Group 4 Business Proposal

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Group members

Tonisha b. \* Will C. \* Jessica D.\* Nelmi P. \* jamie W. \* Michael w.

Tiempo Payroll management

2024

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We are grateful for the opportunity to address your Request for Proposal (RFP) regarding the automation and enhancement of your existing payroll systems. The team at Tiempo Payroll Management (TPM) is enthusiastic about the prospect of collaborating with Quantum Technologies. We extend our sincere thanks to you and your team for granting us this opportunity to showcase our system and illustrate its potential value to your company.

Our payroll system is an on-premises solution, ensuring that all client data is encrypted and secured on non-internet-facing hardware. This approach aligns with your team's expressed requirements for enhanced security. Additionally, our solution incorporates managed backups to further reinforce data integrity and resilience.

Outlined below are the key components encompassed within our scope for purchase and ongoing support:

* Provide tailored and reliable hardware solutions.
* Deliver a comprehensive payroll management software suite.
* Ensure seamless hardware and software installation.
* Smooth transition with data migration for tax compliance
* Conduct targeted training sessions with Administration, support staff, and end users for effective system use.
* Continuous support for any post-implementation needs.

We are confident that our proposal will meet the needs you mentioned previously. Upon selection, we are eager to collaborate with your staff to establish a comprehensive project timeline, covering the entire spectrum from planning to implementation. Tiempo Payroll Management has successfully served similar businesses worldwide, all of whom have embraced our full-suite solution. We would be happy to provide these references for your review.

A close-up of a sign

Description automatically generatedWe appreciate once again the opportunity to earn your business,

Hubert Barnaby Remington IV  
Company Founder

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Executive Summary

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| Proposal to Automate and Enhance the Existing Payroll System at Quantum Technologies |

Tiempo Payroll Management (TPM) propose to design a more automated and enhanced version of the requested current payroll system for Quantum Technologies. The need for this structure comes from four sources:

* Quantum Technologies is seeking the ability to integrate their system with other platforms to streamline operations.
* Quantum Technologies’ HR is looking to add Employee Self-Service Features.
* Quantum Technologies’ current system is locally maintained, and they would like to look at adopting a Cloud-Based Solutions
* There is concern about Vendor Support and End-of Life on their current software.

Tiempo Payroll Management’s initial concept for this payroll system strategically addresses the constraints imposed by the current legacy infrastructure, effectively navigating challenges such as:

* Enhanced Security Requirements
* Seamless transition and data migration
* User training continuous support
* Tailored hardware solutions

After talking with the Executives and Human Resource from Quantum Technologies, the following design objectives are listed in order of importance:

* Secure data management
* Audit Trail and Compliance Tracking
* Integration with HR and Financial Systems
* Employee Self-Service Features
* Continuous Support and Updates.

Our initial design concept for the payroll system aligns seamlessly with each outlined objective while effectively navigating imposed constraints. Our proposal involves a comprehensive exploration of this initial concept, along with similar approaches, aiming to craft a design that maximally fulfills all specified objectives.

The design will be evaluated based on the legacy software and the needs and concerns addressed by the Executives and Human Resources. The design will be conveyed to the project committee by interim and final reports, including scale models.

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Scope Statement (Final Version)

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| **Project Title: Tiempo Payroll Management**  **Date:2/23/24** **Prepared by:** Michael W., Jamie W., Edgar R., Albert C., Prieto Vera N., Tonisha B., Jessica D. |
| **Project Justification:** An antiquated time management system is in place at Quantum Technologies. Our payroll system is an on-premises solution, ensuring that all client data is encrypted and secured on non-internet-facing hardware. This approach aligns with your team's expressed requirements for enhanced security. Additionally, our solution incorporates managed backups to further reinforce data integrity and resilience. |
| **Product Characteristics and Requirements:**   1. Implement the Tiempo Payroll Management system to automate and streamline payroll processes. 2. Improve payroll accuracy and timeliness to enhance employee satisfaction, morale, and retention. 3. Increase operational efficiency by reducing manual effort, minimizing errors, and enabling real-time access to payroll information for stakeholders. 4. Centralize payroll data and standardize processes across all departments and locations to ensure accuracy, consistency, and compliance with regulatory requirements. |
| **Summary of Project Deliverables**  **Project management-related deliverables:** Project Charter, Project Budget, Scope Statement, WBS, Project Schedule, Executive Summary, Final Project presentation, final project report, lessons-learned report, and any other documents required to manage the project.  **Product-related deliverables:** new hardware, full implementation of modern security for PII, Management Training, user training, and process documentation. |
| **Project Success Criteria:** This project will be broken into four phases, each phase taking roughly three weeks to complete. Weekly meetings to review Start, Stop, and Stuck-ages with key stakeholders will produce budget and time adherence documentation. Once we complete the installation and finish the company-wide training we will consider the project a success. |

**SIX SIGMA PROJECT CHARTER TEMPLATE**

GENERAL PROJECT INFORMATION

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| PROJECT NAME | | | PROJECT MANAGER | PROJECT SPONSOR |
| Tiempo Payroll upgrade | | | Jessica D. | Joey Bagadonuts |
| EMAIL | | PHONE | ORGANIZATIONAL UNIT | |
| [Jdavis@tiempo.com](mailto:Jdavis@tiempo.com) | | 555-867-5309 | Professional Services | |
| GREEN BELTS ASSIGNED |  |  | EXPECTED START DATE | EXPECTED COMPLETION DATE |
| Michael W. | | | 02/19/2024 | 06/15/2024 |
| BLACK BELTS ASSIGNED |  |  | EXPECTED SAVINGS | ESTIMATED COSTS |
| Tonisha B., Will C., Nelmi P., Edgar R. | | | $237,750 | $390,550 |

PROJECT OVERVIEW

|  |  |
| --- | --- |
| PROBLEM  OR ISSUE | Antiquated time management systems |
| PURPOSE  OF PROJECT | Our payroll system is an on-premises solution, ensuring that all client data is encrypted and secured on non-internet-facing hardware. This approach aligns with your team's expressed requirements for enhanced security. Additionally, our solution incorporates managed backups to further reinforce data integrity and resilience |
| BUSINESS  CASE | Quantum Technologies has a CMMC compliance requirement around PII and the storage/backup of historical employee attendance, work effort, and pay. |
| GOALS / METRICS | This project will be broken into four phases, each phase taking roughly three weeks to complete. Weekly meetings to review Start, Stop, and Stuck ages with key stakeholders will produce budget and time adherence documentation. |
| EXPECTED DELIVERABLES | New hardware, full implementation of modern security for PII, Management Training, user training, process documentation. |

PROJECT SCOPE

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| --- | --- |
| WITHIN  SCOPE | See WBS |
| OUTSIDE  OF SCOPE | Migration of current legacy data from existing time management software. |

TENTATIVE SCHEDULE

|  |  |  |
| --- | --- | --- |
| **KEY MILESTONE** | **START** | **FINISH** |
| Form Project Team / Preliminary Review / Scope | 2/19 | 2/19 |
| Finalize Project Plan / Charter / Kick Off | 2/29 | 3/01 |
| Build and burn Phase | 3/01 | 03/15 |
| Install and test configuration | 03/16 | 05/15 |
| Analysis Phase (Training and review) | 05/16 | 05/20 |
| Improvement Phase (ensure training was successful, modify input where needed) | 05/20 | 05/25 |
| Control Phase (Post go-live support) | 06/01 | 06/14 |
| Project Summary Report and Close Out | 06/14 | 06/15 |
|  |  |  |
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RESOURCES

|  |  |
| --- | --- |
| PROJECT TEAM | Tonisha B., Will C., Nelmi P., Edga R., Jamie W., Michael W. |
| SUPPORT RESOURCES | Jessica D., Project Manager |
| SPECIAL NEEDS | Management to provide beta testing group and parameters |

COSTS

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **COST TYPE** | **VENDOR / LABOR NAMES** | | **RATE** | **QTY** | **AMOUNT** |
| **Hardware** | Server, rack, | | $120,000 | 1 | $ 120,000.00 |
| **Licensing** | Windows server 2020 CAL with full support | | $200.00 | 100 | $ 20,000.00 |
| **Labor** | Server build and install | | $350.00 | 250 | $ 87,500.00 |
| **Software suite** | Tiempo Payroll management Full suite (install included) | | $85,000.00 | 1 | $ 85,000.00 |
| **Storage hardware** | Lenovo SAN with 120 TB SSD storage | | $45,000 | 1 | $ 65,550.00 |
| **Training** | Mgmt. and employee | | $350.00 | 150 | $ 52,500.00 |
| **Miscellaneous** | 10% variance for labor or misc. materials (est.) | | $0.00 | 0 | $ 35,000 |
|  |  |  | TOTAL COSTS | | $ 465,550.00 |

BENEFITS AND CUSTOMERS

|  |  |
| --- | --- |
| PROCESS OWNER | Sally Jessy Raphael, Morton Downey Jr. |
| KEY STAKEHOLDERS | Joey Bagadonuts, |
| FINAL CUSTOMER | HR support staff and CIO for Quantum Technologies |
| EXPECTED BENEFITS | * Tailored and reliable hardware solutions. * Comprehensive payroll management software suite. * Seamless hardware and software installation. * Smooth transition with data migration for tax compliance * Conduct targeted training sessions with Administration, support staff, and end users for effective system use. * Continuous support for any post-implementation needs. |

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| **TYPE OF BENEFIT** | **BASIS OF ESTIMATE** | | | **ESTIMATED BENEFIT AMOUNT** |
| **Specific Cost Savings** | Extended hardware lifecycle | | | $ 25,000.00 |
| **Compliance adherence** | Refund on CMMC fine | | | $ 92,500.00 |
| **Higher Productivity (Soft)** | Automated payroll processing | | | $ 17,500.00 |
| **Improved Compliance** | Audit and compliance reduction | | | $ 12,000.00 |
| **Better Decision Making** | Real-time costing for hourly employees | | | $ 18,500.00 |
| **Less Maintenance** | Hardware support reduces MSP maintenance on existing servers | | | $ 26,000.00 |
| **Other Costs Avoided** | Microsoft Server patching and perpetual licensing included. | | | $ 46,250.00 |
|  |  |  | TOTAL BENEFIT | $ 237,750.00 |

RISKS, CONSTRAINTS, AND ASSUMPTIONS

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| --- | --- |
| RISKS |  |
| CONSTRAINTS |  |
| ASSUMPTIONS |  |

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| --- | --- | --- |
| PREPARED BY | TITLE | DATE |
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Payroll upgrade Project Budget for Quantum Technologies

Please see the budget for your payroll upgrade project. All Professional service hours are considered an estimate.

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| --- | --- | --- |
| Hardware: |  |  |
| Compute: |  |  |
| Lenovo ThinkSystem sr860 VS | $ 85,000.00 |  |
| Memory upgrade | $ 5,000.00 |  |
| 15 Additional 1TB SSD | $ 10,000.00 |  |
|  |  |  |
| Storage: |  |  |
| Lenovo DE6000h array | $ 23,000.00 |  |
| 32 1 TB SSD | $ 22,000.00 |  |
|  |  |  |
| Rack |  |  |
| Sanus CFR2136 | $ 20,000.00 |  |
| 36 RU server rack |  |  |
|  |  |  |
| Software: |  |  |
| Windows Server 2022 36 CALS | $ 20,000.00 |  |
| Tiempo Full stack software | $120,000.00 |  |
|  |  |  |
| Labor: |  |  |
| This project includes an estimated 100 hours of Professional Services labor at $350.00 per hour. | $140,000.00 |  |
|  |  |  |
| Additional Non-Contracted Expenses:  Outside vendor Pen Testing: |  |  |
| The client has chosen to use an outside vendor for Pen testing. Tiempo will contact a known third party to schedule, perform, and present the results of a full test of the system's security. | $ 12,000.00 |  |
|  |  |  |
|  |  |  |
| Misc. Materials | $ 35,000.00 |  |
|  |  |  |
| Total Budget: | $477,550.00 |  |
|  |  |  |
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All Hardware and software costs are due at the time of contract, labor is due at 20% down, 25% at completion of the first milestone and the remaining balance is due at project close.

Thank you for your business!

**Project: Tiempo On-Premises Payroll Solution (Enhanced Security)**

1. **Requirements Analysis**
   1. **Security Standards**
      1. Identify applicable regulatory requirements (e.g., financial/data privacy)
      2. Develop internal security protocols
   2. **Hardware Specifications**
      1. Assess computational needs based on client volume
      2. Specify server performance & storage requirements
   3. **Software Compatibility**
      1. Verify OS and database compatibility
      2. Identify necessary systems integrations
2. **Hardware Procurement and Setup**
   1. **Server Acquisition**
      1. Source hardware meeting specifications
      2. Consider redundancy options (e.g., failover servers)
   2. **Secure Environment Establishment**
      1. Designate physically-secured server room
      2. Implement access controls and monitoring
   3. **Network Configuration**
      1. Isolate payroll network segment
      2. Deploy firewalls and intrusion detection
3. **Software Installation and Configuration**
   1. **Operating System**
      1. Install a hardened OS designed for security
   2. **Database System**
      1. Deploy secure database instance
      2. Enforce strong access controls
   3. **Tiempo Payroll Software**
      1. Install payroll software (on-premises version)
      2. Configure for maximum security settings
   4. **Encryption Implementation**
      1. Deploy full-disk encryption
      2. Implement database-level encryption
4. **Data Migration (if applicable)**
   1. **Secure Data Transfer**
      1. Establish secure transfer protocols
      2. Encrypt data in transit
   2. **Data Integrity Checks**
      1. Ensure data completeness and accuracy post-migration
5. **Backup Solution**
   1. **Backup Strategy**
      1. Define incremental & full backup frequency
      2. Determine off-site backup storage (physical or cloud-based)
      3. Develop a disaster recovery plan
   2. **Backup Software**
      1. Select software with encryption capabilities
   3. **Backup Hardware**
      1. Procure backup storage media/infrastructure
6. **Security Auditing and Penetration Testing**
   1. **Initial Security Audit**
      1. Conduct vulnerability scans
      2. Review access controls and user permissions
   2. **Penetration Testing**
   3. 6.2.1. Hire external security experts for simulated attacks
7. **User Training**
   1. **Best Security Practices**
      1. Educate on password hygiene, phishing threats, etc.
   2. **Physical Security**
      1. Emphasize access restrictions to the server room.
   3. **System-Specific Training**
      1. Train staff on software navigation and protocols
8. **Deployment and Go-Live**
   1. **Phased Rollout**
      1. Consider pilot testing prior to full deployment
   2. Monitoring and Optimization
      1. Proactively monitor for security incidents
9. **Ongoing Maintenance**
   1. **Security Updates & Patches**
      1. Rigorous schedule for system patching
   2. **Backup Verification & Testing**
      1. Routine testing of backup restoration functionality
   3. **Periodic Security Audits**
      1. Schedule regular review and updating of security measures

**Important Considerations:**

**Compliance:** Ongoing vigilance regarding evolving regulations is essential.

**Collaboration:** Strong collaboration between your IT team and potential external security consultants is necessary.

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Tiempo Software upgrade

Project Quality Management PLAN

Version *1.5*

*05/05/2024*

VERSION HISTORY

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| --- | --- | --- | --- | --- | --- |
| **Version #** | **Implemented**  **By** | **Revision**  **Date** | **Approved**  **By** | **Approval**  **Date** | **Reason** |
| 1.0 | Nelmi P. | 02/29/2024 | Jessica D. | 03/01/2024 | First Draft |
| 1.5 | Albert C. | 05/04/2024 | Jessica D. | 05/05/2024 | Final Draft |
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# Introduction

## Purpose of The Project Quality Management Plan

We are implementing a Project Quality Plan to ensure that all systems are measured against CIS for Harding and C.I.A. for functionality. This document is our north star to maintain a high level of customer satisfaction and implement industry security standards.

# Project Quality Management Overview

## Organization, Responsibilities, and Interfaces

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| --- | --- | --- |
| **Name** | **Role** | **Quality Responsibility** |
| Joey Bagadonuts | CIO – Sponsor | Review and approve |
| Jessica D. | Project Manager | Quality mentoring & coaching |
| Nelmi P. | Tech lead | Quality audits and builds |
| Tonisha B. | Software Lead Developer | Quality programming |

## Tools, Environment, and Interfaces

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| **Tool** | **Description** |
| CIS L1 | Center for Internet Security |
| GPO | GPO for server hardening against established protocols |
| FIPS Crypto | Review SSL/TSL Library for correct encryption level |

# Project Quality Management

At the highest of levels, Quality Management involves planning, doing, checking, and acting to improve project quality standards. PMI PMBOK breaks the practice of Quality Management into three process groups: Quality Planning (QP), Quality Assurance (QA), and Quality Control (QC). The following sections define how this project will apply to each of these practice groups to define, monitor, and control quality standards.

## Quality Planning

During this project, several quality standards are being applied. CIS baselines for all hardware, FIPS for all data being encrypted, and PMI PMP for project phase management and budget review. As for all hardware, to ensure that the systems are hardened according to CIS L1 baselines, we will be employing the CIS assessor tool post-build and present a satisfactory score. Similarly, using strong cryptographic measures on all data (both in motion and at rest) is vital as the software natively contains PII (personally identifiable information). We will apply FIPS crypto SSL/TSL library validation and present a satisfactory score report to the client. Finally, for all project management, we will use PMI standards for Project management and task management for adherence to schedule and budget. Weekly start-stop-stuck meetings will measure performance.

### Define Project Quality

Project quality standards will align with industry best practices for C.I.A. and regulatory guidelines. Our goal in the completion of this project is to provide a functional and working time entry system that is delivered both on time and on budget. It is noted that significant effort is being made to include security and functionality metrics into the design and build of the new system. During the weekly start-stop-stuck meetings, the obtaining of these best practices and regulatory guidelines will be reviewed and discussed.

### Measure Project Quality

Project quality standards will be measured using industry-standard tools to validate quality in hardware build, networking, and Software installed and backed up. Once the milestone is considered complete by Tiempo, the customer will receive the noted validation (see section 3.1 for evidentiary proof documents) of completion reports. These reports will be presented in the weekly meeting for review before the milestone is considered complete.

## Quality Assurance

At the completion of each milestone, the corresponding supporting documents (CIS L1 assessor compliance report, FIPS crypto report, Budget report) will be presented and reviewed BEFORE Tiempo proceeds to the next block of work. Customer signoff will be obtained and recorded in the master document set. This information will be reviewed in the start-stop-stuck meeting with key stakeholders. If this meeting is delayed, the project timeline could be impacted, therefore, all executive sponsors must attend each meeting or provide a proxy who is authorized to approve progress.

### Analyze Project Quality

Ahead of the weekly start-stop-stuck meeting the Project Manager (PM) will interface with respective team leads to review status and challenges. Post-review, a delta list will be provided to the key stakeholders of all tasks that are currently due, as well as next week's schedule of events. This document will serve as a working task list for comparison to both timing and budget.

### Improve Project Quality

To ensure that satisfactory efforts are deployed, weekly start-stop-stuck meetings will include a budget/forecast analysis. This forecast is meant to demonstrate both successful quality control (as noted above, once a milestone is reached, client quality signoff must be received before proceeding) and alignment with budget requirements.

## Quality Control

Throughout the project, the PM will review adherence to the proposed schedule for the purpose of identifying delays and stops to maintain the schedule and budget. The PM will have full control and responsibility for staffing to meet the stated milestone dates. Progress will be reviewed weekly in the client-facing start-stop-stuck meeting.

Appendix A: Project Quality Management Plan Approval

The undersigned acknowledge they have reviewed the Tiempo Software upgrade **Project Quality Management Plan** and agree with the approach it presents. Changes to this **Project Quality Management Plan** will be coordinated with and approved by the undersigned or their designated representatives.

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Stakeholder Register

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**Prepared by:** Jessica Davis **Date:** 4/26/2024

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| --- | --- | --- | --- | --- |
| **Name** | **Position** | **Internal/External** | **Project Role** | **Contact Information** |
| **Joey Bagadonuts** | CIO | External | Sponsor | (864) 785-3456 |
| **Jessica D.** | CEO | Internal | Project Manager | (463) 434-6785 |
| **Albert C.** | SEE | Internal | Server Support | (864) 491-1386 |
| **Tonisha B.** | Operations Manager | Internal | Software Installation | (574) 475-2343 |
| **Nelmi P.** | Tech Lead | Internal | Networking | (372) 3940-3748 |
| **Jamie W.** | Tech | Internal | Networking | (382) 344-4892 |
| **Michael W.** | Tech | Internal | Training | (456) 532-4832 |

Lessons Learned Report

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| **Prepared by:** Jessica Davis **Date:** 4/26/2024  **Project Name:** Tiempo Payroll  **Project Sponsor:**  Joey Bagadonuts  **Project Manager:** Jessica D.  **Project Dates:** February 26, 2024 – May 23, 2024  **Final Budget:** $500,000 |
|  |
|  |
| 1. Did the project meet scope, time, and cost goals?   The project did meet scope, time, and cost goals. We were successful in meeting our clients’ expectations regarding the scope of the project. They were satisfied with the software's features and loved the training we provided the company. Time and costs were some of the biggest factors that we were sure to stay on top of for this project. With our expert management and analysis of our goals and budget, we satisfied our time requirements and stayed with budget.       1. What were the success criteria listed in the project scope statement?   This project will be broken into four phases, each phase taking roughly three weeks to complete. Weekly meetings to review Start, Stop, and Stuck-ages with key stakeholders will produce budget and time adherence documentation. Once we complete the installation and finish the company-wide training we will consider the project a success.       1. Reflect on whether you met the project success criteria.   We did meet our success criteria as validated by the client.       1. In terms of managing the project, what were the main lessons your team learned?   The main lesson learned from this project was adherence to weekly Start, Stop, and Stuck-ages meetings which allowed for real time schedule pivots.       1. Describe one example of what went right on this project.   As a team for this project, we were extremely successful in how we communicated every step of this project. This ensured that we stayed on track with each goal that we set for ourselves. This also helped constantly give the client insights and perspective into the project leading to successful output.       1. Describe one example of what went wrong on this project.   We had one small issue that occurred when we were acquiring some of the resources for this project. There was a shipping delay that kept key parts away from the project for 4 days.       1. What will you do differently on the next project based on your experience working on this project?   We do not think we need to do anything differently when it comes to future projects. Our communication, teamwork, and time management skills were perfect throughout the entire project and led to a satisfied client. |