases of conflicts in schedules to 0.
3. Reduce cases of unauthorized writing on the booking records by 70%.

4. Compute sales with 100% accuracy.
5. Generate monthly sales reports, sales per booking and reservation, and 2.2.3. Project Performance

To measure the performance of the proposed project about developing a website for the Madonna's Resort and Events Center, the following measures can be considered:

- Data accuracy: Measured the accuracy of sales report by using the sales report feature included in the system.
- Cost Savings: Measured by comparing the cost of maintaining the system versus hiring a full-time development time.
- Process Improvement: This can be measured by comparing the efficiency and effectiveness of the system versus the multiple platforms they used.

2.2.4. Project Assumptions

Here are the preliminary assumptions for the proposed project:

- The managing of the system, as well handling customer reservation is only accessible within the employees of Madonna's Garden Resort and Events Center
- The developers who will work on this project are computer science students in Asia Pacific college, thus the students are already knowledgeable and experienced in development and testing environment for the system.
- There is no cost in development of the project as it is project-based learning included in the curriculum of the school thus the only cost that will be needed will solely for the maintenance of the system once deployed.
- The Django framework that has been used in development has no cost and is an open-source framework which contributes to resolving the problem that Madonna's Resort encounters.
- This project has full support of the project sponsor, Madonna's Resort, and Asia Pacific College. Which means any necessary project approvals and permissions will be obtained promptly.

2.2.5. Project Constraints

Below are the preliminary constraints for the proposed project:

- Available monetary resources that the team can use to make the system go online and be published in a cloud web services platform.
- Available resources, such as developers, for maintaining and improving the system.
- Knowledge in Programming and using Web Framework that would be the backbone of the development.
- The newly taught development methodology and lifecycle.

2.2.6. Major Project Milestones

To guide the team's progress in completing the project, the following milestones and deliverables for this project have been identified:

- Look for a client which results in finding Madonna's Garden Resort and Events center. This was done during the First Phase of the project.
- Interviewed to collect ideas about the resort so that it would contribute to developing the system in alignment of what the client wanted.
- Identified the problem of the business so that the pain points would help the team to produce the system better.
- Conducted project pitch which are documentations, SWOT analysis, and a prototype to help the team visualizing the project and how to improve in alignment of the client's problem.
- Develop the system during the third phase of the project, with the features resolving the problems that the client had on the platforms they are currently using.
- Found a website online hosting platform that the team and the client can use and complete the hand-off and close out.

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2.3. Strategic Alignment

By aligning the Madonna's Web project with the overall strategic goals and objectives of Madonna's Resort and Events Center, the business will be able to maximize the value of the project and ensure that it is contributing to the success of the business.

Madonna's Garden Resort aims to have a website that helps in their difficulties with reservations and advertising.

The project aligns with this goal by improving the efficiency and effectiveness of the online interactions of the business and helping enhance through resolving the limitations they had when using their existing multiple platforms.

Madonna's aims are to have more control and features that they can use to improve their online interactions.

The project aligns with these goals as admin and staff of the resort will have control on how they want to propagate and advertise the website.

2.4. Cost and Benefit Analysis

The cost-benefit analysis will help determine the potential benefit of Madonna's Web system in comparison to the cost incurred. The primary benefit of this project is the improvement of efficiency and accuracy in booking and reservations, computation of sales, and advertising. The system will allow for faster response times, leading to improved customer satisfaction and reduced operational costs. The cost-benefit analysis will help determine the potential benefit of Madonna's Web system in comparison to the cost incurred. The primary benefit of this project is the improvement of efficiency and accuracy in booking and reservations, computation of sales, and advertising. The system will allow for faster response times, leading to improved customer satisfaction and reduced operational costs.

Benefits:

Below are the identified benefits that the project can bring once fully implemented:

- Improved admin and staff online interaction as they have control and no limitations to what they can do since the system has provided and resolved the need and lacking features than the multiple platforms they used.
- Improved customer booking and reservations, as the system has this feature that is improved solely for business.
- Improved efficiency and effectiveness of Madonna's Garden Resort resulting in better productivity and less human errors.
- Improved visibility into the work of the resort staff, enabling managers and owners to monitor the progress of the system and identify potential issues like human errors.

Costs:

- Development and implementation have low cost as the developers are entirely an entry-level team and the framework used in developing the system is free.
- Maintenance cost less as the client only needed to provide the system a subscription fee for the chosen online cloud web hosting site for the project to be deployed online.

2.4.1 Alternative Analysis

An alternative analysis for the Madonna's Web project could include the following options:

Option 1: Do nothing (status quo)

In this option, the business would continue to use the platform and tools to maintain reservation and advertisement.

Pros: No upfront and disruption to existing platforms and tools.

Cons: Potential for ongoing costs and difficulties on the platform and tools they used which would lead to conflict of reservation, difficulty in reserving and advertising, and computation of sales.

Option 2: Creating a website through hiring a group of professional developers.

In this option, the business will create a website that will resolve the difficulties and limitations they had on the existing platform they are using.

Pros: Improved efficiency and effectiveness, have more direct control and develop to their liking.

Cons: Possible increase cost due to the business needing to hire a team of professionals to create their website

Option 3: Use of website builders

Multiple reasons for not selecting this option are that it is free but have limitations; It has multiple subscription tiers, and the maintenance cost is higher than creating or hiring developers; Lack of features even when subscribed which can be a disadvantage to the business if the feature, they want is lacking on the website builder.

2.4.2. Approvals

The project approval should come from the project sponsor – Micheal James Gnilo, the owner of Madonna's Resort and Events Center.

3. Project Charter

3.1. Project Purpose/Justification

Reservation systems are essential in the leisure industry, especially for resorts, due to the development of information technology. Digitalized reservation systems allow Madonna's Resort to expand their operations and cater to customers in real-time. As they provide countless benefits, such as reducing double bookings, minimizing conflicts in reservations and bookings, keeping track of reservations and bookings, and preventing revenue loss. By using the reservation system project of YouNIX for Madonna's Resort it can provide better customer service and enhance their overall customer experience. They can also have accurate data on their customers' preferences, which can help in marketing and targeting promotions. In summary, a well-developed reservation system can help resorts streamline their operations, increase efficiency, and provide a better customer experience for Madonna's resort.

3.1.1. Business Need

Technology is becoming more advanced as well as the people who are also adapting in this new era. Madonna's resort can benefit from a reservation system in several ways. First, it can help the business to manage its bookings and reservations efficiently, ensuring that all customers receive the services they require. This can lead to increased customer satisfaction and returning customers. And because their current system is a manual approach which uses pen and paper the process is more laborious unlike adapting to an innovative technology which is the reservation system that helps the business to cater to customers reservation. They handle their reservation using their Facebook page and this is where they also answer the inquiries of their customers. This type of technology, being the reservation system, can be an essential tool for Madonna's Resort, who are looking to improve their operations and enhance customer satisfaction.

3.1.2. Business Objectives

Madonna's Garden Resort and Event Center is a newly opened leisure facility in Malvar Batangas. It is established in 2021 to cater to customers who want to unwind outside Metro Manila. Madonna's resort aims to give their customers satisfaction with the services they offer, like their facilities wherein customers can book overnight stay in the resort. The business aims to market their business using their social media platform which is their Facebook page. For them to attract new customers to the resort, they give a promotional discount to increase the number of their reservations and to have a positive review that will help them to gain new customers that will profit the business.

3.2. Project Description

The Madonna's Reservation System aims to improve the reservation process of Madonna's Garden Resort and Events Place in a digitalized manner. The reservation system provides effective and accurate reservation schedules that will help the business gain recognition not just on social media platforms but also on their website, allowing customers to easily make bookings. Moreover, the system offers various features that will assist the staff in reducing manual work such as encoding, generating sales reports, and managing bookings without the need for pen and paper. The system also includes online monitoring capabilities, providing an additional layer of convenience and efficiency.

The project is expected to be completed by **July 30, 2023**. This includes the deployment of the system and other added features, functionalities, and quality testing that is needed to avoid problems in running Madonna's website.

3.2.1. Project Objectives

The project's main objective is to develop a website that offers a reservation management system for Madonna's Garden Resort and Event Center. The specific objectives of the project are to create a website that enables the resort to keep track of customer reservations and bookings in real-time through a single platform, eliminate schedule conflicts completely, reduce unauthorized modifications of booking records by 70%, achieve 100% accuracy in sales computation, generate monthly sales reports, sales per booking and reservation, and transaction reports.

3.2.2. Success Criteria

To achieve success on this project, the following objectives must be met within the designated time and budget allocations:

- The new system is adopted and used by Madonna's Resort staff and customers with at least a 90% approval rate.
- Ensure that conflict in reservation will be reduced to 0 in the first year of implementation.
- Fully eliminate the use of manual reservation and pen and paper in the first year of implementation.
- The new system has been successfully finalized and deployed within the allocated budget and designated timeline as outlined in the project plan.

3.2.3. Requirements

To be successful, this project must satisfy the following conditions:

- The system must be tested to ensure the quality and functionality of the website to avoid errors.
- The project must be tested and examined by the stakeholders and the resort's owner to meet the expectations the project team promises to the resort's owner.
- Project team must have a clear understanding of the client's goals and objectives for the website.
- Project team must define the scope of the project, including the features and functionality required.
-

- The project team must consult the client if there are changes and suggestions that need to be fixed or added to the system.
- Project team must incorporate the social media to the website to help build the client's brand and connect with their customers.

3.2.4. Constraints

There are several constraints that the project manager must consider for this project:

- Time constraint: The project team may have a limited amount of time to complete the project on time. The team uses a Gantt chart to prioritize tasks and work efficiently to meet the deadline.
- Budget constraint: Because of the limited budget for the project, the project team must be creative and find ways to maximize the available resources to deliver a high-quality website.
- Legal and regulatory constraints: The website may need to comply with certain legal and regulatory requirements, such as data protection, privacy, and accessibility laws. The developers must research and understand these requirements before designing and developing.
- Technical constraints: The website may need to meet certain technical requirements, such as compatibility with different browsers and devices, or compliance with web standards and accessibility guidelines.

3.2.5. Assumptions

These are the following assumptions in creating Madonna's website:

- Assumption about the target audience: Assume that the website's target audience is interested in the services offered by your client, and that they are likely to use the website to find more information or make a purchase.
- Assumption about the website's purpose: Assume that the website's primary purpose is to promote the resort, and to address the reservation issues.
- Assumption about the client's goals: Assume that the client's main goal is to increase their online visibility and market share, and that the website is a useful tool to achieve this.
- Assumption about the client's competition: Assume that the client's industry is highly competitive, and that their website needs to stand out from their competitors to attract and retain customers.

- Assumption about the website's functionality: Assume that the website needs to be easy to use, visually appealing, and responsive to different screen sizes and devices to meet the needs of the customer.

3.2.6. Preliminary Scope Statement

The scope of this project is to develop a website with a reservation system for Madonna's Garden Resort and Events Center. This will involve the account management system that consists of report management, blog management, account management, management reservation and lastly the photo gallery. Once the project is already completed and functioning the system may now be used by Madonna's management. The system may now reduce the double bookings that the resort experiences. The current process is a manual approach where the staff uses pen and paper to preserve customer dates resulting in conflicts in booking. With the use of this digitalized manner Madonna's resort may serve their guests online.

3.3. Risks

There are several high-level risks that the project team has identified as applying to this project. The project manager will determine and employ the necessary risk mitigation/avoidance strategies as appropriate to minimize the likelihood of these risks:

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

- **Changes in technology:** There is a risk that changes in technology or industry standards may impact on the project, requiring additional work or resources.
- **Security vulnerabilities:** There is a risk that the project may be vulnerable to security breaches or data loss, which could have serious consequences.
- **Human error:** There is a risk that mistakes, or errors made by project team members could impact the project.
- **Unforeseen circumstances:** There is a risk that unforeseen circumstances (e.g., natural disasters, market shifts) could impact the project in unexpected ways.

3.4. Project Key Deliverables

The following project deliverables features will help the resort and the customer to access Madonna's web to have an easier experience in their reservation in the resort.

Customer:

1. Reservation Process: Using Madonna's website in reserving the desired date of the customer will be easier because of the user-friendly UI that can be easily understood by the customer who wants to reserve in the resort. It also protects the data privacy of the customer.
2. Track reservation status: The customer can now check the status of their reservation using the reference number generated by the system.
3. Madonna's website: Using the website the customer can familiarize himself with what is inside of Madonna's resort. Customers can view the blogs and photo gallery of the website.

Madonna's Resort Reservation and Website Management System:

1. Manager Account: To be used by the staff of Madonna's resort the owner can assign his/her staff and create their account to have access to specific management.
2. Manage Reservation: to maintain and keep track of the customer's reservation, the staff can now view its reservation details.
3. Manage Blogs: To have the latest update about the resort they can now post news and promotions to entertain new and old customers and to have a positive review of the resort.
4. Manage Photo Gallery: This feature will help the customer of Madonna's resort to be familiar with the place and its facilities without going to the resort physically.
5. Manage Sales: This will help the resort to keep track of the daily sales of Madonna's Resort.

3.5. Summary Milestone Schedule

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The Project Summary Milestone Schedule is outlined below. Please note that as the project progresses and requirements become more clearly defined, this schedule may be subject to modification. Any changes made to the schedule will be communicated by the project manager during project status meetings.

Summary Milestone Schedule – List Key project milestones relative to project start	
Project Milestone	Target Date (mm/dd/yyyy)
• Project Starts	03/21/22
• Signed and Approved Project Charter	06/20/22
• Project Plan Approval	11/08/22
• The Project Go Live	03/13/23
• Updating of Project Management Papers	06/30/23
• Archiving of files and documents	07/14/23
• Project Complete	07/30/23

Table 3.5—1: Summary Milestone Schedule

3.6. Budget Summary

The image below shows a summary budget for the project, including the proposed cost category, description, and their estimated costs. This budget is necessary for the successful completion of the project.

Madonna’s Reservation Website				
Budget:	PHP 2,535,361	Project Durations: 12 months		
Project Cost Management				
Workforce Cost Estimate				
Roles	Average Salary (Monthly)	Total Salary	Headcount	Total Cost (12 Months)
Junior Developer	PHP 29,375	PHP 352,500	2	PHP 705,000
Junior UI/UX Developer	PHP 28,784	PHP 345,408	1	PHP 345,408
Junior QA Tester	PHP 27,971	PHP 335,652	1	PHP 335,652
		Maintenance		
Maintenance (After project closure)	PHP 2,001	PHP 24,001		PHP 24,001
		Contingency Cost		

Estimated Contingency Cost	PHP 4,186			PHP 50,240
Estimated Project Cost	PHP 56,500			PHP 678,001
		Indirect Cost		
Utilities	PHP 24,350			PHP 292,000
Internet Subscriptions	PHP 1,000			PHP 12,000

Figure 3.6—I: Budget Summary

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3.7. Project Approval Requirements

The success of Madonna's Web will be achieved if the documentations, diagrams, and the system itself are already functioning. In addition, the system should be quality tested to ensure the quality of the system. The quality assurance plan ensures that the website meets all project objectives and requirements. Lastly, the project sponsor will authorize the completion of the project.

4. Project Management Approach

The Project Sponsor has full authority in terms of giving the go-signal to execute plans and any changes needed thereof. On the other hand, the Project Manager has the responsibility for managing and executing this project according to this Project Plan. The project team will consist of personnel from the administrative, product development, and quality assurance group.

The project manager will work with all resources to perform project planning. All project and subsidiary management plans will be reviewed and approved by the project sponsor. All funding decisions will also be made by the project sponsor. Any delegation of approval authority to the project manager should be done in writing and be signed by both the project sponsor and project manager.

5. Project Technical Approach

For the Madonna's Web project, our technical approach is based on a thorough analysis of the project requirements and constraints. The team will follow the Agile product development methodology and structure that is designed to ensure timely delivery of a high-quality product that meets the client's expectations.

5.1. Product Development Methodology

Our product management approach is a hybrid of agile and traditional project management frameworks. We will utilize agile methods such as Scrum to allow for quick iterations and continuous feedback from stakeholders. At the same time, we will employ traditional project management methods such as Waterfall to ensure that the project is delivered on time and within budget.

The methodology includes the following steps:

- Project Initiation
- Planning
- Execution
- Monitoring and Controlling
- Closure

Throughout the product development life cycle, constant communication and collaboration with the clients ensure that the project satisfies the needs of the business and can adapt and evolve to business needs.

5.2. Technical Architecture

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Madonna's Web will be hosted on a low-cost virtual private server (VPS) holding the source code of the entire front-end and back-end, as well as being the same machine that the domain is owned and deployed from.

The system will be hosted on an encrypted Linode VPS containing the source code to extend the security of the website as well as minimizing technical maintenance for the system. The domain will be registered using Google Domains.

The entire system is built using the Django web framework for Python. The backend is programmed entirely in Python while the front-end uses a combination of HTML, CSS, PHP, and JavaScript. The database will run on the SQLite database engine for storing and managing relational data.

The technical architecture of the Madonna's Web project is designed to ensure that the application is efficient, reliable, and secure. The architecture is based on a client-server model, where the client is a web browser, and the server is the application server.

To ensure the security of the application, the technical architecture will include a number of security measures. These will include user authentication and authorization, data encryption and transmission via SSL and HTTPS, and secure coding practices.

Overall, the technical architecture of the Madonna's Web project will ensure that the application is robust, secure, and open to changes, and will provide a solid foundation for the successful delivery of the project.

6. Project Management Plans

6.1. Stakeholders Strategy Management Plan

6.1.1. Introduction

The Stakeholder Management Strategy for Madonna Resort's Madonna Web Project will be used to identify and classify project stakeholders; determine stakeholder power, interest, and influence; and analyze the management approach and communication methodology for project stakeholders. This will allow us to identify key influential stakeholders to solicit input for project planning and gain support as the project progresses. This will benefit the project by minimizing the likelihood of encountering competing objectives and maximizing the resources required to complete the project.

Early identification and communication with stakeholders are imperative to ensure the success of Madonna's Web Project by gaining support and input for the project. Some stakeholders may have interests which may be positively or negatively affected by the Madonna's Web Project. By initiating early and frequent communication and stakeholder management, we can more effectively manage and balance these interests while accomplishing all project tasks.

6.1.2. Identify Stakeholders

Madonna's Web Project Team will conduct a brainstorming session to identify stakeholders for the project. The brainstorming session will include the primary project team and project sponsor. The session will be broken down into two parts. The first part will focus on internal stakeholders within Madonna's Resort. These stakeholders may include functional managers, operations personnel, finance personnel, warehouse, and material handlers, and any other Madonna's Resort employee who will be affected by the Madonna's Web project. The second part of the session will focus on external stakeholders. These may include suppliers, trial customers, partner organizations, or any other individuals who reside outside of Madonna's Resort.

The following criteria will be used to determine if an individual will be included as a stakeholder:

1. Will the person or their organization be directly or indirectly affected by this project?
2. Does the person or their organization hold a position from which they can influence the project?

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3. Does the person have an impact on the project's resources (material, personnel, funding)?
4. Does the person or their organization have any special skills or capabilities the project will require?
5. Does the person potentially benefit from the project or are they able to resist this change?

Any individual who meets one or more of the above criteria will be identified as a stakeholder. Stakeholders from the same organization will be grouped to simplify communication and stakeholder management.

6.1.3. Key Stakeholders

As a follow on to Identify Stakeholders, the project team will identify key stakeholders who have the most influence on the project or who may be impacted the most by it. These key stakeholders are those who also require the most communication and management which will be determined as stakeholders are analyzed. Once identified, the Project Manager will develop a plan to obtain their feedback on the level of participation they desire, frequency and type of communication, and any concerns or conflicting interests they have.

Based on the feedback gathered by the project manager, the determination may be made to involve key stakeholders on steering committees, focus groups, gate reviews, or other project meetings or milestones. Thorough communication with key stakeholders is necessary to ensure all concerns are identified and addressed and that resources for the project remain available.

Name	Position	Internal, External	Project Role
Michael James Gnilo	Project Sponsor	Internal	Project Sponsor
John Philip Gnilo	Manager	Internal	Internal User of the System
Madonna's Employees	Employee	Internal	Internal user of the System

Table 6.1—1: Stakeholder Register/Profile

6.1.4. Stakeholder Analysis

Once all Madonna's Web Project stakeholders have been identified, the project team will categorize and analyze each stakeholder. The purpose of this analysis is to determine the stakeholders' level of power or influence, plan the management approach for each stakeholder, and to determine the appropriate levels of communication and participation each stakeholder will have on the project.

The project team will categorize stakeholders based on their organization or department. Once all stakeholders have been categorized, the project team will utilize a power/interest matrix to illustrate the potential impact each stakeholder may have on the project. Based on this analysis the project team will also complete a stakeholder analysis matrix which illustrates the concerns, level of involvement, and management strategy for each stakeholder.

The table below will be used to establish stakeholders and their levels of power and interest for use on the power/interest chart as part of the stakeholder analysis.

Key	Organization	Power (1-5)	Interest (1-5)
A	Manager	5	5
B	Accounting and Sales	4	3
C	Advertisement and Marketing	3	4
D	Resort Staff	2	4
E	Customers	1	3

Table 6.1—2: Stakeholder Analysis

Based on the power and interest analysis table above, stakeholders A, C, and D will require minimal management effort as they reside in the lower left quadrant of the matrix. Stakeholder F, in the upper left quadrant, must be kept satisfied by ensuring concerns and questions are addressed adequately. Stakeholder G, in the lower right quadrant, must be kept informed through frequent communication on project status and progress. Stakeholders B and E, in the upper right quadrant, are key players and must be involved in all levels of project planning and change management. Additionally, stakeholders B and E should be participatory members in all project status meetings, gate reviews, and ad hoc meetings as required.

The stakeholder analysis matrix will be used to capture stakeholder concerns, level of involvement, and management strategy based on the stakeholder analysis and power/interest matrix above. The stakeholder analysis matrix will be reviewed and updated throughout the project's duration to capture any new concerns or stakeholder management strategy efforts.

6.2. Scope Management Plan

6.2.1. Introduction

The goal of the project is to make Madonna's Resort's online interactions better by developing a website that will assist in solving their issues. The reservation system and other website elements that will be promoted online will be covered by the study. The customer can easily reserve a cottage and other amenities for the day of their reservation with the aid of the online booking system. By including a monthly sales report for the resort and digitizing it so that management can quickly examine their profit and track the days and weekly sales of Madonna's Resort, the developers will also add analytics to the project. Interviews with the client and their comments will help used by the developers to create an interactive and user-friendly website that can be beneficial to the customer and the business.

Collect Requirements – The developers to build a website that consists of Madonna's Web, where reservation system is the focus of the development of the system.

Define Scope - The business will be able to optimize the value of the project and ensure that it is contributing to the success of the business by coordinating the Madonna's Web project with the overall strategic aims and objectives of Madonna's Resort and Events Center.

Create WBS - The team, in coordination with the business, will identify and create the Work needed for the project and break it down as needed.

Verify Scope - The business will be able to maximize the value of the project and ensure that it is contributing to the success of the business by coordinating the Madonna's Web project with the overall strategic goals and objectives of Madonna's

Resort and Events Center. The project aligns with this goal resolving the limitations they had when using their existing multiple websites.

Control Scope - Better admin and staff online engagement, because the system has supplied and addressed the need and missing capabilities compared to the many platforms they utilized, giving them control and removing restrictions on what they can do. Improved reservations and bookings for customers, as the system contains a function that has been improved specifically for the company. Increased productivity and fewer human errors are the results of Madonna's resort's increased efficiency and effectiveness. Enhanced insight into resort employees' work allows managers and owners to keep track of system progress and spot potential problems like human errors.

Stakeholder	Concerns	Strategy
A	Ensuring proper management and monitoring of resort operations	Provide and communicate management functions.
B	Lack of easily accessed resort data and computation tools	Provide better means of gathering data regarding the resort's customers and computation of sales
C	Lack of means and channels to advertise and promote the resort	Communicate how the project can be used to advertise and promote the resort
D	Familiarity and usability of the project for the staff	Provide training for using Madonna's Web
E	Familiarity and usability of the product for the customers	Communicate the project's objectives, feature set, and vision

6.2.2. Scope Management Approach

1. Plans for implementation and any necessary modifications in the project must be approved by the project sponsor, who has full power in this regard. The Project Manager, on the other hand, is responsible for supervising and completing this project in accordance with this Project Plan. The project team will be made up of employees from the administrative, product development, and quality assurance areas. She will ensure that the project scope is clearly established, recorded, and managed during its entire life. collaboration with the project sponsor, stakeholders, and other key stakeholders to determine the project's scope. Understanding the objectives, requirements, and expectations of the project will benefit from their perspectives.
2. By aligning Madonna's Web project with the broader strategic aims and objectives of Madonna's Resort and Events Center, the company will be able to optimize the value of the project and ensure that it is contributing to the success of the business. The initiative advances this objective by addressing the constraints they had when

utilizing their existing various websites. The team will determine and produce the Work required for the project, split it down as necessary, and work together with the business.

3. Improved administration and employee online involvement since the solution met their needs, filled in the gaps left by the multiple platforms they used, gave them control, and removed limitations on what they could do. Better reservations and bookings for customers are possible because of a system feature that has been enhanced especially for the business. The greater efficacy and efficiency at Madonna's resort leads to more productivity and fewer human errors. A better understanding of resort employees' activities enables managers and owners to monitor system development and identify potential issues like human errors.
4. It will be simpler to record and create a statement of the user's schedule thanks to the integrated website that will assist with Madonna's reservation. The customer's details will then be recorded so that an appointment can be made. To describe the system and comprehend how it operates, the code will be processed after Madonna's website is finished, and the developers will then transmit it to the client.
5. The project sponsor and other important stakeholders will accept and approve the final deliverables, and the project manager oversees making sure that all project requirements have been satisfied. Once all deliverables have been acknowledged and all outstanding problems have been fixed, the project will be declared to have been successfully completed.

6.2.3. Roles and Responsibilities

The following roles and responsibilities have been assigned in relation to scope management:

- **Project manager:** The project manager is responsible for defining and documenting the scope of the project, as well as controlling and approving scope changes.
- **Product owner:** The product owner is responsible for representing the needs and priorities of the stakeholders, and for ensuring that the project delivers value to the business.
- **Project team:** The project team is responsible for verifying the scope of the project, and for raising change requests if necessary.
- **Stakeholders:** Stakeholders are responsible for providing input on the requirements and scope of the project, and for approving scope changes as needed.

6.2.4. Scope Definition

Madonna's Web will accomplish developing a website that integrates reservation system and other website elements that will be promoted online. Where the customer can easily reserve a cottage and other amenities for the day of their reservation with the aid of the online booking

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system. By including a monthly sales report for the resort and digitizing it so that management can quickly examine their profit and track the days and weekly sales of Madonna's Resort, the developers will also add analytics to the project to sort documents.

6.2.5. Project Scope Statement

The project scope statement for the Reservation Website project will detail the project's deliverables and the work necessary to create these deliverables.

Product Scope Description – Madonna's Web will accomplish developing a website that integrates reservation system and other website elements that will be promoted online. Where the customer can easily reserve a cottage and other amenities for the day of their reservation with the aid of the online booking system. By including a monthly sales report for the resort and digitizing it so that management can quickly examine their profit and track the days and weekly sales of Madonna's Resort, the developers will also add analytics to the project to sort documents.

Product Acceptance Criteria – The developers created a functioning system that incorporates a reservation system and enables customers to quickly book a cottage or other amenities online. will be used by the programmers to build an interactive and user-friendly website that will be advantageous to both the client and the company.

Project Deliverables

The integrated website that will help the Madonna's reservation will make it easier to record and make a statement of schedule of the user. Then it will record the customer information to make an appointment. So, after Madonna's Website is done the code will be processed which helps define the system and understand how it works and the researchers will pass it to the client once it is done.

Project Exclusions

Interactive Map – Similar to google maps but focuses on interacting only in the vicinity of Madonna's Resort. It works by going through the interactive map page on the website and from there users can click the buildings which display the information or with the prices if they click the cottages. Due to time constraints, it has not been included in the project and it is outside of scope as the main objective is to have an online reservation system for the Madonna's Resort.

Project Constraints

The Madonna Web system's possible benefits in relation to costs will be determined with the aid of the cost-benefit analysis. This project's main advantage is the increase in efficiency and precision in reservations, sales calculations, and advertising. The system's quicker reaction times will increase customer satisfaction and lower operating expenses. Because it is an entry-level project and the framework used to develop the system is free, development and implementation have minimal cost. Because the client only had to pay a subscription fee to the system's preferred online cloud hosting provider for the project to go live online, maintenance costs were lower.

Project Assumptions

The project's goal is to create a system, which includes a website with a blog and a photo gallery, to assist Madonna's Resort with reservations. To give an overview of these tools, reservations are made by filling out a form on the website, which directs to a page that generates a receipt that the consumer may use to pay a deposit using GCash because it is contained in the receipt. Then, depending on the situation, this will be transferred to the database where the resort's admin and staff who are logged in can check, confirm, edit, and remove the receipt.

6.2.6. Work Breakdown Structure

The Work Breakdown Structure (WBS) is a method for dividing a project into smaller, easier-to-manage components. Each level of the WBS, which is hierarchical, represents an increasingly more in-depth picture of the project. The WBS Dictionary, a document that goes along with the WBS, offers comprehensive details about each component in the WBS, as well as the scope of work, deliverables, responsibilities, and any other pertinent information.

Using the WBS and WBS Dictionary, it is possible to assign responsibilities for each component of the project scope and break it down into smaller, easier-to-manage parts. By doing so, it is possible to make sure that every facet of the project is considered and that each team member is aware of their own responsibilities. To monitor development, pinpoint problems, find solutions, and make sure the project stays on course and within its stated parameters, the WBS and WBS Dictionary are also employed. All things considered, the WBS and WBS Dictionary are crucial tools for controlling the project scope and making sure the project is successful.

Tasks

1. Madonna's Web
 - 1.1. Initiation
 - 1.1.1. Gather Project Team
 - 1.1.2. Evaluation & Recommendations
 - 1.1.3. Develop Project Charter
 - 1.1.4. *Deliverable:* Submit Project Charter
 - 1.1.5. Project Sponsor Reviews Project Charter
 - 1.1.6. *Milestone:* Project Charter Signed/Approved
 - 1.2. Planning
 - 1.2.1. Determine Project Team Roles
 - 1.2.2. Project Team Kickoff Meeting
 - 1.2.3. Create Preliminary Scope Statement
 - 1.2.4. Develop Project Plan
 - 1.2.5. Submit Project Plan
 - 1.2.6. *Milestone:* Project Plan Approval
 - 1.3. Execution
 - 1.3.1. Project Kickoff Meeting

- 1.3.2. Verify & Validate User Requirements
- 1.3.3. UI/UX designing.
- 1.3.4. Prototyping
- 1.3.5. Design System
- 1.3.6. Procure Hardware/Software
- 1.3.7. Install Development System
- 1.3.8. Testing Phase
- 1.3.9. Install Live System
- 1.3.10. User Training
- 1.3.11. Milestone: Go Live
- 1.4. Control
 - 1.4.1. Project Management
 - 1.4.2. Project Status Meetings
 - 1.4.3. Risk Management
 - 1.4.4. Milestone: Update Project Management Plan
- 1.5. Closeout
 - 1.5.1. Audit Procurement
 - 1.5.2. Document Lessons Learned
 - 1.5.3. Update Files/Records
 - 1.5.4. Gain Formal Acceptance
 - 1.5.5. Milestone: Archive Files/Documents

6.2.7. Scope Verification

To ensure that the deliverables from the Madonna's Web project meet the original scope, the project team will utilize a variety of methods for scope verification. These methods may include:

- **Quality checklists:** These checklists are used and needed by the developers to ensure that the feature of the project meets the specifications and quality standards of the business.
- **Work performance measurements:** Measures the activity and performance of individual project members. It is used to ensure that the output of each individual member remains align with the scope of the project.
- **Scope baseline:** Acts as a snapshot of the original scope, should further changes be requested and implemented. Ensures that the deliverables align with the original scope.
- **Formal acceptance:** Ensures that the stakeholders have accepted the final deliverable of the project. This signals that the developers have satisfied the business requirements of the stakeholders.

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It is important that the developers of the project maintain constant communication and collaboration with the stakeholders to ensure that the deliverables precisely align with the scope of the business needs.

6.2.8. **Scope Control**

The scope control process monitors the project progress for any deviations from the project scope and measures their impact. The project manager is responsible for keeping track of the scope alignment of the project deliverables and determine whether they are acceptable within the means of the project scope.

The scope control process for the Madonna's Web project will involve the following steps for making changes to the scope baseline:

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

It is important to have a formalized process for making changes to the scope baseline to ensure that the project stays on track and within budget. Any changes to the scope should be carefully assessed and approved in order to avoid scope creeps and keep the project on track.

6.3. **Cost Management Plan**

The Cost Management Plan of Madonna's Web: A Reservation Website for Madonna's and Events Place is to track the cost of the following expenses throughout the months of making the project. The costing sets the format and standards by which the project costs are measured, reported, and controlled.

Cost management responsibilities:

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- The Project Manager has the responsibility of overseeing the project's overall cost management and serving as the main point of contact for any cost-related concerns that may arise.
- The Finance team is responsible for ensuring that the approved budget is effectively monitored and aligned with the project.

Cost change approval:

- All cost changes must be approved by the Project Manager before they are implemented.
- In the event of cost changes or exceeding the budget, it is essential to consult with and obtain approval from the Project Sponsor before implementing any modifications.

Cost measurement and reporting:

- Cost performance index (CPI) and schedule performance index (SPI) will be utilized for monthly measurement and reporting of costs.
- The Project Sponsor can expect to receive the following reports monthly.

Budget format and standards:

- The budget will be displayed in a clear and concise manner, using an excel spreadsheet format to ensure the clarity of the budget.
- The budget will be divided into individual line items, and each item will have detailed cost estimates assigned to it.
- The budgets will undergo monthly updates in the event of any alterations or changes in the costings.
- Documentation of the budgets will be conducted in case of any changes or updates in the costings.

Overall, the Cost Management Plan of Madonna's Web a Reservation System is designed to ensure the budgets are aligned and effectively managed and controlled. The cost management will also ensure that the project is successfully created and deployed.

6.3.1. Cost Management Approach

This section explains the cost management approach of Madonna's Web project:

- Clear definition of costs: The team in charge of the project will collaborate extensively with stakeholders to precisely determine and record all the expenses related to the project, such as wages, supplies, machinery, and other costs.
- Budget development and tracking: A comprehensive budget for the project will be created and consistently revised during the project's duration, with expenses being monitored and communicated promptly.
- Cost variance analysis: The project team will keep a close eye on expenses during the project and analyze any discrepancies to identify and rectify any instances of excessive spending or cost savings.

- Cost estimates: To ensure that the project budget is precise and practical, the project team will employ diverse cost estimation methods.
- Reporting and communication: - Reports on expenses will be generated and distributed to stakeholders, including the project sponsor, project team, and management.
- Cost management roles and responsibilities: Distinct roles and responsibilities for managing expenses will be established and effectively conveyed to all members of the project team.
- Approval process for changes: - A process that need approval to implement new changes.

By applying these principles and practices, the project team will effectively control costs and ensure that the project remains on track with the designated budget.

6.3.2. Measuring Project Costs

The Cost Management Plan for the Madonna's Web project will include a detailed approach for measuring project costs using Earned Value Management (EVM). This will involve capturing and reporting on various Earned Value metrics, such as:

1. Budgeted Cost of Work Scheduled (BCWS) or Planned Value (PV) - These measures the budgeted costs of the work that was planned to be completed at a specific point in time.
2. Budgeted Cost of Work Performed (BCWP) or Earned Value (EV) - These measure the budgeted costs of the work that has been completed at a specific point in time.
3. Actual Cost of Work Performed (ACWP) or Actual Cost (AC) - This measures the actual costs incurred for the work that has been completed at a specific point in time.

These metrics will be used to perform cost variance analysis (CV), schedule performance index (SPI), and cost performance index (CPI) to measure the project's cost performance over time.

To assist in capturing these metrics, the project team will use project management software that is capable of tracking and reporting on EVM metrics. This software will also be used to forecast future project costs, and to review cost performance over time, across work packages or schedule activities.

a. Cost Variance (CV) measures the difference between the actual cost and the planned cost of the project. It is calculated by subtracting the actual cost from the planned cost. A negative CV indicates that the project is over budget, while a positive CV indicates that the project is under budget.

b. The Schedule Performance Index (SPI) measures the project's schedule performance by comparing the planned schedule to the actual schedule. This index is calculated as the ratio of the BCWP to the BCWS. It is calculated by dividing the earned value by the planned value. A value of 1 indicates that the project is on schedule, while a value less than 1 indicates that the project is behind schedule, and a value greater than 1 indicates that the project is ahead of schedule.

c. The Cost Performance Index (CPI) measures the project's cost performance by comparing the actual cost to the planned cost. This index is calculated as the ratio of the BCWP to the ACWP. It is calculated by dividing the value earned by the actual cost. A value of 1 indicates that the project is on budget, while a value less than 1 indicates that the project is over budget, and a value greater than 1 indicates that the project is under budget.

In summary, the Cost Management Plan will ensure that the project costs are effectively managed and controlled throughout the project's lifecycle by using Earned Value Management metrics, schedule performance index, and cost performance index. These metrics will help the team to identify the areas where the project is underperforming and take corrective actions to bring the project back on track.

6.3.3. Reporting Format

To effectively present the cost management plan for the Madonna Web System Project, a detailed spreadsheet or table would be the recommended reporting format. This format will cover all pertinent cost information, including the project budget, actual costs incurred, projected costs, and any variances or discrepancies that may occur.

The reporting format for the cost management plan of the Madonna's Web Project would include the following elements:

1. **Executive Summary:** An overview of the cost management plan, including the project's budget, any significant cost differences, and the actions taken to address them.

2. **Budget Overview:** A detailed breakdown of the project's budget, showing the total project cost, costs for each phase or deliverable, and expenses related to various project resources (e.g., labor, materials, equipment).
3. **Cost Variance Analysis:** A thorough analysis of variations between the actual costs incurred and the budgeted costs. This analysis explains the reasons behind the differences, their impact on the project, and the steps taken to resolve them.
4. **Budget Forecast:** An estimate of future project costs, considering potential variations and their potential effects on the overall project.
5. **Cost Management Metrics:** Key indicators measuring the project's cost performance, such as cost variance, cost performance index (CPI), and schedule performance index (SPI).
6. **Approval and Sign-off:** A section for the project manager and key stakeholders to review, approve, and officially sign off on the cost management plan.
7. **Appendices** Additional supporting documents, such as detailed cost breakdowns, invoices, or change request forms, included for reference.

6.3.4. Cost Variance Response Process

The Cost Variance Response process for the Madonna's Web project will be as follows:

1. Identification of Variance:
 - The project manager is responsible for detecting and reporting any variations in cost to the project sponsor.
 - The project manager will employ earned value metrics and other cost management tools to identify and monitor discrepancies.
2. Analysis of Variance:
 - The Project Manager will analyze the variance to identify the root cause and develop corrective actions options.
 - The Project Manager will also assess the impact of the variance on the project schedules and scope.
3. Presentation of Options:
 - The Project Manager will provide the Project Sponsor with various options for corrective action.
 - The options will be based on the root cause of the variance and the impact on the project schedule and scope.
4. Approval of Corrective Action:
 - The Project Sponsor will review the options and approve an appropriate action to bring the project back on budget.
 - This may include increasing the budget, reducing scope or quality, or implementing other corrective actions.

5. Implementation of Corrective Action:
 - The Project Manager will implement the approved corrective action and monitor the results.
 - The Project Manager will also update the project schedule and budget accordingly.
6. Reporting:
 - In the Monthly Project Status Report, the Project Manager will incorporate information about the cost variance, specifics regarding the corrective actions implemented, and the outcomes achieved.
 - The Project Manager will consistently provide updates on the project's budget and schedule.

Throughout the project lifecycle, the Cost Variance Response process will remain active. The Project Manager will oversee the monitoring and control of project costs, while the Project Sponsor will have the responsibility of granting approval for any required corrective actions.

6.3.5. Cost Change Control Process

The cost change control process will include the following steps:

- **Identifying cost changes:** The Project Manager will recognize and document any proposed adjustments to the project budget or expenses using a designated form for cost change requests.
- **Analyzing cost changes:** The project team will carefully examine the suggested modifications to assess how they might impact the project schedule, resources, and overall budget.
- **Approval of the cost change:** The cost change request will be reviewed and approved by the project sponsor and other relevant stakeholders.
- **Implementing cost changes:** Once approved, the Project Manager will ensure the smooth execution of the cost changes according to the project schedule and budget.
- **Tracking and monitoring cost changes:** The project team will actively monitor and track the effects of the cost changes on the project schedule and budget, making necessary adjustments to keep the project on the right track.
- **Reporting on cost changes:** The Project Manager will include information about the cost changes, along with relevant financial details and any corrective actions taken, in the regular project status reports.

The cost change control process will be implemented to ensure that any changes to the project budget or expenses are promptly identified, carefully analyzed, and approved in a timely manner. By implementing this process, the project team aims to minimize the impact of cost changes on the project schedule and budget. Also, it helps to keep the project on track and aligned with its objectives.

6.3.6. Project Budget

Budgeting is a crucial component of project management that involves planning, estimating, and controlling project costs. For the Madonna's Web project, a budget has been developed to ensure that project costs are identified, monitored, and controlled throughout the project's life cycle.

The budget includes direct and indirect costs, and it is designed to provide the project team and stakeholders with a comprehensive understanding of the financial resources required to successfully complete the project. This budget will serve as a baseline for monitoring the project's financial performance and ensuring that it remains on track to meet its goals and objectives within the approved budget.

Direct Costs:

- Maintenance Cost (Hosting) : PHP 24,001.00 (Yearly after project closure)
- Manpower Cost: PHP 1,857,120.00 (12 Months)
- Contingency Cost: PHP 50,240 (for 12 months)
- Total Project Cost: PHP 678,001.00 (for 12 months)

Indirect Costs:

- Utilities: Estimated Electricity: PHP 292,000 (12 months)
- Subscriptions Internet : PHP 12,000 (12 months)

Madonna’s Reservation Website				
Budget: PHP 2,535,361		Project Durations: 12 months		
Project Cost Management				
Workforce Cost Estimate				
Roles	Average Salary (Monthly)	Total Salary	Headcount	Total Cost (12 Months)
Junior Developer	PHP 29,375	PHP 352,500	2	PHP 705,000
Junior UI/UX Developer	PHP 28,784	PHP 345,408	1	PHP 345,408
Junior QA Tester	PHP 27,971	PHP 335,652	1	PHP 335,652
		Maintenance		
Maintenance (After project closure)	PHP 2,001	PHP 24,001		PHP 24,001
		Contingency Cost		

Estimated Contingency Cost	PHP 4,186			PHP 50,240
Estimated Project Cost	PHP 56,500			PHP 678,001
		Indirect Cost		
Utilities	PHP 24,350			PHP 292,000
Internet Subscriptions	PHP 1,000			PHP 12,000

Figure 6.3—1: Summary of Budget

WBS ID	WBS Name	Labor Cost
1.1	Initiation	PHP 305,108
1.1.1	Gather Project Team	PHP 11,016
1.1.2	Evaluation & Recommendations	PHP 13,464.00
1.1.3	Develop Project Charter	PHP 6,120.00
1.1.4	<i>Deliverable:</i> Submit Project Charter	PHP 153.00
1.1.5	Project Sponsor Reviews Project Charter	PHP 5,049.00
1.1.6	<i>Milestone:</i> Project Charter Signed/Approved	PHP 306.00
1.2	Planning	PHP 31,812
1.2.1	Determine Project Team Roles	PHP 612.00
1.2.2	Project Team Kickoff Meeting	PHP 459.00
1.2.3	Create Preliminary Scope Statement	PHP 6,885.00
1.2.4	Develop Project Plan	PHP 22,950.00
1.2.5	Submit Project Plan	PHP 153.00
1.2.6	<i>Milestone:</i> Project Plan Approval	PHP 153.00
1.3	Execution	PHP 170, 713
1.3.1	Project Kickoff Meeting	PHP 306.00
1.3.2	Verify & Validate User Requirements	PHP 7,344.00
1.3.3	UI/UX designing	PHP 45,288.00
1.3.4	Prototyping	PHP 1,224.00
1.3.5	Design System	PHP 95,472.00

1.3.6	Procure Hardware/Software	PHP 9,180.00
1.3.7	Install Development System	PHP 3,672.00
1.3.8	Testing Phase	PHP 2,448.00
1.3.9	Install Live System	PHP 2,295.00
1.3.10	User Training	PHP1,530.00
1.3.11	Milestone: Go Live	PHP 1,224.00
1.4	Control	PHP 87,210
1.4.1	Project Management	PHP 62,424.00
1.4.2	Project Status Meetings	PHP 1,530.00
1.4.3	Risk Management	PHP3,672.00
1.4.4	Milestone: Update Project Management Plan	PHP 19,584.00
1.5	Closeout	PHP 32,742
1.5.1	Audit Procurement	PHP 6,120.00
1.5.2	Document Lessons Learned	PHP 459.00
1.5.3	Update Files/Records	PHP 12,240.00
1.5.4	Gain Formal Acceptance	PHP 459
1.5.5	Milestone: Archive Files/Documents	PHP 13,464.00
	TOTAL	PHP 333,999

Figure 6.3.6.2: Labor Cost Distribution Summary

6.4. Schedule Management Plan

Commented [JE19]: @Janred

6.4.1. Introduction

The project schedule is the roadmap for how the project will be executed. Schedules are an important part of any project as they provide the project team, sponsor, and stakeholders with a picture of the project's status at any given time. The purpose of the schedule management plan is to define the approach the project team will use in creating the project schedule. This plan also includes how the team will monitor the project schedule and manage changes after the baseline schedule has been approved. This includes identifying, analyzing, documenting, prioritizing, approving, or rejecting, and publishing all schedule-related changes.

6.4.2. Schedule Management Approach

Project schedules will be created using OpenProject starting with the deliverables identified in the project's Work Breakdown Structure (WBS). Activity definition will identify the specific work packages which must be performed to complete each deliverable. Activity sequencing will be used to determine the order of work packages and assign relationships between project activities. Activity duration estimating will be used to calculate the number of work periods required to complete work packages. Resource estimating will be used to assign resources to work packages to complete schedule development.

Once a preliminary schedule has been developed, it will be reviewed by the project team and any resources tentatively assigned to project tasks. The project team and resources must agree to the proposed work package assignments, durations, and schedule. Once this is achieved the project sponsor will review and approve the schedule and it will then be baselined.

The following will be designated as milestones for the project schedule:

- o Completion of scope statement and WBS/WBS Dictionary
- o Baselined project schedule
- o Approval of final project budget
- o Project kick-off
- o Approval of roles and responsibilities
- o Requirements definition approval
- o Completion of data mapping/inventory
- o Project implementation
- o Acceptance of final deliverables

Roles and responsibilities for schedule development are as follows:

The project manager will be responsible for facilitating work package definition, sequencing, and estimating duration and resources with the project team. The project manager will also create the project schedule using OpenProject and validate the schedule with the project team, stakeholders, and

the project sponsor. The project manager will obtain schedule approval from the project sponsor and baseline the schedule.

The project team is responsible for participating in work package definition, sequencing, and duration and resource estimating. The project team will also review and validate the proposed schedule and perform assigned activities once the schedule is approved.

The project sponsor will participate in reviews of the proposed schedule and approve the final schedule before it is baselined.

The project stakeholders will participate in reviews of the proposed schedule and assist in its validation.

6.4.3. Schedule Control

The project schedule will be reviewed and updated as necessary on a bi-weekly basis with actual start, actual finish, and completion percentages which will be provided by task owners.

The project manager is responsible for holding bi-weekly schedule updates/reviews; determining impacts of schedule variances; submitting schedule change requests; and reporting schedule status in accordance with the project's communications plan.

The project team is responsible for participating in bi-weekly schedule updates/reviews; communicating any changes to actual start/finish dates to the project manager; and participating in schedule variance resolution activities as needed.

The project sponsor will maintain awareness of the project schedule status and review/approve any schedule change requests submitted by the project manager.

6.4.4. Schedule Changes and Thresholds

If any member of the project team determines that a change to the schedule is necessary, the project manager and team will meet to review and evaluate the change. The project manager and project team must determine which tasks will be impacted, variance because of the potential change, and any alternatives or variance resolution activities they may employ to see how they would affect the scope, schedule, and resources. If, after this evaluation is complete, the project manager determines that any change will exceed the established boundary conditions, then a schedule change request must be submitted.

Submittal of a schedule change request to the project sponsor for approval is required if either of the two following conditions is true:

- The proposed change is estimated to reduce the duration of an individual work package by 10% or more or increase the duration of an individual work package by 10% or more.
- The change is estimated to reduce the duration of the overall baseline schedule by 10% or more or increase the duration of the overall baseline schedule by 10% or more.

Any change requests that do not meet these thresholds may be submitted to the project manager for approval.

Once the change request has been reviewed and approved the project manager is responsible for adjusting the schedule and communicating all changes and impacts to the project team, project sponsor, and stakeholders. The project manager must also ensure that all change requests are archived in the project records repository.

6.4.5. Scope Change

Any changes in the project scope, which have been approved by the project sponsor, will require the project team to evaluate the effect of the scope change on the current schedule. If the project manager determines that the scope change will significantly affect the current project schedule, he/she may request that the schedule be re-baselined in consideration of any changes which need to be made as part of the new project scope. The project sponsor must review and approve this request before the schedule can be re-baselined.

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The process will include the following steps:

1. Identification of the scope change

- a. The project team will identify any new deliverables or requirements that need to be added to the project.

2. Impact assessment

- a. The project team will assess the impact of the scope change on the project schedule and resources.
- b. This will include an evaluation of the additional time and resources required to complete the new deliverables or requirements, as well as any potential delays to the project schedule.

3. Schedule and resource analysis

- a. The project team will analyze the current status of the project schedule and resources to determine how the scope change will affect the project moving forward.

4. Approval process

- a. The scope change will be reviewed and approved by the project sponsor and key stakeholders.
- b. The project sponsor will make the final decision on whether or not to proceed with the scope change.

5. Implementation

- a. Once the scope change is approved, the project team will integrate the new deliverables or requirements into the project schedule and resources.

6. Monitoring and control:

- a. The project team will monitor the progress of the scope change and make any necessary adjustments to the project schedule and resources to ensure that the project remains on track.

7. Closeout:

- a. The scope change will be closed out once all new deliverables or requirements have been completed and the project schedule and resources have been updated accordingly.

It is important to note that scope changes can have a significant impact on the project schedule and resources and must be managed carefully to ensure that the project stays on track and within budget.

6.5. Staffing Management Plan

6.5.1. Introduction

A strong human resource management strategy is critical to the success of any project. It acts as a template for how the project team will be managed and structured, and it assists in ensuring that the appropriate people with the right qualifications are in the right place at the right time. Roles and duties, communication protocols, and performance management measures are all part of the strategy.

Using this plan, the project manager and project team can effectively manage the project by ensuring that all team members understand their roles and responsibilities, that communication is open and effective, and that performance is monitored and managed in a way that contributes to the project's overall success.

6.5.2. Roles and Responsibilities

An effective human resources management plan is crucial for the successful completion of any project. It outlines the roles and responsibilities of all project team members and stakeholders, ensuring that everyone is aware of their individual contributions and how they fit into the bigger picture.

The plan also defines the level of authority and decision-making power held by each team member, ensuring that resources are allocated and utilized effectively. By clearly defining competencies and skill requirements, the plan ensures that the right people are in the right roles to achieve project success.

Overall, the human resources management plan acts as a roadmap for the project team, guiding them towards successful project execution and delivery.

Role	Authority	Responsibility	Competency
Project Sponsor	Approves the project's business case and budget. Provides strategic direction & resources. Approves and rejects any ideas that are pitched by the team. Allocates budget for the whole team.	Ensures that the project is aligned with the organization's strategic goals and objectives, and that it delivers the expected benefits and value. Provide high-level oversight and direction to the project objectives	Strong leadership and strategic thinking skills Ability to communicate effectively with a formal tone especially during team meetings. Acts and thinks professionally during the project
Project Manager	Coordinates the team with the entire Management of the Resort Dictates the schedule for the entire budget and ensures that the team can do what is required. Documents all meetings and assigns members the documents that they need to do. Checks all the documents submitted by other team members.	Ensures that the team and the stakeholders are aligned with the proposed project. They are responsible for setting up the phases of development for the team and ensure that the budget and the time allotted is realistic for the team. Ensure that all documents are prepared and critiqued to ensure high quality and error free documents. He ensures that all documentation is complete and is readily available for the whole team to view. He gives the sign off for every change to the documentation	Good communication skills Effective Management skills Strong Leadership skills Proper Budgeting skills Adequate Time Management skills Strong reading and writing skills. Effective communication skills. Task management skills. People managing skills

Project Team Leader	Checks and critiques the Team members Job to ensure high quality. Can Accept or Reject the team's member's work. Schedules Meeting with the Entire Project team	Ensures that the team produces High Quality solutions and coordinates the entire team to the project sponsor to ensure that the whole project will produce high quality outputs.	Strong Management and critical Thinking Skills. Effective Communication and technical skills Planning skills and basic monetary management skills.
UI/UX Designer	Able to create the design of the website and ensure that the users will have a usable and accessible product. Can change and manipulate the User Interface and the User Experience of the project to ensure strict compliance.	Responsible for the Graphical User Interface of the project. Ensures that the users will have a good and enjoyable experience. Ensures that the user interface all works together to ensure that the user can easily use and understand the project	Can Create Wireframe and design of a website. Can do user research and interviews to understand user needs. Can use design software. Has little to average knowledge on HTML and CSS
Developer Head	Keeper and organizer of the Teams Code Repository Critiques any code changes done by the team and gives proper feedback and recommendation to improve the critiqued code. Can approve or deny changes to the GitHub repository.	Ensures that the team produces a quality product based on the documents and the plan set by the project sponsor and the project manager. He is the one who is responsible for making sure that all the code are saved and updated in the team's GitHub Repository and that the development goes smoothly	A strong Programming background. Good organizing skills Effective communicator Task Management Skills Proper Delegation of Task

Quality Assurance Head	<p>In Charge of Quality testing and User Training.</p> <p>Creates and updates Quality Assurance Documents and communicates with the Project Manager when there is a problem with the quality of the project.</p>	<p>Ensures that the entire project is up to standard based on the project charter and agreement with the project sponsor. He is responsible for keeping the standards of the project and ensures that he communicates with the project manager when adjustments need to be made</p>	<p>Knowledge of the distinct roles and responsibilities of every other team member.</p> <p>Flexible working hours</p> <p>Can Critique a product thoroughly and extensively.</p> <p>Has Keen attention to detail.</p>
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Table 6.5—1: Staffing Management Roles and Responsibilities

6.5.3. Project Organizational Charts

Project organizational chart of the Resort Management System provides a visual representation of the project team and the relationships between the key stakeholders. The project sponsor is typically at the top of the chart, followed by the project manager who manages the project's resources, scope, and schedule.

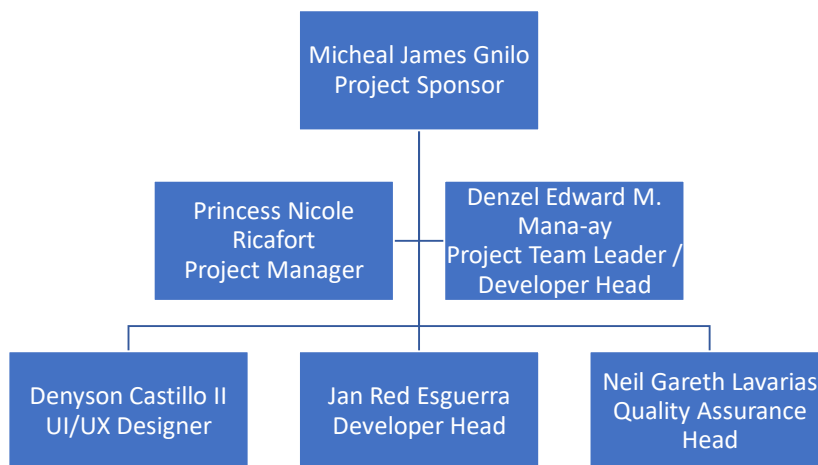


Figure 6.5—1: Project Organizational Chart

6.5.4. Staffing Management

The Staffing Management Plan for the Resort Management System is a critical component in ensuring the successful execution of the project. It outlines the strategies and processes for acquiring, managing, and releasing human resources throughout the project lifecycle.

- Acquisition of human resources will be done during the first stage of the development, where the Project Lead will be given the task of fielding their team and finding their clients.
- Training for any resources with identified gaps in skills required will be provided to them by their respective professors. Any lapses can be addressed by their selected project advisers.
- Performance reviews will be conducted at every end of the phase to assess the performance of team members and identify areas for improvement. These reviews will also provide feedback on how well team members are meeting the project's expectations and objectives.

It is important to note that depending on the scope of the project, there may be other items included in staffing management such as government and/or regulatory compliance, organizational health, and safety, etc. It depends on the specific requirements and regulations of the industry and the location in which the Resort Reservation System project is being implemented. Government and regulatory compliance may be a consideration if the project is subject to specific laws and regulations related to data privacy and security.

The Staffing Management Plan will be regularly reviewed and updated as necessary to ensure that it remains aligned with the project's objectives and requirements. It is important for the project manager to conduct a thorough analysis of the project's specific requirements and regulations to determine if any additional items need to be included in the staffing management plan.

Role	Project Responsibility	Skills Required	Number of Staff	Performance Reviews	Recognition and Rewards
Project manager	Plan, execute, and close projects effectively and efficiently. Ensure the project meets the objectives and goals. Manage project risks and issues. Coordinate with stakeholders and team members.	Leadership Communication Problem-solving Time management Technical skills related to the project	The Project manager will be assigned during the Start of the development where the team will vote who can be the Project Manager	The project manager will conduct regular performance reviews with team members to assess their progress, provide feedback, and address any issues.	The project manager will implement a recognition and rewards system to motivate team members and encourage high performance.
Project Team Leader	Lead a project team and ensure the project is delivered on time, within budget, and to the required quality Standards. Define project objectives and develop a detailed project plan.	Leadership Communication Planning and organizing Risk Management Budget management Technical skills related to the project	The Project Manager will assess the skills and the experience of the entire team. They will then decide who is fit to fill the position.	The project leader will work with team members to set achievable performance goals and track their progress throughout the project.	The project leader will implement a recognition and rewards system to motivate team members and encourage high performance.

	<p>Monitor and manage project risks, issues, and dependencies.</p> <p>Communicate project progress and status to stakeholders and senior management.</p> <p>Manage project scope, budget, and resources</p>				
UI/UX Designer	<p>Collaborate with other team members.</p> <p>To design a working User interface.</p> <p>Create a Mockup of a Graphical User Interface.</p> <p>Interview Users to get their ideas and suggestions about the project.</p> <p>Responsible for usability testing of the project.</p>	<p>Technical skills related to User Interface Design such as HTML and CSS</p> <p>Good Communication</p> <p>Collaboration and teamwork</p> <p>Wireframing and Prototyping</p> <p>User Research and Analysis</p>	The Entire team will decide who will be assigned to the UI/UX Designer based on their skills and competency of the individual.	The frequency and format of performance reviews will be determined based on the project's needs and the company's policies. The review shall include, but not limited to, UI/UX Testing, design review, Prototype review, and user testing based on prototypes and mockups. Any concerns that need to be addressed from the previous review will be also revalidate.	The project leader or manager will implement a recognition and rewards system to motivate team members and encourage high performance.
Developer Head	Collaborate	Technical	The Entire	The frequency	The project

	<p>with other team members to achieve project goals.</p> <p>Complete tasks assigned by the project leader or manager.</p> <p>Ensure that the project development is within the set time limit of the project.</p> <p>Ensures that the project is of a high standard and is able to follow the documentation set by the team and is approved by the Project Team Member-Documentation.</p>	<p>skills related to the project.</p> <p>Communication</p> <p>Collaboration and teamwork</p> <p>Problem-solving</p> <p>Time management</p> <p>Programming skills</p> <p>Reading and debugging skills</p>	<p>team will decide who will be assigned to be the developer will be based on their skills and experience in developing a website using a framework, have worked on a web project, and is able to use at least 2 programming languages.</p>	<p>and format of performance reviews will be determined based on the project's needs and the company's policies. The review shall include, but not limited to, testing of all code that is done within the split, checking of progress based on timeline and documentation, and checking of any revisions done since the last split.</p>	<p>leader or manager will implement a recognition and rewards system to motivate team members and encourage high performance.</p>
Quality Assurance Head	<p>Collaborate with other team members to achieve project goals.</p> <p>Ensures that there are policies in place that will tackle quality assurance to the project.</p> <p>Testing, Collecting, and analyzing data from the Quality Assurance Testing to provide areas to</p>	<p>Technical skills related to Quality Assurance</p> <p>Experience with Testing tools</p> <p>Collaboration and teamwork</p> <p>Test case writing and planning</p> <p>Time management</p> <p>Problem Solving</p>	<p>The Entire team will decide who will be assigned to this role based on the team leader and the project manager. The Position will be filled based on the qualification and skills of the member that can be assigned to the role.</p>	<p>The frequency and format of performance reviews will be determined based on the project's needs and the company's policies.</p>	<p>The project leader or manager will implement a recognition and rewards system to motivate team members and encourage high performance.</p>

	improve on.	Communication			
	Tackles customer feedback and complaints to the project team to help them address the said issues.				

Table 6.5—2: Staffing Management

6.6. Change Management Plan

6.6.1. Introduction

The Change Management Plan was created for the Madonna's Web Project to set expectations on how the approach to changes will be managed, what defines a change, the purpose and role of the change control board, and the overall change management process. All stakeholders will be expected to submit or request changes to Madonna's Web in accordance with this Change Management Plan and all requests and submissions will follow the process detailed herein.

CHANGE MANAGEMENT APPROACH

The Change Management approach for Madonna's Web will ensure that all proposed changes are defined, reviewed, and agreed upon so they can be properly implemented and communicated to all stakeholders. This approach will also ensure that only changes within the scope of this project are approved and implemented.

The Change Management approach is not to be confused with the Change Management Process which will be detailed later in this plan. The Change Management approach consists of three areas:

- Ensure changes are within scope and beneficial to the project.
- Ensure changes do not exceed the limitations of the project.
- Determine how the change will be implemented.
- Manage the change as it is implemented.

The Change Management process has been designed to make sure this approach is followed for all changes. By using this approach methodology, Madonna's Web development team will prevent unnecessary change from occurring and focus its resources only on beneficial changes within the project scope.

DEFINITIONS OF CHANGE

There are several types of changes which may be requested and considered for Madonna's Web. Depending on the extent and type of proposed changes, changes to project

documentation and the communication of these changes will be required to include any approved changes into the project plan and ensure all stakeholders are notified. Types of changes include:

- **Scheduling Changes:** changes which will impact on the approved project schedule. These changes may require fast tracking, crashing, or re-baselining the schedule depending on the significance of the impact.
- **Budget Changes:** changes which will impact on the approved project budget. These changes may require requesting additional funding, releasing funding which would no longer be required, or adding to project or management reserves. May require changes to the cost baseline.
- **Scope Changes:** changes which are necessary and impact on the project's scope which may be the result of unforeseen requirements which were not initially planned for. These changes may also impact on the budget and schedule. These changes may require revision to WBS, project scope statement, and other project documentation as necessary.

The project manager must ensure that any approved changes are communicated to the project stakeholders. Additionally, as changes are approved, the project manager must ensure that the changes are captured in the project documentation where necessary. These document updates must then be communicated to the project team and stakeholders as well.

6.6.2. Change Control Board

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

Name	Position	CCB Role
Micheal James Gnilo	Project Sponsor	CCB Chair
Princess Ricafort	Project Manager	CCB Co-Chair
Denzel Edward Mana-ay	Project Team Leader/Developer Head	CCB Co-Chair
Jan Red Esguerra	Developer Head	CCB Member
Dennyson Castillo II	UI/UX Designer	CCB Member

Table 6.6—1: Change Control Board

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

6.6.3. Roles and Responsibilities

The table below shows the respective responsibilities of each member of the project that in the change management process:

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NAME	Project Role	Responsibilities
Micheal James Gnilo	Project Sponsor	<p>Monitor all change requests made throughout the project and ensure that all high impact requests are actioned upon in a timely manner.</p> <p>Monitor the Project Manager's decision on low impact requests.</p> <p>Submit change request if deemed necessary.</p> <p>Review the change request log and reports to ensure alignment with changes.</p>
Marketing employee of Madonna's Resort and Events Place	Internal User of the system	<p>Submit a change request if deemed necessary.</p> <p>Review the change request log and reports to ensure alignment with changes.</p>
Staff of Madonna's Resort and Events Place	Internal user of the system	<p>Submit a change request if deemed necessary.</p> <p>Review the change request log and reports to ensure alignment with changes.</p>
Princess Nicole Ricafort	Project Manager	<p>Submit a change request if deemed necessary Review the change request log and reports to ensure alignment with changes.</p> <p>Perform impact analysis for every change request submitted to differentiate low-impact and high-impact request change. This will also aid the Project Sponsor in making decisions for high-impact requests.</p>

Development Team	Developers	Execute the technical aspect of the change request action plan. Review the change request log and reports to ensure alignment with changes.
Denzel Edward Mana-ay	Project Team Leader	Submit a change request if deemed necessary Review the change request log and reports to ensure alignment with changes. Help oversee the overall change request process.

Table 6.6—2: Change Request Roles and Responsibilities

6.6.4. Change Control Process

The Change Management process establishes an orderly and effective procedure for tracking the submission, coordination, review, evaluation, categorization, and approval for release of all changes to the project's baselines. The diagram and table below outline the team's agreed upon change request (CR) process flow.

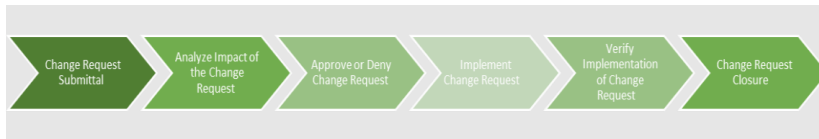


Figure 6.6—1: Change Control Process (High Level)

Process step	Description	Change Log Status
Change request submittal	Change requestor will submit a completed change request form to the project manager.	Submitted
Analyze Impact of the Change Request	The project manager will conduct a preliminary analysis on the impact of the change to risk, cost, schedule, and scope and seek clarification from team members and the change requestor.	In Review
Approve Deny Change Request	The project manager will submit the change request, as well as the preliminary analysis, to the CCB for review. The CCB will discuss the proposed change and decide whether it will be approved based on all submitted information.	Approved or denied
Implement Change Request	If a change is approved by the CCB, the project manager will update and re-baseline project documentation as necessary.	In Progress
Verify Implementation of Change Request	The Project Manager verifies the implementation of the change to the CCB	Verifying
Change Request Closure	The Change Coordinator will mark the change as finished and closed.	Closed

Table 6.6—3: Change Request Process

To keep track of the change request progress, each step has a corresponding change request status as show on the table below:

Status	Description
Submitted	A member of the project development team or key stakeholders submitted a change request log and has not been reviewed by the Project Manager for impact analysis.
In Review	Impact analysis is being performed.
Approved	Change request is approved and will be moved to implementation.
Denied	Change request is denied.
In Progress	Action plan to execute the change request is being implemented
Verifying	Review of proper implementation of change request
Closed	Chang request work is complete, has passed all tests, and updates have been released.

Table 6.6—4: Change Request Status Description

6.7. Communications Management Plan

6.7.1. Introduction

The Communications Management Plan is a critical component of the Madonna’s Web project as it outlines the communication strategy and protocols for the project team and stakeholders. The plan defines the following:

1. The plan details the information to be communicated, such as project updates, progress reports, risks, and issues, including the level of detail and format.
2. The plan specifies the communication methods to be used, such as meetings, email, telephone, web portal, etc., to ensure timely information for all stakeholders.
3. The plan sets the frequency of project communications, both formal and informal, to keep stakeholders regularly informed.
4. The plan defines the roles and responsibilities of team members and stakeholders in communication, including who disseminates project information.
5. The plan addresses the specific communication needs of all stakeholders, such as language requirements and accessibility.
6. The plan allocates resources for communication, such as budget and personnel, to ensure effective and efficient communication.
7. The plan sets protocols for communicating sensitive or confidential information, including authorization for release.

8. The plan establishes a process for managing changes in communication or the communication process, including proposal, review, and approval of changes to ensure consistency throughout the project.
9. The plan outlines the flow of communication within the project, including information sharing between team members, stakeholders, and other project partners to ensure timely information for all stakeholders.
10. The plan identifies any internal or external constraints that may affect project communications and outlines how these constraints will be addressed.
11. The plan specifies any standard templates, formats, or documents to be used for communicating project information to provide consistent and accurate information to all stakeholders.
12. The plan includes an escalation process for resolving any communication-based conflicts or issues that may arise during the project to ensure timely resolution of communication-related issues.

Overall, the Communications Management Plan is a key tool that helps to ensure that all stakeholders are informed, and that communication is effective and efficient throughout Madonna's Web project.

6.7.2. Communications Management Approach

The most effective approach to managing communications for Madonna's Web project would involve combining proactive and reactive strategies.

Proactively, regular project status meetings will be conducted to keep all stakeholders well-informed and updated on the project's progress. The project manager will regularly meet with the project team, providing updates, progress reports, and addressing any risks or issues. This approach will offer stakeholders a comprehensive overview of the project's status and potential obstacles. Additionally, a dedicated project website and web portal will be established, granting stakeholders convenient access to project-related information such as meeting minutes, documents, and status reports.

Reactively, an escalation process will be established to promptly address any conflicts or issues related to communication. The project manager will be readily available to respond to stakeholders' questions or concerns, offering support and guidance when necessary.

Moreover, a change control process will be implemented to manage any alterations in communication or the communication process. This process will involve obtaining approval from the Change Control Board and ensuring stakeholders are promptly informed of any changes. Overall, this approach guarantees that the project team and stakeholders remain well-informed, while effectively handling any communication-related challenges that may arise.

6.7.3. Communications Management Constraints

The Communications Management Constraints for Madonna's Web project define and posit the constraints, limitations and boundaries that may affect the project's communication processes and

strategies. By identifying and addressing these constraints, the project team can mitigate scope creeping and prevent unnecessary additional problems to deter the business requirements.

The constraints laid out below define the limitations of the project to prevent overreach and additional problems from arising.

Communications management constraints for the Madonna's Web project may include:

1. **Limited budget for communication** tools and resources such as video conferencing software, project management software, or hiring a dedicated communications team may be a constraint.
2. **Limited access to certain stakeholders** located in remote locations or with limited access to certain forms of communication may be a constraint.
3. **Limited availability of team members** due to other commitments or responsibilities may be a constraint.
4. **Language barriers** may require translation services or additional resources to facilitate communication.
5. **Confidentiality** of some project information may require special handling and communication protocols.
6. **Resistance to change** in communication processes or tools by some stakeholders can make it difficult to implement new communication strategies.
7. **Technical difficulties** with communication tools and systems can be a constraint.
8. **Time constraints** due to tight project deadlines can make it challenging to schedule and hold regular communication meetings.

6.7.4. Stakeholder Communication Requirements

This section of the Communications Management Plan outlines the specific communication needs of stakeholders and how they will be met throughout the project's lifecycle.

The Stakeholder Communication Requirements are a crucial part of Madonna's Web project as they detail the specific communication needs of all stakeholders. Effective communication is essential for completing the project on time, within budget, and to the satisfaction of all stakeholders. By identifying and addressing stakeholders' communication requirements, the project team can proactively manage expectations, build trust, and foster collaboration.

This section of the Communications Management Plan outlines stakeholders' specific communication needs and how they will be met throughout the project's lifecycle.

The Madonna's Web project would probably require stakeholder communication needs such as:

1. **Regular project updates:** It is imperative to consistently inform all stakeholders about the project's progress, including the disclosure of any emerging issues or risks.
2. **Clear and concise communication:** Project-related information needs to be conveyed in a manner that is easily understood and succinct, ensuring stakeholders comprehend the message effectively.

3. **Accessibility:** Communication should be accessible to all stakeholders, considering any language or accessibility requirements they may have.
4. **Timely communication:** Information should be communicated promptly, guaranteeing that stakeholders receive it in a timely manner, without delays.
5. **Confidentiality:** Sensitive or confidential information must only be shared with relevant stakeholders and handled securely to maintain confidentiality.
6. **Customized communication:** Communication should be tailored to meet the specific needs of each stakeholder, considering their level of involvement in the project and their respective roles.
7. **Two-way communication:** Effective communication involves active participation from both parties, allowing stakeholders to provide feedback and seek clarification through meaningful dialogue.
8. **Feedback mechanisms:** Mechanisms should be in place to facilitate stakeholder feedback on the communication process, ensuring continuous improvement and effectiveness.

6.7.5. Roles

Roles	Responsibilities
Project Sponsor	An executive at a senior level who offers financial resources and strategic guidance for the project.
Program Manager	The person in charge of the planning, execution, and completion of Madonna's Web. The project manager leads the project team and ensures that the system is finished within the designated timeframe, budget, and quality standards.
Key Stakeholders	Individuals or groups with a vested interest in Madonna's Web including the APC Administrator, functional managers, operations personnel, finance personnel, warehouse and material handlers and any other Madonna's Resort Employee who will be affected by the Madonna's project.
Development Team	A person responsible for the technical aspects of Madonna's Web, such as the system's architecture, database design, and software development. The team ensures that the system satisfies the necessary technical specifications and standards while being scalable, secure, and reliable.

Table 6.7—1: Communication Management Roles and Responsibilities

6.7.6. Project Team Directory

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

Name	Position	Internal, External	Project Role	Contact Information
Michael James Gnilo	Project Client	Internal	Project Sponsor	michaeljamesgnilo@gmail.com
Denzel Mana-ay	Team Leader	Internal	Developer	dmmanaay2@student.apc.edu.ph
John Paul Gnilo	Manager	Internal	Internal User of the System	Jpgnilo@gmail.com
Madonna's Employees	Employee	Internal	Internal user of the System	madonnasresort@gmail.com
Manuel L Calimlim Jr	SoCIT Faculty	External	Project Adviser	manuelc@apc.edu.ph
Princess Nicole Ricafort	Project Manager	Internal	Project Manager	pbricafort@student.apc.edu.ph
Jan Red Esguerra	Developer Head	Internal	Developer	jcesguerra@student.apc.edu.ph
Dennyson Castillo II	UI/UX Designer	Internal	Designer	dvcastilloii@student.apc.edu.ph
Neil Gareth Lavarias	Quality Assurance Head	Internal	Quality Assurance	nnlavarias@student.apc.edu.ph

Table 6.7—2: Project Team Directory

6.7.7. Communication Methods and Technologies

The Madonna's Web project requires a deep understanding of the communication methods and technologies used to effectively communicate with stakeholders. It's important to consider the capabilities and limitations of each method and technology to ensure stakeholders receive timely and efficient information. This includes determining the appropriate methods for delivering project updates, progress reports, risks, issues, and other relevant information.

It's important to consider the cost and feasibility of using different technologies, as well as any security or privacy concerns. By carefully selecting the most appropriate communication methods and technologies, the project team can ensure that all stakeholders are kept informed and that the project's communication objectives are met.

When determining the best communication methods and technologies for Madonna's Web several factors should be considered. These include:

- **The scope and complexity of the project:** Business Communication Platform and project management software are frequently the best option when dealing with large-scale and complex projects since they make it easier to gather information and give all stakeholders easy access.
- **The technical proficiency of the stakeholders:** For stakeholders without technical proficiency, direct communication techniques like email and phone may be the best option.
- **The type of information being communicated:** Using secure techniques like encryption and password-protected platforms may be necessary when dealing with sensitive or confidential material.
- **The project's budget and resources:** Communication strategies and technology should be chosen in accordance with the project's allotted budget and resources.

Based on the factors mentioned earlier, it is recommended that the Madonna's Web project use a combination of communication methods and technologies such as project management software, email, telephone, and video conferencing to keep all stakeholders informed and meet the project's communication objectives.

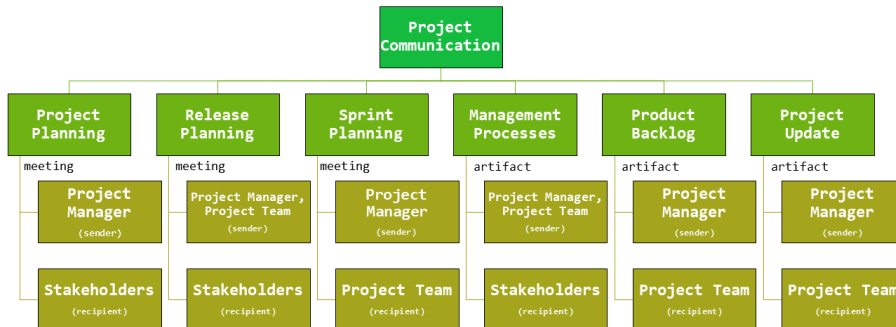
6.7.8. Communications Matrix

Channel	From	To	Type	Frequency	Format Used	Delivery media
Project Planning	Project Manager	Stakeholders	Meeting	Once Before the start of the project	Formal	Microsoft Teams

Release planning	Project manager, Project team	Stakeholders	Meeting	Once before start of the project Updated when necessary	Formal	Email, Microsoft Teams
Sprint Planning	Project manager	Project team	Meeting	Once every week	Informal	Microsoft Teams
Management processes	Project manager, project team	Stakeholders	Artifact	Once Before start of the project Updated when necessary	Written Document	Email, Microsoft Teams
Product backlog	Project manager	Project team	Artifact	Once every week	Written Document	Microsoft Teams
Project update	Project Manager	Project team	Meeting	Once every week	Informal	Microsoft Teams

Table 6.7—3: Communication Matrix

6.7.9. Communication Flowchart



6.7.10. Guidelines for Meetings

Meetings are a crucial part of effective communication in any project, including Madonna's web project. To ensure productive, efficient, and effective meetings, it's important to establish clear guidelines. These guidelines should include information on the purpose of meetings, roles and responsibilities of attendees, and procedures to follow during meetings.

With well-defined guidelines, project team members and stakeholders can be better prepared for meetings and participate more effectively. The project manager can also ensure that meetings are conducted consistently and organized to avoid confusion and misunderstandings.

Below are the meeting guidelines for Madonna's web project:

- **Purpose:** Meetings serve as an essential tool for discussing project status, finding solutions to problems, and reaching decisions for the Madonna's web project.
- **Scheduling:** It is important to plan meetings in advance and at times that are convenient for all participants. Meeting invitations and scheduling are the project manager's responsibilities.
- **Attendance:** Unless they have a legitimate excuse, all project team members and stakeholders are required to attend meetings. Team members should let the project manager know as soon as possible if they won't be able to attend.

- **Agenda:** Prior to the meeting, an agenda specifying the subjects to be covered and the desired results should be distributed. Doing agendas will be made sure that everyone is ready and that the meeting keeps on schedule.
- **Minutes:** Minutes of the meeting should be recorded and given to all participants within 24 hours. A summary of the conversations, the conclusions made, and the assigned action items should all be included in the minutes.
- **Decisions:** Whenever achievable, decisions should be reached by consensus. If agreement cannot be obtained, the project sponsor will have final say.
- **Follow-up:** The project manager oversees making sure that action items are followed up on and finished on schedule.
- **Communication:** Project updates and problems are discussed during meetings. Participants should be urged to speak honestly and openly.
- **Technology:** Accessible technology should be used during meetings for all participants. This could involve web conferences, video conferences, or teleconferences.
- **Time management:** Meetings must begin and end on schedule, and they must not last longer than allocated. By doing this it will be made sure that attendees aren't kept waiting, and the project will finish on time.
- **Evaluation:** To ensure that meetings are successful and that participants are happy with the results, they should be frequently evaluated. Any problems must be resolved, and improvements made.

6.7.11. Communication Standards

The best communication standards for Madonna's Web project may include the following:

- **Standardized Templates:** Developing and using standard templates for project communications, such as status reports, meeting agendas, and minutes, can ensure consistency and clarity in the information being shared.
- **File Naming Convention:** Developing a standard file naming convention for documents and files shared on the project can help ensure easy access and organization of information.
- **Network Tool:** Utilizing a standard platform, such as SharePoint or project management software, for project communication can improve access to information and collaboration among team members and stakeholders.
- **Video conferencing:** Use of Video conferencing tools, Specifically Microsoft Teams, and Google Meet, can be very useful for team members and stakeholders who are located at different geographic locations.
- **Communication protocols:** Having a standard communication protocol in place for sensitive or confidential information, such as who is authorized to share it and how it should be shared, can ensure the protection of sensitive data.

6.7.12. Communication Escalation Process

The ideal and best communication escalation process for the Madonna's web project would involve the following steps:

1. **Identify the issue:** The first step for the project team in escalating a communication-related issue is to identify the issue that needs to be escalated.
2. **Attempt to resolve the issue within the team:** The project team should first try to resolve the communication-related issue within the team by discussing it with relevant team members and finding a solution.
3. **Involve a communication manager:** If the communication-related issue cannot be resolved within the team, the team should involve a communication manager or a designated person responsible for communication within the organization. This person will act as a liaison between the project team and stakeholders to help resolve the issue.
4. **Escalate to higher management:** If the communication-related issue still cannot be resolved, it should be escalated to higher management for further review and resolution.
5. **Document the issue and resolution:** During the escalation process, it's important to document the issue, the steps taken to resolve it, and the final resolution to keep proper records for future reference.
6. **Review and Improve:** After the escalation process, it's important to review the process to identify areas for improvement for future escalations.

The escalation process should be flexible and adaptable to the specific needs of the project. The project team should regularly review the escalation process to ensure it remains effective and efficient in addressing communication-related issues.

6.7.13. Glossary of Communication Terminology

Term	Definition
Communication Plan	A written document that details the plan for how the project team and stakeholders will communicate and the protocols they will follow.
Stakeholder	A person or entity that holds a vested interest or concern in the project.

Communication Method	The methods or channels through which information is communicated, including but not limited to meetings, email, telephone, or web portal.
Communication Frequency	The frequency at which project communications are disseminated.
Communication Objective	The intended result or objective of a specific communication.
Communication Flowchart	A graphical representation illustrating the movement or transfer of information within a project.
Escalation Process	A protocol or set of steps for effectively resolving conflicts or issues related to communication.
Communication Matrix	A tabular format presenting the communication needs or specifications for a project.
Communication Standards	Predefined templates, formats, or documents commonly employed for communication purposes within a project.
Communication Constraints	Various factors that can impose limitations or influence the effectiveness of project communications.
Communication Guidelines	Guidelines or protocols to follow when conducting meetings, teleconferences, and other types of communication.
Communication Technology	Technological tools and platforms utilized for communication, including SharePoint, message boards, and video teleconferencing.
Communication Escalation Process	A procedure for escalating communication-related issues or conflicts that cannot be resolved internally within the project team.
Communication Approaches	To solve communication issues, several tactics and solutions are used, making sure that all interested parties are kept informed and that the project's communication goals are achieved.

Table 6.7—4: Glossary of Communication Management Terminologies

6.8. Quality Management Plan

6.8.1. Introduction

The Quality Management Plan for the Madonna's Web project will establish the activities, processes, and procedures for ensuring a quality product upon the conclusion of the project. The purpose of this plan is to:

- Ensure quality is planned.
- Define how quality will be managed.
- Define quality assurance activities.
- Define quality control activities.
- Define acceptable quality standards.

6.8.2. Quality Management Approach

The quality management approach for the Madonna's Web project will ensure quality is planned for both the product and processes. To be successful, this project will meet its quality objectives by utilizing an integrated quality approach to define quality standards, measure quality, and continuously improve quality.

Product quality for the Madonna's Web project will be defined by the company's current standards and criteria for its Resort Management System. The focus is on the project's deliverable, and the standards and criteria being used will ensure the product meets established quality standards and customer satisfaction.

Process quality for the Madonna's Web project will focus on the processes by which the project deliverable will be manufactured. Establishing process quality standards will ensure that all activities conform to an organizational standard which results in the successful delivery of the product.

The project team will work with the Quality Group to define and document all organizational and project specific quality standards for both product and processes. All quality documentation will become part of the Madonna's Web Project Plan and will be transitioned to operations upon the successful completion of the project.

Metrics will be established and used to measure quality throughout the project life cycle for the product and processes. The Quality Group Manager will be responsible for working with the project team to define these metrics, conduct measurements, and analyze results. These product and process measurements will be used as one criterion in determining the success of the project and must be reviewed by the project sponsor. Metrics will include:

- Schedule
- Resources
- Cost
- Process performance

- System deployment
- Product performance
 - System reliability
- Customer Satisfaction (because of field trials)

Quality improvements will be identified by any member of the project team or quality group. Each recommendation will be reviewed to determine the cost versus benefit of implementing the improvement and how the improvement will impact the product or processes. If an improvement is implemented the project manager will update all project documentation to include the improvement and the quality manager will update the organizational documentation the improvement affects.

The following are the roles and duties for the quality management plan:

Role	Description
Project Manager	Charged with establishing the acceptance standards and making sure the final product satisfies all stakeholders.
Project Team Leader	Oversees the team's adherence to the Scrum framework and works with the Product Owner and Development Team to enhance the final product.
Project Development Team	Responsibilities include producing a high-caliber product and upholding the specified quality policies and standards.
Project Sponsor	Provides executive support for the project.

Table 6.8—1: Quality Management Roles and Responsibilities

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6.8.3. Quality Requirements / Standards

Product Quality:

The product quality standards and requirements will be determined by the project team and quality group. These standards will primarily be based on the company's documented standards for the Resort Management System. There may be product-specific quality standards identified that are not currently part of the documented organizational standards. In this case, the quality group will review these newly identified standards and incorporate them into organizational documentation if approved. The project team will also document any newly identified quality standards into the Madonna's Web project plan and ensure communication with all stakeholders.

As trial products are measured at pre-determined intervals, we will know that the product is compliant with quality standards once we achieve ten consecutive trial runs resulting of the system which is 100% within acceptable quality control margins.

Process Quality:

The process quality standards and requirements will be determined by the project team and quality group. Many of these standards will be based on existing company process standards. However, it is anticipated that there will be several unique steps in the manufacturing of the Madonna's Web product which will require new quality standards. The Madonna's Web project team will work with the quality group to establish acceptable standards and document these standards for incorporation into both organizational process documents as well as the Madonna's Web project plan. These standards will be communicated to all project stakeholders.

As trial products are created, the process metrics will be measured and analyzed to determine the quality of the process. Once the Madonna's Web product meets quality compliance and all process metrics fall within acceptable quality assurance margins, we will achieve process compliance for the Madonna's Web project.

6.8.4. Quality Assurance

The quality assurance of the Madonna's Web Project focuses on the processes used in the manufacturing of the Madonna's Web product. To ensure quality, an iterative quality process will be used throughout the project life cycle. This iterative process includes measuring process metrics, analyzing process data, and continuously improving the processes.

The Madonna's Web Project Manager and the project team will perform assessments at planned intervals throughout the project to ensure all processes are being correctly implemented and executed.

The quality manager will provide day to day quality management and conduct process audits on a weekly basis, monitor process performance metrics, and assure all processes comply with project and organizational standards. If discrepancies are found, the quality manager will meet with the Project Manager and review the identified discrepancies.

The Project Manager will schedule regularly occurring project, management, and document reviews. In these reviews, an agenda item will include a review of project processes, any discrepancies and/or audit findings from the quality manager, and a discussion on process improvement initiatives.

Process improvement is another aspect of quality assurance. Quality assurance reviews, findings, and assessments should always result in some form of process improvement and, as a result, product improvement. All process improvement efforts must be documented, implemented, and communicated to all stakeholders as changes are made.

6.8.5. Quality Control

The quality control of the Madonna's Web project focuses primarily on the Madonna's Web product and the acceptable standards and performance. The quality performance standards for the Madonna's Web Project are in accordance with the organizational standards of performance of the Resort Management System.

The project team will perform all tests on their trial systems. The characterization group will perform attenuation testing and will provide the results back to the project team within 3 business days after the test sample is submitted. The quality group will ensure all performance standards are met for each trial cable, perform audits, and assist the project team with creating or updating all documentation related to product quality.

The Project Manager will schedule regularly occurring project, management, and document reviews. In these reviews, an agenda item will include a review of products, any discrepancies and/or audit findings from the quality manager, and a discussion on product improvement initiatives.

It is imperative to the success of the project that all of the established physical and performance standards are met. By doing so, the Madonna's Web Project Team will ensure that the product achieves the high level of customer satisfaction anticipated and that future operational cable production will be in line with budget and resource allocations.

6.8.6. Quality Control Measurements

All Madonna's Web Project products and processes must be measured and fall within the established standards and tolerances. Quality control logs must consist of the **trial number, data, process measured, required value, actual measured, acceptance, recommendation, and resolve date.**

The development head and project manager are responsible for the logging and resolving of quality control measurement logs.

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6.9. Risk Management Plan

6.9.1. Introduction

Madonna's Web project aims to develop a reservation system and a website for Madonna's Resort to enhance the resort's online operations and boost customer satisfaction. To guarantee cost-effective website development, the project employs an agile methodology and incorporates project-based learning for developers.

Throughout Madonna's Web, the project's risk management plan emphasizes proactive risk identification, evaluation, and mitigation. By incorporating risk, the board into everyday tasks and

keeping up with customary updates, the arrangement plans to accomplish project targets inside the apportioned spending plan and timetable.

The following considerations should be made when developing a comprehensive plan for Madonna's Web's risk management:

- **Risk Assessment and Identification:** The risks associated with development, implementation, and operation must be identified by the project team. Concerns regarding cybersecurity, regulatory compliance, or technical issues can all contribute to these risks. Risks should be evaluated based on their likelihood and potential impact on the project once they have been identified.
- **Strategies for Mitigating Risks:** The project team should come up with plans to either reduce or eliminate risks after identifying and evaluating them. The efficiency of risk reduction and the feasibility in terms of time and cost should take precedence in these strategies. The mitigation strategies may include redundancy, contingency planning, risk transfer through insurance, and fallback procedures.
- **Planning for Emergencies:** Plans for major risks that could have an impact on the project's success should be developed by the project team. These plans detail the steps that need to be taken to keep project progress and reduce risk. As the project progresses and new risks emerge, contingency plans need to be reviewed and updated on a regular basis.
- **Report Writing and Communication:** It is essential for risk management to establish clear frameworks for reporting and communication. Project managers, team members, and stakeholders ought to receive regular updates on the risk assessment and changes in the risk landscape. All parties involved in a risk-related situation are kept informed by effective communication.
- **Review and Monitoring of Risks:** Risk management is an ongoing process that requires constant evaluation and monitoring. A methodical review procedure for assessing the efficacy of risk management strategies, identifying changes in risks, and discovering new risks ought to be developed by the project team. During the review process, transparency and stakeholder involvement are crucial.

Madonna's Web risk management plan can ensure that the project is completed successfully, meeting all objectives, and minimizing potential risks by taking these factors into consideration.

6.9.2. Top Three Risks

The following are the project's top three risks:

1. Technical Danger: There is a possibility of technical issues and development delays that could result in project timeline delays and budget overruns. During the development phase, difficulties arise because of the complexity of developing a website with a reservation system.
2. Resource Danger: There is a possibility that there are not enough resources available, which could lead to project delays and overspending the budget.
3. Data Losses: Data breaches are possible due to the use of Python and SQL, both of which are known to have security flaws. This risk necessitates careful consideration and effective preventative measures.

6.9.3. Risk Management Approach

The agile approach to risk management was utilized for Madonna's Web project. Deft gamble the board accentuates fast recognizable proof, precise appraisal, and versatile moderation arranging. The project team works together and includes all parties involved in the risk management process.

To manage risks in the Madonna's Web project, the following actions will be taken:

- Identifying the Risk: Through client interviews, risk assessment meetings, and reviewing project requirements, the project team will identify potential risks. A risk register will contain information on the likelihood, impact, and description of identified risks.
- Assessment of Risk: It will be determined how likely it is that identified risks will occur and how they will affect the project. Risks will be ranked according to their severity using a risk matrix. Priority will be given to high-severity risks for risk mitigation and emergency planning.
- Mitigation of Risk: For risks with a high likelihood and impact, plans for mitigation will be developed. Strategies for mitigating or eliminating risks will be outlined in these plans, as will alternate plans for risks that cannot be eliminated.
- Monitoring Risks: Throughout the project, risks will be monitored on a regular basis. To guarantee efficient risk management, the risk register will be examined on a regular basis. As new dangers arise during the undertaking, they will be added to the gamble register, and the gamble appraisal interaction will be rehashed.
- Risk Correspondence: Risk communication entails informing relevant parties about risks and associated management strategies, such as the project sponsor, team members, and

stakeholders. Stakeholders will be kept informed about any identified risks, evaluations, and actions taken to address them by the project team, who will communicate constantly.

6.9.4. Risk Identification

Risk Identification Client interviews, risk assessment meetings with the project team and key stakeholders, and a review of the project's requirements were used to identify potential risks for the Madonna's Web project. A risk register was used to record the risks that were found.

The client interviews and risk assessment meeting shed light on Madonna's Web project's potential dangers. Additionally, the inputs from Madonna's staff were reviewed by the project team to identify potential dangers and devise strategies for mitigating them.

The risks that were found were recorded in a format that was in line with the agile risk management plan. The risk register is updated on a regular basis to make sure that risk management is done right. Throughout the duration of the project, the project team will continue to monitor and manage risks.

The following are some of the potential dangers identified for Madonna's web project:

- Resources are scarce: A lack of resources could prevent the project from being completed as planned.
- Limit creep: There is a possibility that the project's scope will extend beyond the initial boundaries, which will cause delays and cost overruns.
- Problems with security: risks posed using Python and SQL, such as data loss or new security attacks.
- Error by humans: errors made by members of the project team that could influence the project.
- Unpredictable circumstances: unanticipated dangers that could influence the project.

The project team has taken several different approaches to deal with these risks, including extensive testing and validation of the data migration procedure, the Agile methodology for quickly resolving technical issues, training and support for a smooth transition to the new system, and consistent communication with key stakeholders to find and address any potential delays or problems.

6.9.5. Risk Qualification and Prioritization

To qualify and focus on takes a chance with recorded in the gamble register, a likelihood influence framework was used. Based on their likelihood of occurring and impact on the project, risks were categorized as Extreme, High, Medium, Low, and Negligible.

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

- **Extreme:** risks that have a significant impact on the project and a very high likelihood of occurring.
- **High:** Risks that have a significant impact on the project and a high likelihood of occurring, necessitating immediate attention and mitigation strategies.
- **Medium:** Risks that require close monitoring and potential strategies for risk mitigation and have a moderate impact on the project.
- **Low:** Risks that have a small impact on the project but have a low likelihood of occurring, necessitate regular monitoring, and may have strategies for mitigating their impact.
- **Negligible:** Risks that can be ignored because they have a negligible effect on the project and a very low likelihood of occurring.

The following are the identified risks and their prioritization based on probability and impact:

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

Table 6.9—1: Risk Management Matrix

6.9.6. Risk Monitoring

Throughout the duration of Madonna's Web project, continuous risk monitoring is a part of the agile risk management plan. This entails making a record of the monitoring procedure and locating conditions that might lead to risks.

The project manager will include high-scoring risks in the project schedule and designate a dedicated risk manager to manage their monitoring as part of the plan. This lets the project manager know when risks need more attention and when the risk manager should give updates at the biweekly meetings of the project team. Risk trigger conditions will be tracked by the risk manager.

The risk manager will report on the status of identified risks, any new risks that have emerged, and the efficiency of mitigation plans during the biweekly team meetings. Together with the project team, any necessary changes to the risk management plan will be made.

In conclusion, the Madonna's Web project team will implement an agile risk management approach that places an emphasis on adaptability and continuous improvement. In order to guarantee that the project's objectives and quality standards are met, the risk management plan's effectiveness will be evaluated on a regular basis and modified as necessary.

6.9.7. Risk Mitigation and Avoidance

The project team will prioritize each risk when developing the risk management plan. Strategies like making backup plans, allocating more resources, or changing project schedules can be done to prepare for delays. To implement mitigation techniques and continuously evaluate their efficacy, the project team will work with stakeholders.

- Identifying and prioritizing potential risks is the first step in risk prevention and mitigation. Risks with a high probability and impact should be identified by the project team, and strategies to mitigate or avoid them should be developed. The project manager can choose from the following options and factors:
- Allocation of Resources: It is essential for the success and efficiency of the project for the project team to have access to tools and equipment, as well as the necessary skills, expertise, knowledge, and other resources. It is the responsibility of the project manager to ensure that the team has access to these resources to complete the project within the allotted budget and timeframe.

- **Risk Analysis:** Completely examining potential dangers empowers powerful expectation and opportune tending to. Early in the project, the project manager should conduct a comprehensive risk assessment and promptly identify and reduce potential risks.
- **Planning for Emergencies:** Preparedness is ensured by developing backup plans for potential risks. Under the supervision of the project manager, the project team should develop and test contingency plans for each identified risk.
- **Interaction:** Risks are minimized, and misunderstandings are prevented by encouraging open and honest communication among the project team, clients, and stakeholders. When it comes to facilitating productive communication, the project manager plays a crucial role.
- **Agile Methodology:** A framework for risk management that is adaptable and responsive can be obtained by adhering to the Agile methodology. The team's continued risk management and adaptability to changes are made possible by the Agile approach, which must be adhered to by the project manager.
- **Management of Change:** Laying out an unmistakable change the executives cycle considers powerful treatment of unforeseen changes. The project manager will be able to manage and prevent potential risks while successfully completing the project if the project team documents, communicates, and obtains approval from relevant stakeholders for any modifications.

6.9.8. Risk Register

The risk register, which is updated on a regular basis throughout the project, provides in-depth explanations of each risk, including its likelihood, potential effects, and measures to mitigate them. Regular reviews and updates are carried out to guarantee that the risk register accurately reflects the project's current state. A cloud-based project management tool like Teams, Open Project, or GitHub frequently facilitates the maintenance of the risk register in a central location that is accessible to all stakeholders.

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 Owner** - 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 score.
- Mitigation Strategy - outlines the specific measures to be taken to mitigate the risk.
- Status - risk's status, whether it is open, in progress, or closed, is also documented.
- Target Resolution Date - anticipated date for risk resolution to be resolved.

Risks Register:

Risk ID	Risk Rank	Risk	Description	Category	Destination/ Owner	Probability	Impact	Status
RID 001	1	Technical Risks	There is a risk that the Madonna's Web may not integrate well. with existing software and hardware systems, resulting in system errors and delays.	Technology	Project Team Leader	High	High	In progress
RID 002	2	Resource Risks	There is a risk of insufficient resources to complete the project on time, resulting in delays and budget overruns.	Organizational	Project Manager	Medium	Medium	In progress

RID 003	2	Security Risks	There is a risk of data breaches and cyberattacks, compromising sensitive information.	Technical	System Developer	Medium	Medium	In progress
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Table 6.9—2: Risk Register

6.10. Procurement Plan

6.10.1. Introduction

The Procurement Management Plan is very important for successfully finishing the project. It outlines what items need to be purchased and how the purchasing process will be handled, from creating the necessary documents to closing the contracts. The plan's main goal is to make sure that everything needed for the project is bought on time, within the budget, and up to the required quality standards.

The plan includes details such as what items will be bought, why they are needed, and when they will be purchased. It also covers the types of contracts that will be used and how any risks associated with purchasing will be dealt with. The plan explains how costs will be determined and suppliers will be evaluated, using standard templates and documents.

Overall, the Procurement Management Plan ensures that the project's purchasing needs are met efficiently and effectively, with a focus on quality, cost, and schedule. It provides a clear and simple guide to the purchasing process, making sure that everyone involved knows what needs to be done.

6.10.2. Procurement Risks

Procurement is a critical aspect of Madonna's Web project, involving the acquisition services, and equipment from external sources. The procurement process inherently carries risks that can impact the project's success. It is vital to proactively identify and address these risks to minimize their potential negative effects. The Madonna's Web project encompasses various procurement activities, each with its own set of inherent risks that need to be managed effectively.

The following risk of Procurement activity of Madonna's Web are:

1. **Compliance and Legal Risks:** The risk of non-compliance with applicable laws, regulations, or contractual obligations during the procurement process
2. **System Integration Risk:** When obtaining reservation software or systems, there is a risk of integration challenges with existing systems. These challenges can cause data inconsistencies, operational disruptions, and customer dissatisfaction.
3. **Date Security and Privacy Risk:** When procuring services that involve handling customer data, such as personal information or credit card details, there is a risk of data breaches or

privacy violations. Inadequate data security measures or non-compliance with privacy regulations can result in damage to reputation and legal repercussions.

4. **User Experience Risk:** If the procurement of website design or user interface services is not done properly, it can lead to a bad user experience. This means that the website may be hard to navigate, pages may take a long time to load, or it may lack user-friendly features. As a result, people may not book as much, customers may be unhappy, and negative reviews may arise.

By actively identifying and managing procurement risks, Madonna's Web project can successfully reduce potential hurdles, enhance project outcomes, and ensure seamless execution of procurement activities. Taking a proactive approach allows the project team to anticipate and handle risks in advance, significantly increasing the chances of successful project completion and achieving the desired goals.

6.10.3. Procurement Risk Management

Managing procurement risks is a crucial part of Madonna's Web project to ensure successful procurement outcomes. By effectively addressing these risks, the project team can reduce the chances and impact of potential issues. The following strategies will be implemented to handle procurement risks:

1. **Identifying Risks:** Conduct a thorough assessment to identify potential risks related to procurement activities.
2. **Assessing Risks:** Evaluate the identified risks based on their likelihood of occurrence and impact on the project. Prioritize risks based on their importance to allocate resources and attention effectively.
3. **Mitigating Risks:** Develop and implement strategies to reduce the probability or impact of identified risks.
4. **Monitoring Risks:** Continuously monitor and track procurement risks throughout the project's duration. Regularly assess the effectiveness of risk mitigation strategies and update them as needed.
5. **Contingency Planning:** Create contingency plans to address potential procurement risks that cannot be fully mitigated. These plans should outline specific actions to be taken in case the risks occur, aiming to minimize disruptions to project timelines and goals.

By implementing robust procurement risk management practices, Madonna's Web project can enhance its ability to overcome challenges, ensure timely procurement of goods and services, and achieve project objectives while minimizing risk exposure.

6.10.4. Cost Determination

Determining the costs for acquiring a reservation website for a resort requires a structured approach to ensure accurate budgeting. It involves analyzing the resort's needs, researching market prices,

evaluating proposals from vendors, and considering additional expenses like content creation and staff training. Negotiating contracts with the chosen vendor helps in discussing pricing and ongoing support. It's important to consider the total cost of ownership, including long-term expenses for hosting and maintenance. Implementing effective cost tracking and control mechanisms ensures that expenses stay within the allocated budget throughout the procurement process.

6.10.5. Procurement Constraints

A procurement constraint refers to any limitations or restrictions that impact the procurement process of goods, services, or equipment for the Madonna's Web Project. The following procurement constraints should be taken into consideration:

1. **Budget Constraints:** The procurement activities must align with the allocated budget for the project. It is crucial to ensure that procurement decisions are made within the specified financial limitations to avoid cost overruns or budgetary constraints.
2. **Regulatory Compliance:** Compliance with applicable laws, regulations, and procurement policies is essential. The procurement process must adhere to legal requirements, such as fair competition, transparency, and ethical standards. Any regulatory constraints or specific procurement rules must be followed.
3. **Quality Standards:** The procurement process should prioritize the acquisition of goods and services that meet the required quality standards. Compliance with specific industry or regulatory quality certifications or standards may be necessary, and this constraint must be considered during the supplier evaluation and selection process.
4. **Procurement Capacity:** The procurement team's capacity and expertise may limit the number or complexity of procurement activities that can be undertaken simultaneously. It is important to assess the available resources and capabilities to ensure efficient and effective procurement processes.

To guarantee a smooth and compliant procurement process for Madonna's Web project, it is important to recognize and handle the limitations associated with procurement. It is necessary to engage in proactive planning, effective supplier management, and maintain clear communication with stakeholders to overcome potential obstacles and acquire the required resources for the project successfully.

6.10.6. Contract Approval Process

The contract approval process for Madonna's Resort's reservation system entails specific considerations to ensure the successful acquisition and implementation of the system. Here is an adapted version of the contract approval process, tailored to the reservation system:

1. **Contract Creation:** The process begins with the creation of the contract specifically for the reservation system. This involves outlining the system's specifications, functionalities, customization requirements, implementation timeline, support services, and any associated costs.
2. **Initial Review:** Relevant stakeholders within Madonna's Resort, including the IT department, procurement team, and management, review the contract to ensure it aligns with the resort's

specific needs and requirements. This review involves verifying that the reservation system's features, scalability, and compatibility with existing infrastructure meet the resort's operational objectives.

3. **Negotiation and Amendments:** If necessary, negotiations take place between Madonna's Resort and the vendor supplying the reservation system. This allows for discussions on pricing, licensing terms, implementation milestones, ongoing maintenance, and support. Any necessary amendments are made to the contract to accommodate both parties' requirements.
4. **Legal Review:** The contract is sent to Madonna's Resort's legal department or legal counsel for a comprehensive legal review. Legal experts examine the contract to ensure that it protects the resort's rights, includes appropriate warranties and liabilities, and complies with relevant laws and regulations.
5. **Approval Authorization:** Once the legal review is complete, the contract requires approval from designated individuals or departments within Madonna's Resort. This may involve obtaining approvals from senior management, the finance department, and other stakeholders responsible for overseeing the resort's technology infrastructure and financial management.
6. **Final Approval and Execution:** After all necessary approvals have been obtained, the contract is considered ready for final approval and execution. Authorized representatives from Madonna's Resort and the vendor signed the contract, solidifying the agreement and making it legally binding.
7. **Recordkeeping and Tracking:** Madonna's Resort maintains a systematic recordkeeping process for all approved contracts, including the reservation system contract. Copies of the executed contract, supporting documentation, and any subsequent amendments or addenda are securely stored. A contract tracking system is established to monitor important milestones, such as system deployment, support and maintenance obligations, and contract renewal or termination dates.
8. **Ongoing Contract Management:** Following contract approval, Madonna's Resort implements a robust contract management process. This includes closely monitoring the vendor's adherence to the contract's terms and conditions, assessing system performance, and promptly addressing any issues or concerns that may arise during the implementation and post-implementation stages.

It's important to note that the contract approval process may involve additional steps or variations specific to Madonna's Resort and its reservation system procurement, considering factors such as budgetary constraints, vendor reputation, system integration, and data security requirements.

6.10.7. Decision Criteria

When choosing a reservation system for Madonna's Resort, it's important to consider specific factors to ensure the system meets the resort's needs. Here are key points to consider:

Functionality: The system should have essential features like online booking, availability management, pricing options, and guest communication. It should align with the resort's operations and provide a user-friendly experience for guests and staff.

1. **Scalability:** The system should be able to handle growing reservation volumes and user traffic without performance issues or frequent upgrades.
2. **Integration:** It should seamlessly work with other systems used by the resort, such as property management and payment systems, to improve efficiency and reduce manual work.

3. **Customization:** The system should allow customization to match the resort's branding, interface preferences, and unique requirements.
4. **Reliability:** It should be reliable and stable, with backup and disaster recovery mechanisms to ensure uninterrupted service.
5. **Data Security:** The system must prioritize the protection of guest data, including personal and payment information, through encryption and access controls.
6. **Vendor Experience:** Consider the vendor's experience in the hospitality industry and their reputation for providing quality reservation systems. Looking for ongoing support and maintenance services.
7. **Cost-effectiveness:** Assess the overall cost, including licensing fees, implementation, support, and training, while considering the system's features and long-term benefits for the resort.

Considering these factors will help Madonna's Resort make an informed decision and choose a reservation system that meets its specific needs, aligns with its goals, and provides an exceptional guest experience.

6.10.8. Performance Metrics for Procurement Activities

To evaluate and improve the procurement process for Madonna's Resort's reservation website, it's important to consider specific performance metrics. These metrics help measure how well the procurement activities are working and can be improved. Here are some easy-to-understand performance metrics for procuring the reservation website:

- **Cost Efficiency:** Compare the actual costs with the budget allocated for the website project to assess cost-effectiveness.
- **Time-to-Market:** Track the time taken from the start of procurement to the launch of the website to evaluate efficiency in meeting project timelines.
- **Vendor Evaluation:** Assess potential vendors based on their experience, expertise, track record, and ability to deliver required functionalities.
- **Functionality Alignment:** Evaluate how well the selected website meets the resort's functional requirements, including online booking, availability management, pricing options, and guest communication.
- **User Experience:** Measure the ease of use, intuitive interface, and smooth navigation of the reservation website to ensure a seamless and enjoyable experience for guests and staff.
- **Integration Capability:** Evaluate how well the website integrates with other relevant systems used by the resort, such as property management and payment gateways.
- **Security and Privacy:** Assess the implemented security measures to protect guest data and ensure compliance with data protection regulations.
- **Support and Maintenance:** Evaluate the vendor's level of support, responsiveness, and provision of updates or upgrades for the website.
- **User Adoption and Satisfaction:** Gather feedback from resort staff and guests to assess satisfaction with the website and identify areas for improvement.
- **Return on Investment (ROI):** Measure the financial impact and benefits derived from the website procurement, such as increased bookings, guest satisfaction, and operational efficiencies.

By monitoring and analyzing these performance metrics, Madonna's Resort can enhance the

procurement process for the reservation website, leading to a user-friendly platform that improves guest experience and contributes to the resort's success.

6.11. Implementation Plan

6.11.1. Executive Summary

A transition out plan has been developed to make the system's smooth transfer to its new owners during the project closeout phase as the Madonna's web project nears completion. The contract history, the current system status, and the intended handover to the new owners are all covered in this plan, which provides an overview of the transition process.

Our company and the client worked together to improve their online and reservation operations with the Madonna's web system. The system has been used effectively over the past year, achieving the project's goals. The client is now taking ownership of the system, as stipulated in the contract agreement.

After undergoing extensive testing, validation, and user training, the system is now stable and fully operational. Our goal is to provide the client with all the documentation and support they need to effectively manage and maintain the system as we move forward with the transition.

All project deliverables, including source code, user manuals, and technical documentation, will be provided to the new owners to ensure that they have a thorough understanding of the system. In addition, we will provide the new owners with the necessary expertise through knowledge transfer sessions that cover system operations, maintenance, and troubleshooting.

A detailed timeline is included in the transition out plan, with an emphasis on a smooth and successful handover to the new contractor. User training and the go-live event, which is scheduled for the end of July in 2023, are included in the plan's execution phase. The subsequent closeout phase includes several essential steps, such as documenting lessons learned, updating files and records, obtaining formal acceptance, archiving documents, and holding a meeting to conclude the project. The project closeout meeting is scheduled for the end of the month, and these activities will be carried out throughout the month of July. The Transition Project Manager, Developer Head, Quality Assurance Head, and Project Team Members will collaborate closely throughout the transition process to ensure a smooth handover and minimize disruptions to project operations. The project team strives to maintain the quality of project deliverables while adhering to this transition plan and timeline to ensure a successful and smooth handover to the new contractor.

In conclusion, the purpose of the transition out plan is to enable the project team to successfully complete the project while also ensuring that the client receives a system that is both fully functional and long-lasting.

6.11.2. Transition Approach

Overall Approach:

The approach for the Transition Out plan for Madonna's web 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:

1. **Communication Plan:** Ensure that all stakeholders are aware of the transition plan, timelines, and expectations for the transition.
2. **Transition Planning:** Developed in coordination with Madonna's Staff, and it will include a detailed timeline of all activities that need to be completed during the transition.
3. **Knowledge Transfer:** Occur through various means, such as documentation, instruction manuals, as-built documents, and formal training classes, to ensure that the Madonna's staff has the necessary skills and knowledge to support the system.
4. **Staffing:** During transition, the project team will scale down their staff to a minimum level required to support the knowledge transfer and transition activities.

Timeline:

The transition out plan for this project involves a comprehensive schedule of activities that are necessary to successfully transition from the incumbent contractor to the Madonna's staff. The transition plan is broken down into two main phases, execution, and closeout.

The execution phase includes user training and mock testing are scheduled from July 26th to 10th of August. The closeout phase involves document lessons learned, updating files/records, gaining formal acceptance, archive files/documents, and project closeout meeting.

These activities will be conducted from 15th of August to 1st of September. The timeline provides a detailed schedule for each activity to ensure timely completion of all transition activities. The success of the transition plan will depend on the careful planning and execution of each activity as outlined in the timeline.

Assumptions:

The following assumptions will be made for the transition approach:

- Madonna's staff will be available onsite or via online meeting to participate in the transition and receive knowledge transfer.
- The project team will provide all necessary equipment for Madonna's staff to support the system.
- The project team will provide all necessary documentation, training, and instruction manuals to Madonna's staff to facilitate knowledge transfer.
- Madonna's staff will have the necessary skills and knowledge to support the system after the completion of the transition.

6.11.3. Transition Team Organization

Roles and Responsibilities:

1. **Manager of the Transition Project (TPM):** The TPM is in charge of ensuring that the transition goes off without a hitch. They will supervise the transition team, coordinate with the customer, ensure that the transition plan is followed, and ensure that transition activities are completed on time.
2. **Developer Head and Team Lead (TL):** The developers and TL have the necessary technical knowledge for the project. They will work closely with the project team to understand the system and come up with a plan for the transition. By working together with the new contractor, they will also make the transfer of knowledge and expertise as seamless as possible.
3. **Lead for Quality Assurance (QA):** The QA Lead is liable for guaranteeing that all expectations satisfy the quality guidelines illustrated in the change plan. They will collaborate closely with the TPM to establish quality metrics and guarantee the high quality of all transition activities.
4. **Members of the Project Team:** Members of the project team help by sharing their system expertise. During the transition, they will work closely with the TPM, developers, SMEs, and Madonna's staff to ensure a smooth transfer of knowledge and expertise.

Role	Responsibilities
------	------------------

Transition Project Manager	Overall responsible for the success of the transition. Manage the transition team, ensure timely completion of transition activities, coordinate with the customer, and ensure compliance with the transition plan.
Developers/Technical Lead	Responsible for providing technical expertise on the project. Work closely with the project team to understand the system and develop a plan for the transition. Coordinate with the new contractor to ensure a smooth transition of technical knowledge and expertise.
Quality Assurance Lead	Responsible for ensuring that all deliverables meet the quality standards set forth in the transition plan. Work closely with the TPM to develop quality metrics and ensure that all transition activities are completed to a high standard.
Project Team Members	Responsible for providing support with knowledge and expertise on the system. Work closely with the TPM, developers, SME, and CREST team members to ensure a smooth transition of knowledge and expertise.

Table 6.11—I: Roles and Responsibilities

6.11.4. Workforce Transition

The overall transition out plan for Madonna's web project relies heavily on the workforce transition. To ensure a smooth and effective transition, the workforce plan must be carefully determined and communicated.

The Transition Project Manager will work closely with both the customer and the incoming contractors as part of the transition team to determine the most effective strategy for the workforce

transition. Retaining current employees, facilitating their transfer to the new contractor, or hiring new employees are all possible approaches.

Throughout this process, it is essential to communicate clearly and effectively so that the workforce is informed of any changes promptly and with respect. The Transition Project Manager will collaborate closely with HR and management to ensure that every employee receives the necessary support during the transition and is well-informed about their options.

Moreover, fitting preparation or retraining projects will be executed to guarantee that the labor force is completely prepared to keep up with the conveyance of great administrations during and after the change period. To guarantee that the project will be finished on time and within budget, the workforce transition plan will be evaluated on a regular basis.

6.11.5. Workforce Execution During Transition

Workforce Activities During the Transition There are a few important work activities that need to be done during the transition period of Madonna's web project:

1. **User Education:** During this phase, training materials to teach users about the website are created and distributed. It is anticipated that the training sessions will last one week and will include both classroom and hands-on instruction.
2. **Mock Exams:** The new system will be launched during this phase for the team and staff to test thoroughly. Before making the system available to users, it aims to ensure that every function functions properly.
3. **Documentation of the Learned Lessons:** The important lessons learned throughout the project will be documented during this phase. This requires determining both areas in which the team performed admirably and those in which there are opportunities for improvement. The resulting document will be a useful tool for future projects and best practices adoption.
4. **Changing Records and Files:** During this phase, you are responsible for updating all relevant records and files to reflect the completion of the project. It might entail preserving documents or incorporating new information into agreements and contracts.
5. **Acceptance in Writing:** The customer's formal acceptance of the transition will be obtained during this phase, confirming its successful completion. The team will check to see that the customer is happy with the new system and that all deliverables have been met.

6. Document and File Archiving: All project-related files and documents, including contracts, agreements, project plans, and other relevant materials, are archived during this phase.
7. Meeting to close the project: A meeting to conclude the project with all stakeholders is the culmination of the transition's final phase. This meeting is a chance to talk about the project in detail, pointing out the good points and the bad, and fixing any problems that still exist.

6.11.6. Subcontracts

There are no existing contracts or subcontract agreements related to this project. Therefore, no transition of contracts or related agreements is required.

6.11.7. Property Transition

6.11.7.1. Government Furnished Equipment (GFE)

Since there is no involvement of Government Furnished Equipment (GFE) in the Madonna's Web project, this section of the transition plan is not applicable.

6.11.7.2. Incumbent Owned Equipment

It is important to clearly identify the equipment that is owned by the incumbent and will remain with them. If there is any equipment that is needed to support the customer's applications and services, the plan should state whether the new contractor or customer has the option to purchase or use it. The plan should also include a timeline for the transfer of ownership and any necessary documentation, such as bills of sale or transfer of ownership agreements.

In the case of the Madonna's Web project, if Madonna's Garden Resort and Event Place can provide the necessary equipment upon transition, there may not be a need for the project team to transition the equipment to them. However, it is still important to clearly identify which equipment is incumbent-owned and which will be provided by Madonna's Garden Resort and Events Place to ensure a smooth transition and avoid any potential conflicts or misunderstandings. The project team should work closely with Madonna's Resort and Events Place to ensure that all necessary equipment is available and properly transferred.

6.11.7.3. Intellectual Property

Property Transition Intellectual Property (IP) It is essential to address the management of intellectual property (IP) during the transition process of the Madonna's web project to facilitate the seamless transfer of all pertinent documentation, information about suppliers and subcontractors, service agreements, and original designs or plans. Implementing non-disclosure agreements (NDAs) between the current contractor and the customer is one legal

consideration that must be considered when handling intellectual property correctly. To guarantee proper intellectual property management throughout the transition, the following actions will be taken:

1. Finding the Right Intellectual Property:

- All project-related intellectual property, including design documents, patents, trademarks, copyrights, software code, proprietary data, and trade secrets, will be identified.

2. Assessment of Legally binding Arrangements:

- During the transition, compliance with existing contractual agreements regarding intellectual property ownership and transfer will be checked and evaluated.

3. New Contracts in Negotiation:

- The current contractor, the new contractor, and the customer will negotiate new agreements to clarify ownership and ensure the proper transfer of all intellectual property in the event of inconsistencies or gaps in the existing agreements.

4. Intellectual Property Security:

- To safeguard all intellectual property throughout the transition period, stringent measures like non-disclosure agreements (NDAs) and other legal safeguards will be put into place.

5. Intellectual Property Transfer:

- Depending on the terms of the contracts in place, after the transition process is finished, the relevant intellectual property will either be given to the new contractor, the customer, or kept by the current contractor. If you follow these steps, you can rest assured that Madonna's web project's intellectual property will be transferred without a hitch and in safety.

6.11.7.4. User Accounts and Passwords

In the progress plan for Madonna's Internet project, it is imperative to address the exchange of client records and passwords. This aspect of the property transition is outlined in the steps and considerations that follow:

1. User Accounts in Stock:
 - Create an extensive inventory that includes all internal and external user accounts, including those of system administrators, third-party vendors, and end users. Determine which accounts are no longer required by the system or are inactive.
2. Keeping Your Passwords Safe:
 - During the transition, reset or disable all user passwords to preserve security. Inform users to switch their passwords to a temporary one that was given to them prior to the change. The new contractor or system owner should then require all users to create new, secure passwords.
3. Table of User Accounts:
 - Include a table in the transition plan that details the user accounts that will be disabled or transitioned. The username, the associated email address, the corresponding privileges, or access rights, and whether the account will be transitioned or disabled should be listed in the table. For the account transition process, provide any specific instructions.

In conclusion, a crucial component of Madonna's Web project's property transition plan is the transition of user accounts and passwords. A smooth and secure transition can be achieved by carrying out a comprehensive account inventory, implementing password security measures, and providing a user account table.

6.11.8. Knowledge Transfer

Documentation/Manuals:

- The project team and Madonna's owner will provide documentation and manuals to Madonna's staff.
- The documentation will include a project overview, system architecture, functional requirements, technical specifications, and other relevant documentation to help Madonna's staff understand the system and its workings.
- The manuals will provide step-by-step instructions on performing specific tasks related to the system.

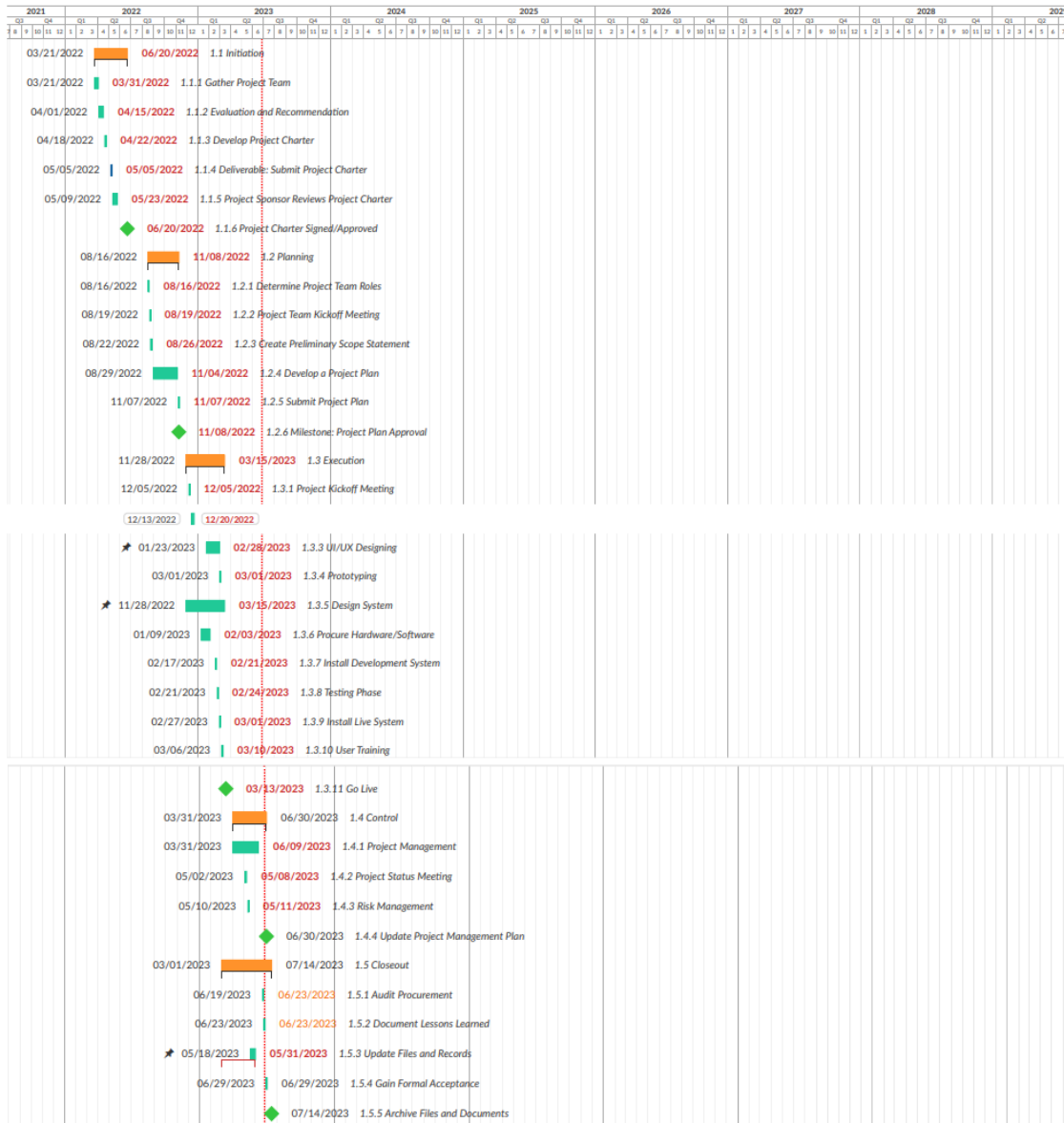
Training:

- Madonna's staff will receive one-on-one training from the project team and Madonna's owner to ensure a comprehensive understanding of the system and its processes.
- Madonna's staff will also have access to online training materials and resources to further enhance their knowledge and skills related to the system.

- The project team will be responsible for cascading the information to Madonna's staff, adapting to the fast-paced environment instead of scheduled classes.

To ensure a successful knowledge transfer, regular check-ins and meetings will be scheduled between the project team, Madonna's owner, and Madonna's staff. This will facilitate a smooth transfer of knowledge and address any questions or issues in a timely manner. Any updates or changes to the system will be documented and shared with the Madonna's staff to ensure they have access to the most up-to-date information.

6.11.9. Schedule



6.11.10. Handover and Acceptance

Initiating the handover and acceptance process will follow the completion of the transition plan, encompassing all necessary documentation and deliverables. Subsequently, the project team will arrange a formal meeting with the project sponsor and relevant stakeholders to conduct a thorough review of the transition plan and ensure the fulfillment of all requirements.

During the handover meeting, the project team will present the finalized transition plan, along with all the requisite documentation and deliverables, to the project sponsor and other pertinent stakeholders. These materials will be carefully examined, and any unresolved issues or concerns will be discussed in detail.

Upon resolving all outstanding matters, the project sponsor and stakeholders will endorse the formal acceptance document, serving as tangible evidence of the successful completion of the handover. The acceptance document will include a comprehensive checklist of all essential deliverables and documentation, accompanied by the signatures of all stakeholders who have duly reviewed and approved the materials.

Additionally, the handover and acceptance section will outline the procedure for addressing any remaining issues or concerns that may arise after the handover. This may involve following a formal dispute resolution process or implementing corrective actions to rectify identified deficiencies.

Overall, the handover and acceptance section within the contract transition out plan will provide a transparent and detailed roadmap for executing the handover process and ensuring the satisfaction of all stakeholders with the outcomes.

7. Sponsor Acceptance

This project acceptance document establishes formal acceptance of all the deliverables for the Madonna’s Web project. Madonna’s Web project has met all the acceptance criteria as defined in the requirements document and project scope statement.

Sponsor Acceptance

Approved by the Project Sponsor:

Micheal James Gnilo
Date: July 2023
Project Sponsor, Madonna’s Garden Resort and Events Place

8. List of Tables

- Table 1—1: High-level Company Information
- Table 3.5—1: Summary Milestone Schedule
- Table 6.1—1: Stakeholder Register/Profile

Table 6.1—2: Stakeholder Analysis
Table 6.5—1: Staffing Management Roles and Responsibilities
Table 6.5—2: Staffing Management
Table 6.6—1: Change Control Board
Table 6.6—2: Change Request Roles and Responsibilities
Table 6.6—3: Change Request Process
Table 6.6—4: Change Request Status Description
Table 6.7—1: Communication Management Roles and Responsibilities
Table 6.7—2: Project Team Directory
Table 6.7—3: Communication Matrix
Table 6.7—4: Glossary of Communication Management Terminologies
Table 6.8—1: Quality Management Roles and Responsibilities
Table 6.9—1: Risk Management Matrix
Table 6.9—2: Risk Register Table

6.11—1: Roles and Responsibilities

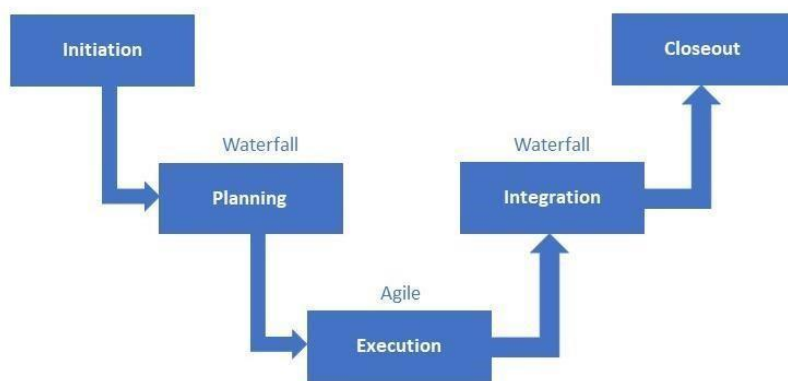
9. List of Figures

Figure 2.4—1: Estimated Costs
Figure 2.4—2: Cost Benefit Analysis
Figure 3.6—1: Budget Summary
Figure 6.1—1: Stakeholder Analysis
Figure 6.3—1: Summary of Budget
Figure 6.3—2: Summary of Labor Cost Distribution
Figure 6.3—3: Summary of Cost Schedule
Figure 6.5—1: Project Organizational Chart
Figure 6.6—1: Change Control Process (High Level)
Figure 6.7—1: Communication Flowchart
Figure 6.11—1: Transition Out Plan Schedule

10. Appendices

10.1. Project Cost and Benefit Analysis

10.2. Project Methodology



10.3. System Requirements Specifications

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10.3.1. System Requirements for Development

SOFTWARE	SPECIFICATIONS
Operating System	Windows 7 or later (32/64 bit)
Visual Studio code	Version: 1.37.1
Browser	Chrome (Windows version: 80.0.3987.87, macOS version: 80.0.3987.87, Linux version: 80.0.3987.87, Android version: 80.0.3987.87, iOS version: 80.0.3987.88)
	Firefox (Standard Desktop version: 72.0.2, Extended Support version: 68.4.2, iOS Mobile version: 22.0, Android Mobile version: 68.4.2)
	Safari (macOS Laptops and Desktops version:13.0, iOS iPhone, iPad and iPod version: 13.0)
	Internet Explorer (Windows 10* version: 11.0, Windows version: 8.1, Windows RT version: 8.1, Windows version: 8, Windows RT version: 10.0, Windows 7 version: 11.0, Windows Vista version: 9.0, Windows XP version: 8.0)
XAMPP	Version: 7.4.1
Laravel	Version: 5.8
Github	Version 2.3.1

10.3.2. System Requirements for Deployment

SOFTWARE	SPECIFICATIONS
Operating System	Windows 7 or later (32/64 bit)
Browser	Chrome (Windows version: 80.0.3987.87, macOS version: 80.0.3987.87, Linux version: 80.0.3987.87, Android version: 80.0.3987.87, iOS version: 80.0.3987.88)
	Firefox (Standard Desktop version: 72.0.2, Extended Support version: 68.4.2, iOS Mobile version: 22.0, Android Mobile version: 68.4.2)
	Safari (macOS Laptops and Desktops version:13.0, iOS iPhone, iPad and iPod version: 13.0)
	Internet Explorer (Windows 10* version: 11.0, Windows version: 8.1, Windows RT version: 8.1, Windows version: 8, Windows RT version: 10.0, Windows 7 version: 11.0, Windows Vista version: 9.0, Windows XP version: 8.0)

10.4. Development Tools Specification

10.4.1. Development Tools Specification

Hardware	Specifications
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Processor	Dual Core @ 2.4GHz (Intel i5 or i7 or AMD Ryzen 5 or 7) 64-bit
RAM	At least 8GB
Internet access	Wi-Fi or LAN
Internet connection	At least 25 Mbps
Internet connection	At least 4G/LTE
Free disk space	At least 1GB

10.4.2. Deployment Tools Specifications

Hardware	Specifications
Processor	Dual Core @ 2.4GHz (Intel i5 or i7 or AMD Ryzen 5 or 7) 64-bit
RAM	At least 8GB
Internet access	Wi-Fi or LAN
Internet connection	At least 25 Mbps
Internet connection	At least 4G/LTE
Free disk space	At least 1GB

10.5. WBS Dictionary

Level	WBS Code	Element Name	Definition	Estimated Duration
1	1	Madonna's Web	The name of the project which contains all the task necessary to build a Reservation Management Website	-
2	1.1	Initiation	The work to initiate the project.	55 days

3	1.1.1	Gather Project Team	The creation of the Team that will be working on the project	11 Days
3	1.1.2	Evaluation & Recommendations	The group will be conducting research regarding the client to provide feedback and possible solutions	5 days
3	1.1.3	Develop Project Charter	Project Manager will lead in developing the project charter.	35 days
3	1.1.4	Deliverable: Submit Project Charter	Project Charter is delivered to the Project Sponsor for approval.	1 day
3	1.1.5	Project Sponsor Reviews Project Charter	Project sponsor reviews the Project Charter and provides adequate feedback.	2 days
3	1.1.6	Milestone: Project Charter Signed/Approved	The Project Sponsor signs the Project Charter. After signing the Project Manager can now move forward with the Planning Phase	1 day
2	1.2	Planning	The work for the planning process for the project.	15 days
3	1.2.1	Determine Project Roles	The Project Manager and the Entire team will decide on their roles based on their skills and capabilities.	1 day
3	1.2.2	Project Team Kickoff Meeting	The initial meeting for this phase is started. The Project Manager, Project Team, and Project Sponsor (Invited, but Optional) will talk about the planning of the system.	1 day
3	1.2.3	Create Preliminary Scope Statement	Project Manager creates a Preliminary Scope Statement. Which Identify the Scope of the Project	4 days

3	1.2.4	Develop Project Plan	With the guidance of the Project Manager, the Project Team will create a Project Plan.	7 days
3	1.2.5	Submit Project Plan	Project Manager submits the project plan for approval and any suggestions and recommendation for improvements.	1 days
3	1.2.6	Milestone: Project Plan Approval	The project plan is approved, and the Project Manager has permission to proceed to execute the project according to the project plan.	1 days
2	1.3	Execution	Work involved to execute the project.	160 days
3	1.3.1	Project Kickoff Meeting	The Project Manager will setup a meeting with the project Team, and Project Sponsor to formally start the Execution Stage.	1 days
3	1.3.2	Verify & Validate User Requirements	The planning documents will be reviewed by the Project Manager and Project Team, which can be used to check the requirements and may ask for clarification when needed.	9 days
3	1.3.3	UI/UX designing	The UI/UX Designer will do a Mockup of the UI of the project	10 days
3	1.3.4	Prototyping	The UI/UX Designer will create a prototype of the project. The UI/UX Designer will also do a limited Prototype Testing with the Project Sponsor and Project Stakeholder.	14 days

3	1.3.5	Design and Develop System	The Project Team will start on the technical resources design of the Madonna's Web system	74 days
3	1.3.6	Procure Hardware/Software	The Project Manager, together with the Project Team will try to acquire the needed software and hardware needed for the Development and Live System	7 days
3	1.3.7	Install Deployment System	The Team will start on preparing and installing of the deployment s of the deployment system which will be used for initial testing	7 days
3	1.3.8	Testing Phase	The Quality Assurance Lead will host a limited testing of the project.	25 days
3	1.3.9	Install Live System	After modification after testing, the project team will start preparing the deployment System for Live use.	9 days
3	1.3.10	User Training	The Quality Assurance Head will give All users, job aides to understand how the new system works.	3 days
3	1.3.7	Milestone: Go Live	System goes live with all users.	1 day
2	1.4	Control	The work involved for the control process of the project.	Throughout the project
3	1.4.1	Project Management	Overall project management for the project.	Throughout the project

3	1.4.2	Project Status Meetings	Weekly team status meetings.	Weekly, every Monday
3	1.4.3	Risk Management	Risk management efforts as defined in the Risk Management Plan.	Throughout the project
3	1.4.4	Milestone: Update Project Management Plan	Project Manager updates the Project Management Plan as the project progresses.	Throughout the project
2	1.5	Closeout	The work to close-out the project.	22 days
3	1.5.1	Document Lessons Learned	Project Manager along with the project team performs a post execution meeting and documents the lessons learned for the project.	7 days
3	1.5.2	Update Files/Records	All files and records are updated to reflect any changes in the Project.	5 days
3	1.5.4	Gain Formal Acceptance	The Project Sponsor formally accepts the project by signing the acceptance document included in the project plan.	1 day
3	1.5.4	Milestone: Archive Files/Documents	All project related files and documents are formally archived.	8 days
3	1.5.5	Project Close Out Meeting	Project Manager conducts a formal close out meeting with the project team, project stakeholders and project sponsor.	1 day

10.6 Detailed Schedule

1.1 Initiation	New	03/21/2022	06/20/2022
1.2 Planning	New	08/16/2022	11/08/2022
1.1.1 Gather Project Team	New	03/21/2022	03/31/2022
1.1.2 Evaluation and Recommendation	New	04/01/2022	04/15/2022
1.1.3 Develop Project Charter	New	04/18/2022	04/22/2022
1.1.4 Deliverable: Submit Project Charter	New	05/05/2022	05/05/2022
1.1.5 Project Sponsor Reviews Project Charter	New	05/09/2022	05/23/2022
1.1.6 Project Charter Signed/Approved	New	06/20/2022	06/20/2022
1.2.1 Determine Project Team Roles	New	08/16/2022	08/16/2022
1.2.2 Project Team Kickoff Meeting	New	08/19/2022	08/19/2022
1.2.3 Create Preliminary Scope Statement	New	08/22/2022	08/26/2022
1.2.4 Develop a Project Plan	New	08/29/2022	11/04/2022
1.2.5 Submit Project Plan	New	11/07/2022	11/07/2022
1.2.6 Milestone: Project Plan Approval	New	11/08/2022	11/08/2022
1.3 Execution	New	11/28/2022	03/15/2023
1.3.1 Project Kickoff Meeting	New	12/05/2022	12/05/2022
1.3.2 Verify and Validate User Requirements	New	12/13/2022	12/20/2022
1.3.3 UI/UX Designing	New	01/23/2023	02/28/2023
1.3.4 Prototyping	New	03/01/2023	03/01/2023
1.3.5 Design System	New	11/28/2022	03/15/2023
1.3.6 Procure Hardware/Software	New	01/09/2023	02/03/2023
1.3.7 Install Development System	New	02/17/2023	02/21/2023
1.3.8 Testing Phase	New	02/21/2023	02/24/2023
1.3.9 Install Live System	New	02/27/2023	03/01/2023
1.3.10 User Training	New	03/06/2023	03/10/2023
1.3.11 Go Live	In progress	03/13/2023	03/13/2023
1.4 Control	In progress	03/31/2023	06/30/2023
1.4.1 Project Management	New	03/31/2023	06/09/2023
1.4.2 Project Status Meeting	New	05/02/2023	05/08/2023
1.4.3 Risk Management	New	05/10/2023	05/11/2023
1.4.4 Update Project Management Plan	In progress	06/30/2023	06/30/2023
1.5 Closeout	In progress	03/01/2023	07/14/2023
1.5.1 Audit Procurement	Scheduled	06/19/2023	06/23/2023
1.5.2 Document Lessons Learned	Scheduled	06/23/2023	06/23/2023
1.5.3 Update Files and Records	Scheduled	05/18/2023	05/31/2023
1.5.4 Gain Formal Acceptance	To be scheduled	06/29/2023	06/29/2023
1.5.5 Archive Files and Documents	To be scheduled	07/14/2023	07/14/2023

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Pwede na toh sa OPen Project may cexport lang tayo

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10.7 Detailed Cost Estimates

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Madonna’s Reservation Website				
Budget: PHP 2,535,361		Project Durations: 12 months		
Project Cost Management				
Workforce Cost Estimate				
Roles	Average Salary (Monthly)	Total Salary	Headcount	Total Cost (12 Months)
Junior Developer	PHP 29,375	PHP 352,500	2	PHP 705,000
Junior UI/UX Developer	PHP 28,784	PHP 345,408	1	PHP 345,408
Junior QA Tester	PHP 27,971	PHP 335,652	1	PHP 335,652
		Maintenance		
Maintenance (After project closure)	PHP 2,001	PHP 24,001		PHP 24,001
		Contingency Cost		
Estimated Contingency Cost	PHP 4,186			PHP 50,240
Estimated Project Cost	PHP 56,500			PHP 678,001
		Indirect Cost		
Utilities	PHP 24,350			PHP 292,000
Internet Subscriptions	PHP 1,000			PHP 12,000