Project Manual

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| Project  Next2You - car pooling | Client  Globant Mobile | Date  6 June 2014 |

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Author(s): **Biliana Spasova**

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1. Introduction

The purpose of this document is to promote common understanding of the project among the participants, as well as to communicate the methodology, used by Title X Technology to manage the project.

1. Project context

The goal of the project is to develop a mobile car-pooling application for phones for mobile operating systems Apple IOS 7.0+ and Android Phones 4.0+ as specified in the project proposal.

1. Risks and strategies

The following table contains a preliminary list of risks that could have an impact on the project.

|  |  |  |
| --- | --- | --- |
| Risk | Impact | Strategy |
| Delay in delivering the app content | Delay in the content integration to the app, testing, and ultimately – apps delivery. | Client will provide/upload the required content on time and will pay particular attention to follow-up |
| App transfer to final production server | Delay in launching the app online. | Once the files and documentation are transferred to the hosting supplier’s server, the supplier becomes responsible for launching the apps online. |
| Approval timeliness | Schedule delays will ultimately lead to apps launch delay. | Commitment from the client to approve all deliverables within prescribed schedule. |

1. Change requests
   1. Definition

A change request is any new request, made by the client, which modifies the initially defined and agreed scope of the project. These changes may and usually will have a direct impact on costs and/or timeline. Examples of change requests include, but are not limited to:

* Additional functionality;
* Change of an agreed functionality.
  1. Change request channel

For the smooth management and operation of the project, it is important that there is a dedicated person from client’s side, who will submit requirements/change requests to Title X Technology.

Change request provider from client’s side:

**[NAME]**

[email address]

* 1. Acceptance criteria

All change requests should conform to the following acceptance criteria in order for us to be able to treat them as valid requirements of the project:

* Change requests should only be provided to us as per the agreed official channel;
* It is preferable that change requests are only provided in written form (a document or an e-mail);
* Change requests should be clearly and properly stated;
* Change requests information should contain detailed and complete description of the requested modification;
* Change requests should be in consistence with already agreed project scope.
  1. Change request procedure

Below is a description of the procedure that Title X Technology will follow upon receiving a change request.

1. The change request provider from client’s side sends the change request to the project manager, according to the agreed official channel.
2. The project manager presents the request to the team leader or the technical manager of the project. The team makes an analysis of the change request to verify it corresponds to the acceptance criteria. If change request is not clearly stated or is not detailed enough, the project team initiates discussion with the client and/or requests additional information.
3. As soon as the change request validity is confirmed, the project team assesses the impact that the change may have on previous commitments and, if necessary, sends impact report for confirmation by the client.
4. When the change request is confirmed, the project manager sends to the customer a time and cost estimation of the change request, as well as other comments from the team (for example, how/when the change can be applied, etc.).
5. Upon receiving a written confirmation from the customer to implement the request, the project manager adds the new task(s) to an Annex document, updates the Project Plan.
6. All documents are sent to the customer for approval. A possible approach to track change requests is the following: a provisional Annex is created, which is later updated with subsequent change requests (if any); when the total sum of the development exceeds 2000 EUR, the Annex is signed, thus closing it. Then a new Annex can be opened.
7. The change request is implemented, according to the updated Project Plan.

The payment for the change is performed according to the payment conditions specified in the Annex. Normally such payments are added to agreed payment milestones for the project.

1. Roles and responsibilities

The following members from both sides will be part of the project:

* 1. Title X Technology

Name: Danail Kroumov

Role/Position: Managing Director, Technology

Responsibilities: in charge of general monitoring, terms, payments, fulfilment of agreed obligations.

Contacts:

* E-Mail: danail.kroumov@titlextechnology.com
* Office phone: +359 2 42 47 417
* Mobile: +359 882 18 26 18

Name: Biliana Spasova

Role/Position: Project Manager

Responsibilities: In charge of customer support, ongoing communication with the client, reports for the working progress, monitoring the development work, deadlines and critical issues. In charge of document preparation and document configuration management activities.

Contact information:

* E-Mail: bspasova@titlextechnology.com
* Office Phone:+359 2 42 47 419
* Skype: biliana\_spasova

Name: Julian Lubenov

Role/Position: Team Leader

Responsibilities: In charge of leading the development team, assigning tasks, monitoring team work and making code review.

Contact information:

* E-Mail: Tlubenov@titlextechnology.com
* Office Phone: +359 2 42 47 418
  1. Client

Name:

Role/Position:

Contact information:

* E-Mail:
* Office Phone:
* Skype:

We kindly ask you, if necessary, to provide additional contact persons and their contact details.

1. Project monitoring and reporting

Project monitoring activities are put in place to ensure that the project takes place as planned. Specifically, these activities include:

* Detect any situation that could have an impact on the costs, the timeline and the scope of the project and discuss it with client.
* Measure the progress and accomplishments and confirm what remains to be done.
* Ensure that the deliverables are in accordance with the quality standards and objectives.

The following activities have been established to assure the most effective project report:

* The progress of the project will be described and shared with the client on a weekly basis through a written report sent each Monday morning.
* If needed, conference calls may be organized, following the review of the weekly report. Meeting Minutes will be prepared after each conference call.
* Additional communication with the client will also be arranged on a “need to have” basis and will be specified during the progress of the project.

1. Communication channel

We recommend that all discussions between both sides are conducted in written form through e-mails and documents.

Instant messengers (Skype, ICQ, MSN Messenger, Yahoo! etc) can be used in the communication in order to clarify specific project issues. However, only written communication will be considered as official.

1. File format requirements

Text, if any, should be provided to Title X Technology in **.doc**, **.docx**, **.txt** or **.rtf** format.

Images, if any, should be provided to Title X Technology in **.psd**, **.jpg**, **.gif**, or **.bmp** format in the maximum possible resolution and quality.

1. Project documentation

Upon request, all documents, produced by Title X Technology and the client, will be uploaded and kept on a dedicated web location for reference purposes.

1. Deliverables

At the end of the project Title X Technology will provide the following items to the client:

* Project products – iOS version, Android version
* Source code- iOS, Android;
* User guide