****

**ISYS 630 Project Management**

**Pie Pub Restaurant**

**Revised Project Scope**

Group 3

**Team members**

Aditya Purandare

Abeer Katiyal

Sneha Chandrashekaraiah

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### A. Executive Summary

Pie Pub restaurant currently has its branches in Dallas, TX and Miami, FL. Owing to flourishing business, the owners have decided to expand Pie Pub restaurants to 25 branches, under the franchise regime. AgVentures proposes to expand and technologically arm the current two branch restaurant business to a 25 branch franchise-owned distributed business to gain a competitive edge in the restaurant business.

### B. Business Objectives

1. **Business Objectives**

The following issues need to be addressed to have a modern chain of restaurants:

* Replace antiquated Point of Sale (PoS) systems with scalable PoS solution
* Integrated inventory management system
* Wi-Fi access for software systems and customers
* Mobile table-management technology
* Staff/personnel training at all locations

1. **Proposed Solution**

Our recommended PoS solution provides access to reports, modify menus, allow customized login credentials, and real-time data updates. Hardware includes cabling, connectors, routers, modem, laptops, tablets, PoS terminal. Access is provided from anywhere and at any time, based on credentials.

* Requirements gathering and risk analysis on equipment, software, PoS and cloud based technology
* Analysis and recommendation on the hardware and software implementation
* Customization on COTS PoS, wireless routers, cloud computing technology
* Equipment purchase, installation and unit testing at all locations
* Recommendation of web-based inventory management software
* Providing scalable infrastructure to 25 locations and possible expansion
* Training to staff at all locations in 5 days and maximum 60 working hours
* Integrating data from all the locations and perform integration testing
* Provide testing, quality analysis and sustenance analysis
* Web-based inventory management and tracking system
* Provide precise and detailed documentation for all analysis and testing
* Define standards on documentation, reporting and processes
* Provide secure credit-card processing system

1. **Deliverables**

* State of the art Point of Sales system (PoS)
* Cloud integrated Inventory Management System
* Wifi setup & access
* Mobile table-management system
* Staff/personnel training
* Cables and connectors
* Project closeout documents

### C. Scope Description

1. **Scope**

Scope is defined by the “Requirement Gathering” and “Scope Definition” documents. Any changes or enhancements will be submitted through “Change Request” documents.

1. **Completion Criteria**

* No synchronization failures across branches
* Endurance test results approval
* Automatic upgrades to software
* Significantly reduce hardware footprint in all stores
* User acceptance test results are approved
* Test results of integration testing are approved
* Project is in budget
* 10% acceptance rate for low priority risks

1. **Risk Assessment**

* Budget constraint: Given the $350,000 budget, the quality of hardware, software and other purchases will have to be made in accordance.
* Training: Most restaurant workers are not tech-savvy, so training them on the processes, do’s and dont’s of the system in the given timeframe of 5 days and 60 hours might prove difficult.
* Integration issues: The management now includes franchise owners, who might want custom features, which might prove difficult to integrate. Also, integration across the geographically distributed locations might take longer than usual and prove more difficult in the anticipated timeframe.
* Deadline and priority management: Given the scope of project, timeline is going to be stringent. Also, testing requirements for successful deployment, error detection and correction might prove difficult.

1. **Assumptions**

* Support and feedback will be provided by the Business Sponsor
* Resources will be available to adequatelystaff the project
* There will be no medical or leave emergencies in the staff
* Hardware and software procurements will be done and delivered on time
* Hardware quality is not compromised and replacements will be available
* Pie Pub staff will be attentive and cooperative during training sessions

1. **Critical Success Factors**

* 25% of the work will be completed by 1 month
* Senior management and Project Sponsor will be onboard in review meetings
* The organization infrastructure environment will be adequate
* Integration testing should be comprehensive and completed by the 4th month

1. **Out of Scope**

* Future hardware addition and replacement
* Software maintenance and support
* Training for more than 25 locations
* Cloud Inventory Management System & POS software renewal costs
* Recommendations for internet provider of Wi-Fi in restaurants

1. **Constraints**

*Business*

* 1. Time is of the essence. Milestone deadlines are tightly packed
  2. Budget is limited and funding is available in intervals
  3. Only 2 experienced programmers available for the project
  4. Contracts for hardware and software procurements have to be made within the first month

*Technical*

1. Limited number of vendors available that provide cloud IMS and POS software
2. POS systems and IMS software will have code in different languages, integrating them on a common platform will have limited options
3. Employee login portal will be accessible only at restaurant locations and will not have remote access
4. The webserver hosting the Wi-Fi portal can have up to 500 concurrent connections only
5. **Project Stakeholders**

|  |  |
| --- | --- |
| **Name** | **Role** |
| Mr. Stark | Project Sponsor |
| Aditya Purandare | Project Owner |
| Sneha Chandrashekaraiah | Project Manager |
| Heisenberg | Hardware Vendor |
| Lannister | Software Vendor |
| Abeer Katiyal | Team Member |
| Weeknd | Team Member |
| John Newman | Team Member |
| Kygo | Team Member |
| Shakira | Team Member |

### D. Project Estimates

**1. Estimated Schedule**

Key Project milestones relative to project start are as follows:

|  |  |
| --- | --- |
| **Milestones** | **Due Date** |
| Requirement Analysis (Hardware and Software) | 01/19/2016 |
| Architecture design | 02/01/2016 |
| Design Documents | 02/10/2016 |
| Risk analysis | 02/16/2016 |
| Hardware Procurement | 02/28/2016 |
| Software Procurement (POS and Cloud IMS) | 03/15/2016 |
| Development Phase 1 (Integration Software) | 04/01/2016 |
| Unit Installation & Testing Phase 1 | 04/05/2016 |
| Development Phase 2 (Mobile App) | 04/25/2016 |
| Unit Installation & Testing | 04/30/2016 |
| Integration Testing | 05/12/2016 |
| Quality testing | 05/25/2016 |
| User-acceptance testing | 05/31/2016 |
| Training | 06/02/2016 |

**2. Resource Requirements – Team and Support Resources**

The following personnel resources are required to complete this project:

|  |  |
| --- | --- |
| **Personnel Resource Types** | **Quantity** |
| Project Manager | 1 |
| Software Development Team | 5 |
| Quality Assurance Team | 5 |
| Business Analyst | 2 |
| Network Engineering Team | 5 |
| **Total Personnel Resources** | **18** |

**3. Estimated Cost**

The following is a rough estimate of budget according to various expenses

|  |  |
| --- | --- |
| **Expense** | **Cost** |
| Hardware (desktops, routers, tablets) | $55,000 |
| Software (Wifi Access software, mobile app) | $55,000 |
| External Connectors (cables, connectors) | $7,000 |
| Resources | $233,000 |
| **Estimated Total** | **350,000** |

### E. Authorizations

**The Scope Statement will be approved by:**

Project Manager: Sneha Chandrashekaraiah

Project Owner: Aditya Purandare

Project Sponsor: Pie Pub

**Project Changes will be approved by:**

Project Owner: Aditya Purandare

**Project deliverables will be approved/accepted by:**

Project Owner: Aditya Purandare

Project Manager: Sneha Chandrashekaraiah

Key Stakeholders: Pie Pub, AgVentures

### H. Scope Statement Approval Form/Signatures

**Scope Statement Approval Form**

**Project Name:** Pie Pub Franchisee Expansion

**Approvals:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_                                                \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Project Manager Signature     Sponsor Signature**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_                                               \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Project Manager Name      Sponsor Name**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_                                                         \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date                                                                                             Date**