**Retail Web Turnkey**

Project Proposal

James Owens

Mark Gary Omadto

Tom Misikea

**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:

***Project Team Members***

Name: **Mark Gary Omadto**

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

Name: **Tom Misikea**

Email:

**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 many benefits to having an online presence. Such as:

* Credibility
* Discoverability
* Relatability
* Flexibility
* Analytics

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.

Analytics are used by businesses to gather information about their visitors habits. A website can track information such as how many unique visitors they receive in a given time frame, how long those visitors spend on the website and which pages the visitors view. This information can be used to determine which demographics are using their website, and that information can then be used to direct marketing efforts towards those demographics.

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.

**The Requirement**

**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**

* Testing
  + Methodology
  + Documentation
* Design documentation
* Development documentation
* Could hosting
* Handover documentation
  + Training documentation for final handover
  + Next features list

**Team Requirements**

* 450 hours for each team members
* Meet project due date required

**Analysis**

**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 for each 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.
* Inventory management databases

**Service web turnkey system**

* Customer Relationship Management

**Approach**

**Organisation of Project**

**Project Client**

* Robert Sutcliffe

**Project Advisor**

* Reeza Moosaei

**Project Team Members**

* James Owens
* Mark Gary Omadto
* Tom Misikea

**RACI Chart**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Project Team Members** | | | **Client** | **Advisor** |
| Jame Owens | Mark Gary Omadto | Tom Misikea | Robert Sutcliffe | Reeza Moosaei |
| Business modelling |  |  |  |  |  |
| Requirements |  |  |  |  |  |
| Design |  |  |  |  |  |
| Implementation |  |  |  |  |  |
| Testing |  |  |  |  |  |
| Deployment |  |  |  |  |  |
| Configuration and Change Management |  |  |  |  |  |

**Key**: **R**: Responsibility | **A**: Accountability | **C**: Consultant | **I**: Informed

**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**

**Deliverables**

**Resumes (CVs)**

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 learn and gain new skill set which are required in an organizational environment by working on a team and a client with different ideas yet similar goal throughout this project.

**Interest**

I enjoy watching movies, fishing, playing sport such as basketball, badminton and chess where I became a champion back when I was studying on Tawa College. I also enjoy playing guitar, learn 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)

Name: **James Owens** Email: Phone:

**Personal Statement**

**Interest**

**Skills**

**Work Experience**

**Job Role:**

**Education**

Name: **Tom Misikea** Email: Phone:

**Personal Statement**

**Interest**

**Skills**

**Work Experience**

**Job Role:**

**Education**

**Relevant Background Information**

**Resources**

**Material Resource Requirements**

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**