PROJECT MANAGEMENT PLAN

Fleeky Hub

FLEEKY CURTAINS
MABINI STREET, BIÑAN CITY,
LAGUNA, 4024
MAY 7, 2023

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Fleeky hub

1. Company Profile

Fleeky Hub is a Local online retailer of curtains and draperies. By offering a wide selection of curtain colors, materials, and styles at an affordable price, we aim to provide our clients with an easy and simple purchasing experience. The project proposed will be simple to use and offer each consumer a stress-free buying experience.

Fleeky Hub business strategy is based on an online shopping platform such as Shopee, which has seen drastic growth in recent years due to most of businesses transitioning to an online platform as well as the demand for online purchasing. Online shopping has seen a significant trend due to the COVID-19 pandemic. Utilizing this upward trend, Fleeky Hub gives clients the ability of purchasing their curtains from the convenience of the clients' respective homes. Our web shop is available 24/7, allowing customers to shop at their convenience.

2. Business Case

2.1. Problem Definition

2.1.1. Problem Statement

With family members often occupied with their own commitments at work, school, or home, managing a business can become challenging in terms of time management. Running a business requires considerable time and effort, including tasks such as marketing, operations, finance, and customer management. However, when family members have their own individual responsibilities and schedules to attend to, it can be challenging to allocate sufficient time to the business. Competing priorities and busy schedules may result in limited availability to focus on the business and its various aspects.

Having a limited number of employees means they are bound to achieve less activities:

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1. Delayed response to customer inquiries that frequently asks on the following:

a. Availability (how many products are on-hand)
b. Actual photos of the product.
c. The size and fabric.

2. Staffs/employees has difficulties in knowing the following:
    a. If there is any new or ongoing confirmed order.
    b. Status update of the ongoing order.
    c. The details of the orders.

3. Seldomly encodes information as it takes too long to manually record on thefollowing:
    a. Sales and expenses
    b. Customer information
    c. Customer order
    d. The availability of raw materials inside the inventory

4. Inconsistent recording of sales and transactions of customers, alongside with itsorder details and customer information, that leads to:
    a. Inaccurate reading of business profit and loss
    b. Unreliable reports

2.1.2. Organizational Impact

The staff of Fleeky Curtains will still have its organization structure as is. The project will aid the workload of the staff in completing their tasks. Moreover, the completion of the website and hosted online will divert the customers of Fleeky Curtain as they may also order at the created website. The adjustment that will occur when this project is presented to Fleeky Curtains is the added responsibility for the admin, packager, and sewer to manage the task updated on the website.

2.1.3. Technology Migration

Since the proposed project is brings significant changes to the overall operation and process of Fleeky Curtains, the data and information migration will happen manually when it comes to the inventory and account management for the preliminary stages of usage of the project, Fleeky Hub. The new technology implemented for Fleeky Curtains will eliminate the need for their legacy technology through automation that addresses one of the main outstanding technical requirements of the client.

2.2. Project Overview

2.2.1. Project Description

The project will be an e-commerce platform specifically designed for Fleeky Curtains' needs to cater to their clients efficiently. The website itself will be a User-friendly interface in where the customers of Fleeky curtains would be able to purchase their products in the comforts of their own homes. The proposed project would address the problem of Fleeky Curtains in the order management side of the business, the project will improve the order processing side by creating a customer information database, andthe customer would be prompt to create their own account while using the website.

2.2.2. Goals and Objectives

Goals	Objectives
Generate higher yield or profit for the client's business (Fleeky Curtains)	Automate or digitize the encoding process of the staff of Fleeky Curtains
Reach other markets and cater to more demographics	Create a website that enables customers to browse, select, and make purchase products offered by Fleeky Curtains
Plan	
Establish the website and its payment gateway active and be hosted in a domain so that the business will be open to other market and broaden their targeted demographic alongside with the help of the staff of Fleeky Curtains	

2.2.3. Project Performance

1. Resource utilization of the business: Currently they are allocating 50% of their sales per month on the utilization in acquiring the raw materials for the next batch. If the profit from the sales increases at least 5%, this will greatly improve the reallocation of their respective resources for material acquisition and necessary items.

2. Process Efficiency: This indicates the movement of the staff and the regular completion of tasks given to the staff. If they acquire less than the average completion time from the point where the customer confirms his/her order up untilthe last task the staff to do. Moreover, if they can increase further the number of orders per day.

2.2.4. Project Assumptions

In creating a website for Fleeky Curtains, targeting the customers and theirmarket should be considered on the following assumptions:

1. Consumers will be interested in buying curtains online and will trustthe website to deliver high-quality items and customer service.

    a. There is a substantial market demand for curtains and windowcoverings to meet the website's business strategy and revenuetargets.

b. When compared to other online and physical merchants, the websitewill be able to provide comparable prices.

c. The website will have access to a trustworthy and cost-effectivesupply chain for obtaining curtains from manufacturers and suppliers.

d. The website will be able to recruit and keep a strong team of webdevelopers, designers, and marketing specialists to establish and operate the website.

2.2.5. Project Constraints

The constraints and limitations with the proposed project have been established since the preliminary stages of its development, and one main constraints throughout the project is within the matter of financial support, as the client is only willing to spend little to no money at all when it comes to the development of the proposed project.

1. Stakeholder constraints: Fleeky Curtains may encounter limits imposed by stakeholders such as consumers, partners, or investors. These stakeholders can have certain demands or expectations that must be fulfilled in order to guarantee the project's success.

2. Organizational constraints: Fleeky Curtains may have constraints when it comes to its organizational structure or culture that could have an impact to the expected success of the project. For example, communication issues or conflicting prioritiescould impact the ability to complete the project on time and within budget.

3. Financial constraints: Fleeky Curtains may have a restricted budget for the project,which may limit the resources available for development and marketing.

4. Resource constraints: Fleeky Curtains may have limited employees, equipment, or resources available for the project, which may impair the project's quality or scope.

5. Regulatory constraints: Fleeky Curtains may be required to follow rules and standards that affect the design, development, and marketing of its products andservices.

6. Technical limits: Fleeky Curtains may suffer technological constraints such as restricted access to certain technologies or limitations in the available resources,hardware or software.

2.2.6. Major Project Milestones

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

Summary Milestone Schedule – List key project milestones relative to project start.	
Project Milestone	**Target Date**
• Project Start	04/06/2022
• Complete Solution Design	06/21/2022
• Complete Diagram Designing	11/11/2022
• Solution Simulation	01/24/2023
• Complete Solution Simulation and Testing	02/10/2023
• Deploy Solution	02/24/2023
• Project Complete	02/27/2023

2.3. Strategic Alignment

Fleeky Curtains also considers how the developers will craft the project. The business owner acknowledges their role as developers and adjusts accordingly based on the skills andcapabilities. With their expectations set by the business, the developers are aware on what they are looking for and align the output based on the suggestion given by Fleeky Curtains as they know more better on how the market plays and the psychology of consumerism and its behavior. If any suggestions are raised by the developers, the business owner will respond and provide any further information that will suffice in aligning to the objective of the project.

2.4. Cost and Benefit Analysis

The proposed project is expected to provide a greater yield for the client as the planned web e-commerce application is made to invite new and potential customers since the client's business, Fleeky Curtains, is now more accessible and discoverable to the market and masses.

	Without Fleeky Hub Project	With Fleeky Hub Project	Gains
Monthly Sales	~50k Philippine Peso	>50k Philippine Peso	>2-5% Net Sale
Order Preparation	~5 minutes	<5 minutes	Reduction of task
Customer Inquiries	~20 minutes	<20 minutes	Opportunity to complete another task
Development Costs	None	500 Philippine Peso	Efficiency
Total Profit (month)	~50k Philippine Peso	>50k Philippine Peso	New market space and broad targeted audience

ALTERNATIVES ANALYSIS

Throughout the duration of the project development, the team has considered other alternatives in addressing the client's business problems and requirements. The table below shows the following alternatives that the team considered:

Alternative Projects	Summary of Alternative	Reasons for not selecting
• Program or Application	The alternative is supposed to solely aid the client in their operations but does not touch the customer-side of the client.	Though it is feasible, it was not viable as the idea was so centered towards the client operations only. It won't help the client garner more customers which is significant in providing a solution for the client

3. Project Charter

The existing system may be improved by implementing contemporary technology, moving to a better design, and allowing administrators to quickly monitor operations, inventory, and activity. Fleeky Hub will also help employees complete their responsibilities more quickly by tracking departing orders, understanding what has to be packed, what needs to be prepared, what inventories are available, and encoding client information. The project plan will include: scope statement; schedule; cost estimate; budget; and provisions for scope, resource, schedule, communications, quality, risk, procurement, and stakeholder management as well as project control. All resources will be assigned by the Project Sponsor, Mitzi Garcia, Owner.

The purpose of the Payroll project is to improve the timeliness and aid the staff in completing the necessary task to finish. This also open the door for potential market and broad customer reach as the project's main objective is to provide a website for customers to browse, navigate, and purchase Fleeky Curtains and an administrative side to help family members manage their business activities efficiently. Specific objectives include reducing 50% of staff's time in handling product inquiries, posting supplementary and detailed information, providing an order management page, digitizing customer orders, information, sales, expenses, and generating sales performance reports. Success will be determined by the Project Sponsor once the website is implemented and has been completed that meets the objectives with no discrepancies.

The Project Manager, Pallas Dale Fontiveros, is hereby authorized to interface with management as required, negotiate for resources, delegate responsibilities within the framework of the project, and to communicate with all contractors and management, as required, to ensure successful and timely completion of the project. The Project Manager is responsible for developing the project plan, monitoring the schedule, cost, and scope of the project during implementation, and maintaining control over the project by measuring performance and taking corrective action.

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

Summary Milestone Schedule – List key project milestones relative to project start.	
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1. Deploy Solution	02/24/2023
1. Project Complete	02/27/2023

The following table contains a summary budget based on the planned cost components and estimated costs required for successful completion of the project. However, since the project is only done at in-house development and hosting the site online will be pushed for future development, this is the summary budget estimated for the deployment.

Summary Budget – List component project costs	
Project Component	**Component Cost**
1. Personnel Resources	₱2,000
1. Hosting	₱250
Total (Monthly Basis)	**₱2,500**

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 Fleeky Hub project, our technical approach is based on a thorough analysis of the project requirements and constraints. Our team will follow a structured and agile product development methodology 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, we will engage in continuous communication with the client to ensure that the project is on track and meets their needs. We will also prioritize user experience and design to ensure that the product is intuitive and user-friendly.

5.2. Technical Architecture

Fleeky Hub will be used as a website for Fleeky Curtains' staff and customers that focuses only on its needs. In SPOTLIGHT's future productions, the website will have new sets of features that can solve the issues regarding organizing and managing their business. Through Fleeky Hub and with the help of the clients feedback it will further and hopefully enhance the feature's software. For now, SPOTLIGHT focuses only on customer's handling management, customer's profile data and inventory checking by using Python, Database, MySQL, Access, Excel, and other software that can further provide a better enhancement for the project. The website will provide a functional product catalogue that can take customer orders, while the employee's side will show a queue list of the orders, a descriptive data visualization, management tool for list of orders and sales, accounting, and processing updates. The database will be created using MySQL and Azure will be used for cloud services.

In the future, Spotlight will provide a feature that can be managed using a smartphone to check the inventory and update the status of the business about changes on the quantity/count of the products or the ordering queue list. This also provides portability for the staff to check the updates, which will not need the traditional checking via pen-and-paper to make changes to the system.

A database will be used to populate the list with the customer information and the corresponding orders. Customer information will be recorded instantly once a customer has provided their details, together with its product order.

The technical architecture of the Fleeky Hub 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.

6. Project Management Plans

6.1. Stakeholders Strategy Management Plan

Introduction

Fleeky Hub is a small curtain company that provides clients with high-quality curtains. Fleeky Hub success is reliant not only on its capacity to produce high-quality draperies, but also on its capacity to manage its stakeholders. Stakeholder management is a vital component of any business, as it includes identifying, analyzing, and establishing relationships with stakeholders.

Stakeholders are people, organizations, and groups invested in a business' success. Customers, suppliers, employees, shareholders, and the local community may be included among Fleeky Hub stakeholders. Effective stakeholder management requires a comprehension of the needs and expectations of each stakeholder group and the development of strategies to meet those needs and expectations.

This stakeholder management strategy is intended to provide Fleeky Hub with a framework for effectively managing its stakeholders. This strategy will define the organization's main constituents, their interests, expectations, and how the organization will engage and communicate with them. By implementing this strategy, Fleeky Hub can foster positive relationships with its stakeholders, which will contribute to the company's long-term success.

Identify Stakeholders

The project team may use the Brainstorming methodology to uncover potential stakeholders that may not be identified right away. This could be done through creating a list of potential stakeholders and conducting group discussion and brainstorming within the project team. In the stakeholder identification process, the project team may ask the possible participants there may be when it comes to their relevance and significance to the business and project so the team will be able to have their approval and support that may help the project development succeed and be able to avoid hindrance or blockage to its progress.

When identifying the stakeholders, depending on their amount of influence, interest, and involvement in the project or organization, the stakeholders can be divided into several categories. For reference, key stakeholders for the project may be those directly impacted by the project or organization, such as clients or staff, whereas secondary stakeholders are those impacted indirectly, such as vendors or regulatory bodies. Other stakeholder groups can include internal stakeholders, external stakeholders, and key stakeholders, who tend to have a substantial influence on the organization's or project's success.

With identifying the stakeholders, for the project team to ensure that their interests and concerns are taken into consideration during the decision-making process and to increase support for the project or organization, stakeholders must be identified and engaged with. The chances of success can be increased, and trust can be gained while lowering resistance to change.

Key Stakeholders

The key stakeholders identified by the project team are those who have a significant impact on the success or failure of the project or initiative. The following are the sub-sets of stakeholders who may be identified as key stakeholders:

1. Customers - Since their satisfaction and loyalty are crucial to the success of the project or company, customers are frequently regarded as significant stakeholders. Organizations can improve their competitiveness and profitability by comprehending and satisfying the demands and expectations of their clients.
2. Employees – As employees oversee carrying out the strategies and plans that advance the business, they are essential to its success. Employee motivation and engagement can boost output, lower attrition, and enhance an organization's overall success.
3. Suppliers/partners - Suppliers and partners are frequently regarded as important stakeholders since they supply the products and services required for the business to run smoothly. Reliable supply chains and cost savings can be achieved by establishing strong ties with these stakeholders.

The basis behind determining which stakeholders are key stakeholders is based on the level of influence and impact they have on the project or organization. Organizations can build support for their initiatives and increase the likelihood of success by understanding and engaging with these stakeholders.

Stakeholder Analysis

- Customers: Fleeky Hub clients are its main stakeholders since they buy its drapes. Understanding their requirements and preferences is crucial to the success of a business. To retain and acquire new consumers, Fleeky Hub must prioritize delivering high-quality products and superior customer service.

- Workers: Key stakeholders in Fleeky Hub who make contributions to the company's success are the company's workers. They play a crucial role in both the production process and consumer interaction. Providing a safe and healthy workplace, equitable remuneration, and opportunities for professional growth and development will help retain employees and improve their performance.

- Suppliers: Fleeky Hub depends on its suppliers for the raw materials required to make its curtains. Maintaining positive relationships with suppliers, assuring on-time delivery of materials, and negotiating reasonable prices are essential to the business's success.

- Investors: Fleeky Hub investors have a financial interest in the company's success. Providing regular updates on the company's financial performance, communicating the company's growth plans and strategies, and ensuring transparency in financial reporting are essential for retaining investor confidence.

- Local community: Fleeky Hub operates within a local community and is responsible for being a responsible corporate citizen. Supporting local initiatives, providing employment opportunities, and contributing to the community's well-being can help the company develop positive relationships and enhance its reputation.

- Government: Fleeky Hub must adhere to local laws and regulations, and its operations must not harm the environment or society. Establishing positive relationships with government officials and engaging in ethical business practices can assist in avoiding legal and reputational risks.

6.2. Scope Management Plan

INTRODUCTION

Fleeky Hub scope management plan provides the best practices for using various functionalities of e-commerce websites, as well as the necessary tools to achieve clients' objectives. With the support of the team's mission and vision, the scope management plan is an asset for clients' businesses. Fleeky Hub team will provide a comprehensive scope plan that can be achieved repeatedly by both the team and the client.

Scope Definition: The scope of the Fleeky Hub will be defined through the following activities:

1. **Requirements gathering:** The team will meet with the client to identify the business needs and problems. A project timeline will be established to create a survey for the client, which will focus on the client's business process, specifically related to e-commerce websites. Additionally, the survey will include questions about the status of the client's employees' tasks and process.
2. **User stories:** After gathering the set of requirements, the team will provide a set of user stories for the end-users, defining the functionality of the client's e-commerce website (Fleeky Hub). The team will organize the user stories hierarchically based on their priority and execute them accordingly. The user stories will guide the development process for the developers.
3. **Scope statement:** The project scope statement will be based on the user stories created by the team, which will serve as the requirements for the project. The project manager will provide the team with deadlines for each iteration to ensure that the requirements are achieved within the given timeframe.
4. **Scope base:** The project scope baseline provides the team's scope statement and user stories as a feasible management plan. The team will provide daily and weekly updates on the project's progress, allowing for ongoing review of the scope statement to identify any necessary changes.

Scope Documentation: The scope of the Fleeky Hub e-commerce website will be documented in the following ways:

1. **Requirements Documentation:** The requirements for the e-commerce website will be documentation in a requirements specification document.

2. **Project management plan:** The project management plan will include the scope statement, the scope baseline, and any other relevant information about the scope of the project.

3. **Change log:** A change log will track the development and project plan, documenting any changes made to the project scope, including the description of the change, its impact on the project, and any required approvals.

Scope Control: The scope of the Fleeky Hub e-commerce website will be controlled through the following activities:

1. **Scope verification:** The project team will use agile testing and waterfall techniques to verify that the delivery of the project meets the requirements and align with the scope statement that can fully utilize the project implementation every iteration.
2. **Scope change control:** Any changes to the scope of the project will be managed through a formal change control process, which will include an assessment of the impact on the project schedule, budget, and quality.
3. **Scope change view:** A scope change review will be held for each iteration request to ensure that the changes is necessary, feasible and aligned with the project's mission, vision and the objectives of the Fleeky Hub/ Fleeky Curtains.

SCOPE MANAGEMENT APPROACH

1. Authority and responsibility for scope management will be held by the Project Manager, Pallas Fontiveros, who will work closely with the Project Sponsor, Ms. Mitzi Garcia, and other key stakeholders to define and manage the scope of the project.
2. To determine the scope of the project, a Scope Statement, Work Breakdown Structure (WBS), WBS Dictionary, and a comprehensive Statement of Work (SOW) will be developed. These documents will precisely specify the project's objectives, activities, and prerequisites, and will undergo evaluation and endorsement by the project sponsor and other involved parties prior to commencing the work.
3. The project's extent will be evaluated and confirmed using quality checklists, measurements of work performance, and regular monitoring of the project's advancement in relation to the original scope. If there are any discrepancies from the initial scope, they will be identified and dealt with using the scope change process.
4. The Fleeky Hub project's procedure for modifying its scope will entail the Project Manager submitting a request for scope change, which will then be approved by the project sponsor. It is crucial to thoroughly assess any alterations to the project's scope to ensure that they are consistent with the project's objectives and do not have a detrimental impact on the project schedule or budget.
5. The project manager will ensure that all project requirements are met and that the project sponsor and other important stakeholders approve and accept the final project deliverables. The project will be considered successfully completed only after all deliverables have been accepted and any remaining issues have been addressed.

ROLES AND RESPONSIBILITIES

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

1. **Project manager:** The project manages oversees outlining and documenting the project's scope, as well as regulating and approving any alterations to the scope.
2. **Project 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.
3. **Project team:** The project team is responsible for verifying the scope of the project, and for raising change requests if necessary.
4. **Stakeholders:** Stakeholders are responsible for providing input on the requirements and scope of the project, and for approving scope changes as needed.

SCOPE DEFINITION

The scope of this project includes the development of an e-commerce website called Fleeky Hub for Fleeky Curtains. The website will feature an order system for the client's customers, which includes creating an account, paying online or via cash on delivery. The website will have two main features: one for the client's customers and the other for the admin/owner side. The admin/owner side of the website will include analytics and inventory management of the products and serve as a queue list to identify all the pending products that have been ordered by customers through the Fleeky Hub website.

PROJECT SCOPE STATEMENT

The project scope statement for the Fleeky Hub e-commerce website project will detail the project's deliverable and the work necessary to create these deliverables. The criterion for the product is that the website is functional and can be used by the client's customers, as it is a working website to navigate and take orders.

Product Scope Description:

The Fleeky Hub e-commerce website is an online platform designed for Fleeky Curtains' customers to easily browse and purchase products through a user-friendly order system. Customers can pay online or through cash on delivery and view their order history and delivery status. The website also provides inventory management and sales reports for the admin/owner. Overall, the website streamlines Fleeky Curtains' business operations and provides a secure and convenient shopping experience for customers.

Product Acceptance Criteria:

Product acceptance criteria are a set of requirements that a product must meet to be accepted. They ensure the product meets the needs of users. For the Fleeky Hub e-commerce website, acceptance criteria will guide development to meet requirements and be delivered on time and within budget.

1. The website must be accessible from multiple devices and browsers and be responsive to different screen sizes.
2. The website must have a secure payment gateway and be able to process payments accurately.

3. The order system must be user-friendly and allow customers to easily browse products, add items to their cart, and complete their purchase.
4. Customers must be able to view their order history, delivery status, and leave feedback for their purchases.
5. The website must provide inventory management and sales reports for the admin/owner to manage the business operations effectively.
6. The website must be tested and verified to ensure it is free of bugs and errors that may negatively impact the customer experience.
7. The website must meet all applicable laws and regulations regarding online sales and data privacy.
8. The website must be delivered within the agreed-upon timeline and budget, with all features and functionalities fully implemented and tested.

Project Deliverables

The following list of deliverables will be provided upon successful completion of the project: E-commerce website design and development

1. User stories and acceptance criteria
2. Survey results and analysis
3. Scope statement and baseline
4. Change log and change management plan.
5. Weekly and daily progress reports
6. Inventory management system for products
7. Analytics system for tracking website traffic and customer behavior
8. Queue list for tracking pending orders.
9. Payment system for online transactions and cash on delivery

These deliverables are essential for the successful completion and acceptance of the project.

Project Exclusions:

The following work is outside the scope of this project and will not be included:

1. The project does not include any development or integration with third-party applications or services not specifically mentioned in the project scope statement.
2. The project does not cover any physical inventory management or tracking outside of the website's system.
3. The project does not involve any design or development of mobile applications or other non-web-based solutions.
4. The project does not include any significant updates or changes to the client's existing branding or marketing materials outside of the website design.
5. The project does not cover any legal or regulatory compliance issues specific to the client's industry or geographic location.
6. The project does not include any extensive user testing or focus group research beyond what is necessary to define and develop the initial user stories and acceptance criteria.
7. The project does not involve any major changes or updates to the client's existing website hosting or infrastructure.

Project Constraints:

1. Budget constraints: The project must be completed within the allocated budget, which includes costs for development, testing, and any necessary software or tools.
2. Time constraints: The project must be completed within the agreed-upon timeframe, considering any milestones or deadlines set by the client.
3. Resource constraints: The project team must work within the limitations of the available resources, including personnel, hardware, software, and any other necessary tools.
4. Technology constraints: The website must be developed using the agreed-upon technology stack, which includes specific programming languages, frameworks, and platforms.
5. Security constraints: The website must comply with all necessary security requirements, including SSL encryption, secure login and payment processing, and protection against hacking and other cyber threats.
6. Compatibility constraints: The website must be compatible with a variety of web browsers and devices, including desktop computers, laptops, tablets, and smartphones.
7. Usability constraints: The website must be user-friendly and intuitive, with a clean and consistent design that is easy to navigate for both customers and administrators.

Project Assumptions:

1. The client will provide all necessary content and product information in a timely manner.
2. The client has a clear understanding of their business requirements and goals.
3. The client has secured necessary payment and shipping integrations for the website.
4. The development team has the necessary skills and resources to complete the project within the given timeframe.
5. The website will be built on a reliable and scalable platform.
6. The website will be designed and developed with responsive design in mind, to ensure optimal display across various devices.
7. The website will comply with relevant laws and regulations, including data privacy laws and accessibility guidelines.

WORK BREAKDOWN STRUCTURE

The project team will utilize the Work Breakdown Structure (WBS) to create a detailed view of the project scope by breaking it down into smaller components. Each level of the WBS will represent a progressively more detailed view of the project, which will assist in assigning responsibilities to team members and tracking progress. The WBS Dictionary will provide detailed information about each component in the WBS, including the scope of work, deliverables, responsibilities, and any other relevant information. The WBS and WBS Dictionary will be crucial in managing the project scope, ensuring that all aspects of the project are accounted for, and that the project stays on track and within scope.

1. Fleeky Hub
    1. Pre-development
        1. Planning and Analysis
        2. Determine user requirements
        3. Develop project timelines
        4. Feasibility Assessment

5. Create Preliminary Scope Statement
6. Submit Project Plan
7. Project Proposal Presentation
8. Project Approval

2. Initiation
    1. Create user personas
    2. UI/UX Design
    3. Diagram Flow Diagram
    4. Develop Project Charter
    5. *Deliverable:* Submit Project Charter
    6. Project Sponsor Reviews Project Charter
    7. Project Charter Signed/Approved
    8. Advising

3. Development
    1. Framework assessment
    2. Back-end development
    3. Front-end publishing
    4. Payment gateway API
    5. Integrate functionalities

4. Testing and Quality Assurance
    1. Test website functionality and usability
    2. Stakeholder testing
    3. Database checking
    4. Gateway testing

5. Deployment and Maintenance
    1. Launch website
    2. Create leads that will land to the website
    3. Post-launch monitoring
    4. Address issues and bugs

6. Closeout
    1. Audit Procurement
    2. Document Lessons Learned
    3. Update Files/Records
    4. Gain Formal Acceptance
    5. Archive Files/Documents

Figure 1.1, *Work Breakdown Structure (WBS)*

SCOPE VERIFICATION

Scope verification is the process of reviewing the project deliverables to ensure that they meet the requirements specified in the project scope statement. To verify the scope of the Fleeky Hub e-commerce website project, the project team will conduct the following activities:

1. Review the project scope statement and the WBS to ensure that all project deliverables are accounted for.
2. Conduct regular meetings with the client to ensure that their expectations are being met and to address any concerns or changes to the scope.
3. Use the WBS Dictionary to ensure that each component of the project has been completed according to the specifications outlined in the scope.
4. Use testing and quality assurance measures to ensure that the website functions as intended and meets the requirements outlined in the scope.
5. Obtain formal acceptance from the client that the project deliverables meet their expectations and are in line with the project scope statement.

Quality Checklists

In this table, each checklist item is listed in the first column. The second column has a checkbox for "Yes" to indicate that the item meets the quality standard, the third column has a checkbox for "No" to indicate that the item does not meet the quality standard, and the fourth column has a checkbox for "N/A" to indicate that the item is not applicable to the website being evaluated. The evaluator can mark the appropriate checkbox for each checklist item as they go through the evaluation process.

Checklist Item	Yes	No	N/A
Navigation is easy to use and logical	☐	☐	☐
Content is of high quality and relevant	☐	☐	☐
Visual design is professional and visually appealing	☐	☐	☐
Website loads quickly and is responsive	☐	☐	☐
Website is optimized for mobile devices	☐	☐	☐
Website is secure and protected against hacks or breaches	☐	☐	☐
Website is optimized for search engines	☐	☐	☐

Work Performance Measurements

These performance metrics will be used to monitor the website development project for Fleeky Curtains and make sure it is finished on schedule, within budget, and to the satisfaction of the client. Following these metrics throughout the project will enable Fleeky Curtains to see areas where they are succeeding and those where they might need to make improvements, which will eventually result in a successful project and pleased clients.

Work Performance Measurement	Description	Calculation	Target
Schedule Performance	Measures the actual progress of the project compared to	Actual completion date of task / Planned completion date of task x	100%

	plan	100	
Cost Performance	Measures the actual cost of the project compared to budget	Actual costs incurred to date / Budgeted costs for the same period x 100	>100%
Quality Performance	Measures the quality of the deliverables produced by the project	Quality metrics such as defect density, user satisfaction, or code review ratings	>100%
Scope Performance	Measures the actual project deliverables produced compared to	Completed deliverables / Planned deliverables x 100	100%
Customer Satisfaction	Measures the satisfaction of the customer with the project	Surveys, customer feedback, or other means	High

Scope Baseline

Scope Baseline Component	Description
Project Scope Statement	• The goal of the project is to build Fleeky Curtains a new website that will improve its online visibility, boost client involvement, and eventually boost sales. • Deliverables include a fully working website with an intuitive user interface, mobile responsiveness, and simple navigation. A product catalog, shopping cart, and checkout features will all be available on the website. • Requirements: The Django framework will be used to build the website, and a secure server will host it. The website will adhere to web accessibility guidelines and be search engine optimized.
Work Breakdown Structure	• Website design • Website development • Website testing • Website deployment • Website maintenance
Project Schedule	• Design phase: 2 weeks • Development phase: 4 weeks • Testing phase: 1 week • Deployment phase: 1 week • Maintenance phase: Ongoing

By creating a clear scope baseline, Fleeky Curtains can make sure that everyone participating in the project is aware of its goals, deliverables, and requirements and that they can collaborate productively to get there.

SCOPE CONTROL

Project Name: Fleeky Hub: Website Development Project
Project Manager: Pallas Dale Fontiveros

Scope Control Document

1.0 Purpose
This document's goal is to outline the scope control procedure for the project to develop the Fleeky Curtains website.

2.0 Scope Baseline
The project charter, project management plan, and other project paperwork all provide information on the project's scope baseline. The change control procedure must be followed to authorize any modifications to the project's scope.

3.0 Scope Control Process
The following phases make up the scope control procedure for the Fleeky Curtains website development project:

3.1 Monitor the Project Scope
The project team will keep an eye on the project scope throughout the whole project lifespan to make sure it stays in line with the project goals and organizational requirements. The project manager is in charge of keeping an eye on the project's scope and making any required updates to the project documents.

3.2 Verify Scope
After each project phase or milestone is finished, the project team will confirm the project's scope. To make sure the finished work satisfies the project's criteria, deliverables, and objectives, the project manager will examine it.

3.3 Control Scope
The change control procedure must be followed in order to authorize any modifications to the project's scope. Any suggested modifications to the project scope will be identified and assessed by the project team, and the project manager will examine and either accept or reject the change request. All project stakeholders will be informed of approved changes, which will then be recorded in the project documentation.

4.0 Scope Control Roles and Responsibilities
The scope control process involves the roles and tasks listed below:

- Project manager: accountable for overseeing, validating, and managing the project's scope.
- The project team: is in charge of locating and assessing any suggested modifications to the project's scope.
- The project sponsor is in charge of authorizing any scope adjustments.

5.0 Scope Control Change Request Form

The change control procedure must be followed in order to authorize any modifications to the project's scope. The scope control change request form has to contain the following details:

- Modify the description
- The change's motivation
- Effect on project deliverables, needs, and objectives
- A suggested solution
- Estimated impact on costs and timeline
- Signed authorizations

6.3. Schedule Management Plan

Fleeky Hub scheduling management plan. Business success requires time management in today's fast-paced environment. To provide our goods and services on time, Fleeky Hub effectively manages our timetables.

The schedule management plan describes the teams methods for operating the company of fleeky curtains smoothly. The group wants to maximize production, minimize downtime, and optimize resources. This approach ensures that the group will address client needs while preserving quality and efficiency.

The document will be tackling the schedule management approach, schedule control, schedule changes/thresholds, and scope change. To ensure all of the members of the group is on the same page, we will discuss our internal and customer communication processes. Since the main goal of the business is to satisfy the customers' needs, we are dedicated to using the finest schedule management strategies to attain this aim.

6.3.1. Schedule Management Approach

In this section of the paper, the team will be discussing what approaches the group will use in terms of managing the schedule of tasks that were previously tackled in the Work Breakdown Structure (WBS). The team has decided that ProjectLibre will be used as our scheduling tool, due to the nature of the software being open source and user-friendly. ProjectLibre will be used by the group to create schedules or timeframes for the group to accomplish in order to schedule all activities that relate to the project, deadlines, as well as project milestones.

The following are the milestones for the project schedule:

Milestone	Timeframe
Plan proposal	30 days (1 month/1st month)
Approval for proposal	14 days (2weeks/2nd month)
Development of project	90 days (4 months 2nd month – 5th month)
Finalization of documentation	14 days (2 weeks – 5th month)
Complete project testing	7 days (1 week – 6th month)
Completion of project	7th month

The following are the roles and responsibilities of the members involved during the development of the schedule

Roles	Responsibilities
Project Client	Handles the business and final say of the project itself
Project Manager	Responsible for dividing the tasks and coordinates to all of the members involved in the project.
Project Adviser	Gives the group professional advice and supplementary knowledge to the project and leave resources that can help in completing the output.
Stakeholders	Responsible in providing resources to the developers/researchers in making the project complete.
Developers/team members	Develops the website and delivers the output to the client based on what they are finding.

6.3.2. Schedule Control

In this section of the paper, the team must provide enough time to research, outline and revise the paper and the project. This is to ensure that the project will be up to trend for maximum capability and possibility of sales.

TIME	TASK
1 day	Review and research top ecommerce websites with similar items
3 days	Analyze customer feedback and reviews
2 days	Team discussion for the current website's design and layout and if there are certain revisions to be made

3 days	Analyze shopping experience for customers
2 days	Discuss pricing strategy
1 day	Review and finalize revisions done
1 day	Roll out updates

6.4. Schedule Changes And Thresholds

The table shows the schedule changes and thresholds for each type of appointment (consultation, measurement, and installation). The "Change" column indicates how much notice is required to make a change to the appointment date. The "Threshold" column indicates the maximum delay that is allowed for each type of appointment.

Schedule	Change	Threshold
Consultation	24 hours before appointment	None
Measurement	48 hours before appointment	None
Development	72 hours before appointment	1-hour delay max

6.4.1. Scope Change

In this section of the paper, as the team proceeds with the changes, they must first recognize the effects and impact it can and will make the the current project schedule and resources. The team must also consider the current project schedule and how the scope change will affect the schedules and availability of resources when the project moves forward.

6.5. Staffing Management Plan

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.

The following significant elements will be the emphasis of this workforce management plan:

1. Tasks and Responsibilities: It is crucial to specify each team member's tasks and responsibilities in order to create responsibility and guarantee efficient coordination. The plan will specify the

precise roles needed for the development of the Fleeky Curtain website and allocate duties accordingly.

2. Skill Set Requirements: In order to hire the best people, it is essential to identify the skill sets and expertise needed for the various jobs within the team. The exact skill sets required for web design, web development, content generation, SEO, and project management will be described in this strategy while taking Fleeky Curtain's particular needs into account.

3. Recruitment Strategy: It takes a strong recruitment strategy to put together a competent staff. The strategy will specify how to find and choose the best individuals for each post by outlining the recruiting methods, assessment standards, and screening procedures.

4. Training and Development: In the ever-changing industry of web development, ongoing education and professional development are essential. This strategy will emphasize the value of training and development initiatives to advance team members' abilities and knowledge and provide high-caliber work.

5. Collaboration and Teamwork: Any project's success depends on efficient teamwork and communication. The strategy will cover the equipment, software, and communication channels that will be applied to promote streamlined teamwork.

The group can guarantee that it assembles a talented and motivated team capable of providing a visually attractive and user-friendly website by following a thorough workforce management plan. The strategy will direct the hiring, training, and development procedures and promote a cooperative workplace that brings out the best in each team member.

6.5.1. 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.

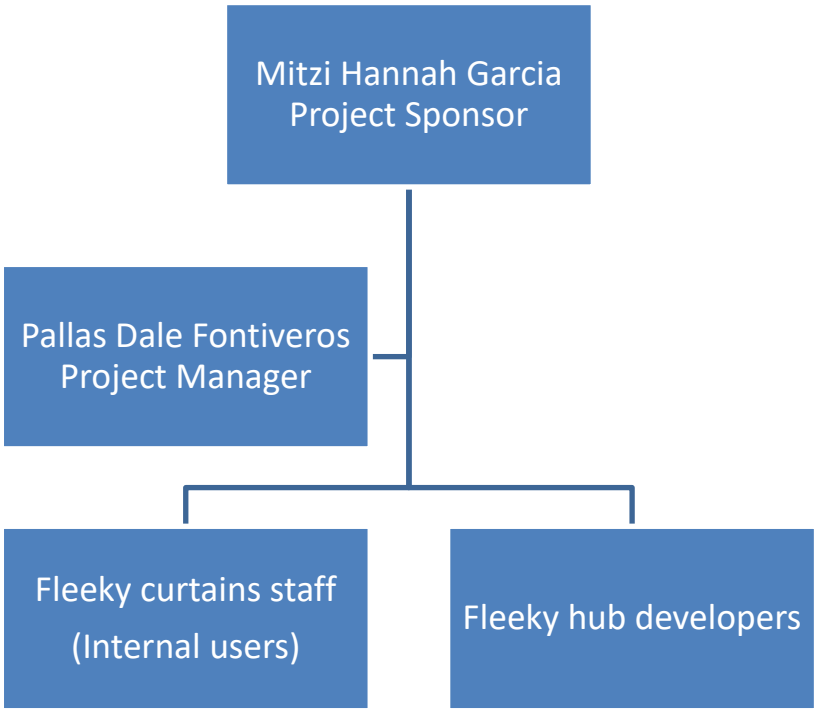
Role	Authority	Responsibility	Competency
Project Manager	Decision making, resource allocation, approval, communication, and coordination	Define project objectives, scope, and timeline	Project management, leadership, communication

Web Designer	Design decision making, user experience, graphic asset, quality assurance, feedback	Create visually appealing website layouts and user interface designs	Graphic design, UI/UX design, creativity
Web Developer	Technical decision making, code implementation, integration, troubleshooting, collaboration	Develop the website's front-end and back-end functionality	Web development, framework, programming languages
Project Coordinator	Administrative tasks, task coordinator, documentation, reporting, resource coordination	Assist the project manager in administrative tasks	Organization, coordination, communication

Table 6.5—1: Staffing Management Roles and Responsibilities

6.5.2. Project Organizational Charts

Project organizational chart of the Fleeky hub 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 is responsible for managing the project's resources, scope, and schedule. An internal user of the system, such as the Fleeky hub staff, may also be included to provide input on the system requirements and participate in user testing.



6.5.3. Staffing Management

Fleeky curtains Staffing Management Plan for the fleeky hubs project plays a vital role in ensuring the success of the project. It includes the strategies and procedures for acquiring, supervising, and relinquishing human resources throughout the lifecycle of a project.

- Fleeky curtains will quickly acquire human resources to assure the availability of necessary skills and expertise when needed. This may entail recruiting new employees, employing contractors, or utilizing internal personnel. To ensure their availability, the acquisition of resources will be coordinated with the project timeline.

- In cases where skill deficits have been identified, Fleeky curtains will provide training to ensure that team members possess the necessary skills and knowledge to perform effectively. This training may consist of both formal and informal programs.

- To assess the efficacy of team members and identify areas for improvement, we will conduct routine performance reviews. These evaluations will also provide feedback on the degree to which team members are reaching the project's requirements and objectives.

- To recognize and motivate exceptional performance, Fleeky Hub will institute a rewards and recognition system that may include bonuses, promotions, and other incentives.

Depending on the scope of the project, the personnel management plan may also include elements such as compliance with government and regulatory requirements, organizational health, and safety. These considerations will depend on the industry-specific requirements and location of the undertaking. If the Fleeky Hub’s endeavor involves data privacy and security regulations, for instance, compliance with government laws will be essential. Moreover, organizational health and safety measures will be implemented if the project utilizes apparatus or technology that poses potential dangers to team members.

Role	Authority	Responsibility	Competency
Project Manager	Decision making, resource allocation, approval, communication, and coordination	Define project objectives, scope, and timeline	Project management, leadership, communication
Web Designer	Design decision making, user experience, graphic asset, quality assurance, feedback	Create visually appealing website layouts and user interface designs	Graphic design, UI/UX design, creativity
Web Developer	Technical decision making, code implementation, integration, troubleshooting, collaboration	Develop the website's front-end and back-end functionality	Web development, framework, programming languages
Project Coordinator	Administrative tasks, task coordinator, documentation, reporting, resource coordination	Assist the project manager in administrative tasks	Organization, coordination, communication

6.6. Change Management Plan

A robust change management plan is of utmost importance for the Fleeky Hub project to ensure its successful execution. This plan provides a structured framework for identifying, evaluating, and implementing changes that may arise throughout the project lifecycle. By following this plan, changes can be effectively managed, ensuring they align with the project's scope and objectives, and are communicated to all stakeholders in a timely manner.

The change management plan includes a defined process for submitting, evaluating, and approving changes. This process is clearly communicated to all stakeholders, encouraging them to submit any

modification requests they may have. The project team then carefully evaluates these requests, considering their potential impact on the project's schedule, cost, and quality. Approved changes are subsequently implemented in a controlled and organized manner, while rejected changes are documented for future reference.

It is important to emphasize that making changes outside the designated change management process can have negative consequences on the project's progress and ultimate outcome. Therefore, it is crucial for all stakeholders to understand and adhere to the change management process. This adherence will help ensure that the project remains on track and that any changes made contribute to its overall success.

By having a well-defined change management plan in place, the Fleeky Hub project can effectively address and accommodate modifications, mitigating potential risks and maintaining project stability. This approach fosters transparency, accountability, and effective communication among all stakeholders, ultimately leading to successful project delivery.

6.6.1. Change Control Board

The Change Control Board plays a crucial role in overseeing and making decisions regarding changes to the Fleeky Curtains project. This board consists of a group of identified stakeholders who are responsible for reviewing and approving or rejecting proposed changes. The following table provides a summary of the individuals who serve on the Change Control Board:

Name	Position	Project Role	Contact Information	Responsibilities
Mitzi Hannah Garcia	Sponsor	Project Sponsor	mhagarcia927@gmail.com	Approve or deny major modifications. Has the responsibility to evaluate low-impact changes and the authority to override the Project Manager's decisions regarding change requests.
Neil Albert Garcia	Manager	Project Coordinator	nagarcia@student.apc.edu.ph	Direct contact of the project sponsor also decides for the group.
Pallas Dale Fontiveros	Project Manager	Leader	prfontiveros@student.apc.edu.ph	Submit change requests when deemed necessary. Examine the change request log and associated reports to ensure consistency with alterations. Perform an impact analysis on every submitted change request to distinguish low-impact from high-impact requests. This will also aid the Project Sponsor in making decisions regarding requests with significant impact. With the assistance of the

				Change Coordinator, oversee the change request process as a whole.
Bryan Gel Fabellore	Technical Lead	Development Team	bcfabellore@student.apc.edu.ph	Handles technical revisions as well as dividing the workload for the development of the website.
Gabriel Luis Antonio Perez	Developer	Development Team	gmperez@student.apc.edu.ph	Follows the commands and assigned tasks by the technical lead as well as the project manager, project coordinator, and the project sponsor.
Joshua Timothy Roxas	Developer	Development Team	jbroxas@student.apc.edu.ph	Follows the commands and assigned tasks by the technical lead as well as the project manager, project coordinator, and the project sponsor.

Table 6.6—1: Change Control Board

Each member of the Change Control Board brings their expertise and perspective to the decision-making process. They carefully evaluate proposed changes based on their impact on the project's scope, schedule, budget, and overall objectives. Their responsibilities include reviewing change requests, assessing the potential risks and benefits, and making informed decisions that align with the project's goals.

The Change Control Board operates within the established change management process, ensuring that changes are thoroughly evaluated, documented, and communicated to all relevant stakeholders. Their decisions guide the project team in implementing approved changes and help maintain project integrity and alignment with the predefined objectives.

Regular meetings are scheduled to discuss and deliberate proposed changes, allowing for open discussions, sharing of insights, and reaching consensus on the way forward. The Change Control Board ensures that all decisions are made in a fair, transparent, and objective manner, taking into account the best interests of the project and its stakeholders.

By having a dedicated Change Control Board, the Fleeky Curtains project can effectively manage changes, maintain project control, and ensure that modifications are aligned with the project's goals and objectives. The board serves as a central authority for change governance, promoting accountability and decision-making consistency throughout the project lifecycle.

6.6.2. Roles and Responsibilities

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

Name	Project Role	Responsibilities
Mitzi Garcia	Project Sponsor	Monitor all change requests made throughout the project and ensure that all high-impact requests are actioned upon in a timely manner. Monitor the Project Manager's decision on low-impact requests. Submit change requests if deemed necessary. Review the change request log and reports to ensure alignment with changes.
	Internal Users of the system	Submit change requests if deemed necessary. Review the change request log and reports to ensure alignment with changes.
	External Users of the system	Submit change requests if deemed necessary. Review the change request log and reports to ensure alignment with changes.
Pallas Dale Fontiveros	Project Manager	Submit change requests if deemed necessary. Review the change request log and reports to ensure alignment with changes. Perform impact analysis for every change request submitted to differentiate low-impact and high-impact requests. This will also aid the Project Sponsor in making decisions for high-impact requests. Oversee the overall change request process with the help of the Change Coordinator.
Neil Albert Garcia, Bryan Gel Fabellore, Joshua Timothy Roxas, Pallas Dale Fontiveros	Development Team	Execute the technical aspect of the change request action plan. Review the change request log and reports to ensure alignment with changes.
	Stakeholders	Provide input and feedback on change requests. Review and approve changes within their respective areas of expertise.

Table 6.6—2: Change Request Roles and Responsibilities

The above table outlines the roles and responsibilities of each member involved in the change management process for the Fleeky Hub project:

Project Sponsor:

Monitor all change requests made throughout the project and ensure that all high-impact requests are actioned upon in a timely manner.

Monitor the Project Manager's decision on low-impact requests.

Submit change requests if deemed necessary.

Review the change request log and reports to ensure alignment with changes.

1. **Internal Users of the system:**
    - Submit change requests if deemed necessary.
    - Review the change request log and reports to ensure alignment with changes.
2. **External Users of the system:**
    - Submit change requests if deemed necessary.
    - Review the change request log and reports to ensure alignment with changes.
3. **Project Manager:**
    - Submit change requests if deemed necessary.
    - Review the change request log and reports to ensure alignment with changes.
    - Perform impact analysis for every change request submitted to differentiate low-impact and high-impact requests. This will also aid the Project Sponsor in making decisions for high-impact requests.
    - Oversee the overall change request process with the help of the Change Coordinator.
4. **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.
5. **Quality Assurance Team:**
    - Review and verify the implementation of approved change requests.
    - Conduct testing and ensure that the changes meet the required quality standards.

6. **Change Coordinator:**

    - Coordinate the change request process, including receiving and logging change requests, assigning priority levels, and maintaining the change request log and reports.

7. **Stakeholders:**

    - Provide input and feedback on change requests.
    - Review and approve changes within their respective areas of expertise.

Each individual has specific responsibilities that contribute to the effective management of change requests. By following these roles and responsibilities, the Fleeky Hub project can ensure that changes are properly evaluated, implemented, and aligned with project goals and objectives.

6.6.3. Change Control Process

The Change Control Process establishes an orderly and effective procedure for tracking the submission, coordination, review, evaluation, categorization, and approval for release of all changes to the Fleeky Hub 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
Proposal of change	1. The **Requestor** fills out and submits the change request form to initiate the request. If the requestor is unaware of how to properly fill out the form, the **Project Manager** will orient the requestor in completing the Change. Request.	Submitted

Evaluation of change request	1. After receiving the request, the **Project Manager** will assess the impact of the change request, whether it's high or low, based on the scope, schedule, budget, quality and then determine the required action to implement. 2. If the impact is high, the **Project Manager** will then prepare a recommendation to approve or deny the change request based on the findings made during impact analysis. The **Project Sponsor** will then review the change request, the project manager's, impact analysis and recommendation. If the impact is low, the Project Manager can decide to approve or deny the change request. 3. The **Change Coordinator** will update the Change Log and create a Change Status Report.	In Review

Decision of change request	Approval of the change request depends on the impact it has on the project: **Low Impact Change Request:** 1. The Project Manager, Pallas Fontiveros, has the authority to approve or deny the request. 2. If the change request is deemed low impact, Pallas Fontiveros reviews and evaluates it. 3. If approved, Pallas Fontiveros proceeds with the "Implement Change Request" phase. 4. If denied, the change request is determined as closed. 5. The Change Coordinator, [NAME], updates the Change Log and creates a Change Status Report. **High Impact Change Request:** 1. The Project Sponsor, [Project Sponsor Name], has the sole authority to approve or deny the request. 2. If the change request is deemed high impact, it is escalated to the Project Sponsor. 3. The Project Sponsor reviews and evaluates the change request. 4. If approved, the Project Manager proceeds with the "Implement Change Request" phase. 5. If denied, the change request is determined as closed. 6. The Change Coordinator, Roselyn Angeles, updates the Change Log and creates a Change Status Report. This change request approval process for Fleeky Curtains ensures that changes are assessed based on their impact on the project. Low impact changes are reviewed and approved/denied by the Project Manager, while high impact changes require approval from the Project Sponsor. The involvement of the Change Coordinator helps maintain proper documentation and transparency throughout the process.	Approved or denied

Implementation of Change Request	1. After the change log is updated to "Approved," the Project Manager, Pallas Fontiveros, takes charge of implementing the change request. 2. The Project Manager creates an action plan outlining the necessary steps and tasks to implement the approved change request. 3. Once the action plan is finalized, the Project Manager communicates it to the relevant team members and assigns responsibilities accordingly. 4. The Project Manager ensures that the project plan, budget, and schedule are updated to incorporate the changes introduced by the approved request. 5. The Change Coordinator, Roselyn Angeles, updates the Change Log to reflect the implementation progress and creates a Change Status Report to provide an overview of the implemented changes. This process ensures that once a change request is approved, the Project Manager takes the necessary steps to implement it effectively. Communication, assignment of responsibilities, and updating project documentation are key aspects of successful change implementation. The involvement of the Change Coordinator helps maintain accurate records of the changes and their status.	In Progress
Closing	1. **Project Manager** verifies that the change has been implemented and reports to the Change 2. The **Change Coordinator** will update the Change Log and create a Change Status Report.	Verifying
Change Request Closure	1. The **Change Coordinator** will send out the final the Change Status Report across the team and stakeholders.	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 change request log has been submitted by a member of the project development team or key stakeholders and is awaiting review by the Project Manager for impact analysis.
In Review	The change request is currently undergoing impact analysis by the Project Manager to assess its potential effects on the project.
Approved	The change request has been reviewed and approved for implementation. It will be moved forward to the next phase for execution.
Denied	The change request has been evaluated and denied. It will not be implemented in the project.
In Progress	The approved change request is currently being implemented according to the defined action plan.
Verifying	The implementation of the change request is being reviewed and verified to ensure proper execution and adherence to project requirements.
Closed	The change request work is complete, all necessary tests and 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 Fleeky Hub project as it outlines the communication strategy and protocols for theproject team and stakeholders. The plan defines the following:

1. The plan outlines the type of information that will be communicated, such as project updates, progress reports, risks, and issues. It also includes the level of detail and format of the information, such as whether it will be communicated verbally or in written form.
2. The plan outlines the methods of communication that will be used, such as meetings, email, telephone, web portal, etc. This ensures that all stakeholders are informed in a timely manner.
3. The plan outlines the frequency of project communications, both formal and informal, to ensure that stakeholders are kept informed on a regular basis.
4. The plan defines the roles and responsibilities of team members and stakeholders in terms of communication, including who is responsible for disseminating project information.
5. The plan outlines the specific communication needs of all stakeholders and how they will be met, such as language requirements and accessibility.
6. The plan outlines the resources allocated for communication, such as budget and personnel, to ensure that communication is effective and efficient.
7. The plan outlines the protocols for communicating sensitive or confidential information, including who must authorize the release of such information.
8. The plan defines a process for managing changes in communication or the communication process, including how changes are proposed, reviewed, and approved. This ensures that all stakeholders are aware of any changes and that the communication process remains consistent throughout the project.
9. The plan outlines the flow of communication within the project, including how information is shared between team members, stakeholders, and other project partners. This helps to ensure that all stakeholders are informed, and that information is shared in a timely manner.
10. The plan identifies any internal or external constraints that may affect project communications, such as legal or regulatory requirements, and outlines how these constraints will be addressed.
11. The plan outlines any standard templates, formats, or documents that must be used for communicating project information, such as progress reports or meeting minutes. This ensures that all stakeholders are provided with consistent and accurate information.

12. The plan includes an escalation process for resolving any communication-based conflicts or issues that may arise during the project. This helps to ensure that any communication-related issues are addressed and resolved in a timely manner.

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 the Fleeky Hub.

6.7.2. Communications Management Approach

The best communications management approach for the Fleeky Hub would be a combination of proactive and reactive strategies.

Proactively, regular project status meetings will be held to ensure all stakeholders are informed and aware of the project's progress. The project manager will hold regular meetings with the project team and communicate any updates, progress reports, risks, and issues. This will provide stakeholders with an overview of the project's status and any potential roadblocks. Additionally, a project website and web portal will be created to provide stakeholders with easy access to project information, such as meeting minutes, documents, and project status reports.

Reactively, a clear and concise escalation process will be established to address any communication-based conflicts or issues that arise. The project manager will be readily available to stakeholders to answer any questions or concerns they may have and provide support and guidance when needed.

In addition, a change control process will be implemented to manage any changes in communication or the communication process. This will ensure that any changes are approved by the Change Control Board and that stakeholders are informed of any changes in a timely manner.

Overall, this approach ensures that the project team and stakeholders are kept informed and that any communication-based issues are handled in an efficient and effective manner.

6.7.3. Communications Management Constraints

The Communications Management Constraints for the Fleeky Hub are a crucial aspect of the overall project management plan. These constraints help to define the limitations and boundaries that may impact the communication processes and strategies of the project. By identifying and addressing these constraints, the project team

can proactively develop solutions to mitigate potential challenges and ensure the smooth flow of information throughout the project.

This section of the Communications Management Plan will provide an overview of the key constraints that may impact the project's communication processes, including internal and external factors, technological limitations, and regulatory requirements.

Communications management constraints for the Fleeky Hub mayinclude:

1. **Limited budget for communication tools and resources:** The project may have a limited budget for communication tools and resources, such as video conferencing software, project management software, or hiring a dedicated communications team.

2. **Limited access to certain stakeholders:** Some stakeholders may be located in remote locations or have limited access to certain forms of communication, such as email or internet.

3. **Limited availability of team members:** Team members may have other commitments or responsibilities that limit their availability for communication.

4. **Language barriers:** If team members or stakeholders speak different languages, there may be a need for translation services or additional resources to facilitate communication.

5. **Confidentiality:** Some information related to the project may be confidential and require special handling and communication protocols.

6. **Resistance to change:** Some stakeholders may be resistant to changes in communication processes or tools, which can make it difficult to implement new communication strategies.

7. **Technical difficulties:** Technical difficulties with communication tools and systems can also be a constraint.

8. **Time constraints:** The project may be under a tight deadline, which can make it challenging to schedule and hold regular communication meetings.

6.7.4. Stakeholder Communication Requirements

The Stakeholder Communication Requirements are a vital component of the Fleeky Hub as they outline the specific communication needs of all stakeholders involved in the project. Effective communication is essential for ensuring that the project is completed on time, within budget, and to the satisfaction of all stakeholders. By identifying and addressing the communication requirements of stakeholders, the project team can proactively manage expectations, build trust, and foster collaboration.

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 for the Fleeky Hubwould likely include:

1. **Regular project updates:** All stakeholders should be informed of the project's progress, including any issues or risks that may arise.
2. **Clear and concise communication:** All project-related information should be communicated in a clear and concise manner, ensuring that stakeholders understand the message.
3. **Accessibility:** Communication should be accessible to all stakeholders, considering any language or accessibility needs.
4. **Timely communication:** Information should be communicated in a timely manner, ensuring that stakeholders are informed as soon as possible.
5. **Confidentiality:** Any sensitive or confidential information should be communicated to only the necessary stakeholders and handled in a secure manner.
6. **Customized communication:** Communication should be tailored to the specific needs of each stakeholder, considering their level of involvement in the project and their role.
7. **Two-way communication:** Communication should be a two-way process, allowing stakeholders to provide feedback and ask questions.
8. **Feedback mechanisms:** A mechanism for stakeholders to provide feedback on the communication process should be in place to ensure that communication is effective.

6.7.5. Roles

Roles	Responsibilities
Project Sponsor	The Project Sponsor for Fleeky Curtains (Spotlight) is a high-level executive who provides financial resources and strategic direction for the project. They play a crucial role in securing necessary funding, making key decisions, and ensuring the project aligns with the organization's overall goals and objectives.
Program Manager	The Program Manager oversees the Fleeky Curtains (Spotlight) project and ensures its alignment with the organization's goals and objectives. They are responsible for managing multiple related projects within the organization and ensuring their successful execution.
Key Stakeholders	Key stakeholders for Fleeky Curtains (Spotlight) include individuals or groups with a vested interest in the project. This may include Fleeky Curtains (Spotlight) team members, managers, and other personnel who rely on the system for their daily operations. Their input, feedback, and support are essential for the success of the project.
Project Manager	The Project Manager is responsible for planning, executing, and closing the Fleeky Curtains (Spotlight) project. They lead the project team, manage project resources, and ensure that the e-commerce web application is delivered on time, within budget, and to the required quality standards. The Project Manager coordinates with stakeholders and oversees the project's overall progress.
Development Team	The Development Team consists of individuals responsible for the technical aspects of the Fleeky Curtains (Spotlight) project. This includes system architecture, database design, software development, and other technical components. The Development Team ensures that the web application meets the required technical specifications, standards, and is 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
Mitzi Hannah Garcia	Sponsor	Internal	Project Sponsor	mhagarcia927@gmail.com
Neil Albert Garcia	Manager	Internal	Project Coordinator/Manager	nagarcia@student.apc.edu.ph
Pallas Dale Fontiveros	Project Manager	Internal	Leader	prfontiveros@student.apc.edu.ph
Bryan Gel Fabellore	Technical Lead	Internal	Development Team	bcfabellore@student.apc.edu.ph
Gabriel Luis Antonio Perez	Developer	Internal	Development Team	gmperez@student.apc.edu.ph
Joshua Timothy Roxas	Developer	Internal	Development Team	jbroxas@student.apc.edu.ph

Table 6.7—2: Project Team Directory

6.7.7. Communication Methods and Technologies

The Fleeky Hub requires a thorough understanding of the various communication methods and technologies that will be used to effectively communicate with all stakeholders. It is important to consider the different capabilities and limitations of each communication method and technology, in order to ensure that all stakeholders receive the information they need in a timely and efficient manner. This includes determining the appropriate methods for delivering project updates, progress reports, risks, and issues, as well as any other relevant information.

Additionally, it is important to consider the cost and feasibility of using different technologies, as well as any security or privacy concerns that may arise. 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 the Fleeky Hub, several factors should be considered. These include:

- **The size and complexity of the project: For** large and complex projects, web portals and project management software may be the best option as they allow for the centralization of information and easy access for all stakeholders.
- **The location of stakeholders:** For stakeholders that are in different geographical areas, video conferencing and telephone may be the best option as they allow for real-time communication.
- **The level of technical expertise of stakeholders:** For stakeholders that are not technically proficient, simple communication methods such as email and telephone may be the best option.
- **The type of information being communicated:** For sensitive or confidential information, secure methods such as encryption and password-protected portals may be necessary.
- **The budget and resources available:** The communication methods and technologies that are chosen should be within the project budget and resources.

Based on these factors, it is recommended that the Fleeky Hub utilizes a combination of communication methods and technologies such as projectmanagement software, email, telephone, and video conferencing to ensure that allstakeholders are kept informed and that the project's communication objectives are met.

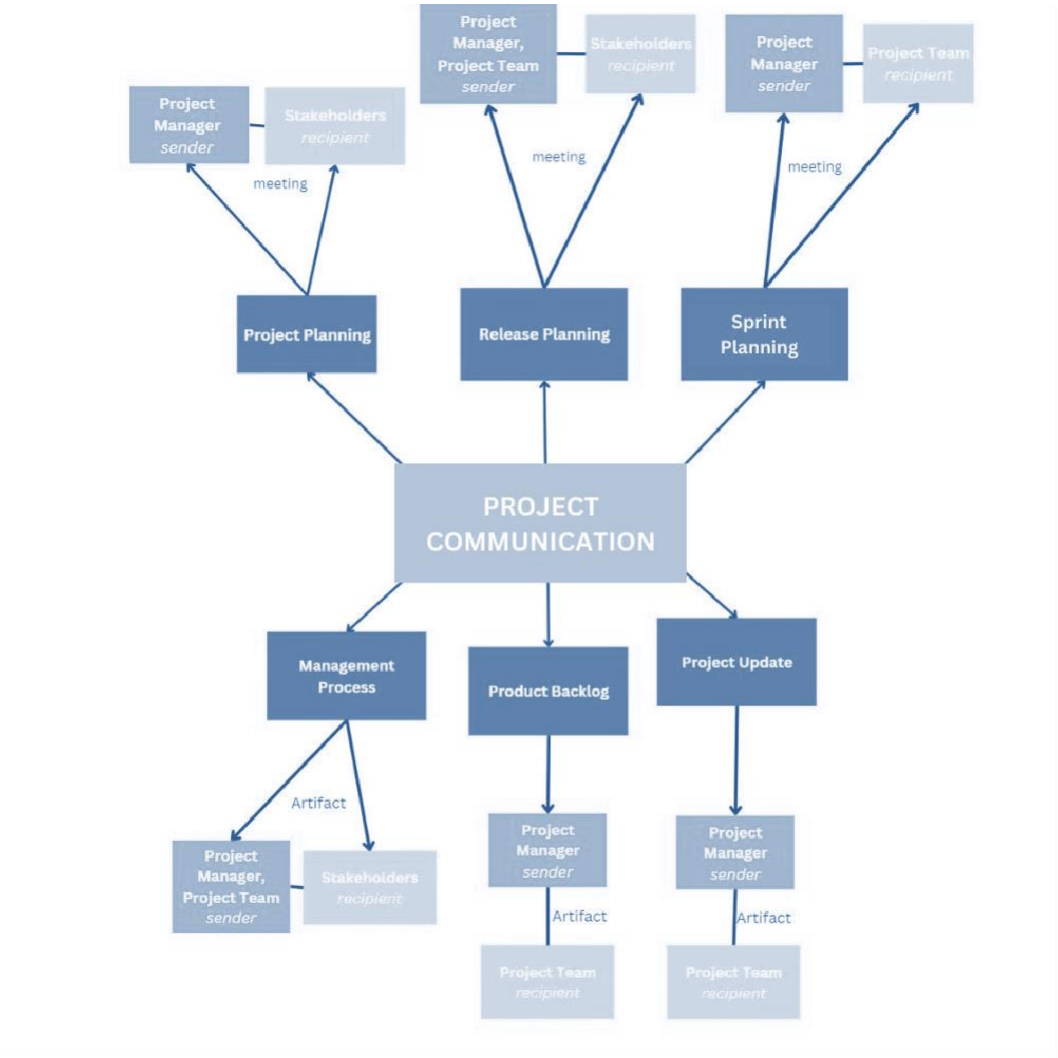
6.7.8. Communications Matrix

Channel	From	To	Type	Frequency	Format Used	Delivery media
Project Planning	Project Manager	Stakeholders	Meeting	Once Before the start of the project	Formal	Email
Release planning	Project manager, Project team	Stakeholders	Meeting	Once before start of the project Updated when necessary	Formal	Email
Sprint Planning	Project manager	Project team	Meeting	Once every week	Informal	Google Spaces

Management processes	Project manager, project team	Stakeholders	Artifact	Once Before start of the project Updated when necessary	Written Document	Email, Google Spaces
Product backlog	Project manager	Project team	Artifact	Once every week	Written Document	Google Spaces
Project update	Project Manager	Project team	Meeting	Once every week	Informal	Google Spaces

Table 6.7—3: Communication Matrix

6.7.9. Communication Flowchart



6.7.10. Guidelines for Meetings

Meetings are a key component of effective communication in any project. The Fleeky Hub is no exception. In order to ensure that meetings are productive, efficient, and effective, it is important to establish clear guidelines for meetings. These guidelines should include information on the purpose of meetings, the roles and responsibilities of attendees, and the procedures that will be followed during meetings.

By having a set of well-defined guidelines for meetings, project team members and stakeholders can be better prepared for the meetings and can participate more effectively in the discussions. Additionally, the project manager can ensure that meetings are conducted in a consistent and organized manner, which can help to avoid confusion and misunderstandings.

Below are the meeting guidelines for Fleeky Hub:

- **Purpose**: Meetings are an essential part of the Fleeky Huband are used to discuss project progress, resolve issues, and make decisions.
- **Scheduling**: Meetings should be scheduled in advance and at a time that is convenient for all attendees. The project manager is responsible for scheduling meetings and sending out invitations.
- **Attendance**: All project team members and stakeholders are expected to attend meetings unless they have a valid excuse. If a team member is unable to attend, they should inform the project manager as soon as possible.
- **Agenda**: An agenda should be circulated in advance of the meeting, outlining the topics to be discussed and the expected outcome of the meeting. This will ensure that attendees are prepared and that the meeting stays on track.
- **Minutes**: Minutes should be taken during the meeting and distributed to all attendees within 24 hours. The minutes should include a summary of the discussions, decisions made, and action items assigned.
- **Decisions**: Decisions should be made by consensus whenever possible. If a consensus cannot be reached, the project sponsor has the sole authority to decide.
- **Action items:** Action items should be assigned during the meeting and a followup date set to ensure that they are completed on time.
- **Follow-up**: The project manager is responsible for following up on action items and ensuring that they are completed on time.
- **Communication**: Meetings are a means of communicating project progress and addressing issues. Attendees should be encouraged to communicate openly and honestly.

- **Technology**: Meetings should be held using technology that is accessible to all attendees. This may include video conferencing, teleconferencing, or web conferencing.
- **Time management**: Meetings should start and end on time and should not exceed the allotted time. This will ensure that attendees are not kept waiting and that the project stays on schedule.
- **Evaluation**: Meetings should be evaluated regularly to ensure that they are productive and that attendees are satisfied with the outcome. Any issues should be addressed and improvements.

6.7.11. Communication Standards

The best communication standards for the Fleeky Hub may includethe 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.
- **Web Portal/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 like Google Meets, Zoom, Skype, etc. 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 Fleeky Hub would involve the following steps:

1. **Identify the issue:** The project team should first identify the communication related issue that needs to be escalated.

2. **Attempt to resolve the issue within the team:** The project team should make an initial attempt to resolve the issue within the team by discussing it with the relevant team members and trying to find a solution.
3. **Involve a communication manager:** If the 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 the stakeholders and help to resolve the issue.
4. **Escalate to higher management:** If the issue still cannot be resolved, it should be escalated to higher management for further review and resolution.
5. **Document the issue and resolution:** Throughout the escalation process, it is important to document the issue, the steps taken to resolve it, and the final resolution to ensure that proper records are kept for future reference.
6. **Review and Improve:** After the escalation process, review the process to identify what can be improved for future escalations.

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

6.7.13. Glossary of Communication Terminology

Term	Definition
Communication Plan	A document outlining the communication strategy and protocols for the project team and stakeholders.
Stakeholder	An individual or organization that has an interest or concern in the project.
Communication Method	The means by which information is conveyed, such as meetings, email, telephone, or web portal.
Communication Frequency	The regularity with which project communications are distributed.
Communication Objective	The desired outcome or goal of a particular communication.

Communication Flowchart	A diagram showing the flow of information within a project.
Escalation Process	A procedure for resolving communication-based conflicts or issues.
Communication Matrix	A table outlining the communication requirements for a project.
Communication Standards	Standard templates, formats, or documents used for communicating within a project.
Communication Constraints	Factors that may limit or affect the effectiveness of project communications.
Communication Guidelines	Protocols for conducting meetings, teleconferences, and other forms of communication.
Communication Technology	Tools and platforms used for communication, such as SharePoint, message boards, and video teleconferencing.
Communication Escalation Process	A process for escalating communication-based issues or conflicts that cannot be resolved within the project team.
Communication Approaches	Different strategies and solutions are implemented to address communication constraints, ensuring that all stakeholders are kept informed and that the project's communication objectives are met.

Table 6.7—4: Glossary of Communication Management Terminologies

6.8. Quality Management Plan

6.8.1. Introduction

A Quality Management Strategy is necessary for agile projects, like Scrum, in order to maintain quality throughout the project. This plan will define the quality standards that will be used to evaluate the Fleeky Hub. Furthermore, the plan provides a framework for resolving quality concerns and specifying the roles and duties of team members in addition to outlining quality principles and procedures.

Goals of the quality management plan:

- Make sure the project satisfies or exceeds the expectations of stakeholders.
- List the criteria for quality that will be used to assess the project.
- To achieve quality standards, clarify the roles and responsibilities of team members.
- Determine and fix any potential quality problems.
- Establish a structure to manage and uphold project quality across the course of the project.

The Fleeky Hub will be completely functional, user-friendly, and compatible with the organization's current technology infrastructure as the Quality Management Plan will contain both the product and process quality standards. The strategy will include detailed procedures to be followed as well as tools and methods to monitor and report on quality performance.

A quality management plan's tools include:

- **Definition of Done:** A precise and succinct explanation of what makes a finished product increment.
- **Acceptance Criteria:** Requirements that a product increment must satisfy in order to be approved by the product owner.
- **Continuous Integration:** A technique for regularly integrating code updates into a common repository to make sure the final product is always in a state that can be released.
- **Test-Driven Development:** A method of development that calls for the creation of automated tests before any code is written in order to guarantee that the code satisfies the required quality.

Overall, this Quality Management Plan will provide a comprehensive framework for managing and maintaining project quality throughout the project's lifecycle. It will ensure that the project meets or exceeds the expectations of all stakeholders, while also providing a clear set of processes, tools, and roles and responsibilities for identifying and addressing any quality issues that may arise. All stakeholders should be familiar with this plan and their role in contributing to its success.

6.8.2. Quality Management Approach

The Quality Management Plan for the Fleeky Hub will utilize an Agile and Scrum method to ensure that the project meets or exceeds all stakeholders' quality expectations. The approach will prioritize delivering high-quality products and meeting customer requirements over following a rigid process.

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

Quality management will be integrated into every aspect of the project, and will be handled by the entire team, not just a designated quality team. The team will strive to deliver a Minimum Viable Product (MVP) and will continuously incorporate customer feedback to refine and improve the product.

The approach will include the following steps:

1. **Define Quality Standards:** The project team will define quality standards based on Agile and Scrum methodology, with a focus on delivering value to the customer.
2. **Quality Planning:** The team will work closely with stakeholders to identify project requirements and prioritize the most important features. The team will create a Product Backlog and set quality goals to ensure that each iteration of the product delivers value and meets quality standards.
3. **Quality Control:** Quality control measures will be implemented during the sprint to ensure that the product meets defined requirements and quality goals. This will include conducting testing and reviews during each sprint to identify any defects or issues.
4. **Quality Assurance:** Quality assurance measures will be put in place to prevent defects and issues from occurring in the first place. The team will use best practices and processes to ensure that the project is being executed according to established standards and guidelines.

5. **Continuous Improvement:** The team will continuously monitor and evaluate the project's performance and adjust as necessary. This will involve collecting and analyzing feedback from stakeholders, identifying areas for improvement, and implementing changes to improve the project's overall quality.
6. **Communication:** The team will maintain constant communication with stakeholders to ensure that they are aware of the product's quality status and can provide feedback as needed.

The project team will incorporate Agile and Scrum practices, including user stories, sprints, and retrospectives, to ensure that quality is built-in throughout the project's lifecycle and meets the organization's quality standards and the needs of the project stakeholders. In addition, a risk management plan will be developed to proactively identify and mitigate potential quality risks throughout the project's lifecycle.

Overall, the Quality Management Approach for the Fleeky Hub willprioritize delivering a high-quality product that meets customer requirements through an Agile and Scrum method. The approach will be flexible and continuously refined to ensurethat the project meets or exceeds all quality expectations.

6.8.3. Quality Requirements / Standards

The Fleeky Hub places a high focus on quality, and the team will cooperate to create and record quality requirements and standards. Client comments, testing, and assessments will be used to guarantee adherence to these criteria. The following requirements and standards for quality will be followed by the Fleeky Hub:

Requirements for Product Quality:

- The Fleeky Hub will be fully operational and adhere to the productbacklog's technical requirements.
- The interface shall be simple to use, with prompts and instructions that are obvious to users.
- The solution will work with the company's current technological infrastructure.
- The system will have a high level of data security to safeguard the customer's private information.

Requirements for Ensuring Quality of Processes:

- The product owner and development team will review and approve all project deliverables prior to being provided to the client.

- The development team will implement an ongoing process of testing and quality assurance to ensure that the system meets all technical specifications and requirements.
- A version control tool will be used by the development team to ensure that any modifications to the system are properly documented, reviewed, and authorized.
- Regular sprint reviews will be conducted by the development team to identify and promptly address any quality issues.
- The development team will follow a defined configuration management process to ensure consistent development, testing, and deployment of the system.

Compliance Demonstration:

- The Fleeky Hub will be tested and evaluated against the established quality requirements and standards before being deployed to the client.
- The development team will maintain comprehensive documentation of all testing and quality assurance activities, which will be made available to the client upon request.
- The development team will conduct a formal acceptance test with the client to ensure that the system meets their requirements and expectations.
- The development team will provide ongoing support and maintenance services to ensure that the system continues to meet the established quality standards over time.

Continual Improvement:

The development team will design a method for continual improvement by routinely gathering and analyzing client feedback, monitoring system performance, and carrying out internal audits to spot potential improvement areas. A procedure for identifying and resolving any non-conformities that may emerge throughout the project should be established by the development team. This may entail recording the non-conformity, figuring out the underlying cause, taking corrective action, and assessing how well it works. These procedures can be incorporated into the project to guarantee that the Fleeky Hub is not only adhering to set quality standards but must also be actively working to fulfill customers' changing needs.

6.8.4. Quality Assurance

The QA process for the Fleeky Hub will be integrated into the Agileand Scrum method to ensure that quality is achieved through collaborative effort and continuous improvement. The following steps will be undertaken:

- **Defining Quality Standards:** The project team will collaborate with stakeholders to define and document the quality standards for the project in the Quality Management Plan. The quality standards will be communicated to all stakeholders.
- **Agile Quality Auditing:** The project team will conduct regular quality audits using Agile practices such as peer reviews, test-driven development, and continuous integration. These practices will be used to verify that quality standards are being met and identify areas for improvement.
- **Quality Metrics:** The project team will use quality metrics to track and report on the project's performance against the quality standards.

  To monitor the quality process, the following metrics will be used:

  - Agile Metrics such as Velocity, Burn-Down Charts, and Sprint Reviews ○ Defect Density: The number of defects found per unit of measure (e.g., per KLOC) ○ Defect Severity: The classification of defects based on their impact on the system.
  - Test Coverage: The percentage of the system that has been tested ○ Test Case Pass Rate: The percentage of test cases that have been passed ○ Root Cause Analysis Effectiveness: The percentage of issues that have been resolved at the root cause level.

- **Continuous Improvement:** The project team will use the feedback received from quality audits and quality metrics to continuously improve the product and the quality process. The project team will work with stakeholders to identify opportunities for improvement and implement changes.
- **Compliance with Industry Standards:** The project team will ensure that the Fleeky Hub adheres to relevant industry standards such as accessibility standards, security standards, and data privacy regulations. Regular audits will be conducted to verify compliance with these standards.
- **Reviewing Customer Feedback:** The project team will regularly review customer feedback to identify any issues or areas for improvement. This feedback will be used to inform the continuous improvement process and ensure that the product meets customer needs and expectations.

The quality assurance metrics will be closely monitored, tracked, and reported on a regular basis to ensure that the project produces a high-quality outcome. Any violations of these standards will be swiftly reviewed and corrected. The project team will receive regular reports from the software application that will be utilized to gather data on these parameters. The quality assurance procedure will also be reviewed frequently to find and

implement improvements. The goal is to ensure that the Fleeky Hub meets the highest quality standards, and that all quality assurance metrics are closely monitored to ensure the project's success.

6.8.5. Quality Control

In Agile and Scrum methodology, quality control is embedded into the development process, and the focus is on continuous testing and quality feedback. The Quality Control process for the Fleeky Hub will involve the following steps:

- **Continuous testing and feedback:** The project team will perform continuous testing to identify defects and ensure that the product is meeting customer requirements. The testing will be automated wherever possible, and the results will be tracked in a continuous integration/continuous delivery (CI/CD) system.
- **User Acceptance Testing (UAT):** A representative group of end users will test the system to ensure it satisfies their needs and expectations. The UAT will be performed at the end of each sprint, and any necessary modifications will be made based on feedback from the users.
- **Compatibility Testing:** The Fleeky Hub will be tested on multiple platforms, including mobile devices and browsers, to ensure compatibility and address any difficulties that may arise when the system is used in various settings.
- **Continuous Monitoring:** After deployment, the project team will monitor the effectiveness of the Fleeky Hub. This will involve keeping an eye on important performance measures including user happiness, response time, and system uptime. This will provide essential information to aid with any system upgrades and identify any problems or bottlenecks.

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

  - Defect Density: The number of defects found per unit of measure (e.g., per KLOC) ○ Defect Severity: The classification of defects based on their impact on the system.
  - Test Coverage: The percentage of the system that has been tested.
  - Test Case Pass Rate: The percentage of test cases that have been passed.
  - User Happiness: Measured through surveys and feedback from users.
  - Response Time: The time taken for the system to respond to user requests.
  - System Uptime: The percentage of time the system is available and functioning as expected.

- **Tracking and Documenting Quality Evaluations:** The project team will track and document the outcomes of the Quality Control process, which will be used to monitor the project's progress and the effectiveness of any remedial actions that are taken.
- **Continuous Improvement:** The Quality Control process will be reviewed frequently, seeking opportunities for improvement, and implementing them as necessary.

In conclusion, the Quality Control process for the Fleeky Hub will be an integral part of the development process, with a focus on continuous testing, user feedback, and performance monitoring. The project team will continuously monitor and assess the quality of the product as part of the Quality Control process, ensuring that it meets the required quality standards and customer requirements.

6.8.6. Quality Control Measurements

The Agile and Scrum techniques will be employed to promote continuous inspection and modification throughout the project lifecycle for the Fleeky Hub, which will adopt a transparent and collaborative approach to quality control.

To guarantee that the product fulfills the standards and criteria, quality control measures will be made at each stage of the development process and documented on a shared, viewable platform, such as a project management tool, as opposed to a static spreadsheet or table.

The following details will be on the platform:

- Measurement date
- Measurement type (e.g., automated testing, code review, peer review, user story acceptance)
- The measurement's findings (such as passed/failed, the number of flaws discovered, and the percentage of code coverage)
- Requirements and standards for comparison
- Member of the team in charge of measuring
- Team member responsible for assessing the measurement results
- Taking any required corrective actions
- The date that the remedial measures were finished
- Team member in charge of carrying out corrective measures

Dashboards and other visual tools will be used to track the quality control measurements in real-time so that all team members can readily access and comprehend the data. The

dashboards will draw attention to patterns and problem areas so that the team can act fast and make the necessary adjustments.

The quality control metrics will be reviewed, and the method will be adjusted as necessary during routine team reviews such as sprint reviews and retrospectives. Together, the group will pinpoint potential improvement areas and put any found problems into practice.

In conclusion, the Fleeky Hub will use Agile and Scrum approaches to implement a collaborative and dynamic quality control strategy. To make sure the product satisfies the standards and needs, the team will regularly assess the product's quality and make the required improvements. On a common platform, all quality control measurements will be collected and tracked in real-time. The team will collaborate to address any problems and implement any necessary improvements.

6.9. Risk Management Plan

6.9.1. Introduction

Fleeky Hub aims to provide a system Fleeky Curtains.

The risk management plan encompasses the roles and responsibilities of the project team, the risk assessment plan, and an outline of the risk management process. It will also detail the procedures for monitoring and managing risks, as well as the tactics for responding to risks. The plan's efficacy will be evaluated based on the prompt identification and resolution of threats.

The following are information that are considered when developing a Risk Management Plan for the project, Fleeky Hub:

- **Identifying Risk:** Fleeky Hub development, implementation, and operation project group ought to be aware of any potential dangers. Risks may appear from a number of different places, including technical problems, legal requirements, cybersecurity, and human factors. Risks should be identified and then evaluated for both chance of occurrence and potential effects on the project.
- **Risk Monitoring:** Risk management is an ongoing activity that needs regular observation and evaluation. To guarantee that risk management procedures are still effective, risks are updated, and new risks are discovered, the project team should establish a frequent review process. All stakeholders should be informed of any changes during the review process, which should be open and transparent.
- **Contingency Plans:** The project team needs to create backup plans for major risks that could have a big impact on the project's success. Plans for alternatives ought to specify the actions

needed to lessen the risk's effects and keep the project moving forward. As the project develops and new risks are discovered, these strategies should be periodically reviewed and modified.

- **Risk Mitigation Tactics:** The project team should create a plan for minimizing or avoiding the risks after having identified and assessed the risks. Prioritizing mitigation tactics should be done in accordance with how well they reduce risk and how easily they can be implemented in terms of both time and money. Contingency planning, redundancy, risk transfer through insurance, and the creation of fallback processes are some possible strategies.

The Fleeky Hub project team will guarantee the efficient execution of the project, meeting all objectives and mitigating potential risks by incorporating additional considerations into a risk management plan.

6.9.2 Top Three Risks

1. Fleeky Hub would not synchronize the data/information of the patient being recorded if the internet connection is disrupted and/or lost during the process.
2. The information cannot be transferred/exchanged safely if the internet connection is lost and if there was a problem/issue that unexpectedly occurs with the router that connects the devices together.
3. The data of Fleeky Hub can be vulnerable to risks when it comes to unauthorized personnel since the customer's personal data can be interacted by the employees.

6.9.3 Risk Management Approach

The following steps are designed to assist in effectively managing risks in the Fleeky Hub project:

- **Risk Identification and Assesment:** Through brainstorming sessions, studies of prior project experiences, and evaluation of the project's requirements and scope, the project team will identify project-related threats. The risks will be listed in a risk register together with details about their likelihood of happening, potential effects, and description. The identified risks will be assessed in terms of their likelihood of occurring and their effect on the project. The project team will rank each risk according to severity using the risk matrix. Risks with a high level of severity will be prioritized for either mitigation or contingency planning.
- **Risk Monitoring:** Risks will be continuously monitored during the project. To ensure that risks are being properly managed, the project team will frequently review the risk register. As further threats are found and added to the risk register throughout the project, the risk assessment process will be repeated.
- **Risk Mitigation:** Plans for risk mitigation will be developed for risks having a high effect and likelihood of occurrence. The risk-mitigation strategies will be included in the mitigation plans. The project team will also decide on fallback plans for risks that cannot be minimized.

- **Risk Communication:** Risk communication is the process of alerting relevant parties—including the project sponsor, the project team, and other stakeholders—about risks and related management strategies. If any risks are identified, assessed, and dealt with, the project team will keep all stakeholders informed and maintain regular communication.

6.9.4 Risk Identification

During a risk assessment meeting, the project team and key stakeholders were tasked with identifying and assessing potential risks that could impact the success of the project. The identified risks were then documented in a risk registry. In order to identify additional hazards and develop mitigation strategies, the project team also examined historical data from similar projects. Additionally, experts were consulted and questioned about their experiences in developing similar systems to uncover any additional risks and devise appropriate mitigation plans.

The risks discovered during the expert interviews and risk assessment meeting were documented in a manner consistent with the Agile risk management plan. To guarantee that new risks are found, and old risks are efficiently managed, the risk register is updated on a regular basis. The project team will keep an eye on and manage risks all the way through the project. The following are a few of the project's potential risks for Fleeky Hub:

- **Human Error:** Errors made by project team members, having the potential of having an influence on the project.
- **Security Vulnerabilities:** The initiative runs the risk of being exposed to security lapses or data loss, both of which might have dire repercussions.
- **Unforeseen Circumstances:** There is a chance that unanticipated events (such market shifts) could have an unexpected effect on the project.

6.9.4 Risk Qualification and Prioritization

The project team will regularly review and update the risk record to make sure that risks are prioritized appropriately. The risks mentioned in the risk records were classified and evaluated using a probability-impact matrix. Risks that would have a significant effect on the project and a high possibility of occurring were given top consideration. Determine the probability and impact of each risk after analyzing potential risks related to Fleeky Hub business case. The following is an overview of the likelihood of risks and their effects on the project:

- **Extreme**: Risks that could seriously harm the project and have a very high possibility of happening.
- **High**: Risks that could have a big impact on the project and have a high chance of happening. The team must immediately address these risks and create mitigation plans for them.

- **Medium**: Risks that have an average chance of happening and a fair impact on the project. In order to prepare for these risks, mitigation plans should be created, and these risks should be continuously monitored.
- **Low**: Risks that have a small impact on the project and a low likelihood of occurring. Periodically monitoring these risks will allow for the development of mitigation plans in case that they occur.
- **Negligible**: Risks that have little chance of happening and little effect on the project. These dangers can be disregarded.

6.9.6 Risk Monitoring

The Fleeky Hub Agile Risk Management Plan offers a framework for actively tracking risks throughout the project. To do this, it is crucial to closely document the process, including defining the circumstances that might set off risks, and to regularly monitor risks during the course of the project.
The high-scoring risks will be incorporated into the project schedule, and the risk manager will be given responsibility for their monitoring. This will make it easier for the project manager to decide when hazards need to be closely monitored and when the risk manager should provide project team meetings with updates. The risk manager will be in charge of monitoring the risk trigger circumstances. The project manager will also make sure that the project team is informed of the risks that have been identified and their potential effects on the project. Any new risks or modifications to existing risks should be reported to the risk management by the project team so that they can be evaluated and given the appropriate level of priority.
The agile risk management methodology, which emphasizes flexibility and constant improvement, will be used by the project team. To guarantee that the project's goals and quality standards are met, the effectiveness of the risk management plan will be periodically evaluated and changed as necessary.

6.9.7 Risk Mitigation and Avoidance

The project team will develop the risk management plan based on the value that each risk is given. The first stage in risk mitigation and avoidance is to identify and prioritize the potential risks. Strategies to prepare for likely delays could include preparing backup plans, allocating more resources, or changing project deadlines. The project team should determine which risks have the highest likelihood and potential impact and then establish plans to reduce or eliminate those risks. The project manager has the following main factors and choices to think about:

- **Resource Allocation:** The project manager must make sure the team has the necessary resources, including competence, abilities, and expertise, as well as access to tools and

equipment, in order for the project to be effective and efficient. The project manager is in charge of making sure that the team has access to these resources in order to complete the project on schedule and within the allocated budget.

- **Risk Assessment:** To effectively estimate and handle potential hazards, the team should do a detailed analysis of them. Early in the project, the risk assessment should be finished, and the project manager should move quickly to identify and reduce any potential risks.
- **Contingency Planning:** The project team must develop backup plans for emergencies in order to be ready for potential dangers. The project manager is responsible for supervising the creation, validation, and testing of these strategies for each potential risk.
- **Agile Approach:** Risk management can be done in a flexible and quick manner by using the Agile methodology. The team's use of the Agile methodology, which permits continual risk management and the capacity for change, must be ensured by the project manager.
- **Communication:** The project manager must encourage open and transparent communication between the project team, clients, and stakeholders to reduce risks and avoid misunderstandings.

6.9.8 Risk Register

Each risk, its likelihood, potential repercussions, and any mitigation steps will be fully explained in the risk register, which will be maintained current throughout the project. The risk register will be reviewed and updated frequently to make sure it accurately reflects the state of the project at the present time. The risk registry, which will be stored in a central location, will be accessible to all stakeholders.

This risk management strategy is often in line with the Agile methodology and places an emphasis on early and frequent risk discovery, collaborative risk management, and continuing risk monitoring. By foreseeing and resolving potential risks, the Fleeky Hub project team can decrease the effects and increase the likelihood that the project will succeed. The risk register will be based on the following standards:

- Risk ID - Each risk will receive a special identification number.
- Risk Description - The risk event will be clearly and concisely described.
- Risk Category - Risks will be categorized as technical, organizational, or legal.
- Risk Owner - Will be in charge of keeping an eye on and managing every risk.
- Probability - On a scale of 1 to 5, with 1 denoting the lowest chance and 5 denoting the highest, the likelihood of a risk occurring is evaluated.
- Impact - On a scale of 1 to 5, where 1 represents the least significant impact and 5 represents the most significant impact, the risk's potential impact on the project is evaluated.
- Risk Score - For the purpose of calculating the overall risk score, the likelihood and impact scores are compounded.

- Mitigation Strategy - explains the precise steps must be done to reduce the risk.
- Status - The current state of the risk, including whether it is open, ongoing, or closed, is also recorded.
- Target Resolution Date - predicted day that the risk will be resolved.

RISK ID	RISK RANK	RISK	DESCRIPTION	CATEGORY	DESTINATION/ OWNER	PROBABILITY	IMPACT	STATUS
RID 001	1	Technical Risk	The system may not work well with current hardware and software systems, which could lead to errors and delays in the system.	Technology	Project Lead	High	High	In Progress
RID 002	2	Resource Risk	There is a chance that there won't be enough resources available to finish the project on schedule, which will cause delays and cost overruns.	Organizational	Project Manager	Medium	Medium	In Progress
RID 003	2	Security Risk	Data breaches and cyberattacks pose a threat that could compromise sensitive data.	Technical	System Developer	Medium	Medium	In Progress

6.10. Procurement Plan

6.10.1. Introduction

The Procurement Management Plan plays a critical role in the project's successful completion. This plan outlines the project's procurement requirements and how the procurement process will be managed from the development of procurement documentation to the closure of contracts. This plan aims to ensure that all necessary items are procured on time, within budget, and according to

the quality standards required for the project.

This plan defines the types of items to be procured, the justification statements and timelines for their procurement, the contract types to be used, the risks associated with procurement management, and how these risks will be mitigated. It also outlines the process for determining costs and evaluating suppliers, including the use of standardized procurement templates and documents.

The plan details how multiple suppliers will be managed if applicable and the contract approval process, decision criteria, and establishment of contract deliverables and deadlines. It explains how procurement and contracts are coordinated with the project scope, budget, and schedule, any constraints pertaining to procurement, and the direction to sellers on baseline requirements such as contract schedules and work breakdown structures (WBSs).

Vendor management is a crucial aspect of the procurement process, and this plan outlines how it will be managed, including the identification of any prequalified sellers if applicable. Finally, the plan defines performance metrics for procurement activities to ensure that the procurement process is monitored and controlled throughout the project's life cycle.

Overall, this Procurement Management Plan is designed to ensure that the project's procurement needs are met efficiently and effectively, with an emphasis on quality, cost, and schedule. It provides a clear and concise roadmap for the procurement process, ensuring that all stakeholders are aligned and informed throughout the process.

6.10.2. Procurement Risk

Procurement is a critical aspect of the Fleeky Hub project, involving the acquisition of goods, 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 Fleeky Hub 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 Fleeky Hub are:

1. **Supplier Reliability**: The risk that selected suppliers may fail to meet delivery deadlines or provide the required quality of goods or services.

2. **Cost Overruns**: The risk of unexpected price increases or additional expenses exceeding the allocated budget for procurement.

3. **Delivery Delays:** The risk of delays in the delivery of procured items, potentially impacting project timelines and subsequent activities.

4. **Quality Issues:** The risk of receiving goods or services that do not meet the desired specifications or standards.

5. **Compliance and Legal Risks:** The risk of non-compliance with applicable laws, regulations, or contractual obligations during the procurement process.

6. **Supply Chain Disruptions**: The risk of disruptions in the supply chain, such as logistic issues, transportation delays, or availability constraints, that may affect the timely acquisition of goods or services.

By proactively identifying and managing these procurement risks, the Fleeky Hub project can mitigate potential setbacks, enhance project outcomes, and ensure the successful execution of procurement activities.

6.10.3. Procurement Risk Management

Procurement risk management is an essential component of the Fleeky Hub project to ensure successful procurement outcomes. By effectively managing procurement risks, the project team can minimize the likelihood and impact of potential issues. The following strategies will be implemented to address procurement risks:

1. **Risk Identification**: Thoroughly assess and identify potential risks associated with procurement activities, such as supplier reliability, cost overruns, delivery delays, quality issues, compliance, and supply chain disruptions.

2. **Risk Assessment**: Evaluate the identified risks based on their likelihood of occurrence and potential impact on the project. Prioritize risks based on their significance to focus resources and attention accordingly.

3. **Risk Mitigation**: Develop and implement mitigation strategies to reduce the probability or impact of identified risks. This may involve diversifying suppliers, negotiating contractual terms and penalties, conducting thorough supplier evaluations, or establishing backup plans for supply chain disruptions.

4. **Risk Monitoring**: Continuously monitor and track procurement risks throughout the project's lifecycle. Regularly assess the effectiveness of risk mitigation strategies and update them, as necessary.

5. **Contingency Planning:** Develop contingency plans to address potential procurement risks that cannot be completely mitigated. These plans should outline specific actions to be taken in the event of risk occurrence to minimize disruption to project timelines and objectives.

6. **Supplier Relationship Management:** Foster strong relationships with suppliers through effective communication, regular performance evaluations, and proactive issue resolution. This can help mitigate risks and improve overall procurement outcomes.

By implementing robust procurement risk management practices, the Fleeky Hub project can

enhance its ability to navigate potential challenges, ensure timely procurement of goods and services, and achieve project objectives with minimized risk exposure.

6.10.4. Cost Determination

Cost determination is a critical aspect of Fleeky Hub project's procurement process. Accurately estimating and determining the costs associated with procuring goods, services, and equipment is essential for effective budgeting and financial planning. To determine costs, thorough market research will be conducted to understand the prevailing prices and cost structures for the desired goods and services. This research will establish a benchmark and provide insights for negotiating favorable prices with suppliers. The project team will issue Request for Quotations (RFQs) to potential suppliers, outlining the required goods or services and requesting detailed cost proposals. The received quotations will be carefully evaluated to assess the cost components, including unit prices, taxes, shipping charges, and any additional costs.

Cost analysis will be performed to ensure transparency and accuracy in the breakdown of costs provided by suppliers. This analysis will verify the reasonableness of each cost element and ensure alignment with the project's budget and objectives. The team will also explore the potential for obtaining quantity discounts based on the projected procurement volumes. Negotiating with suppliers to secure cost savings for larger quantities will be a priority. Moreover, the total cost of ownership will be considered, encompassing not only the initial purchase price but also factors such as maintenance, warranty, and operational costs over the product's lifecycle. This comprehensive approach will provide a more accurate assessment of the overall costs associated with procurement.

To maintain cost control, the project will implement mechanisms for monitoring and tracking costs throughout the procurement process. Clear procedures will be established for approving expenses, tracking budget utilization, and managing change orders to prevent cost overruns. The project will encourage competition among suppliers through a competitive bidding process, allowing multiple vendors to submit their bids and propose competitive pricing. This approach will help drive down costs while ensuring the acquisition of high-quality goods and services.

By effectively determining costs, the Fleeky Hub project will establish a realistic budget, negotiate favorable terms with suppliers, and optimize its procurement activities for cost efficiency. This will contribute to the successful implementation of the project within budgetary constraints while ensuring the procurement of necessary resources to support the client's operations.

6.10.5. Procurement Constraint

A procurement constraint refers to any limitations or restrictions that impact the procurement process of goods, services, or equipment for the Fleeky Hub 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. **Supplier Availability**: The availability of qualified suppliers in the market for the required goods and services can impact the procurement process. Limited supplier options or extended lead times for certain items may pose challenges in acquiring the necessary resources within the desired timeframe.

3. **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.

4. **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.

5. **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.

6. **Delivery Timeframe:** The procurement constraints related to them should be considered**.** Certain items may have longer lead times or limited availability, which could impact project timelines. Coordinating with suppliers and establishing clear delivery expectations is crucial to avoid delays.

7. **Contractual Considerations:** Any contractual agreements or terms and conditions with suppliers should be carefully reviewed and adhered to. It is important to ensure that the procurement process aligns with the contractual obligations and requirements to mitigate legal and operational risks.

By identifying and managing these procurement constraints, the Fleeky Hub project can ensure a streamlined and compliant procurement process. Proactive planning, effective supplier management, and clear communication with stakeholders are essential to overcome any potential challenges and successfully procure the necessary resources for the project.

6.10.6. Contract Approval Process

The contract approval process for the Fleeky Hub project involves a series of steps to ensure thorough evaluation, negotiation, and approval of procurement contracts. The following outlines the typical contract approval process:

1. **Contract Identification:** Identify the need for a contract based on the procurement requirements. This includes determining the goods, services, or works that require a contractual

agreement.

2. **Contract Creation**: Draft the contract document, clearly defining the scope of work, deliverables, terms and conditions, payment terms, and any other relevant contractual provisions. Ensure compliance with legal and regulatory requirements and align the contract with the project objectives and procurement policies.

3. **Contract Review**: Conduct a comprehensive review of the contract to verify accuracy, clarity, and consistency. Involve legal and procurement experts to assess the contractual terms and conditions, identify any potential risks or ambiguities, and suggest necessary revisions.

4. **Contract Negotiation**: Engage in negotiations with the selected vendor or supplier to reach mutually agreeable terms. This may involve discussions on pricing, delivery schedules, warranties, service levels, intellectual property rights, and any other key contractual provisions. Negotiate in a fair and transparent manner while protecting the interests of Fleeky Hub.

5. **Legal and Compliance Review**: Seek legal advice to ensure compliance with applicable laws and regulations. Review the contract for legal compliance, including data protection, confidentiality, insurance requirements, and any other legal considerations specific to the project or the business.

6. **Internal Approval**: Obtain internal approval from the authorized stakeholders within the Fleeky Hub. This may involve seeking approval from senior management, finance department, legal counsel, or any other designated personnel responsible for contract approval.

7. **Contract Execution**: Once all necessary approvals are obtained, the contract is executed by all relevant parties involved. This includes obtaining signatures from authorized representatives of both the Fleeky Hub and the vendor or supplier.

8. **Contract Management**: Establish a contract management system to monitor and track contract performance, deliverables, and compliance throughout the project duration. Assign responsibilities for contract administration, including monitoring key contract milestones, reviewing progress, addressing changes or disputes, and ensuring adherence to contractual obligations.

9. **Contract Closeout**: Upon successful completion of the contract, conduct a thorough review to ensure all contractual obligations have been met. Document any lessons learned, conduct a performance evaluation of the vendor or supplier, and formally close the contract.

By following a well-defined contract approval process, the Fleeky Hub project can ensure transparency, compliance, and effective management of procurement contracts. This process helps mitigate risks, protect the interests of the client, and foster successful vendor relationships throughout the project lifecycle.

6.10.7. Decision Criteria

The decision criteria for the Fleeky Hub project play a crucial role in evaluating and selecting various options or alternatives. These decision criteria serve as benchmarks against which potential solutions, suppliers, or courses of action are assessed. The following are some common decision criteria that can be considered for the project:

1. **Functional Requirements**: Assess how well each option meets the functional requirements of the Fleeky Hub. Consider factors such as the system's capability to handle patient records, appointment scheduling, queue management, reporting, and other essential functionalities.

2. **Scalability and Flexibility**: Evaluate the scalability and flexibility of each option to accommodate future growth and changes within the client. Consider whether the solution can adapt to evolving needs, accommodate additional users or businesses, and integrate with other systems or technologies.

3. **User Experience**: Consider the usability and user experience of each option. Evaluate factors such as user-friendliness, intuitiveness, training requirements, and potential impact on staff productivity and satisfaction.

4. **Technical Compatibility**: Assess the technical compatibility of each option with the existing IT (Information Technology) infrastructure of the Fleeky Hub. Consider factors such as system requirements, compatibility with operating systems, databases, and integration capabilities with other tools or software.

5. **Vendor Reputation and Support**: Evaluate the reputation, experience, and record of accomplishment of potential vendors or solution providers. Consider factors such as their customer support, maintenance services, response time, and availability of updates or upgrades.

6. **Implementation Timeframe**: Assess the estimated time required for implementing each option. Consider factors such as the complexity of implementation, data migration, training requirements, and potential disruption to business operations during the transition period.

7. **Risk Assessment**: Evaluate the potential risks associated with each option and assess their impact on the project's success. Consider factors such as data security risks, vendor reliability, potential system downtime, and the business' ability to handle any challenges or disruptions.

By using these decision criteria, the project team can make informed and objective decisions that align with the goals and requirements of the Fleeky Hub. It is important to prioritize and weigh the decision criteria based on their relative importance to the project's success and the specific needs of the client.

6.10.8. Performance Metrics for Procurement Activities

Performance metrics for procurement activities in the Fleeky Hub project help evaluate and measure the effectiveness and efficiency of the procurement process. These metrics provide

insights into key performance areas and enable continuous improvement. The following are some performance metrics that can be considered for procurement activities:

1. **Cost Savings**: Measure the cost savings achieved through procurement activities, including negotiated discounts, competitive bidding, volume discounts, or alternative supplier selection. This metric helps assess the financial benefits gained through efficient procurement practices.

2. **Supplier Performance**: Evaluate the performance of suppliers based on factors such as on-time delivery, product or service quality, responsiveness to inquiries, and adherence to contractual terms and conditions. This metric ensures that suppliers meet or exceed expectations, minimizing the risk of disruptions or delays.

3. **Contract Compliance**: Monitor the level of compliance with contractual terms and conditions by both the Fleeky Hub and the suppliers. Assess adherence to pricing agreements, delivery schedules, warranty provisions, and any other contractual obligations. This metric helps identify and address any deviations or non-compliance.

4. **Purchase Cycle Time**: Measure the time taken to complete the procurement cycle, starting from the identification of a need to the final receipt of goods or services. This metric helps identify bottlenecks or inefficiencies in the procurement process and enables process optimization for faster turnaround times.

5. **Supplier Diversity**: Evaluate the extent to which the procurement process promotes supplier diversity, considering factors such as the engagement of minority-owned or women-owned businesses. This metric assesses the inclusivity and social impact of the procurement activities.

6. **Stakeholder Satisfaction**: Gather feedback from internal stakeholders, such as project team members, end-users, and senior management, to assess their satisfaction with the procurement process. This can be done through surveys, feedback sessions, or regular communication channels. This metric helps gauge stakeholder perceptions and identifies areas for improvement.

7. **Savings Tracking**: Track and measure the cumulative cost savings achieved through procurement activities over a specific period. This metric provides visibility into the overall impact of procurement initiatives and helps quantify the value generated for the Fleeky Hub.

8. **Supplier Relationship Management**: Evaluate the strength and effectiveness of relationships with key suppliers. This metric considers factors such as communication, collaboration, joint problem-solving, and long-term strategic alignment. It helps foster mutually beneficial partnerships and ensures a reliable supply chain.

9. **Procurement Cycle Cost**: Measure the overall cost incurred during the procurement process, including administrative costs, personnel costs, and other associated expenses. This metric helps identify areas where cost efficiencies can be achieved and supports budget planning and control.

10. **Risk Management**: Assess the effectiveness of risk management in procurement activities. This

includes tracking the identification, assessment, and mitigation of risks related to suppliers, supply chain disruptions, contractual issues, and other procurement-specific risks.

6.11. Implementation Plan

6.11.1. Executive Summary

The implementation plan for Fleeky Hub outlines the key steps and strategies for the successful development and deployment of a user-friendly website that will streamline the operations of Fleeky Curtains. This executive summary provides an overview of the plan, highlighting the objectives, phases, key stakeholders, and communication processes involved in the implementation.

- **Project Overview:**
  Fleeky Hub aims to enhance the customer experience and improve operational efficiency for Fleeky Curtains by providing a website that offers easy browsing, efficient order management, and comprehensive reporting capabilities. The implementation plan focuses on utilizing the Django framework and SQL database to develop the website and ensure seamless integration with existing systems.

- **Key Objectives:**
  Develop a functional website that offers a user-friendly interface for customers to browse products and place orders.
  Streamline order management processes to improve efficiency and reduce handling time.
  Enhance communication and collaboration among team members to facilitate seamless operations.
  Implement robust reporting capabilities to generate business insights and support decision-making.

- **Implementation Phases:**
  The implementation plan consists of the following phases:
  - *Phase 1:* Planning and Requirements Gathering
  - *Phase 2:* Website Development and Testing
  - *Phase 3:* Deployment and Training
  - *Phase 4:* Post-Implementation Review and Optimization

  Each phase focuses on specific activities, such as analyzing requirements, developing the website, conducting testing, deploying the system, and continuously improving its performance.

- **Key Stakeholders and Roles:**
  The success of the implementation plan relies on the collaboration and support of key stakeholders, including:
  - ***Project Sponsor:*** Provides overall guidance, support, and resources.
  - ***Project Manager:*** Oversees project execution, manages resources, and ensures timely delivery.
  - ***Development Team:*** Responsible for website development, coding, and testing.
  - ***QA Team:*** Conducts rigorous testing to ensure quality and functionality.

- **Communication and Escalation Processes:**
  To ensure effective communication and timely issue resolution, the implementation plan establishes clear communication channels and guidelines. It also outlines a communication escalation process to address any breakdowns or conflicts promptly.

By following this implementation plan, Fleeky Curtains can successfully introduce Fleeky Hub and achieve its objectives of improving customer experience, streamlining operations, and generating valuable business insights. The plan emphasizes efficient project management, stakeholder engagement, and continuous improvement to ensure the successful implementation of Fleeky Hub.

6.11.2. Transition Approach

Overall Approach:

The transition approach for Fleeky Curtains' implementation plan will involve a phased transition to ensure a smooth and efficient transfer of processes, responsibilities, and systems. This approach aims to minimize disruption to daily operations and maintain continuity throughout the transition period.

The transition approach will include the following steps:

- **Communication Plan:**
  A comprehensive communication plan will be developed to inform all stakeholders, including employees, customers, suppliers, and partners, about the transition plan. The plan will outline the timelines, milestones, and expectations for the transition, ensuring everyone is well-informed and prepared for the changes ahead.

- **Transition Planning:**
  The transition plan will be carefully crafted, taking into consideration the specific requirements of Fleeky Curtains. It will include a detailed timeline with key activities, deliverables, and responsibilities assigned to each team or individual involved in the transition. This plan will serve as a roadmap to guide the entire transition process.

- **Knowledge Transfer:**
  Knowledge transfer will be a critical aspect of the transition. The existing staff members will work closely with the new team or individuals taking over the responsibilities to share their expertise, processes, and best practices. This will be done through documentation, training sessions, shadowing, and hands-on experience, ensuring a smooth transfer of knowledge.

- **Resource Allocation:**
  During the transition period, resources will be allocated strategically to ensure the smooth operation of both the existing and new systems. Adequate staffing and training will be provided to support the transition activities, allowing for seamless workflow and minimal disruption to the daily operations.

- **Testing and Validation:**

Throughout the transition process, thorough testing and validation will be conducted to ensure the new systems, processes, and workflows are functioning as intended. This includes conducting user acceptance testing, verifying data integrity, and resolving any issues or discrepancies identified during the testing phase.

- **Monitoring and Support:**
  Once the transition is complete, a monitoring and support system will be established to address any post-transition challenges or issues that may arise. This will involve regular check-ins, performance monitoring, and support channels to aid and guidance during the initial stages of operation.

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 Fleeky Curtains staff. The transition plan is broken down into two main phases execution and closeout.

The execution phase includes developing the website and bug hunting that are scheduled from January 11th to March 17th. The closeout phase involves document lessons learned, updating files/records, gain formal acceptance, archive files/documents, and project closeout meeting.

These activities will be conducted from April 4th to June 16th. 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:

A. The new team or individuals taking over the responsibilities have been adequately trained and possess the necessary skills and knowledge to carry out their roles effectively.

B. The existing staff members are willing and available to provide support and knowledge transfer during the transition period.

C. Sufficient resources, including technology, infrastructure, and human resources, are available to support the transition activities.

D. The transition plan aligns with Fleeky Curtains' business objectives and can be executed within the agreed timeline and budget.

6.11.3. Transition Team Organization

Roles and Responsibilities:

- **Transition Project Manager (TPM):** The TPM will be overall responsible for the success of the transition. They will lead the transition team, develop and execute the transition plan, and ensure effective coordination among team members, stakeholders, and vendors.

- **Business Analyst:** The Business Analyst will gather requirements, analyze existing processes, and work closely with stakeholders to identify business needs and translate them into actionable transition tasks. They will also assist in evaluating the effectiveness of the transition process.

- **Technical Lead:** The Technical Lead will provide technical expertise and guidance throughout the transition. They will assess the current IT infrastructure, systems, and applications, and collaborate with the new team to ensure a smooth transfer of knowledge and technical capabilities.

- **Subject Matter Experts (SMEs):** SMEs will bring their domain-specific knowledge and expertise to the transition team. They will collaborate with stakeholders and the new team to provide insights and guidance on specific areas, ensuring a seamless transition of critical business processes.

- **Change Management Specialist:** The Change Management Specialist will focus on managing organizational change and ensuring smooth adoption of new systems, processes, and roles. They will develop communication plans, conduct training sessions, and provide support to stakeholders during the transition.

- **Quality Assurance (QA) Lead:** The QA Lead will establish and enforce quality standards for the transition process. They will review deliverables, conduct audits, and ensure that all transition activities meet the defined quality criteria, mitigating risks and ensuring a successful transition.

Roles	Responsibilities
Project Sponsor	• Responsible for providing financial resources and support for the project. • Approves project scope, budget, and timelines. • Ensures alignment between project goals and business objectives. • Provides guidance and strategic direction to the project team. • Acts as the main point of contact for senior management and other stakeholders. • Reviews and approves project deliverables. • Monitors project progress and provides necessary interventions when required. • Takes responsibility for the overall success of the project.
Key Stakeholders	• Customers: Provide feedback and requirements, test the website, and provide insights to improve the user experience. • Fleeky Curtains Management: Provide guidance, approve project decisions, and ensure the project aligns with business goals. • Employees: Utilize and provide feedback on the website, actively participate in testing, and contribute to the project's success. • Investors: Provide financial support and expect a return on investment. • Suppliers: Coordinate with the project team to ensure the smooth integration of their products/services into the website. •
Project Manager	• Customers: Provide feedback and requirements, test the website, and provide insights to improve the user experience. • Fleeky Curtains Management: Provide guidance, approve project decisions, and ensure the project aligns with business goals. • Employees: Utilize and provide feedback on the website, actively participate in testing, and contribute to the project's success. • Investors: Provide financial support and expect a return on investment. • Suppliers: Coordinate with the project team to ensure the smooth integration of their products/services into the website.
Development Team	• Designs, develops, and maintains the Fleeky Hub website. • Collaborates with the project manager to define technical requirements and specifications. • Translates design mock-ups and user stories into functional code. • Conducts unit testing and debugging of the website. • Integrates third-party services and APIs as required. • Implements security measures and ensures data protection. • Works closely with the QA team to resolve any identified issues or bugs.

	• Maintains documentation of the codebase and provides support for future enhancements or updates.

Table 6.11—1: Roles and Responsibilities

6.11.4. Workforce Transition

The workforce transition plan is a crucial component of the transition strategy for the Fleeky Curtains project. It aims to facilitate a smooth and seamless transfer of personnel, ensuring the continuity of operations and minimizing any potential disruptions.

The Transition Project Manager, in collaboration with the HR department and management, will oversee the workforce transition process. The following steps will be taken to ensure an effective transition:

- **Workforce Assessment:** A comprehensive assessment of the current workforce will be conducted to determine the skill sets, competencies, and roles of the employees involved in the project. This assessment will help identify any gaps or redundancies in the workforce.

- **Retention and Transition:** Efforts will be made to retain valuable and experienced employees who are essential to the success of the project. The Transition Project Manager will work closely with the HR department to develop retention strategies and negotiate transition plans with the new contractor if applicable.

- **Training and Development:** Training programs will be organized to equip the workforce with the necessary skills and knowledge required for the transition. This may include technical training, process training, or any other relevant training programs to ensure a smooth transfer of responsibilities.

- **Communication and Support:** Clear and transparent communication will be maintained throughout the transition process. Employees will be informed about the changes, their roles, and any support available to them during the transition. Any concerns or questions raised by the workforce will be addressed promptly and with empathy.

- **Performance Monitoring:** The Transition Project Manager will establish performance monitoring mechanisms to ensure that employees are adapting well to the transition and meeting the required performance standards. Regular feedback sessions and performance evaluations will be conducted to provide guidance and support as needed.

- **Documentation and Knowledge Transfer:** Knowledge transfer activities will be organized to capture and document critical project information and expertise from the existing workforce. This will facilitate the smooth transfer of knowledge to the new team members and ensure the continuity of project operations.

The workforce transition plan will be periodically reviewed and updated to align with the project timeline and requirements. Flexibility and adaptability will be key to successfully navigating the transition, ensuring that the workforce is well-prepared and motivated throughout the process.

6.11.5. Workforce Execution During Transition

During the transition period of the Fleeky Curtains project, several essential tasks will be carried out to ensure a smooth and successful transition. The workforce will be responsible for executing the following activities:

- **User Training:** The workforce will develop and deliver training materials to educate users on the new system. Training sessions, encompassing both classroom and hands-on training, will be conducted over a span of three days. This will enable users to understand and effectively utilize the new system.

- **Go Live:** The workforce will ensure that all systems are in place and functioning correctly before the new system is made available to users. This will involve final system testing, data migration, and validation to ensure a seamless transition and minimal disruption to operations.

- **Document Lessons Learned:** The team will document valuable insights and lessons learned during the project. This documentation will identify areas of success and areas that require improvement. By capturing these lessons, future projects can benefit from best practices and avoid potential pitfalls.

- **Update Files/Records:** The workforce will be responsible for updating all relevant files and records to reflect the completion of the project. This may involve archiving certain documents, updating contracts and agreements with new information, and ensuring that all project-related files are accurate and up to date.

- **Gain Formal Acceptance:** The team will work towards obtaining formal acceptance from the customer, indicating that the transition has been completed successfully. They will ensure that all deliverables have been met, and the customer is satisfied with the new system's functionality and performance.

- **Archive Files/Documents:** The workforce will archive all project-related files and documents to maintain a well-organized record of the project. This will include contracts, agreements, project plans, and other relevant materials, ensuring easy retrieval for future reference or audits.

- **Project Close Out Meeting:** The transition team will conduct a project close-out meeting with all stakeholders to review the overall project. This meeting will provide an opportunity to discuss successes, areas for improvement, and address any outstanding issues. It will ensure that the project is officially closed, and all parties are aligned on the project's outcomes.

By executing these activities efficiently and effectively, the workforce will contribute to a successful

transition for Fleeky Curtains, ensuring the new system's seamless integration and user satisfaction.

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 Fleeky Curtains project, this section of the transition plan is not applicable. The project team does not need to consider any GFE-related matters during the transition.

6.11.7.2. Incumbent Owned Equipment

In the Fleeky Curtains project, it is crucial to clearly identify the equipment that is owned by the incumbent and will remain with them. If there are any equipment assets required to support the customer's applications and services, the transition plan should specify whether the new contractor or the customer has the option to purchase or utilize this equipment. The plan should also outline a timeline for the transfer of ownership and any necessary documentation, such as bills of sale or transfer of ownership agreements.

In this project, if Fleeky Curtains has the necessary equipment to support the system, there may not be a need for the project team to transition the equipment to the new contractor. However, it is still important to clearly identify which equipment is incumbent-owned and which will be provided by Fleeky Curtains to ensure a smooth transition and prevent any potential conflicts or misunderstandings. The project team should work closely with Fleeky Curtains and the new contractor to ensure that all required equipment is available and properly transferred, if needed.

By addressing the property transition considerations and ensuring clear communication between all parties involved, the Fleeky Curtains project can successfully navigate the transfer of equipment ownership and minimize any disruptions during the transition process.

6.11.7.3. Intellectual Property

During the transition process of the Fleeky Curtains project, it is crucial to consider the handling of intellectual property (IP) to facilitate a seamless transfer of all pertinent documentation, supplier and subcontractor information, service agreements, or original designs or plans. Proper management of IP entails addressing legal considerations and may involve the completion of non-disclosure agreements (NDAs) between the incumbent and the customer.

To ensure the appropriate handling of intellectual property during the transition, the following steps will be undertaken:

1. **Identification of Relevant Intellectual Property:**
   All intellectual property associated with the project will be identified, encompassing design documents, patents, trademarks, copyrights, software code, and any proprietary information or trade secrets.

2. **Evaluation of Contractual Agreements:**
   Existing contractual agreements concerning intellectual property ownership and transfer will be carefully reviewed and assessed to ensure compliance throughout the transition.

3. **Negotiation of New Agreements:**
   If any gaps or inconsistencies are identified in the existing agreements, new agreements will be negotiated among the incumbent, new contractor, and the customer. These new agreements will aim to establish clear guidelines for the proper ownership and transfer of all intellectual property.

4. **Protection of Intellectual Property:**
   During the transition period, all intellectual property will be safeguarded through the implementation of non-disclosure agreements (NDAs) and other relevant legal measures.

5. **Transfer of Intellectual Property:**
   Upon the completion of the transition process, the transfer of relevant intellectual property will be executed according to the contractual agreements in place. This may involve transferring ownership to the new contractor, the customer, or retaining it with the incumbent, as stipulated in the agreements.

By adhering to these steps, Fleeky Curtains can ensure a smooth and secure transition of all intellectual property associated with the project. This approach will mitigate the risk of IP-related issues and facilitate a successful transition process.

6.11.7.4. User Accounts and Passwords

As part of the transition plan for the Fleeky Curtains project, the transition of user accounts and passwords is a crucial aspect to address. The following outlines the steps and considerations for this property transition:

User Account Inventory:

Create a comprehensive inventory of all user accounts, including internal and external users. This inventory should specify the associated privileges and roles of each account. Identify accounts that are no longer active or necessary for the system.

Password Security:

Prioritize security during the transition by resetting or disabling all user passwords. Notify users to change their passwords to a temporary password provided by the transition team. Once the transition is complete, require users to create new, secure passwords to enhance system security.

Account Transition and Disablement:

Determine which accounts will be transitioned to the new system and which accounts should be disabled. Assign responsible individuals to oversee the transfer of accounts and passwords. Develop clear procedures for disabling accounts of terminated employees, contractors, or third-party vendors to revoke their access rights promptly.

Table of User Accounts:

Provide a table detailing all user accounts involved in the transition. Include the username, associated email address, and corresponding privileges or access rights. Clearly indicate whether each account will be transitioned or disabled and include any specific instructions for the transition process.

In summary, the transition of user accounts and passwords is a critical component of the property transition plan for the Fleeky Curtains project. By conducting a thorough inventory, implementing password security measures, defining account transition and disablement procedures, and providing a comprehensive table of user accounts, a smooth and secure transition can be achieved.

6.12 Knowledge Transfer

Project Overview:

- Provide an overview of the Fleeky Curtains project, including its objectives, scope, and key stakeholders.
- Describe the purpose and importance of the knowledge transfer process in ensuring a successful transition.

System Architecture:

- Document the architecture of the Fleeky Curtains system, including hardware and software components.
- Explain the interconnections and dependencies between different system modules or components.

Functional Requirements:

- Detail the functional requirements of the Fleeky Curtains system, specifying the desired features and capabilities.
- Include use cases or scenarios to illustrate how the system should

behave in different situations.

Technical Specifications:

- Provide technical specifications for the Fleeky Curtains system, covering hardware requirements, software platforms, programming languages, and frameworks used.
- Include diagrams, flowcharts, or other visual aids to enhance understanding.

Installation and Setup:

- Provide step-by-step instructions for installing and setting up the Fleeky Curtains system.
- Include prerequisites, software dependencies, configuration steps, and any specific installation considerations.

System Configuration:

- Explain how to configure the Fleeky Curtains system to meet specific requirements or preferences.
- Include guidance on customizing settings, integrating with external systems, and managing user access and permissions.

System Administration:

- Detail the tasks and responsibilities of system administrators, including user management, system monitoring, backups, and maintenance activities.
- Provide guidelines for troubleshooting common issues and performing system diagnostics.

User Manual:

- Create a user manual that provides instructions for end-users on how to interact with the Fleeky Curtains system.
- Include guidance on navigating the user interface, performing common tasks, and utilizing system features effectively.

Security and Privacy Guidelines:

- Document security best practices and guidelines for safeguarding the Fleeky Curtains system and user data.
- Explain how to implement access controls, data encryption, and secure communication protocols.

Troubleshooting and FAQs:

- Compile a list of common issues, errors, and their resolutions to

help users and administrators troubleshoot problems.

- Include a Frequently Asked Questions (FAQ) section addressing common queries related to the Fleeky Curtains system.

Remember to regularly update and maintain these knowledge transfer documentation/manuals as the Fleeky Curtains system evolves and new information becomes available.

6.13 Schedule

Figure 6.11—1: Transition Out Plan Schedule

6.14 Handover and Acceptance

The handover and acceptance phase of the Fleeky Curtains project marks a

crucial milestone in the transition process. It commences with the completion of the comprehensive transition plan, encompassing all essential documentation and deliverables specific to the project. To ensure a seamless handover, a formal meeting will be arranged between the project team, the project sponsor, and other relevant stakeholders. The purpose of this meeting is to present and review the finalized transition plan, along with the associated documentation, guaranteeing that all project requirements have been met.

During the handover meeting, the project team will meticulously present the completed transition plan, including the project overview, system architecture, functional requirements, technical specifications, and other pertinent details specific to Fleeky Curtains. This will allow the project sponsor and stakeholders to thoroughly examine the materials and engage in constructive discussions to address any outstanding issues or concerns. This collaborative approach ensures that all parties are aligned, and any potential challenges are proactively addressed.

Once all issues have been resolved, the project sponsor and stakeholders will endorse a formal acceptance document, serving as concrete evidence of the successful handover completion. The acceptance document will include a comprehensive checklist of all required deliverables and documentation, accompanied by the signatures of the stakeholders who have reviewed and approved the materials. This serves as a crucial step in establishing the stakeholders' agreement and satisfaction with the transition process.

Furthermore, the handover and acceptance section of the contract transition plan will also outline the process for managing and resolving any remaining issues or concerns that may arise after the handover is complete. This includes a mechanism for implementing a formal dispute resolution process, if necessary, or taking corrective actions to address any identified deficiencies. By providing clear guidelines for addressing post-handover matters, the transition plan ensures that a structured approach is in place to address any unforeseen challenges and maintain stakeholder satisfaction.

In summary, the handover and acceptance phase of the Fleeky Curtains project is meticulously designed to facilitate a smooth and successful transition. By adhering to the agreed-upon transition plan, engaging in collaborative discussions, and ensuring the satisfaction of all stakeholders, Fleeky Curtains can confidently proceed with the next phase of its operations.

7. Sponsor Acceptance

This project acceptance document establishes formal acceptance of all the deliverables for the Fleeky Hub. The Fleeky Hub has met all theacceptance criteria as defined in the requirements document and project scope statement.

Sponsor Acceptance

Approved by the Project Sponsor:

Date: June 2023 Fleeky hub

Mitzi Garcia, Project sponsor

8. List of Tables

9. List of Figures

10. Appendices

10.1. Project Cost and Benefit Analysis

New cost report

FILTER

Work package #1269 1. Fleeky Hub

Project is APC_2022_2023_T3_PROJMAN_SS201_...

	APC_2022_2023_T3_PROJMAN_SS201_SF201_G06_Fleeky_Hub			
	Management	Development	Testing	
Bryan Gel Fabellore		10.00 hours		10.00 hours
Gabriel Luis Antonio Perez		10.00 hours		10.00 hours
Neil Albert Garcia	10.00 hours			10.00 hours
Pallas Dale Fontiveros	10.00 hours		10.00 hours	20.00 hours
Joshua Roxas		10.00 hours		10.00 hours
	20.00 hours	30.00 hours	10.00 hours	60.00 hours
	60.00 hours			

Displayed values are rounded. All calculations are based on the non-rounded values.
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New cost report

FILTER

Work package #1270 1.1 Pre-Development

Project is APC_2022_2023_T3_PROJMAN_SS201_...

	APC_2022_2023_T3_PROJMAN_SS201_SF201_G06_Fleeky_Hub		
	Management	Development	
Bryan Gel Fabellore		5.00 hours	5.00 hours
Gabriel Luis Antonio Perez		2.00 hours	2.00 hours
Neil Albert Garcia	20.00 hours		20.00 hours
Pallas Dale Fontiveros	1.00 hours		1.00 hours
Joshua Roxas		2.00 hours	2.00 hours
	21.00 hours	9.00 hours	30.00 hours
	30.00 hours		

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New cost report

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Work package #1279 1.2 Initiation

Project is APC_2022_2023_T3_PROJMAN_SS201_...

	APC_2022_2023_T3_PROJMAN_SS201_SF201_G06_Fleeky_Hub			
	Management	Development	Support	
Bryan Gel Fabellore			3.00 hours	3.00 hours
Gabriel Luis Antonio Perez		5.00 hours		5.00 hours
Neil Albert Garcia	5.00 hours			5.00 hours
Pallas Dale Fontiveros			7.00 hours	7.00 hours
Joshua Roxas		5.00 hours		5.00 hours
	5.00 hours	10.00 hours	10.00 hours	25.00 hours
	25.00 hours			

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New cost report

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Work package #1288 1.3 Development

Project is APC_2022_2023_T3_PROJMAN_SS201_...

	APC_2022_2023_T3_PROJMAN_SS201_SF201_G06_Fleeky_Hub			
	Management	Development	Support	
Bryan Gel Fabellore		10.00 hours		10.00 hours
Gabriel Luis Antonio Perez		3.00 hours		3.00 hours
Neil Albert Garcia			1.20 hours	1.20 hours
Pallas Dale Fontiveros	5.00 hours			5.00 hours
Joshua Roxas		6.00 hours		6.00 hours
	5.00 hours	19.00 hours	1.20 hours	25.20 hours
	25.20 hours			

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New cost report

FILTER

Work package #1294 1.4 Testing and Quality As...

Project is APC_2022_2023_T3_PROJMAN_SS201_...

	APC_2022_2023_T3_PROJMAN_SS201_SF201_G06_Fleeky_Hub				
	Management	Specification	Development	Testing	
Bryan Gel Fabellore			6.00 hours		6.00 hours
Gabriel Luis Antonio Perez				6.00 hours	6.00 hours
Neil Albert Garcia	6.00 hours				6.00 hours
Pallas Dale Fontiveros				7.20 hours	7.20 hours
Joshua Roxas		6.00 hours			6.00 hours
	6.00 hours	6.00 hours	6.00 hours	13.20 hours	31.20 hours
	31.20 hours				

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New cost report

FILTER

Work package #1299 1.5 Deployment and Maintenai

Project is × APC_2022_2023_T3_PROJMAN_SS201_...

	APC_2022_2023_T3_PROJMAN_SS201_SF201_G06_Fleeky_Hub			
	Management	Testing	Support	
Bryan Gel Fabellore			1.44 hours	1.44 hours
Gabriel Luis Antonio Perez		1.44 hours		1.44 hours
Neil Albert Garcia	1.44 hours			1.44 hours
Pallas Dale Fontiveros	1.44 hours			1.44 hours
Joshua Roxas		1.44 hours		1.44 hours
	2.88 hours	2.88 hours	1.44 hours	7.20 hours
	7.20 hours			

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Depending on your permissions this page might contain restricted information.

New cost report

FILTER

Work package #1526 1.6 Closeout

Project is × APC_2022_2023_T3_PROJMAN_SS201_...

	APC_2022_2023_T3_PROJMAN_SS201_SF201_G06_Fleeky_Hub				
	Management	Specification	Support	Other	
Bryan Gel Fabellore		1.20 hours			1.20 hours
Gabriel Luis Antonio Perez			1.20 hours		1.20 hours
Neil Albert Garcia			1.20 hours		1.20 hours
Pallas Dale Fontiveros	1.20 hours				1.20 hours
Joshua Roxas				1.20 hours	1.20 hours
	1.20 hours	1.20 hours	2.40 hours	1.20 hours	6.00 hours
	6.00 hours				

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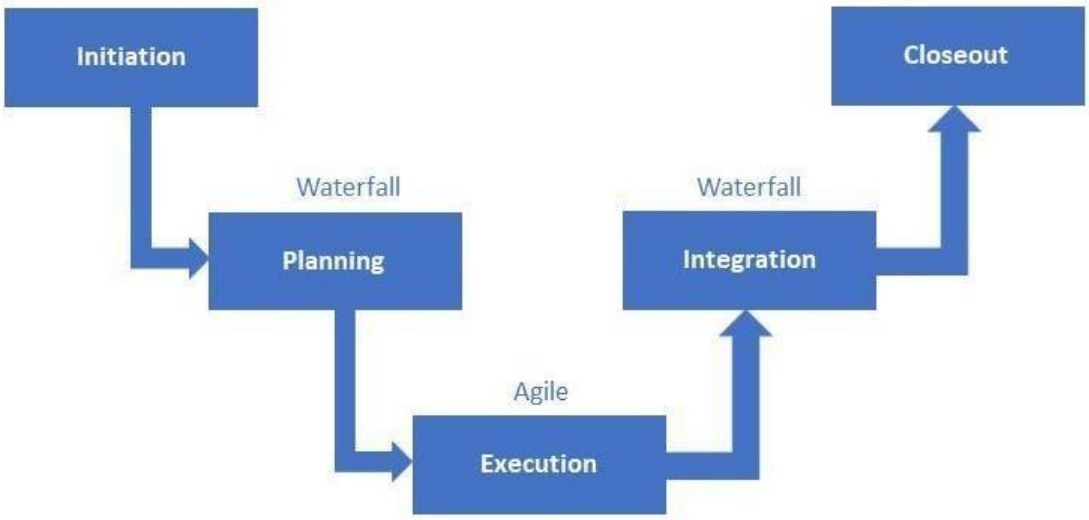
10.2. Project Methodology



10.3. System Requirements Specifications

10.3.1. System Requirements for Development

Requirement	Description
Hardware Requirements	• Computer - At least 4gb Memory - At least 500gb of storage (Preferably SSD) • Flash Drive
Server Infrastructure	Capable of hosting the e-commerce website
Storage Capacity	Sufficient storage for product data, customer information, and transaction records
Processing Power	Adequate processing power to handle concurrent user requests and website traffic
Network Connectivity	Reliable network connectivity for smooth data transfer and website accessibility

Requirement	Description
Software Requirements	
Operating System	Suitable server operating system (e.g., Linux, Windows Server, macOS Server)
Database Management System	Database system for storing and managing product, customer, and transaction data (e.g., MySQL)
Programming Languages	Server-side languages (e.g., html, Python, css) and client-side JavaScript
Frameworks and Libraries	Web development frameworks and libraries (e.g., Django)
Payment Gateway Integration	Integration of secure and reliable payment gateways (e.g., PayPal, Gcash)

10.3.2. System Requirements for Deployment

Requirement	Description
Operating Systems	
Windows	Windows 10 (version 2004 or later), Windows 8.1 (version 6.3), Windows 7 (version 6.1)
macOS	macOS Big Sur (version 11.x), macOS Catalina (version 10.15), macOS Mojave (version 10.14)
Linux	Ubuntu 20.04 LTS, CentOS 8, Debian 10

Browser Requirements	
HTML5 Support	Browsers must support HTML5, including CSS3 and JavaScript
Cookies and Local Storage	Browsers must support cookies and local storage for session management and user preferences
JavaScript Support	Browsers must have JavaScript enabled for interactive website features and functionality
CSS3 Support	Browsers must support CSS3 for proper rendering and styling of the website elements

10.4. Development Tools Specification

10.4.1. Development Tools Specification

Tool	Description	2019 Version	2020 Version	2021 Version	2022 Version
Django	High-level Python web framework	2.2	3.0	3.2	4.0
Bootstrap	Front-end framework for responsive design	4.3	4.5	5.0	5.3
HTML	Markup language for creating web pages	5	5.1	5.2	5.3
MySQL	Relational database management system	8.0	8.0	8.0	8.0

Hardware Component	Recommended Specifications
Processor	Intel Core i5 or higher
RAM	8GB or more
Storage	SSD (256GB or more)
Display	Full HD (1920x1080)
Graphics Card	Integrated or dedicated
Network Connectivity	Ethernet or Wi-Fi

10.5. WBS Dictionary

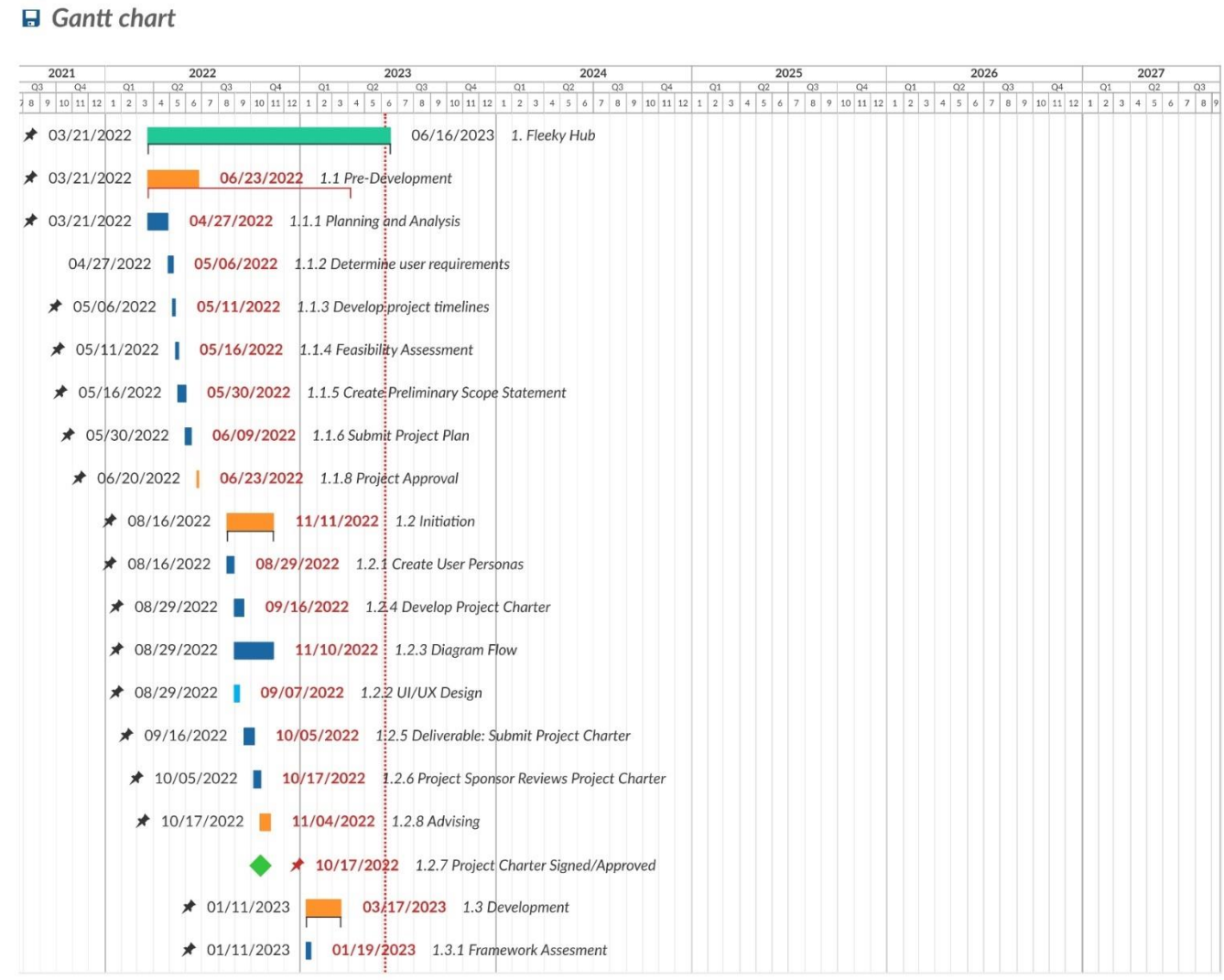
Level	WBS Code	Element Name	Definition
1	1	Just-In-Time E-Commerce Website	All are will work to implement a Just-In-Time E-Commerce Website.
2	1.1	Initiation	The Team will work to initiate the project.
3	1.1.1	Determine Project Team	The Project Manager determines the project team and requests the resources.
3	1.1.2	Develop Project Charter	The Project Team will come-up a project charter.
3	1.1.3	*Deliverable:* Submit Project Charter	The Project Manager will deliver the project charter to the Project Sponsor.
3	1.1.4	Project Sponsor Reviews Project Charter	The Project sponsor will review the Project Charter.
3	1.1.5	Project Charter Signed/Approved	The Project Manager will need to approve/sign the Project Charter to the Project Sponsor.
3	1.1.6	*Deliverable:* Work Breakdown Structure	The Project Manager will deliver the Work Breakdown Structure to the Project Sponsor.
3	1.2	Planning	The Project Team will work for the planning process for the project.
3	1.2.1	Create Preliminary Scope Statement	The Project Manager will create a Preliminary Scope Statement.
3	1.2.2	Project Team Initial Meeting	The Project Team will start an initial meeting together with Project Manager and Project Sponsor (optional).
3	1.2.3	*Deliverable:* Stakeholder Management Plan	The Project manager will analyze all stakeholders and their anticipated expectations of the project outcome and deliverables.
3	1.2.4	*Deliverable:* Schedule Management Plan	The Project Manager will develop a schedule management plan and the communicating schedules for time and resource.

3	1.2.5	*Deliverable:* Cost Management Plan	The Project Manager will plan and controll the budget of a business also a form of management accounting that allows a business to predict impending expenditures to help reduce the chance of going over budget.
3	1.2.6	Submit Deliverables	The Project Manager will submit the project deliverables to the project sponsor.
3	1.2.7	Project Team Meeting	The Project Team will continue the initial meeting together with Project Manager and Project Sponsor
3	1.2.8	*Milestone:* Project Plan Approval	When the project plan is already approved, the Project Manager has permission to proceed to execute the project according to the project plan.
4	1.3	Execution	Execute the project plan.
4	1.3.1	Project Team Meeting	The Project Manager will conduct a formal meeting with the project team, project stakeholders and project sponsor.
4	1.3.2	Verify & Validate User Requirements	The original user requirements are reviewed by the project manager and team, then validated with the users/stakeholders. This is where additional clarification may be needed.
4	1.3.3	Design System	The Project Team design the new management system.
4	1.3.4	Procure Hardware/Software	The Project Team will procure of all hardware, software and facility needs for the project.
4	1.3.5	Install Development System	The Project Team will install a development system for testing and customizations of user interfaces.
4	1.3.6	Sprint Planning Meeting	Planning Meeting for maximum of eight hours for a one-month Sprint.
4	1.3.7	Create Sprint Backlog	During the sprint planning meeting, the Project team selects some number of product backlog items, usually in the form of user stories, and identifies the tasks necessary to complete each user

			story.
4	1.3.8	Develop Sprint Backlog Items (Daily Scrum)	The Project Team develop a Daily Scrum meeting ideally during start of the working day.
4	1.3.9	Sprint Review Meeting	At the end of each sprint, the project team has produced a coded, tested and usable piece of software.
4	1.3.10	Sprint Retrospective Meeting	Usually the last thing done in a sprint. The entire team, including both the ScrumMaster and the product owner should participate.
4	1.3.11	Integration to Cloud Server	Enables the integration and interaction of different operating systems, application and services within an enterprise IT environment.
5	1.4	Control	The work involved for the control process of the project.
5	1.4.1	Quality Assurance Control	The process oriented and focuses on defect prevention.
5	1.4.2	Project Management	Overall project management for the project.
5	1.4.3	Project Status Meetings	Weekly team status meetings.
5	1.4.4	Risk Management	Risk management efforts as defined in the Risk Management Plan.
5	1.4.5	Update Project Management Plan	Project Manager updates the Project Management Plan as the project progresses.
6	1.5	Closeout	The work to close-out the project.
6	1.5.1	Audit Procurement	An audit of all hardware and software procured for the project, ensures that all procured products are accounted for and in the asset management system.
6	1.5.2	Document Lessons Learned	Project Manager along with the project team performs a lesson learned meeting and documents the lessons learned for the project.
6	1.5.3	Update Files / Records	All files and records are updated to reflect the widget management system.

6	1.5.4	Gain Formal Acceptance	The Project Sponsor formally accepts the project by signing the acceptance document included in the project plan.
6	1.5.5	Archive Files / Documents	All project related files and documents are formally archived.

10.6 Detailed Schedule



10.7 Detailed Cost Estimates

Budget #37

Approved Salary Budget Fleeky Hub

Added by Neil Albert Garcia about 13 hours ago. Updated about 12 hours ago.

Cost type	Budget
Fixed date	06/04/2023
Spent (ratio)	30% Total progress

UNITS

Planned unit costs

UNITS	COST TYPE	COMMENT	BUDGET
1000.00	Miscellaneous Php1000	Allowance	PHP 100,000.00
			PHP 100,000.00

Actual unit costs

WORK PACKAGE	UNITS	COST TYPE	COSTS
			PHP 0.00

LABOR

Planned labor costs

Actual labor costs

HOURS	USER	COMMENT	BUDGET
2500.00 hours	Bryan Gel Fabellore	Website Design	PHP 5,000.00
1250.00 hours	Gabriel Luis Antonio Perez	Website Design	PHP 3,000.00
1300.00 hours	Joshua Roxas	Website Design	PHP 3,000.00
1250.00 hours	Pallas Dale Fontiveros	Managing	PHP 3,000.00
1500.00 hours	Neil Albert Garcia	Managing	PHP 5,000.00
			PHP 19,000.00

WORK PACKAGE	HOURS	USER	COSTS
Phase #1270: 1.1 Pre-Development	**2.00 hours**	Gabriel Luis Antonio Perez	PHP 1,800.00
Phase #1270: 1.1 Pre-Development	**2.00 hours**	Joshua Roxas	PHP 1,700.00
Phase #1270: 1.1 Pre-Development	**1.00 hours**	Pallas Dale Fontiveros	PHP 1,000.00
Phase #1270: 1.1 Pre-Development	**5.00 hours**	Bryan Gel Fabellore	PHP 4,150.00
Phase #1270: 1.1 Pre-Development	**20.00 hours**	Neil Albert Garcia	PHP 22,000.00
Phase #1526: 1.6 Closeout	**1.20 hours**	Pallas Dale Fontiveros	PHP 1,200.00
Phase #1526: 1.6 Closeout	**1.20 hours**	Joshua Roxas	PHP 1,020.00
Phase #1526: 1.6 Closeout	**1.20 hours**	Neil Albert Garcia	PHP 1,320.00
Phase #1526: 1.6 Closeout	**1.20 hours**	Bryan Gel Fabellore	PHP 996.00
Phase #1526: 1.6 Closeout	**1.20 hours**	Gabriel Luis Antonio Perez	PHP 1,080.00
			PHP 36,266.00

Budget #12

Phase 2 Project Development (Other miscellaneous)

Added by Bryan Gel Fabellore 18 days ago. Updated about 11 hours ago.

Cost type	Budget
Fixed date	05/18/2023
Spent (ratio)	172% Total progress

UNITS

Planned unit costs

UNITS	COST TYPE	COMMENT	BUDGET
12.00	Utilities	Hosting	PHP 2,000.00
15.00	Miscellaneous Php1000	Allowance	PHP 15,000.00
			PHP 17,000.00

Actual unit costs

WORK PACKAGE	UNITS	COST TYPE	COSTS
			PHP 0.00

LABOR

Planned labor costs

HOURS	USER	COMMENT	BUDGET

HOURS	USER	COMMENT	BUDGET
			PHP 0.00

Actual labor costs

WORK PACKAGE	HOURS	USER	COSTS
Phase #1294: 1.4 Testing and Quality Assurance	**6.00 hours**	Joshua Roxas	PHP 5,100.00
Phase #1294: 1.4 Testing and Quality Assurance	**6.00 hours**	Neil Albert Garcia	PHP 6,600.00
Phase #1294: 1.4 Testing and Quality Assurance	**6.00 hours**	Gabriel Luis Antonio Perez	PHP 5,400.00
Phase #1294: 1.4 Testing and Quality Assurance	**6.00 hours**	Bryan Gel Fabellore	PHP 4,980.00
Phase #1294: 1.4 Testing and Quality Assurance	**7.20 hours**	Pallas Dale Fontiveros	PHP 7,200.00
			PHP 29,280.00

Budget #38

Phase 1 Project Development

Added by Neil Albert Garcia about 12 hours ago. Updated about 11 hours ago.

Cost type	Budget
Fixed date	06/04/2023
Spent (ratio)	53% Total progress

UNITS

Planned unit costs

UNITS	COST TYPE	COMMENT	BUDGET
1.00	Utilities	Web Development	PHP 50,000.00
1.00	Utilities	Graphic Design	PHP 50,000.00
			PHP 100,000.00

Actual unit costs

WORK PACKAGE	UNITS	COST TYPE	COSTS
			PHP 0.00

LABOR

Planned labor costs

HOURS	USER	COMMENT	BUDGET
			PHP 0.00

Actual labor costs

WORK PACKAGE	HOURS	USER	COSTS
Phase #1279: 1.2 Initiation	**5.00 hours**	Neil Albert Garcia	PHP 5,500.00
Phase #1279: 1.2 Initiation	**5.00 hours**	Gabriel Luis Antonio Perez	PHP 4,500.00
Phase #1279: 1.2 Initiation	**3.00 hours**	Bryan Gel Fabellore	PHP 2,490.00
Phase #1279: 1.2 Initiation	**5.00 hours**	Joshua Roxas	PHP 4,250.00
Phase #1279: 1.2 Initiation	**7.00 hours**	Pallas Dale Fontiveros	PHP 7,000.00
Phase #1288: 1.3 Development	**6.00 hours**	Joshua Roxas	PHP 5,100.00
Phase #1288: 1.3 Development	**10.00 hours**	Bryan Gel Fabellore	PHP 8,300.00
Phase #1288: 1.3 Development	**5.00 hours**	Pallas Dale Fontiveros	PHP 5,000.00
Phase #1288: 1.3 Development	**3.00 hours**	Gabriel Luis Antonio Perez	PHP 2,700.00
Phase #1288: 1.3 Development	**1.20 hours**	Neil Albert Garcia	PHP 1,320.00
Phase #1299: 1.5 Deployment and Maintenance	**1.44 hours**	Pallas Dale Fontiveros	PHP 1,440.00
Phase #1299: 1.5 Deployment and Maintenance	**1.44 hours**	Gabriel Luis Antonio Perez	PHP 1,296.00
Phase #1299: 1.5 Deployment and Maintenance	**1.44 hours**	Joshua Roxas	PHP 1,224.00
Phase #1299: 1.5 Deployment and Maintenance	**1.44 hours**	Neil Albert Garcia	PHP 1,584.00
Phase #1299: 1.5 Deployment and Maintenance	**1.44 hours**	Bryan Gel Fabellore	PHP 1,195.20
			PHP 52,899.20

6/5/23, 11:43 AM Budget #38: Phase 1 Project Development | APC_2022_2023_ | OpenProject