**Instituto Superior Técnico**

**DM4iRetail – 1ª Entrega – 2 de Outubro de 2015**

**Turno: 5ª 17h30**

**Group:**

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**Description of the project**

From the developer’s side, our corporation, this project is to develop a new information system for the company iRetail, available to every worker in it, made of the following modules:

* Document management and workflow;
* Invoices approval;
* Purchasing management

The project will also include the preparation of the current resource plan and workers, and testing the system:

* Integration with the existing resource planning;
* Training of K-users and IT engineers;
* A pilot test of the system.

For the client company, iRetail, the purpose is to overcome the limitations of paper documents and their flow and thus:

* Improve the quality of the information;
* Increase the satisfaction of the employees;
* Optimize the purchasing processes;
* Increase the level of suppliers’ satisfaction;
* Reduce the paper flows;
* And reduce the administrative costs.

**Success Factors**

* There should be a go-live test during the first week of May;
* The Pilot test shall start immediately after acceptance tests approval;

**Success Criteria**

* Time
  + The project plan shall be approved until November 20th;
  + The Pilot must not last more than one month;
  + The system should be operational five months after the approval of the project plan, with less than two weeks tolerance;
  + The external supplier shall offer a minimum warranty period of three months;
* Cost
  + Do not exceed the € 400 000 budget for the whole project (excluding network structures and hardware) ;
  + The accepted budget variance shall be less than 6%;
* Quality
  + The number of non-conformities during acceptance tests should not be greater than 10%;
  + The time for correction of conformities should be less than 48 hours;
  + The evaluation of the training sessions shouldn't score lower than 3.75, from 0 to 5.

**Expected Benefits**

* Reduction by 50% of employees’ complaints, considering the expected overall employees satisfaction, ensuring the reimbursement of expenses no later than 5 working days after submission;
* Ensure supplier’s invoices get approved less than 10 working days after reception;
* Based on the previous benefit, allow iRetail to negotiate better discounts from suppliers;
* Allow classification and search of documents, based on content attributes;
* Reduce paper costs and physical space for archiving paper by 50%;
* Reduce administrative and post costs by 20%.

**Work Breakdown Structure**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Main Package | Subpackage Name | Description | Milestones | Deliverable |
| Project Management | Requirements |  |  | No delivery |
| Resources |  |  |
| Planning |  |  |
| Team |  |  |
| Warranty |  |  |
| Documentation | Functional Specification |  |  | Documentation |
| Technical Documentation |  |  |
| Manuals |  |  |
| Training | K-Users |  |  | No delivery |
| Technical Training |  |  |
| Training Evaluation |  |  |
| Document Management | Document’s Dematerialisation |  |  | Document Management |
| Document Availability |  |  |
| Standardization |  |  |
| Cataloging |  |  |
| Search Engine |  |  |
| Integration with iRetail |  |  |
| Invoices Approval Module | Receive Payments |  |  | Invoices Approval Module |
| Authority Levels Verification |  |  |
| Approval |  |  |
| Integration with iRetail |  |  |
| Purchase Module | Archive |  |  | Purchase Module |
| Document Availability |  |  |
| Authority Levels Verification |  |  |
| Integration with iRetail |  |  |
| Test and Evaluation | Technical |  |  | No delivery |
| Security |  |  |
| Pilot Evaluation |  |  |