BIRZEIT UNIVERSITY

'MyTutor Website'
Project Management Plan

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Section 4

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Project Management Plan

- Note : we are considering ourselves as a company that already have employees in each department , this company wants to make this project to a customer and we are assigned as the project managers of this project

Initiation Phase

Developing the project charter:

1. General Information :

The project will be an Arab platform (website) to exchange knowledge between university students and experts in specific fields to guide them through their journey .

2. Project Overview :

Business problem

Students in different fields have difficulties while learning such educational & technical subjects. We see that the need for solving these problems came critical.

Proposed solution

Our product is going to be an Arab platform (website) to exchange knowledge between university students and experts in specific fields to guide them through their educational journey via online meetings.

3. Defining the stakeHolders

- **Internal stakeholders**: Team member (Developers) & project manager

    a) BackEnd Department
    b) FrontEnd Department
    c) QA's Department
    d) Legislation team to set regulations

- **External stakeholders**

    - Students
    - Teachers
    - Universities & Schools
    - Bank for money transfer

4. Project Scope :

- **Product description :**

Website that holds up to 5000 users -initially- at the same time in the Arab district. It connects students and teachers via Zoom. Teachers will be chosen by certain criteria depending on certain exams and qualifications.

And here are the full details that the customer will sign up on.

Website & user :

- ☐ Some of the website pages have free access to all users

- ☐ The user can arrange meetings with experts by looking up free slots on the experts calendars (it will be through zoom).

- ☐ Scheduled meetings can be to a single person or for a group of students with some regulations (according to payments and other things).

Subscriptions :

- On demand (pay for each meeting)
- Monthly subscription (each month the user can have a specific number of meetings)
- Flat Fee subscription (specific number of meetings for a specific amount of money) * can be shared by a group

- Free coupons attracting students that can be :
  - Free meeting after recording a number of meetings
  - One free meeting when first using the website

Experts (tutors) :

- ☐ Experts are hired based on specific criteria which are certificates , experience and students rating.

- ☐ Experts are evaluated by the end of each meeting so the owners can have feedback on the employees.

- ☐ Experts are paid based on a previously set hourly price
- ☐ Assessments are regularly done for the hired experts by reading feedback and ratings for the experts.

- ☐ Website restricts the hourly rates for the experts to a minimum and maximum limits .

5. Acceptance Criteria :

- The website should be ready on the agreed time and according to specifications .

6. MileStones :

- Developing the UI/UX
- Developing Teachers & students Database
- Developing the backend of the website
    - Developing the registration technique
    - Developing the payment method
    - Developing the zoom linking method
- Linking the front end with website's functionalities
- QA's testing (Bug fixing)
- Deployment
- Developing the legality (regulations)

7. Project Organisation:

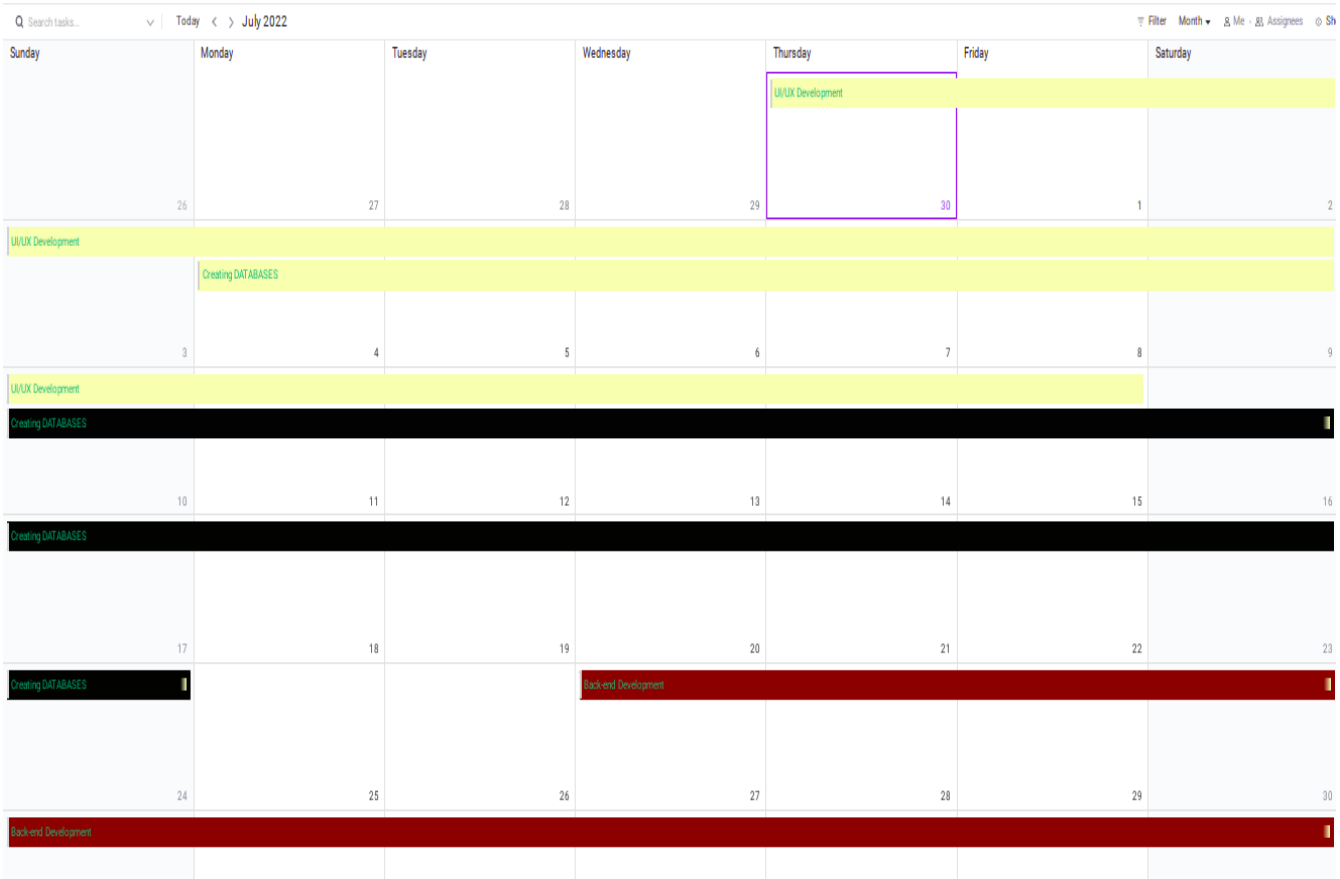
Project managers have authority over the team members.

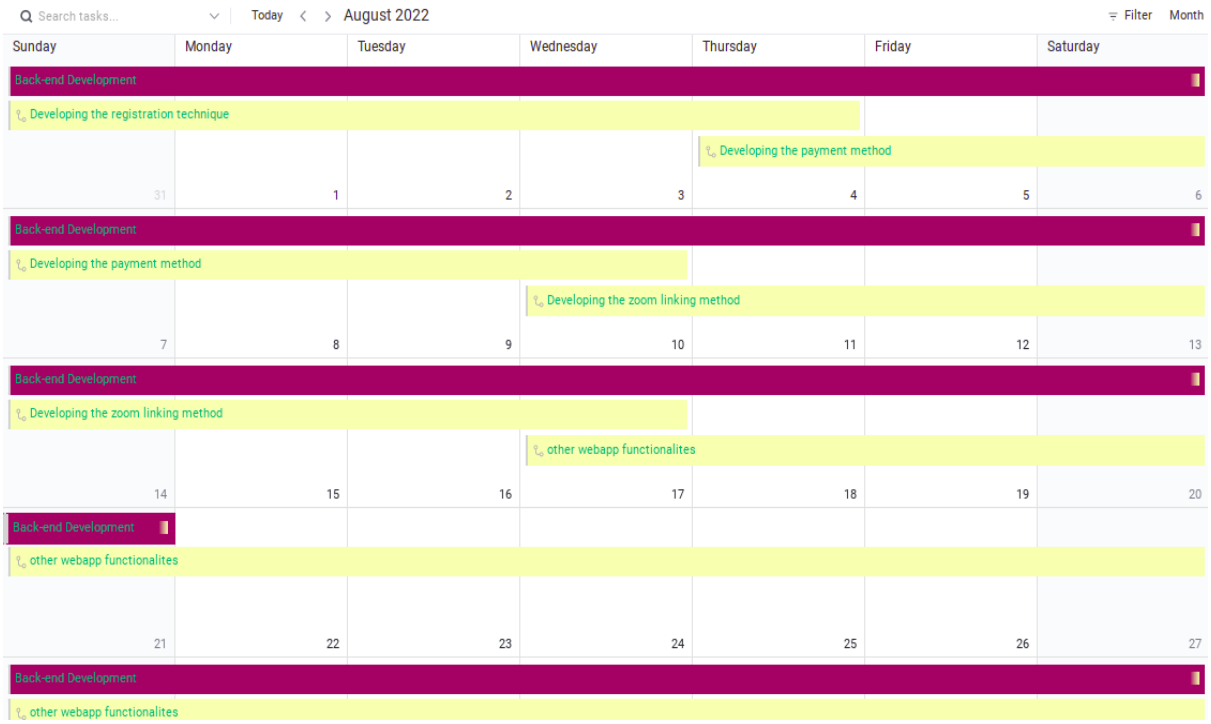
8. Customer’s & project managers Signatures :

Planning Phase

1)Schedule

According to the study , our project needs to be done in 4 months
Starting from 30-6 to 1-10.
We used the click up website to build up the schedule.

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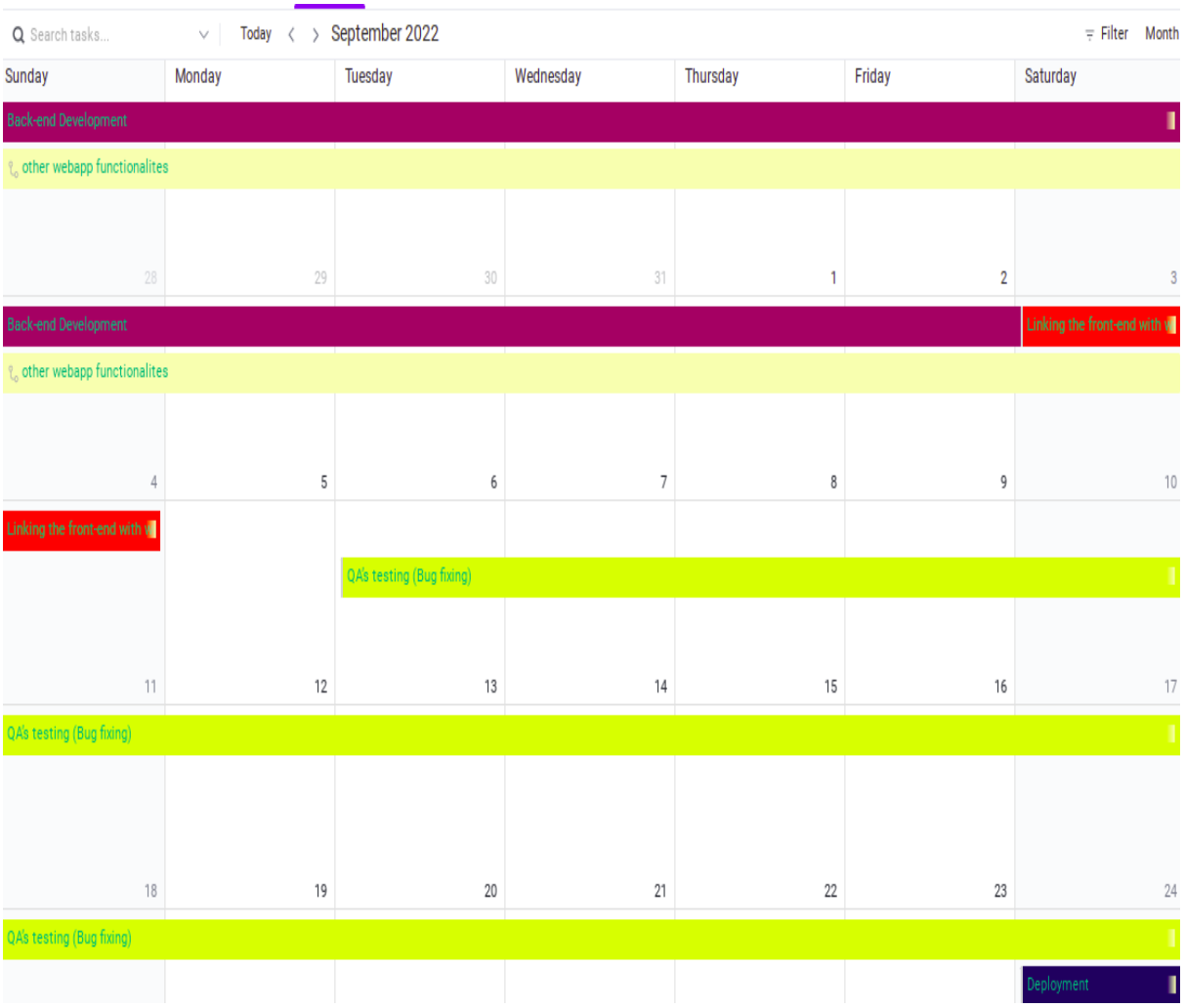

2) Cost Management Plan

- We are considered as a remotely working company so it's a self-funding project for the company.
- So the main costs are for :
    - Infrastructural Services costs
        - Purchasing the cloud services to run the application on like servers and databases.
    - Employees Income
        - Since we are already a running company, we already have incomes running to each employee.
        - We will specifically need 3 senior employees from each department mentioned above which are 3 in total.

- So we are gonna need 9 employees + the project manager
- Each employee's income will be around 1500$ + 600 euro as the infrastructural cost monthly + the pm salary

- So the expected cost will be around 72,498$ between incomes for the working departments & the infrastructural costs & project managers income.

3) Quality Plan

➔ Everything technical must be tested by the QA's department before the deployment phase.
➔ Specifications of the website should be as included in the contract that the customer & project manager have signed up.
➔ There is a weekly report about the process of working from each department and it's handed to the project manager so that we can keep track of the work.

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4) HR plan

Roles & Responsibilties :

- BackEnd employees :
  - responsible for creating and maintaining technology at the back end of a website (the server, database and application).
  - Participate in the entire application lifecycle, focusing on coding and debugging
  - Write clean code to develop functional web applications
  - Troubleshoot and debug applications
  - Perform UI tests to optimise performance

- Quality Assurance employees :
    - They are responsible for monitoring, inspecting, and proposing measures to correct or improve a company's final products and processes in order to meet established quality standards.

- Front end Department :
    - Their main responsibility is to ensure that website visitors can easily interact with the page. They do this through the combination of design, technology and programming to code a website's appearance, as well as taking care of debugging.

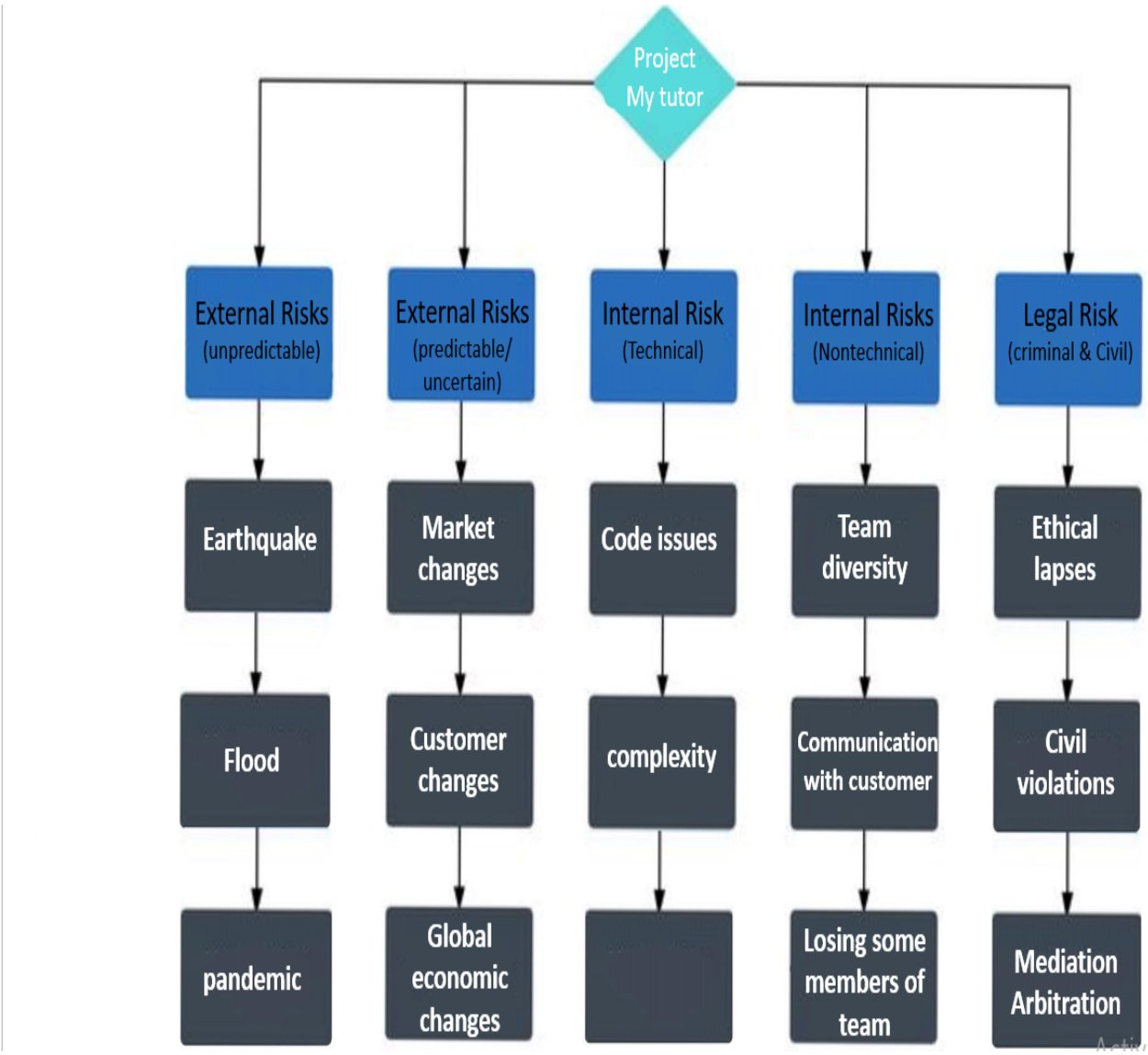
- Legislation team :

    - They are responsible for setting the regulations that will keep the working environment healthy and safe.

5) Risk management plan

1) The Risk Team is formed first.

2) The Risk BreakDown structure using the Risk Identifying method (BrainStorming & expert reviews).



Risk Breakdown structure

3)Risk mitigation plan

According to the data we collected , the highest risks that may affect the process of the working on the project are :

1) Customer's changes

2) Market changes
3) Losing some members of the team

There is a plan in order to mitigate each risk of those:

1) Customer changes : by making it clear in the contract that the customer has a limit of 10% of variation on the project. And the variation cannot be done without the project manager's full agreement.

2) In the IT field , basically the main costs are the infrastructural costs (servers services and so on) so we can make a fixed-price contract with the company that's gonna support the servers we are going to put the data base on .

3) Losing some members of the team can be to a several reasons
    - ☐ If it the reason is related to health or death
        - ☐ We cannot do anything except for looking for a new team member with high qualifications to continue the work.
    - ☐ If its related to the employee desire to leave
        - ☐ Its according to the specified in the HR plan that :
        - ☐ If any team member wants to take a day off he only has a determined limit that he cannot exceed.
        - ☐ If any of the employees decide to leave , He cannot do that unless the tasks assigned to him are completely finished.