## Life Cycle Plan (LCP)

## Improving Thai CDC

Establishing a New Client/Donor/Partner Communications & Project Tracking Tool

Team #: 01

## Team Members & Roles

Name	Primary/Secondary Role
Brandon Foster	IIV & V/Quality Focal Point
Ding Li	Life Cycle Planner/Software Architect
Yi Li	Feasibility Analyst/Requirements Engineer
Ino Mantaring	Requirements Engineer/Prototyper
Vishal Punjabi	Operational Concept Engineer/Prototyper
Katelyn Swift-Spong	Manager/Operational Concept Engineer
Charles Muckenthaler	IIV&V

# **Version History**

Date	Author	Version	Changes made	Rationale
09/28/2011	Ding Li	1.0	Add development members' skill form	To identify team members' skills
10/07/2011	Ding Li	1.1	Add assumptions and status of LCP, modified inconsistencies.	To identify purpose of LCP, explicit assumptions about clients, response to VCP evaluation
10/10/2011	Ding Li	2.0	Assumptions updated, skills of development team updated	Document for FCP. To identify new skills learned by development team
10/14/2011	Ding Li	2.1	Strategy, approaches and resources are define.	For Draft FCP
10/24/2011	Ding Li	3.0	Content updated, bugs fixed, new team member added	For DCP
11/14/2011	DL	3.1	Bugs fixed	To fixed some reported bugs
11/21/2011	DL	4.0	Bugs fixed and re-estimated the project	For Draft TRR Package
12/05/2011	DL	4.1	Bugs fixed	For TRR Package

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### 1.Introduction

### 1.1 Purpose of the LCP

This document, the Life Cycle Plan (LCP), will be used as the guideline for the entire project. It will identify the different types of artifacts each team member will deliver, describe the milestones shared by all stakeholders, and also identify the skills and responsibilities of each team member, as applicable to this project. With such a purpose, the LCP looks to ensure the entire project will meet all milestones, and deliver a system that is expected by the clients, development team, and USC staff.

### 1.2 Status of the LCP

The status of the LCP is currently at the Transition Readiness Review Package version number 4.0. In this version, we fixed bugs in last version and re-estimated the cost of project in COTIPMO

## 1.3 Assumptions

- The duration of the project is 12 weeks.
- Product is supposed to be delivered to client in the Fall semester of 2011.
- The development-team members will not change during the 2011 Fall semester.
- Main functions of the newly developed system will be supported by Network Centric Services (NCS).
- Thai CDC does not employ Information Technology (IT) professionals.
- The development team will spend at least 1 hour communicating with the client, Thai CDC, via meetings, teleconferences, info-sessions, etc... on a weekly basis.
- Each member of the development team will work approximately 12 hours per week on the new system proposed by Thai CDC.

### 2. Milestones and Products

### 2.1 Overall Strategy

The Thai CDC Client/Donor/Partner Communications and Project Tracking Tool System is following Single NDI Process Pattern because most capabilities of this system must be built on single cloud-based web-services (Salesforce). The whole project is supported to be finished in 12 weeks. Our developing process is following ICSM.

There are 4 phases in our projects, they are listed as follow:

#### Exploration phase

Duration: 09/09/11-09/28/11

Concept: The developer team will identify Operational Conception shared by all successcritical stakeholders; they will explore potential techniques to develop contacts management system and task tracking system of Thai CDC. They will study current system of Thai CDC and set time schedules and milestones of whole project

Deliverables: Valuation Commitment Package Milestone: Valuation Commitment Review Strategy: One Incremental Commitment Cycle

#### Valuation phase

Duration: 09/29/11-10/14/11

Concept: In this phase, the development team will talk with clients and clarify their requirement and prioritize those requirements. The development team will have an agreement on win conditions with clients. The development team will develop the architecture of proposed system, operational concept, define the milestones.

Deliverables: Core Foundation Commitment Package, Draft Foundation Commitment Package, prototype, WinWin prioritization report.

Milestone: Foundation Commitment Review Strategy: One Incremental Commitment Cycle

#### Foundation phase

Duration: 10/14/11- 10/24/11

Concept: Our project is a one-semester project, the development team only have a very short Foundation phase. In this phase, the development team will continue clarify clients' requirement and find out method to meet those requirement. The development team will also identify risks in development.

Deliverables: Draft Development Commitment Package,

Milestone: Development Commitment Review Strategy: One Incremental Commitment Cycle

Development phase

Duration: 10/24/11-12/05/11

Concept: In this phase, the whole system will be developed and tested.

Deliverables: The final product, Test Procedure and Result. User Manual, Transition

Readiness Review Package(TRR)

Milestone: Test Procedure and Result

Strategy: Two Incremental Commitment Cycles

## 2.2 Project Deliverables

Identify project deliverables in each phase and its due date, format, and medium

### 2.2.1 Exploration Phase

**Table 1: Deliverable Artifacts in Exploration Phase** 

Artifact	Due date	Format	Medium
Client Interaction Report	09/21/2011	.doc, .pdf	Soft copy
Valuation Commitment Package	09/28/2011	.doc, .pdf	Soft copy
Operational Concept Description			
(OCD) Early Section			
• Life Cycle Plan (LCP) Early			
Section			
Feasibility Evidence Description			
(FED) Early Section			
Evaluation of Valuation	10/03/2011	.xls	Soft copy
Commitment Package			
Project Effort	Every Monday	Text	ER system
Project Plan	Every Wednesday	.mpp, .pdf	Soft copy
Progress Report	Every Wednesday	.xls	Soft copy

### 2.2.2 Valuation Phase

**Table 2: Deliverable Artifacts in Valuation Phase** 

Artifact		Due date	Format	Medium
Core Foundation		10/10/2011	.doc, .pdf	soft copy
Commitment Package				
• OCD				
• PRO				
• WWP7	Γ			

• SSAD section 1, 2.1			
• LCP section 1, 3.3			
• FED section 1, 3, 4.1,			
4.2.1, 4.2.2			
• SID			
Draft Foundation	10/14/2011	.doc, .pdf	soft copy
Commitment Package			
• OCD			
• PRO			
• WWPT			
• SSAD section 1, 2			
• LCP			
• FED section 1-5			
• SID			
Response to Evaluation	10/14/2011	Bugzilla	soft copy
of Core FC Package			
Response to Evaluation	10/24/2011	Bugzilla	soft copy
of Draft FC Package			
D : LECC	F M 1	T	ED.
Project Effort	Every Monday	Text	ER system
Project Plan	Every Wednesday	.mpp, .pdf	Soft copy
Progress Report	Every Wednesday	.xls	Soft copy

## 2.2.3 Foundations Phase

**Table 3: Deliverable Artifacts in Foundations Phase** 

Artifact	Due date	Format	Medium
Development	10/24/2011	.doc, .pdf	soft copy
Commitment Package			
• OCD			
• PRO			
• WWPT			
• SSAD			
• LCP			
• FED			
• SID			
• QMP			
• ATPC			
• IP			
Project Effort	Every Monday	Text	ER system
Project Plan	Every Wednesday	.mpp, .pdf	Soft copy
Progress Report	Every Wednesday	.xls	Soft copy

## 2.2.4 Development Phase

**Table 4: Deliverable Artifacts in Development Phase** 

Artifact	Due date	Format	Medium
Draft TTR Package	11/21/2011	.doc, .pdf	soft copy
• OCD			
• PRO			
• WWPT			
• SSAD section 1, 2			
• LCP			
• FED section 1-5			
• SID			
• IAR			
• TP			
• UM			
• TM			
• ATRP			
TTR Package	12/05/2011	.doc, .pdf	soft copy
• OCD			
• PRO			
• WWPT			
• SSAD section 1, 2			
• LCP			
• FED section 1-5			
• SID			
• IAR			
• TP			
• UM			
• TM			
• ATRP			

## 3. Responsibility

## 3.1 Project-specific stakeholder's responsibilities

Table 5: Responsibility for each Role

Role	Responsibilities
Thai CDC Staff (Client/User/Maintainer)	<ul> <li>Clarify needs and requirements</li> <li>Participate in the WinWin negotiation.</li> <li>Provide necessary assistance to development team.</li> <li>Give feedback to development team</li> <li>Track the process of project</li> <li>Test the project</li> <li>Get training from development team</li> <li>Maintain the system</li> </ul>
USC student (development team)	<ul> <li>Participate in WinWin session</li> <li>Analyze the current system of Thai CDC</li> <li>Investigate potential alternatives for development</li> <li>Develop prototype and define milestones and plan about project</li> <li>Develop the system based on agreement with clients</li> <li>Design the architecture of system and develop the system according to it.</li> <li>Train staff in Thai CDC</li> </ul>
	<ul> <li>Attend the WinWin sessions</li> <li>Monitor the process of project</li> <li>Feedback and review to development team</li> <li>Test the system.</li> </ul>
DEN Student (IIV&V)	

## 3.2 Responsibilities by Phase

Table 5: Stakeholder's Responsibilities in Phase

		Primary	/ Secondary Respo	onsibility	
Team Member	<b>Exploration</b>	Valuation	Foundations	Development-	Developmen
Role	<b>F</b>			Construction	<b>t-</b> Transition
				Iteration	Iteration
Katelyn Swift-Spong	Primary Responsibility	Primary Responsibility	Primary Responsibility	Primary Responsibility	Primary
Role:  Manager, Operational Concept Engineer, Developer	Control and track the process of whole project. Leading communication with client Make project report Assign tasks to other members Secondary Responsibility Find out what function and capabilities are needed by clients. Find out expected benefit of clients	Control and track the process of whole project.  Leading communication with client Make project report Identify iteration Check all artifacts Make a more detailed plan Secondary Responsibility Define new Operational Concept. Access defined operational concept Identify constrains	Control and track the process of whole project. Make project report Monitor the progress of project  Secondary Responsibility Improve the definition of operational concept Prepare for development	<ul> <li>Control and track the process of whole project.</li> <li>Monitor the progress of project</li> <li>Develop the system</li> <li>Develop user manual</li> <li>Secondary</li> <li>Responsibility</li> <li>Make project report</li> </ul>	Responsibility  Control and track the process of whole project.  Monitor the progress of project  Develop user manual Secondary Responsibility  Make project report
Charles Muckenthaler Role:  IIV&V &	Not in team yet	of system  Not in team yet.	Not in team yet	Primary Responsibility  Control the quality of whole system  Secondary Responsibility  Help developing the system	Primary Responsibility Valuate and validate product Secondary Responsibility Help developing the system
Brandon Foster Role:  IIV&V & Requirements Management	Primary Responsibility  Have Winwin negotiate with clients  Value and validate artifacts delivered by other team members.  Secondary Responsibility  Contact with clients	Primary Responsibility  Value and validate artifacts delivered by other team members.  Make feedback to development team Secondary Responsibility  Help developing the system.	Primary Responsibility  Value and validate artifacts delivered by other team members.  Make feedback to development team.  Secondary Responsibility  Help developing the system	Primary Responsibility  Control the quality of whole system Develop the system Secondary Responsibility Help make documentations	Primary Responsibility  Valuate and validate product Secondary Responsibility  Help make documentatio ns
Ino Mantaring Role:  Prototyper Requirements Engineer Developer	Primary Responsibility  have a basic understanding of current system( MS Access System)  Create conceptual prototype  Secondary  Responsibility  Search evidence of feasibilities.  Discover clients' requirement	Primary Responsibility  Create basically functional prototype Prioritize the requirement.  Secondary Responsibility  Overview WinWin negotiation. Gather win condition Discover clients' requirement	Primary Responsibility  Improve the functional prototype Prepare for development  Secondary Responsibility Evaluate the SSAD	Primary Responsibility  Design and develop the whole system.  Develop each component  Fix defect  Secondary  Responsibility  Making user manual	Primary Responsibility Write user manual Secondary Responsibility Transition Plan
Yi Li	Primary Responsibility	Primary Responsibility	Primary Responsibility	Primary Responsibility	Primary

Role:     Feasibility     Analyst     Requirements     Engineer	Evaluate risks of could-based system  Evaluate risks and benefits of different type of approaches(Salesforce, et)  Find out evidence to support the Feasibility report  Secondary  Responsibility  Search evidence of feasibilities.  Discover clients' requirement	Evaluate risks of could-based system     Evaluate approach     Set evaluate criteria  Secondary Responsibility      Evaluate and prioritize the requirement of clients     Develop requirement definition.     Build WWPT	<ul> <li>Evaluate risks in development</li> <li>Evaluate approach</li> <li>Improve evaluate criteria</li> <li>Secondary</li> <li>Responsibility</li> <li>Access the prototype</li> </ul>	<ul> <li>Test the project</li> <li>Secondary</li> <li>Responsibility</li> <li>Help developing</li> </ul>	Responsibility  Train Clients Secondary Responsibility  Archiving
Ding Li Role:  Life Cycle Planer Software Architect	Primary Responsibility  Identify skills of each team member  Identify responsibilities of each stakeholder in each phase  Secondary Responsibility  Evaluate risks of could-based system  Evaluate risks and benefits of different approaches	Primary Responsibility  Identify new skills of each team member  Identify responsibilities of each stakeholder in each phase  Define plans and milestones  Identity tools an d facilitate  Secondary  Responsibility  Define architecture of the project.  Define context, artifacts and user case of project.  Describe all use cases	Primary Responsibility  Check the plan and milestones Record new skills, tools and facilitates Design iteration plan  Secondary Responsibility  Access architecture of the project. Access context, artifacts and user case of project. Access NDI Interoperability	Primary Responsibility  Plan each iteration Develop the System Secondary Responsibility  Access architecture of the project. Access context, artifacts and user case of project. Access NDI Interoperability	Primary Responsibility  Access each iteration Secondary Responsibility  Making transition plan
Vishal Punjabi Role:  Operational Concept Engineer Prototyper Builder	Primary Responsibility  Identify visions shared by all stakeholders  Find out what function and capabilities does client want  Secondary Responsibility  Help make the conceptual prototype	Primary Responsibility  Define all operational concept Define constrains Define level of Goals  Secondary Responsibility Help develop functional prototype	Primary Responsibility  Check all operational concept  Check constrains  Define level o Goals  Prepare for development  Secondary  Responsibility  Help improve the functional prototype	Primary Responsibility  Make training plan Secondary Responsibility  Develop the project	Primary Responsibility Training users and maintainers Secondary Responsibility Help making user mannual
Chancee Martorell Role:  Main Client User Maintainer	Primary Responsibility  Report needs to development team  Provide information about current system  Provide authority to development team  Secondary  Responsibility  Take meeting with development team	Primary Responsibility  Track the progress of project  Secondary  Responsibility  Take meeting with development team	Primary Responsibility  Track the progress of project  Access the Development Commitment of development team  Secondary  Responsibility  Take meeting with development team	Primary Responsibility Track and test the system Secondary Responsibility Take meeting with development team	Primary Responsibility  Track and test the system Accept training from development team Secondary Responsibility Take meeting with development team

Alexander R. Holsheimer Role:  Main Client User	Reep contacting with development team     Take WinWin negotiation     Report needs to development team     Secondary Responsibility     Give development team information about clients' daily work	Primary Responsibility  Keep contacting with development team  Take WinWin negotiation  Secondary  Responsibility  Feed back to development team	Primary Responsibility  Keep contacting with development team  Take WinWin negotiation  Secondary  Responsibility  Feed back to development team	Primary Responsibility  Track and test the system Secondary Responsibility  Feed back to development team	Primary Responsibility Track and tes the system Secondary Responsibility Accept training from development team
Maria Lam Role:  Main Client User	Primary Responsibility  Keep contacting with development team  Take Win Win negotiation Feedback to development team  Secondary Responsibility Feed back to development team	Primary Responsibility  Keep contacting with development team  Take WinWin negotiation  Secondary  Responsibility  Feed back to development team	Primary Responsibility      Keep contacting with development team     Take WinWin negotiation  Secondary  Responsibility     Feed back to development team	Primary Responsibility  Track and test the system Secondary Responsibility  Feed back to development team	Primary Responsibility Track and test the system Secondary Responsibility Accept training from development team
Pheel Wang Role: maintainer	Not involved in project yet	Not involved in project yet	Not involved in project yet	Not involved in project yet	Primary Responsibility  Get training from development team Secondary Responsibility Track the

### 3.3 Skills

Note: As the USC team continues their coursework in CSCI-577a (Software Engineering), each team member will acquire new skills that are pertinent to this project. These newly identified skills are listed in the "Skills" column below and can be identified by the square bullet-point.

Table 6: Team Members' Roles and Skill

Team members	Role	Skills
Katelyn Swift-Spong	<ul><li>Manager</li></ul>	<ul> <li>Project Management</li> </ul>
	<ul> <li>Operational Concept</li> </ul>	<ul><li>MS project</li></ul>
	Engineer	
	<ul><li>Developer</li></ul>	

Brandon Foster	IIV&V & Requirements     Management	<ul> <li>Communication skills</li> <li>Software Program         Management,         Software Testing         Requirements gathering,         Win-book         Bugzilla     </li> </ul>
Ino Mantaring	<ul><li>Prototyper</li><li>Requirements Engineer</li><li>Developer</li></ul>	<ul> <li>problem solving and optimization</li> <li>Apex</li> <li>Salceforce API</li> <li>Balsamiq</li> </ul>
Yi Li	<ul><li>Feasibility Analyst</li><li>Requirements Engineer</li><li>Developer</li></ul>	<ul> <li>Software Testing Skills</li> <li>Communication Skill</li> <li>Salesforce configuration</li> </ul>
Ding Li	<ul><li>Life Cycle Planer</li><li>Software Architect</li></ul>	■ IBM RSM ■ COTIPMO
Vishal Punjabi	<ul> <li>Operational Concept         <ul> <li>Engineer</li> <li>Prototyper</li> <li>Developer</li> </ul> </li> </ul>	<ul> <li>IBM RSM</li> <li>Salesforce configuration</li> <li>Salesforce configuration</li> </ul>
Charles Muckenthaler	• IIV&V	<ul><li>Bugzilla</li><li>Software Testing Skill</li><li>Quality Control Skill</li></ul>

## 4. Approach

### 4.1 Monitoring and Control

The progress of project will be monitored and controlled during the development. The purpose of monitoring and controlling is to ensure the quality of product and to finish all development in 12 weeks. We have weekly meeting, weekly effort report and weekly project plan to monitor the progress of project. We use bugzilla to control the quality of project.

In this Section, we will talk about Closed Loop Feedback Control methods and Reviews methods we used in projects.

### 4.1.1 Closed Loop Feedback Control

Our methods for closed loop feedback control are listed as follow:

- Effort Report: Everyone should write down how many hours spent on the project
- Progress Report: manager will record progress of the project every week, it helps the team meet the schedule.
- Project Plan: the Manger will use MS Project to set the baseline of project.
- Every one shares a dropbox for version control.
- Every one will keep in contact through email everyday.
- Weekly meeting: Development team will get together once every week to develop some important artifacts together.
- After class discussion: Development team will discuss some issues they have encountered after each class
- Google spreadsheet is used to share information.

### 4.1.2 Reviews

Our review methods are listed as following:

- Peer review in weekly meeting.
- We have TA review
- IIV&V reviews.
- Client Review

### 4.2 Methods, Tools and Facilities

Table 7: Tools used

Tools	Usage	Provider
Salesforce	NCS used to support most functionality in project	Web-service
Apex	Programming language and interface for Salesforce	Web-service
Winbook	To record win conditions in WinWin session	USC
spreadsheet	To prioritize requirement.	USC
Rational	Tool for UML working	IBM
Software		
Modeler		
Microsoft	To make baseline of project	Microsoft
Project		
Dropbox	Version control	Dropbox
Effort Report	To evaluate effort for each team member	USC
iCard	To identify the identity of team members	USC
MS office	To make report	Microsoft
Adobe reader	To generate pdf files	Adobe
gmail	To communicate with each outhers	Google
bugzilla	To track defects in project and resolution to them	USC
COCOMOII	To estimate the cost of project	USC
COTIPMO	For project estimation an team assessment	USC
Balsamiq	For prototyping	USC

### Resource

The factors may influence the cost of our project are listed as below:

#### **Effort Information;**

Project duration: 12 weeks

CSCI577a Effort: 6 team members at 12 hrs/week for 12 weeks

CSCI577b Effort: N/A

#### **Budget information:**

It is a non-profit project, so there is no payment to development team. Salesforce provides free version to non-profit organization. However, the clients may need to pay maintain cost in the future, such as salaries for out-source technician.

#### **Programming Language:**

APEX: Programming language for Salesforce.

HTML JavaScript

#### **Modules**

Contacts management Mass mailing Project tracking

#### **Estimation Tool**

COTIPMO, Our project is a NCS project. COCOMO II does not provide any model to estimate the cost of a NCS project. So we use model of our project in COTIPMO. Estimation factors and result are listed in table 8, table 9 and fig 1.

**Table 8: Scale Drivers of COTIPMO** 

Scale Driver	Value	Rationale
Reuse	0%	We do not have a former system
Developer's	Nom	Nominal corresponds to the 55 <sup>th</sup> percentile. Our
Experience and		developers are not experts at developing within and with
Capability		NDI products, but we do have experience with software
		development.
Integrated	Nom	The cloud-based CRM products we are considering using
Computer		such as Salesforce come with developer Integrated
Aided		Development Environments and tools for testing
Software		developed code.
Environment		
Maturity and		
Capability		

**Table 9: Estimated Application points** 

NSC details	Value	Rationale
screen	11 simple	There are 11 screens in our project: 1. home page 2.
		contact list 3. add contact 4. donation list 5. add
		donation 6. project list 7. add project 8. setup page 9.
		user list page 10. add user page 11. data export page 12.
		email template. All of them are well supported by
		Salesforce and have only 3-4 views. So all of them are
		considered as simple
report	4 medium	There are 4 reports in our project: 1. Contacts report
		2.donation 3.project 4.user. All of them have about 5-8
		sections. So they are considered as medium
3GL	N/A	We do not develop any component in 3GL

#### **Result of COTIPMO**



Fig 1 screen shot of COTIPMO

In our estimation, we need 2.39 PM to finish the whole project which indicates that our project is feasible in one semester.

#### **Actual effort**



Fig 2: actual effort

In our development, we actually spent 2.85 PM to finish the whole project. We have exceeded the estimation a little because we developed 17 simple screens. Our project is finished on the iteration 5. The iteration 6, 7, 8 are transition iterations.

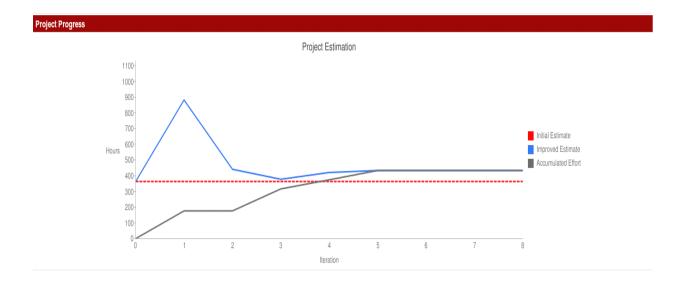


Fig 3 uncertainty cone

Our estimation became clear after the third iteration because most of our development is finished in the first three iterations. The result shows that our initial estimation is a little lower that our actual cost.