**Retail Web Turnkey**

Project Proposal

James Owens

Mark Gary Omadto

Tom Misikea

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**Executive Summary**

**Project Personnel**

***Project Client***

Name: **Robert Sutcliffe**

Email: [robert.sutcliffe@weltec.ac.nz](mailto:robert.sutcliffe@weltec.ac.nz)

***Project Advisor***

Name: **Reeza Moosaei**

Email: [reza.moosa@weltec.ac.nz](mailto:reza.moosa@weltec.ac.nz)

[abdolreza.hajmoosaei@weltec.ac.nz](mailto:abdolreza.hajmoosaei@weltec.ac.nz)

***Project Team Manager***

Name: **James Owens**

Email: [james.owens0101@gmail.com](mailto:james.owens0101@gmail.com)

Phone: 022 047 5482

***Project Team Members***

Name: **Mark Gary Omadto**

Email: [markgary\_0120@yahoo.com](mailto:markgary_0120@yahoo.com)

Phone: 021 262 3789

Name: **Tom Misikea**

Email:

Phone:

**The Opportunity Context**

Many small businesses can fall into two categories: service providers and small retail. Generally, these businesses are run by small teams of people, with limited resources and skill sets. Because of this, In New Zealand, anywhere between 40 and 50% of small and medium enterprises (SME’s) have little to no online presence.

In a modern business environment, there are a number benefits to having an online presence. Such as:

* Credibility
* Discoverability
* Relatability
* Flexibility

Studies have shown that businesses with online presences are thought to have a higher degree of credibility. This sense of credibility can almost offer a customer a feeling of security while dealing with a small business – which is of course beneficial as this can lead to future business.

Businesses who are easily discoverable, would logically see a higher amount of business. Previously, businesses conducted most of their advertising through print media or broadcasting over television or radio. While these remain valid tools for discoverability, they’ve been largely eclipsed by the internet in terms of reaching an audience.

Relatability, in the context of small businesses, is vital in fostering a positive relationship between the business and the customer. These relationships are useful in attracting and retaining new business from customers. Relatability is much easier to build with an online presence, as opposed to phone calls and flyer handouts.

Flexibility, in the business context, can refer to the degree at which a business can change to adapt to their business environment. For example, a retail business would need to provide a product catalogue to their potential customers, which if that catalogue is only available on printed media, the business is unable to change that catalogue to reflect their current inventory. However, the same business with a retail website would be able to provide their catalogue in a web page which is able to be updated as it’s being viewed, thus affording the business with a greater deal of flexibility.

The Client for this project would be the small business without an online presence, who believes that they could benefit from any number of the few concepts outlined previously, and more which haven’t been listed in the interest of brevity.

**Requirements**

**Technical Requirements**

* Product databases for retail systems
* Booking systems for service providers
  + Business calendar module
* CSS driven media handling
* Simple payment, financial and banking elements
* Order Management
* CRM (Client Relationship Management), Client database

**Main Project Requirements**

* System testing
  + Methodology
  + Documentation
* Design documentation
* Development documentation
* Could hosting
* Handover documentation
  + Training documentation for final handover
  + Next features list containing items which can be added in further development of the project.

**Team Requirements**

* 450 hours for each team members
* Meet project due date required
* Weekly progress reports alongside all other documentation.

**Analysis**

The context for this project is of small businesses with no online presence, and the requirements of this project are to develop a turnkey framework to provide small businesses with the means to develop their personal business websites, and to provide training documentation and support to further facilitate the potential future clients and their web endeavours.

As outlined previously in the Opportunity Context section of this proposal, a number of benefits exist in having an online presence. They were:

* Credibility
* Discoverability
* Relatability
* Flexibility

The requirements for this project relate to the context in the following ways:

**Credibility**

With the turnkey system, we aim to develop tools in which a user can create an official, professional looking website, which offers the user and client.

**Discoverability**

Thanks to modern search engines, the internet is a consumers first port of call when searching for goods and services. Websites can be discovered based on a few keywords and other information such as location or demographic. What this means for discoverability in a small business sense, if a potential customer were to google specific retail businesses in their area, if the small business were to have a website, they’d easily be found in that google search. Where opposed to a small business without a website is much more difficult to find in the modern business world.

Our turnkey system would ensure that any small business who would decide to implement it could benefit from this modern paradigm of discoverability.

**Relatability**

Small, ‘mom and pop’ businesses have the luxury of fostering and building more personal relationships with their customer-base. The primary benefit of these personal relationships between customer and business is repeated purchases and business.

**Flexibility**

As outlined previously, presenting product and service catalogues to a customer on printed media, or through traditional means of advertising had the issue of not being easily updated, due to printing and other costs being a prohibiting factor, which limited flexibility in how a business could update their information to keep up with a changing business environment.

Our turnkey system hopes to provide easy and simple means for users to update their sites. CSS (cascading style sheets) are to be used to drive this functionality.

**Proposed System Outline**

Considering the analysis from the previous section and the requirements outlined by the Client, a Turnkey Web System (“System”) has been devised to be a solution.

In essence, the primary deliverable for this project will be a framework of tools for a small business, which will allow them to independently build and implement a website of their own, from a select series of features.

The System will be designed with two types of small business in mind: services and retail. As such, the following features will be developed/implemented for each business type:

**Retail web turnkey system**

* Product catalogue listing functionality
  + The user should be about to easily list and update their website without delving into the HTML and CSS of the pages.
* Product and Inventory databases.

**Service web turnkey system**

* Customer Relationship Management
* Customer database
* Business calendar module
  + Track when customers make appointments
  + Track the time between customer’s appointments

There are also a number of features which are shared between both types of Turnkey system, such as payment handling and page customization and addition. All of the outlined features are considered to be a part of the final, primary deliverable.

The system itself should be simple to use with little to no prior knowledge on website building and implementation.

**Approach**

**Organisation of Project**

**Management**

**Management Practice and Responsibilities**

* Weekly meeting will be held on every Monday at 12 pm at Weltec
* WhatsApp phone application is used for our team communication
* All documentation are stored and accessible by the team members using GitHub
* Secondary backups for all the documentation and files will be stored in a Hard Drive

**Plans and Procedures**

**Staff**

|  |  |  |
| --- | --- | --- |
|  | **Name** | **Total Hours** |
| **Project Client** | Robert Sutcliffe | 10 Hours |
| **Project Advisor** | Reeza Moosaei | 15 Hours |
| **Project Team Manager** | James Owens | 450 Hours |
| **Project Members** | Mark Gary Omadto | 450 Hours |
| Tom Misikea | 450 Hours |

**Deliverables**

**Milestones**

* Project Bid
* Project Proposal
* Project documentation
* Changes Management
* Project final submission

|  |  |
| --- | --- |
| **Deliverable** | **Due Date** |
| Project Proposal | 4th August |
|  |  |
|  |  |
|  |  |

**Relevant Background Information**

**Resumes (CVs)**

Name: **James Owens** Email: [james.owens0101@gmail.com](mailto:james.owens0101@gmail.com) Phone: **022 047 5482**

**Personal Statement**

During my time at WelTec, I’ve learned a great deal about web technologies and programming, along with other IT skills, which I hope to implement and apply in this project. I hope that over the duration of this semester and project, I can work towards something which I can talk about during my future job hunting endeavourers.

**Interests**

My interests include reading and music, while my hobbies include playing the guitar, cooking and writing, to a small extent. During my free time I also enjoy attending concerts.

**Skills**

* Project related skills
  + Applicable knowledge on web technologies
  + Programming and software engineering knowledge
* Personal skills
  + Organizational skills
  + Strong written and spoken communication skills

**Work experience**

February 2016 – March 2017 The Village Cafe

**Job role:** Kitchen hand

**Job responsibilities:** Dishwashing, general cleaning, ingredient preparation.

**Education**

Wellington Institute of Technology (WelTec) 2013 – 2017

* Bachelor of Information Technology – level 7

Kuranui College 2007 – 2011

* NCEA level 3
* NCEA level 2
* NCEA level 1

Name: **Mark Gary Omadto** Email: [markgary\_0120@yahoo.com](mailto:markgary_0120@yahoo.com) Phone: **0212623789**

**Personal Statement**

I have the skills and knowledge that are applicable for this project. I’m looking forward to learning and gaining new skills which are required in an organizational environment by working on a team and with a client with different ideas yet similar goal throughout this project.

**Interest**

I enjoy watching movies, fishing, playing sports such as basketball, badminton and chess where I became a champion back when I was studying on Tawa College. I also enjoy playing the guitar, learning new instruments, such as drum and bass guitar.

**Skills**

* Project Related Skills
  + HTML, CSS, PHP, JAVA Script
  + Experienced on how to use WampServer
* Team Related Skills
  + Able to prioritise tasks
  + Strong time management skills
  + Effective communication skills
  + Able to organize documentation

**Work Experience**

May 2012 – November 2012 CrestClean

**Job Role:** Cleaner

December 2012 – March 2013 Imperial Tobacco

**Job Role:** Temp

November 2016 – (Current) Quest Petone

**Job Role:** Housekeeper

**Education**

Weltec (Wellington Institute of Technology)

* Batchelor of information technology level 7 (Currently Studying)
* Certificate of course completion (Cisco Networking Level 1, 2 & 3)

Tawa College Wellington 2009 – 2012

* NCEA level 3 (Art Design, Art Painting, ICT, ESOL)
* NCEA level 2 (Art Design, English, ESOL, ICT, Math)
* NCEA level 1 (Science, Math, ESOL, ICT)

**Relevant Background Information**

**Resources**

**Material Resource Requirements**

For this project, there are very few material requirements due to it’s nature of being mostly research and implementation of already existing technologies.

GitHub

* Who
  + James Owens created a repository for the team
* When
  + After the bidding for the project

Personal computer/laptop

* Who
  + Team members
* When
  + From the start of the project

**Client Acceptance**

*All parties agree that this project is conducted on a best efforts basis, and the Project Team or WelTec do not accept liability for the performance of this agreement. The project client agrees that they have read and understood the ‘Client Briefing’ document with regard to responsibilities and obligations.*

*It is agreed and undertaken that all Parties:*

* *will hold in confidence all `confidential information' and,*
* *will not disclose the `confidential information', or permit it to be disclosed to an external party and,*
* *agree that disclosures to other project participants will occur only with the written permission of the other party, and,*
* *will not use, or permit the use of, the `confidential information' for any purpose other than for joint operations without first obtaining written permission to do so from the other party,*
* *will upon request of the other party return all Confidential Information (together with all copies) in its possession or control or in the possession or control of any of its officers, employees, agents or advisors, and*
* *may choose to mark information as ‘confidential’ where necessary.*

*The Client also agrees to allow the Project Team to use project materials for academic purposes, with due regard to confidentiality.*

*The client agrees that, in cases where the project concept, process, specification or any other proposal was devised by WelTec’s staff or students, and the implementation or extension of the results of the project are expected/speculated to generate commercial returns (IP, trademarks, licenses, etc), an agreement covering benefit sharing is required, in all other situations the Client owns the Intellectual Property of the work undertaken. This agreement will be made between WelTec and the industry partner. The Student and supervisor of the project will bring this to the notice of the R and E office.*

By signing below, you agree to all of the terms and conditions described above and that you know and understand the meaning and intent of this agreement.

***Project Client Signature***

Robert Sutcliffe

Name Signature Date

***Project Team Members***

James Owens

Name Signature Date

Mark Gary Omadto

Name Signature Date

Tom Misikea

Name Signature Date

**Appendices**