

**Helen, Georgia State Park Website**

**Project Charter**

**University of Georgia, Terry College of Business**

**MIST7590E – MBT Capstone Project**

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November 8, 2017

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**Team Members**

**Andrea Castresana**: Business Requirements Mgr, Client-side Developer, Change Mgr

**Jennifer Lazo**: Client-side/Server-side Developer, UI/UX Design Manager

**Alexander Couch**: Server-side Developer, UI/UX Design Manager

**Clark Williams**: Database Manager, Test Manager, Requirements Manager

**Eliseo Santos**: Project Manager, Server-side Developer, Database Mgr, Test Mgr

**Stakeholders**

**Mr. Art Pease**

President, Friends of Smithgall Woods

**Dr. Mark Huber**

Project Sponsor & Former President, Friends of Smithgall Woods

**Mr. Chuck Blaine**

Vice President, Friends of Smithgall Woods

**Ms. Anne Hughes**

Secretary, Friends of Smithgall Woods

**Mr. Van Bareither**

Treasurer, Friends of Smithgall Woods

**Project Description**

Friends of Smithgall Woods (SGW) is a state park in Helen, Georgia, where attendees of the park can partake in recreational activities such as fishing, hiking, camping, and volunteering. SGW earns revenue for volunteer hours that are reported to the state which gives an incentive for Friends Chapter members to volunteer their time. The project team will also account and report to SGW the time spent in rebuilding the SGW website and maintaining its site security.

The SGW website needs the capability for volunteers to log their hours in an easy-to-use interface. Other major concerns for the park are the security, administration, and maintenance of its site. Most recently, the site was hacked with hidden link injections that displayed malicious messages about “Cialis” drug throughout the site. It is also understood that updating the site content is complex to the administrator which makes it difficult to change things in the site’s current platform. To address these concerns, our team had developed a security remediation plan and twelve proposed system requirements which would be provided to the project sponsor and client for approval.

**Project Scope**

The objective of this project is to rebuild and enhance the existing features of the SGW website. Another part of this rebuild also includes increasing the site’s security and simplifying its maintenance and update process. Additionally, this project will improve the Volunteer Hours Log Page with mobile capability and administrator functionality to provide better user experience. The project team will use a user-friendly web content management tool to meet these enhancement objectives and implement the additional features.

**In-Scope**

* The team will re-arrange the site content to improve its appearance and make it more interesting to users and future visitors to the site.
* Each site page will display hyperlinks that are active, current, and relevant to the content of each page.
* An Administrator Page will be added to ease the management of the Volunteer Hours Log Page.
* The Volunteer Hours Log Page will be formatted for both desktop and mobile devices to improve user experience.
* The team will use a user-friendly web content management tool that utilizes user interfaces to rebuild the website.
* The team will establish documentation with sufficient details that include instructions for maintaining and updating the site.

**Out-of-Scope**

* The team will not develop lodging reservation functionality within the website.
* The website will not be designed for mobile access.
* A separate mobile application will not be developed for this website.
* The team will not be responsible for ensuring site compliance to the **Georgia Code** **§ 10-1-911** that establishes a code of fair information practices that governs the collection, maintenance, use, and dissemination of personal information.
* The team will not be responsible for maintaining and updating the site after it has been implemented into a production environment.

**User Requirements**

The team developed the following user requirements and prioritized them from high to low based on the scope of this project. As part of the team’s recommendations, the high-priority requirements were further defined in the next section under System Requirements and would be provided to the project sponsor and client for their review and approval.

|  |  |  |
| --- | --- | --- |
| Website Features | User Requirements | Priority |
| 1.0 Website Pages (Site navigation & content presentation) | 1.1 Smithgall Woods (SGW) website shall be designed with user-friendly navigation that allows users to find information quickly through logical menu structure. | Low |
| 1.2 The website shall include “About Us Friends” page with links to <http://gastateparks.org/smithgallwoods> | **High** |
| 1.3 The website shall display an additional web page that provides information about “All Access” trail. | **High** |
| 1.4 The website content of each page shall be arranged in a way to improve its appearance and make it interesting to existing users and future visitors to the site. Text and pictures are a particular concern to the stakeholder. | **High** |
| 2.0 Website Construct | 2.1 The website shall be rebuilt using a user-friendly web content management tool that allows SGW representative to easily maintain and update the site. The majority of representatives have limited knowledge on computer programming languages. | **High** |
| 2.2 Instructions and training sessions will be provided in “real world English” to representatives so that they understand how to address any issues and how to maintain the site. | **High** |
| 3.0 Become a Friend or Volunteer Page | 3.1 The page shall have more detailed information about becoming a friend or volunteer including directions, volunteer training day information, and working hyperlinks. | Low |
| 3.2 All hyperlinks shall be active, correct, and current. | **High** |
| 4.0 Cottage Accommodations Page | 4.1 SGW cottage accommodations page shall link directly to the relevant state parks reservations page. | **High** |
| 4.2 SGW cottage accommodations page shall be renamed to Reservations and list group (pioneer) camping and picnic shelter information, which are reserved through the same link. | Low |
| 5.0 Volunteer Hours Log Page with Mobile Capability | 5.1 The website shall allow Friends Chapter Member volunteers to create user account with their name, date of birth, home address, email, and phone numbers. It shall also allow a park representative to create Volunteer user accounts. For volunteers that are NOT Friends Chapter members, their hours are tracked through the Georgia State Park website. | **High** |
| 5.2 Volunteers with user accounts shall be able to log their volunteer date, time, locations, and tasks performed. | **High** |
| 5.3 The site shall be formatted with mobile devices in mind so that logging data via mobile is user-friendly. | **High** |
| 5.4 Total volunteer hours for Hardman Farm shall be tracked also through SGW website. | **High** |
| 6.0 Volunteer Report Generator Page with Separate Login | 6.1 SGW application shall generate volunteer reports showing the number of volunteer hours. | Low |
| 6.2 SGW application shall be capable of setting up user access to Report Generator for designated individuals only. | Low |

**System Requirements** (Functional/Non-functional)

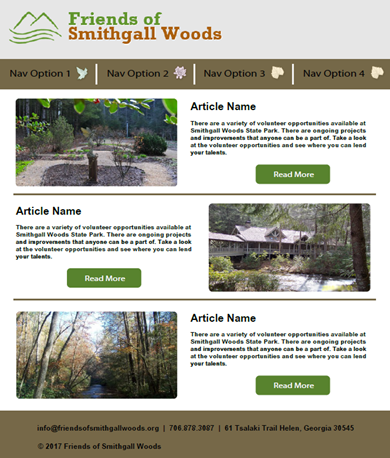
|  |  |  |
| --- | --- | --- |
| Website Features | System Requirements | Priority |
| 1.0 Website Pages (Site navigation & content presentation) | 1.1 Each site page shall display a menu bar with the following categories that contain relevant subcategories to allow users to find information quickly and provide better user experience: Home, About Smithgall, Activities, Events, Volunteer Opportunities, Contact Us, and Friends Corner. Currently, several subcategories are grouped under unrelated headings such as About Smithgall, Friends Chapter, etc. | **High** |
| 1.2 The website shall include “About Us Friends” page with links to <http://www.gastateparks.org/smithgallwoods>. This page will include information about the Friends Chapter and schedule of events. Its design will be consistent with the rest of the site. | **High** |
| 1.3 The website shall display an additional web page that provides information about “All Access” trail, and its design will be consistent with the rest of the site. | **High** |
| 1.4 Each page shall use darker font with higher contrast background and consistent line spacing, font type/size, and bold-type font that provides better user experience: double-line spacing between paragraphs, after page titles, and after subheadings; at least 26pt bold font for page titles and at least 20pt bold font for subheadings. Currently, light font is used on a light gray background which can be difficult to read. Also, some pages have inconsistent formatting. | **High** |
| 2.0 Website Construct | 2.1 The website shall be rebuilt using a user-friendly web content management tool that allows SGW representative to easily maintain and update the site. The tool shall also provide intuitive user interface that allows administrators to easily change text, photos, and site features. | **High** |
| 2.2 Instructions and training sessions will be provided in “real world English” to representatives so that they understand how to address any issues and how to maintain the site. | **High** |
| 4.0 Cottage Accommodations Page | 4.1 Page shall link directly to the relevant state park lodging reservations page. All hyperlinks shall be active and current. | **High** |
| 4.2 Details shall be provided for each lodging location such as different attractions, landmarks, trails, etc. to help users refine their search based on what they want to see. | **High** |
| 5.0 Volunteer Hours Log Page with Mobile Capability | 5.1 The website shall allow Friends Chapter Member volunteers to create user account with their name, date of birth, home address, email, and phone numbers. It shall also allow a park representative to create Volunteer user accounts. For volunteers that are NOT Friends Chapter members, their hours are tracked through the Georgia State Park website. | **High** |
| 5.2 Volunteers with user accounts shall be able to log their volunteer date, time, locations, and tasks performed. | **High** |
| 5.3 The site page shall be formatted for mobile browsers using Bootstrap for ease of viewing and item selection. Site forms shall be formatted for mobile browsers using Bootstrap to make data entry easier and reduce the amount of typing required. | **High** |
| 5.4 Total volunteer hours for Hardman Farm shall be tracked also through SGW website. Volunteer Hours table in the database will include the Hardman hours with distinct label. The Hardman Farm manager will be given access to the site to log in all Hardman volunteer hours or the volunteers will log in their Hardman Farm hours at the same site using a selector to distinguish them from their other volunteer hours. | **High** |

**Mockups**

**Home Page Mockup (Mobile Version)**

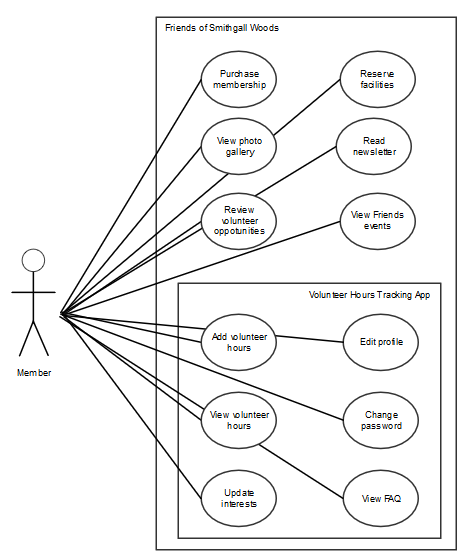


**Home Page Mockup (Desktop Version)**

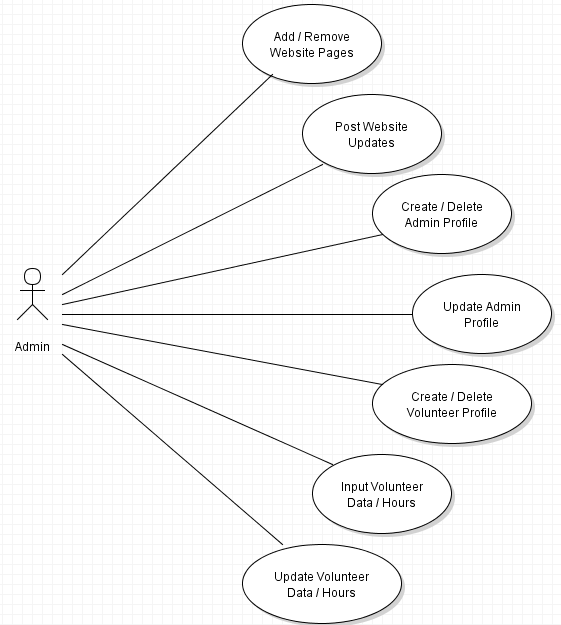


**Use Case Diagram**

**Friends Chapter Member (Volunteer)**

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**Administrator**

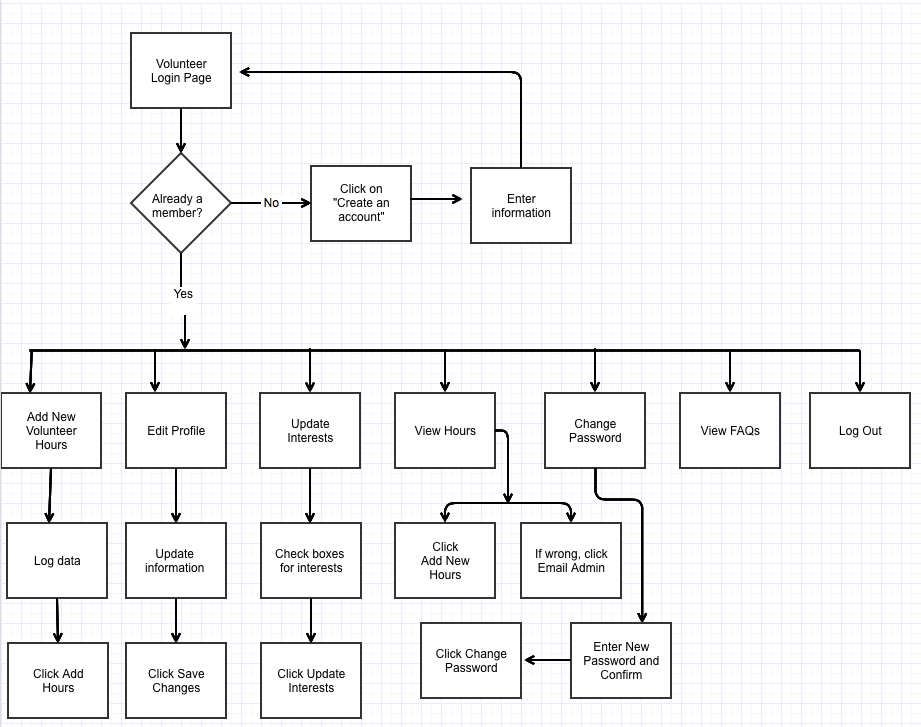


**User Stories**

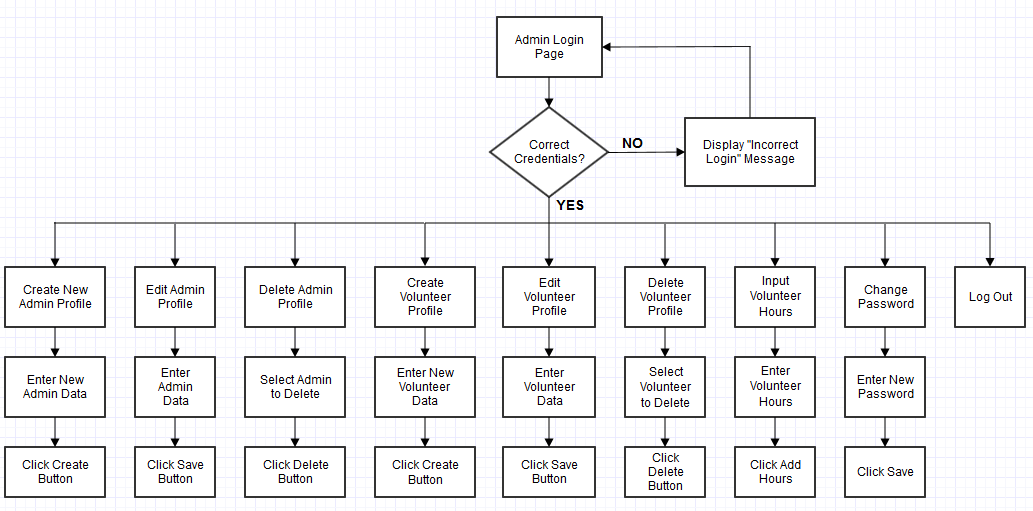
**Friends Chapter Member, Administrator, and Visitor**

|  |  |  |
| --- | --- | --- |
| As a/an | I need to….. | so that |
| Friends Chapter Member | Create a member/user profile | I can log in my volunteer hours data as a Friends Chapter member. |
| Edit my member/user profile | I can keep my information updated. |
| Update my list of interests | SGW can notify me of park activities that I’m interested in. |
| Add volunteer hours | SGW can keep track of my volunteer hours and earn revenue from the state. |
| View my volunteer hours | I can easily inquire of my total volunteer hours to date. |
| Review volunteer opportunities | I can volunteer my time to SGW. |
| Read newsletter | I can stay informed of the park events. |
| Administrator | Create & edit admin profile | I can give SGW staff personnel access to the Volunteer Hours Log Page. |
| Delete admin profile | I can remove a departing SGW staff member from the system. |
| Create & edit volunteer profile | I can help other Friends Chapter members who are not able to create their own volunteer profile. |
| Delete volunteer profile | I can remove the individuals who are no longer Friends Chapter members. |
| Input volunteer hours | I can help other Friends Chapter members who are not able to input their own volunteer hours to the system. |
| Update text, photos, & site pages/features | I can keep the SGW website current and provide site visitors better user experience. |
| Visitor | Navigate easily through the website | I can easily find interesting activities for me, my friends and family. |
| Find information about renting a cabin | I can look at several options before making my cabin reservation. |

**Volunteer Workflow Diagram**

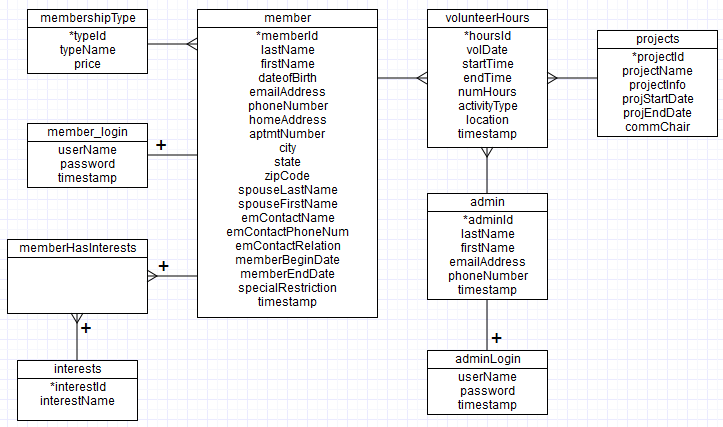


**Admin Workflow Diagram**



**Data Model**

Smithgall Woods Friends Chapter member creates a login account and inputs volunteer hours. An Administrator or a designated representative with admin access logs in to create, edit and delete admin and member profiles and inputs volunteer data/hours.

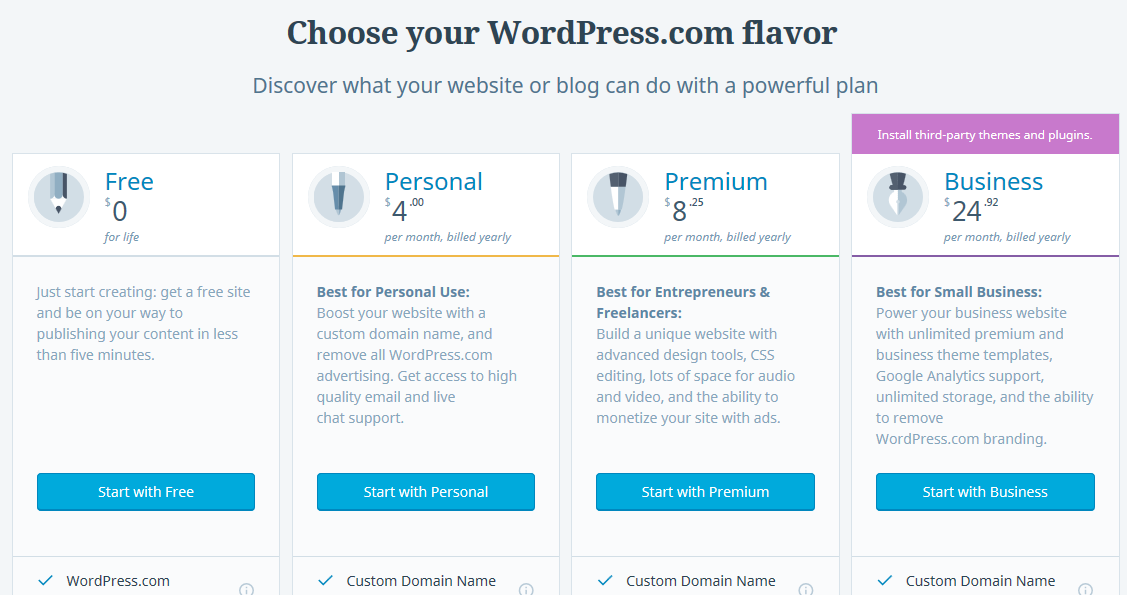


**Project Schedule**

|  |  |  |
| --- | --- | --- |
| Task Phase | Task Description | Expected Completion |
| Initiate and Plan Project | **Conduct System Analysis of Current Website** | 9/1/2017 |
| **Propose Security Remediation Plan** | 9/6/2017 |
| **Gather & Prioritize User Requirements** | 9/8/2017 |
| **Establish Proposed System Requirements** | 9/15/2017 |
| **Draft Project Charter** | 9/24/2017 |
| **Draft WBS/Project Plan** | 9/26/2017 |
| **Meet with Project Stakeholders** | 9/30/2017 |
| **Develop Use Case Diagrams** | 10/1/2017 |
| **Develop Workflow Diagrams** | 10/1/2017 |
| **Develop Data Models** | 10/1/2017 |
| **Develop Site Mockups for Desktop/Mobile** | 10/1/2017 |
| **Build Simple Website Prototype for Testing** | 10/25/2017 |
| **Conduct Usability Testing of WP/Prototype** | 10/26/2017 |
| **Research Web Content Management Tool** | 11/7/2017 |
| **Finalize Requirements & Project Charter** | 11/10/2017 |
| **Finalize Logical Models** | 11/10/2017 |
| **Finalize WBS/Project Plan** | 11/10/2017 |
| **Develop Site Map** | 11/13/2017 |
| Execute Project | **Start Rebuilding the Website** | 12/1/2017 |
| **Test First Increment Version of Website** | 1/31/2018 |
| **Finish Rebuilding the Entire Website** | 3/15/2018 |
| **Test Final Rebuild of Website** | 3/23/2018 |
| Close Project | **Establish Documentation** | 3/30/2018 |
| **Deploy Production Version of Website** | 4/4/2018 |
| **Conduct Training on Website Maintenance** | 4/6/2018 |
| **Hold Project Closure Meeting with Client** | 4/10/2018 |

**Project Budget Summary**

The SGW website is currently hosted by 1and1.com with a monthly subscription fee. The cost of Web Hosting with WordPress.com runs from $4 to $24 per month. With 1and1.com, the cost can be as much as $14.99 per month after the first 12 months. See the cost tables below for comparison.



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**Assumptions and Risks**

**Project Team**

* The team will ensure that the client signs off on all content and basic functionality.
* Group members will work together as a team, communicating using Slack and posting all documents and code to GitHub.
* Team members will respond to emails within 24 hours.
* All team members will stay current on the status of the project.
* The group will meet online, once a week, on an agreed upon schedule. If a meeting has to be canceled, the team will have a rescheduled meeting at an agreed upon time.
* Team members will share their personal technical skills with the group.
* As new technologies arise in this project, team members will take the initiative to learn these new skills.
* The team members will share the workload, taking the initiative to take on new tasks.
* Since all members of the team have full-time jobs, it is imperative that the team members adjust their schedules to do the work required for this project.
* This project will be completed to the best of the members’ work, skills, and knowledge.

**Client – Friends of Smithgall Woods**

* The client will respond to all communication with the project team within 48 hours.
* The client will provide high-quality digital images if at all possible.
* The client will bring up any questions or concerns to the group in a timely manner.
* The client will maintain the site after it has been implemented into production.
* There will be no new features added after this document has been approved.

**Risks**

* Failure will result in the Friends of Smithgall Woods continuing to have an unsecured and difficult to maintain website.
* One or more members of the team will not be able to work on the project.
* Scope creep may occur.

**Project Administration**

**Communication Plan**

**Team Communication**. Communication amongst the team will take place on the Slack application and will be utilized by the team to collaborate with one another. The team is expected to diligently check Slack and funnel all communications and messages via the app.

**Team Meetings**. Team meetings are held on average once a week and will be conducted through Google Hangouts. With everyone’s schedule consistently fluctuating, meeting dates and times are discussed through the Slack application, and the team agrees on a day and time that best suits their schedules. Any additional meetings aside from the weekly touchpoint are set up on a need basis.

**Client Communication**. We will be communicating with the client, Smithgall Woods, primarily via email. When and if meetings are needed throughout the course of the project, we will either conduct meetings via Google Hangout sessions and/or visit the client on-site in Helen, Georgia. If the client has any emergency related items that need to be discussed, they are free to call us on our cell phone numbers which are provided below.

**Emergency Contact Information**

Jennifer Lazo: [jenelazo@gmail.com](mailto:jenelazo@gmail.com), 706.714.2758

Eliseo Santos: [ehsantos54@gmail.com](mailto:ehsantos54@gmail.com), 818.577.6847

Clark Williams: [ugaclark@gmail.com](mailto:ugaclark@gmail.com), 706.498.2235

Andrea Castresana: [andec.c@gmail.com](mailto:andec.c@gmail.com), 706.877.0409

Alexander Couch: [alexandercouch@gmail.com](mailto:alexandercouch@gmail.com), 770.364.2540

**Scope Management Plan**

The scope for this project was defined through a requirements-gathering process. A systems analysis was performed on the Friends of Smithgall Woods website with initial assessment from the project team and feedback from the sponsor. From this information, the team established a preliminary list of proposed user requirements, prioritized the list of requirements from high to low, and developed the high-priority requirements into system (functional) requirements. The scope statement will be reviewed with key stakeholders, especially the project sponsor and users of the project deliverables.

**Developing the Work Breakdown Structure (WBS)**. The project team will work together to create the WBS. The project sponsor will review the WBS to ensure that all of the work required to complete the project are included in the WBS. The project team will determine the tasks (system and process-related tasks) required to complete each deliverable, which will be reviewed and agreed to by the project manager and sponsor. The WBS can be revised as needed, and the sponsor must approve these revisions.

**Verifying Project Deliverable Completion**. As this project progresses, the project manager will verify interim project deliverables against the original scope as defined in the scope statement and WBS. Once the project manager verifies that the scope meets the requirements defined in the project charter, the project manager and team will present the deliverables to the sponsor for acceptance. The project sponsor will accept the deliverable by signing a project deliverable acceptance document.

**Managing Requests for Changes to Project Scope**. Proposed scope changes may be initiated by the project manager, stakeholders or any member of the project team. All change requests will be submitted to the project manager who will then coordinate the requested scope change with the project sponsor and team. Based on feedback and input from the project manager and stakeholders, the project sponsor is responsible for the acceptance of the final project deliverables and project scope.

**Quality Management Plan**

The purpose of the Quality Management Plan is to record specific quality assurance, ensuring that the client is satisfied at the delivery of the final product. It outlines quality policies, procedures, and principles of the creation, development, and finalization of the product.

**Project Manager Responsibilities**. The project manager is the liaison between the client and development team. The manager works with the client at the onset of the project to ensure vision of the end-product is satisfactory to the client. The project manager outlines the scope and requirements for successful completion of the project. The project manager organizes the development team and assigns tasks to team members in such a way that best fit for further advancement of the product development. The project manager will operate in a way that allows open communication between the client and the development team to achieve the project objectives.

**Project Team Member Responsibilities**. Project team members will operate in such a way that open communication is encouraged and utilized between fellow team members, clients, and the project manager. Team members will act on this project with the client’s best interests in mind. Team members will also keep the clients updated regarding the project progress on a regular basis. Team members will produce deliverables and products in a timely manner as outlined in the project plan.

**Client** **Responsibilities**. Clients are encouraged to be available to the project manager and team members to ensure deliverables and products are developed to clients’ satisfaction and in a timely manner as outlined in the project plan. Clients should also be available to provide their expertise on different aspects of the project that supports the development of the product. Clients will also validate the deliverables that are produced in accordance with the project requirements. Clients will supply the necessary website content such as information, photos, etc.

**Change Control Management Plan**

At a certain point, stakeholders or developers may realize a previously unnoticed requirement which may call for a change request. This Change Management Plan exists in order to provide a process for documenting proposed changes that originate from stakeholders or developers, evaluating proposed changes, approving proposed changes, and following up on approved changes.

**Change Manager Responsibilities**: The designated team member is responsible for overseeing the change management process, documenting change requests, sending change requests to members of the Change Control Board, and forwarding all applicable information from approved change requests to any applicable parties.

**Change Control Board Responsibilities**: The change control board is made up of a development team member, project sponsor, and representative for the client. They will receive any change requests, discuss them via email, and sign off on any changes they approve. In order to approve a change, the board must unanimously agree.

**Human Resources Plan**

Each team member will be assigned roles and responsibilities that will be demonstrated throughout the course of the project. Some of these roles and responsibilities include:

* **Team Leader/Project Manager**: Responsible for facilitating team discussion, coordinating meetings, assigning team tasks, organizing documentation, and coming up with the project plan and activities
* **Client-side Developer**: Develops the site from the user interface perspective
* **Server-side Developer**: Develops the site from the server-side perspective
* **Database Manager**: Identifies useful and unnecessary databases, ensures data storage is up to par, and reviews data integrity
* **UI/UX Design Manager**: In charge of the overall design, look, and feel of the site
* **Test Manager**: Ensures that the appropriate test cases are created in accordance with the project scope and requirements, ensures that the appropriate approvals are in place before moving to production, and monitors test execution
* **Business Analyst/Requirements Manager**: Gathers requirements, maintains relationship with business stakeholders, and is receptive to feedback and input

**Website Test Management**

The test plan describes the test approach that will drive the testing of the SGW website. The site is used to present the state park’s mission and values and provide visitors a quick and easy access to the park’s information. Additionally, the site has capability to create user accounts for Friends Chapter members and log volunteer hours data.

**Test Plan**. The objective of the test is to verify that the functionality of the SGW website works according to the specifications. The project is using an incremental development approach with multiple iterations until the site is completed. At the end of each increment, the requirements identified for that increment will be delivered to the test team and tested. The test team is responsible for testing the site and ensuring it meets the specifications by accomplishing the following tasks:

* Testing will be focused on meeting the functional requirements, quality, ease of site update and maintenance.
* Functional testing will be performed to check the functions of the site and is carried out by feeding the input and validating the output from the site.
* Each test case/scenario will be mapped to corresponding use cases.
* Testing of each site application component will be performed prior to a complete system test.
* If there are any defects in the application, such defects need to be captured in GitHub and mapped against the test case/scenario that issue was encountered.
* Any defects that are fixed will be tested during subsequent testing.
* All code will be debugged before they are run on the server.
* Changes and additions to the test plan will be documented and require approval from team members.

**Implementation and Closure Plan**

The production version of the website with necessary documentation will be delivered to the Project Stakeholder, Mr. Art Pease, on **April 4, 2018**. The Project Sponsor will be provided also with information on accessing the site, database, source code, HTML/CSS/JavaScript files, and images, as well as the technical and client documentation. At project handoff, the client will be responsible for maintenance of the final website.

**Acceptance and Approval**

By signing this document, the following project stakeholders and team members have agreed to do their part to follow the guidelines of this project charter and to ensure a high quality product is delivered within the specified timeframe.

**STAKEHOLDERS**

Mr. Art Pease, President, Friends of Smithgall Woods:

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**PROJECT TEAM MEMBERS**

Andrea Castresana: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Alexander Couch: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Jennifer Lazo: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Eliseo Santos: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Clark Williams: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Glossary**

**Change Control Management Plan** – defines the process for managing change requests from stakeholders or developers.

**Communication Plan** – establishes communication guidelines within the project team and between the team and stakeholders.

**Data Model** – depicts the data structure within a database.

**Implementation and Closure Plan** – defines how the project will be considered complete and the various deliverables that will be provided to the client before the project is considered complete.

**Project Scope** – describes the goals, tasks, objectives, and deliverables for the project. In-Scope contains items which the project team will include by the completion of the project. Out-of-Scope includes items which will not be included nor will be added to future iterations of this project.

**Quality Management Plan** – defines the quality policies, procedures, and principles of the creation, development, and finalization of the product.

**Risks** – an outline of possible ways the project could fail.

**Scope Management Plan** – describes the scope of the project and the process for evaluating changes in the scope of the project.

**Stakeholders** – individuals who are affected by the execution and completion of the project and who may influence the end result of the project and deliverables.

**System Requirements** – describes the functional and non-functional aspects of the project requirements that lead to successful completion of the project.

**Team Members** – are individuals in the group that are actively working on the project.

**Test Plan** – describes the steps for successful testing of the project to identify any areas that need to be corrected before deployment of the production version of the system.

**Use Case Diagram** – depicts several functionalities that a user will utilize from a system.

**User Requirements** – describes the needs of stakeholders for the system to be developed and defines the parameters for successful completion of the project.