

Project Plan

Barber Shop Management System

Central Studios

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Document Revision History

Revision #	Date
	October 6, 2023
2	February 2, 2024

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1. Executive Summary

The following describes the project to be executed.

Objective	The objective of this project is to develop and implement a comprehensive Barber Shop Management System, including a mobile app, to enhance the customer experience, streamline operations, and boost the growth of Central Studios, a thriving barber shop.
Corporate Goals Addressed	<p>Enhanced Customer Experience: By providing a user-centric mobile app with features like online booking, consultations, and personalized advice, Central Studios aims to elevate the overall customer experience.</p> <p>Operational Efficiency: The implementation of an online booking platform and real-time scheduling will improve operational efficiency, reducing scheduling errors and enhancing service delivery.</p> <p>Business Growth: The project is designed to attract a broader customer base through improved customer engagement, which will ultimately contribute to business growth.</p>
Planned Start Date	September 18, 2023
Planned End Date	March 29, 2024

2. Project Approvers, Reviews and Distribution List

Approvers, reviewers and distribution list

Project Role	Name	E-mail	Date
Approver, Distribution List	JR Esquivel	johnesquivel15@g mail.com	October 6, 2023
Approver, Reviewer, Distribution List	Anjana Shah	ashah@georgebro wn.ca	October 6, 2023
Distribution List	Team 23		October 6, 2023

3. Scope

Define the sum total of all of its products and their requirements or features.

In Scope	Out of Scope
Mobile App Development: The primary focus of the project is the development of a user-friendly mobile app for Central Studios.	Major App Updates: Major updates or overhauls of the app beyond the initial development phase are not included.
Online Booking System: The app will feature an online booking system that allows clients to schedule appointments with barbers.	Payment Processing: While the app may facilitate bookings, payment processing for grooming services is excluded from the project scope.
Barber Portfolio Showcase: The app will showcase profiles of the shop's barbers, highlighting their skills and expertise.	Inventory Management: Managing grooming product inventory is not part of this project's objectives.
Consultation Feature: The app will include a consultation feature, allowing clients to discuss their grooming preferences and needs with their chosen barber before the appointment.	Grooming Product Sales: Selling grooming products or merchandise through the app is not within the project's boundaries.
Customer Feedback and Reviews: The app will enable clients to provide feedback and leave reviews about their grooming experiences.	Internationalization: Adapting the app for use in multiple languages or regions is not part of the project's objectives.
Appointment Reminder System: An automated appointment reminder system will be integrated into the app to reduce no-shows.	Integration with Third-Party Systems: Integrations with external systems or platforms are out of scope.
User Registration and Profiles: Clients can create profiles and manage their appointments through the app.	

4. Deliverables

This project will deliver the following.

Deliverable	Description
Mobile App Prototype	Visual prototype of the mobile app's user interface, illustrating its design and layout.
Functional Mobile App	A fully functional mobile app that includes features such as online booking, barber profiles, customer feedback, and appointment reminders.
User Registration and profiles	A system for users to create and manage their profiles within the app.
Consultation Feature	The functionality allows customers to communicate with their chosen barber to discuss grooming preferences before the appointment.
Barber Portfolio Showcase	A section of the app showcasing profiles of Central Studios' barbers, including their skills and work examples.
Online Booking System	The system that enables customers to schedule grooming appointments through the app.
Appointment Reminder System	An automated system that sends reminders to customers about their upcoming appointments.
Customer Feedback and Reviews	A feature allowing customers to provide feedback and leave reviews about their grooming experiences.

5. Assumptions

This project makes the following assumptions:

Availability of Skilled Development Team: It assumes that there is access to a skilled development team with the necessary expertise to design and develop the mobile app.

Sufficient Budget: The project assumes that there is an allocated budget to cover the development, testing, and deployment costs of the mobile app.

Access to Customer Data: It assumes that Central Studios has access to customer data and preferences to integrate into the app for user profiles and appointment history.

Customer Demand: The project assumes that there is sufficient demand for the mobile app among Central Studios' existing and potential customers.

Adequate Infrastructure: It assumes that the existing technology infrastructure, such as servers and databases, can support the app's functionality and scalability.

Positive Customer Adoption: It assumes that customers will embrace the mobile app and use it for booking appointments and engaging with the barber shop.

No Major Regulatory Changes: It assumes that there will be no significant changes in local or industry regulations that would significantly impact the project.

Timely Feedback and Collaboration: The project assumes that customers will provide timely feedback for app improvement, and there will be effective collaboration between the development team and Central Studios' management.

6. Dependencies

The following are the internal and external dependencies that will have to be acknowledged and addressed:

Internal Dependencies:

- **Resource Availability:** The project depends on the availability of internal resources, such as developers, designers, and project managers, to contribute to the app's development.
- **Data Integration:** If the app relies on customer data and profiles, there may be dependencies on the availability and quality of this data within Central Studios' systems.
- **Budget Allocation:** The project depends on the timely allocation of the budget for development, testing, and deployment activities.
- **Approval and Decision-Making:** Internal approval processes and decision-making structures may impact the project timeline and direction.
- **Staff Training:** If staff members need training to use or support the app, there may be dependencies on organizing and conducting training sessions.

External Dependencies:

- **Third-Party Service Providers:** The project may rely on third-party services or APIs, such as payment gateways, cloud hosting, or data providers. Dependencies exist on the availability, reliability, and compatibility of these services.
- **Regulatory Approvals:** Depending on the project's nature and location, approvals or compliance with specific regulations or industry standards may be required. The timeline for obtaining these approvals is an external dependency.
- **Supplier Deliveries:** Timely delivery of physical equipment or materials, such as hardware for the mobile app, is an external dependency on suppliers.

- **User Feedback and Testing:** User participation and cooperation in providing feedback or participating in testing sessions are external dependencies if the project involves user testing or feedback collection.
- **Market Research and Trends:** Monitoring market trends and customer preferences externally influences project decisions and feature prioritization.
- **Integration with External Systems:** Compatibility and availability of external systems or platforms, like social media logins or third-party APIs, are external dependencies for app integration.

7. Risk Management

Potential Risk	Severity (H/M/L)	Likelihood (H/M/L)	Management Strategy
Delays in Requirements Gathering	H	M	<ul style="list-style-type: none">• Ensure thorough requirements gathering and validation.• Regularly communicate with stakeholders to clarify needs.• Allocate additional time in the project.
Technical Challenges in App Development	H	H	<ul style="list-style-type: none">• Conduct a comprehensive technical feasibility study.• Assemble a skilled development team.• Plan for contingencies and allocate extra resources.
Budget Overruns	H	L	<ul style="list-style-type: none">• Carefully monitor project expenses and budget.• Prioritize spending based on critical project needs.• Obtain approval for budget adjustments when necessary.
Scope Creep	H	H	<ul style="list-style-type: none">• Clearly define project scope and objectives.• Implement a change control process for scope changes.• Educate stakeholders about the impact of scope changes.

Technical Dependencies	M	M	<ul style="list-style-type: none"> Identify critical dependencies and monitor them closely. Establish backup plans for key technical dependencies. Communicate with external parties to minimize delays.
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8. Communication

Reporting

The following reports will be produced;

Report	Audience	Frequency
Progress Report	Project Team, Project Adviser, Stakeholders	Weekly
Risk Assessment and Mitigation Report	Project Team	Bi-Weekly
Milestone Achievement Report	Project Team, Stakeholders	Everytime a milestone is completed

Meetings

The following meetings/communication will be established; * *means to be determined*

Meeting	Purpose	Attendees	Frequency
Project Kickoff Meeting	To officially initiate the project, introduce team members and set project goals and expectations	Project Team, Project Adviser	Once at the beginning of the project
Weekly Project Status Meeting	To discuss project progress, challenges and upcoming tasks	Project Team, Project Adviser	Weekly
Monthly Stakeholder Meeting*	To update stakeholder of project status, share reports and	Project Team, Stakeholders	Monthly (sem 2)

	address any questions or concerns		
Risk Mitigation Meeting	To assess project risks, review mitigation strategies and adjust plans as needed	Project Team, Project Adviser	Biweekly

9. Task Listing (WBS- Work Breakdown Structure)

The following resource proposal template summarizes the resource hours committed to this project, upon final approval of this document.

Reference	Tasks	Duration	Dependency
A	Project Initiation	2 weeks	None
B	Requirements Gathering	4 weeks	A
C	System Design	4 weeks	B
D	Development	12 weeks	C
E	Testing and QA	3 weeks	D
F	Deployment and Launch	2 weeks	E

10. Gantt Chart

Create a detailed Gantt Chart from your Task Listing(Use any software tool and paste the image or upload as a separate file that can be opened as pdf/doc/xls)

Below is an example:

Task	Period								Completed
	Dates	Dates	Dates	Dates	Dates	Dates	Dates	Dates	
	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	April 2024	
Project Initiation									
Requirements Gathering									
System Design									
Development									
Testing and QA									

Deployment and Launch									
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11. Milestones

Major Activity or Milestone	Estimated Milestone Target date	Owner/Reviewer Team Members
Appointment Booking System	January 2024	
Barber Profiles	January 2024	
Gallery and Portfolio	February 2024	
Customer Reviews and Ratings	February 2024	
Payment Integration	February 2024	
Mobile App Development	March 2024	
Testing	April 2024	
Deployment and Launch	April 2024	

12. RAM – Responsibility Assignment Matrix

Project Team Responsibilities

Project Name: Barber Shop Management System

Project Manager:

Task	Paolo	Allanis	Van	Tony	Milan
Project Initiation	P	P	P	P	P
Requirements Gathering	P	P	P	P	P
System Design	S	P	S	P	S
Development	P	S	S	P	P
Testing and QA	P	S	P	S	P

Deployment and Launch	P	S	S	P	S
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13. Approval

The signatures below indicate their approval of the contents of this document.

Project Role	Name	Signature	Date