# Project Summary

| Project Name | | Project Number |
| --- | --- | --- |
| Osric's Debuggers | | 0001 |
| Project Start Date | Project End Date | Executive Sponsor |
| 5/23/2018 | 6/20/2018 | Thomas Steiner |
|  | | |
| Business Issue and / or Opportunity  The Osric's company offers services in which there is a high demand for its technicians. Such high demand cannot be backed all the time given a restricted number of technicians available. As a result, there are longer waiting periods for customers who need Osric's services.  Purpose:  Correct Problem Description  There is a need to ration the services offered by prioritizing the customers when they’re requesting a service.  based on data and statistics provided by the implementation of a simulation, in which the scheme simulated is accepted or rejected compared to a traditional “first-come-first-served” system.  Current State:  Priority System:   1. Priority 4: Decorations for executive office 2. Priority 3: Company with 3+ previous calls 3. Priority 2: Company with 1-2 previous calls 4. Priority 1: First time callers 5. New customers are automatically assigned to priority 1 6. Waiting list is sorted by the priority system based on date and time (Queue)   Osric's Technicians:   1. Each technician works 8 hours shifts 2. There are currently seven technicians during the day. At 8 A.M., the technicians are assigned the top 7 companies on the wait list. 3. Two technicians during the night shift 4. Technician     Service:   1. 24/7 operating 2. double rates at night 3. no new applicants at night 4. Estimates (how soon, average, worst case) 5. Manager approval 6. Billing ($480.00/day, $960.00/night)   Assistant:   1. Receive approve from a manager. 2. Contacting the customer - At 4 P.M. if a job is not completed, the assistant contacts the customer and asks them if they would like a night technician at double the rate, or if they would like the same technician to assist them in the morning. 3. Assign a priority. 4. Updating the waiting list. 5. Confirming the job. 6. Reporting to technician. 7. Supervise the night technicians   Customer:   1. Contacting assistant. 2. Requesting a job. 3. Assigning a technician 4. Customer has:    1. Phone number.    2. Customer number.    3. Company name.    4. New customer information.   Proposed Future State:  To ensure customers satisfaction of the services provided by OOA&D company, to achieve such task/goal is to provide high quality work in less time, such fulfillment (not sure for word choice) has been achieved by OOA&D remarkable achievement of completely redecorate large executive suit in two days! Such achievement has gain OOA&D many customers recognition and much job requests than ever! However, due to the high number of job requests, OOA&D technicians are constantly in high demand, the wait time for a technician could sometimes take up to two days, such problem need to be address ASAP, if no action is taken this could potentially put the company credibility/reputation in permanent risk. The (only) solution to the problem is to create a priority number system, where customer is given/assigned with a priority number, when customers request for a service, with a provided priority number, the system will be able to decide where to put the customer in the waitlist for the next available technician. The priority system not only enhance the scheduling appointment functionality, it also shortens the wait time on requesting for technicians and enhance the billing interface. The team should be able to reach a definitive plan through communication and meetings, so that a foot print for a system simulating the requirements of Osric's can be implemented. Hence, a modelling and a testing are part of what the future has in hold for us as a group. Eventually, through the planning, modelling we will be able to construct the software and deploy it to the company. | | |
| Project Goal (one paragraph summary of problem issue/solution) | | |
| The Osric’s company will show how effective the scheme is by using data and statistics on a job mix. It will identify and use the average waiting time before a job is started, the average queue length, the percentage of time the queue is empty on day and night, the number of blocks when a technician is idle, and the number of jobs that cannot be continued at night because no technician is available. Using this data on both schemes will make it clear which scheme is cost effective for Osric, which reduces the waiting time for the customer. | | |
| Principal Project Objectives | | |
| 1. Planning. 2. Requirements. 3. Design. 4. Development 5. Presentation and Documentation. 6. Web Design/ Updates. | | |
| Principal Project Deliverables | | |
| Objective 1 – Planning:   * 1. Assign set date and times for working and meeting.      1. Task are divided into several smaller part and is distribute to all team members         1. Due date has been confirmed by all team members         2. Next team meeting has been scheduled         3. Team member will contact with the TL if he/she have questions about his/her task      2. Unfinish task will be distribute to other team members         1. Team members will report to the TL when he/she finished the assigned task         2. All completed task will be combine at the scheduled meeting   2. Plan the next step until the end of the project is reached      1. At the completion of the current task, new task/next plan will be discussed      2. Next planning meeting is scheduled      3. Team member will be assigned to the next task      4. Team members agreed the due date for the task      5. Team meeting is scheduled for the completion of the finished task         1. Discuss further problems for the plans/task         2. Task achieved, members are free to go.   3. Creating Outline      1. ERD. | | |
| Objective 2 – Requirements   * 1. System Requirements.      1. User Input information.      2. Output Information. | | |
| Objective 3 – Design.   * 1. Creating Logo. | | |
| Objective 4 – Development.  1.1 Program layout has been confirmed  1.1.1 Team member assigned with part of the function  1.1.2 Function has is completed  1.1.3 Test for functionality  1.2 Team meeting  1.2.1 Combine function with another team member  1.2.2 Test/debug the functionality after function is combined  1.2.3 Fix for any bugs/Error  1.2.4 Final phase, product ready to launch | | |
| Objective 5 – Presentation and Documentation.  1.1 Documentation is created  1.1.1 Document the program  1.1.2 Document the  1.1.3 Record all bugs that found during testing/debugging  1.1.4 Record all chances that is made during testing/debugging  1.2 | | |
| Objective 6 – Web Design/ Updates. | | |
| Benefits (list hard and soft benefits) | | |
| * More efficient technician scheduling. | | |
| Metrics to Measure Project Results | | |
| * Number of jobs completed in a day, week, or month are based on a queue. * Number of jobs completed in a day, week, or month are based on a stack. | | |
| Project Risks (details in risk table) | | |
| * Ability to deliver desired scope within target. * Overall quality of data discovered and/or added to database. | | |
| Related Projects | | |
| * NA | | |
| Project Teams/Support Teams | | |
| * NA | | |
|  | | |

# Project Scope

## Project Objectives & Deliverables Matrix

| **Objective/ Deliverable Matrix** | **Responsible for Delivery** | **Supporting Team(s)** | **Receiving Team(s)** | **Delivery Date** |
| --- | --- | --- | --- | --- |
| **Objective 1:** Planning |  |  |  |  |
| **Deliverable 1.1:** Task are divided into several smaller part and is distribute to all team members. |  |  |  |  |
| **Deliverable 1.1:** |  |  |  |  |
| **Deliverable 1.1.1:** Due date has been confirmed by all team members. |  |  |  |  |
| **Deliverable 1.1.2:** Next team meeting has been scheduled. |  |  |  |  |
| **Deliverable 1.1.3:** Team member will contact with the TL if he/she have questions about his/her task. |  |  |  |  |
| **Deliverable 1.2:** Unfinish task will be distribute to other team members |  |  |  |  |
| **Deliverable 1.2.1:** Team members will report to the TL when he/she finished the assigned task. |  |  |  |  |
| **Deliverable 1.2.2:** All completed task will be combine at the scheduled meeting. |  |  |  |  |
| **Objective 2:** Plan the next step until the end of the project is reached. |  |  |  |  |
| **Deliverable 2.1:** Team member will be assigned to the next task |  |  |  |  |
| **Deliverable 2.2:** Team members agreed the due date for the task |  |  |  |  |
| **Deliverable 2.3:** Team meeting is scheduled for the completion of the finished task |  |  |  |  |
| **Deliverable 2.3.1:** Discuss further problems for the plans/task |  |  |  |  |
| **Deliverable 2.3.2:** Task achieved, members are free to go. |  |  |  |  |
| **Objective 3:** Requirements |  |  |  |  |
|  |  |  |  |  |
| **Objective 4:** Design |  |  |  |  |
| **Objective 5:** Development |  |  |  |  |
| **Objective 6:** Presentation and Documentation |  |  |  |  |
| **Objective 7:** Web Design/ Updates |  |  |  |  |

## Exclude from Project

* We are not adding new functionalities (ex. How customer data is retrieved).
* New fully integrated software.

## Assumptions

* We will have access to customers' information and requests.
* Availability, completeness, and quality information are the data we will be working with (ex. Customer name, customer number, orders, etc.)

## External Time Const raints

* End of the semester

## Financials (Costs and Benefits)

See Business Case.

(This will determined later)

# Risk Analysis

| **Risk** | **Probability of Risk** | **Potential Impact of Risk** | **Risk Mitigation Strategy**  **and Contingent Action(s)** |
| --- | --- | --- | --- |
|  | H/M/L \* | C/H/M/L \* |  |
| Conflicting Scheduling due to other classes | M | M | Mitigation: Meet with those who are available, then inform those who weren't able to meet. Assign multiple group members to required tasks. Also, we could do video calling to discuss and finish the tasks.  Contingency: |
| Conflicting Schedule due to summer jobs | M | M |
| Car Break down | M | M |
| Work Travel | L | L |
| Team Lead cannot make to class | L | C |
| Team member are unable to come to class/team meeting | M | L |
| Hardware problems | M | L |  |
| Sickness | L | L |  |
| Deadline issues and lack of time | M | C | We need to setup milestones in advance of the final due date for each deliverable in order to be more organized and making sure to finish on time. |
| Changing in the requirements | M | C | There may be some changes that will come, so we need to assign extra time before the deadline to deal with this kind of issues in advance. |
| Unavailability of resources | M | H | We need to reassign the resources in order to fill the gap. |
|  |  |  |  |

\* Critical /High / Medium / Low

## Reporting – Scope Change, Issue, Risk Management (RMMM) and Status

* Scope Change:

We will create web page that will collect information from user

* Issues:
* Risk Managements:
  + If there is any member of our group that is unable to meet during a scheduled meeting time, then that person is responsible for tasks that missed and will receive negative feedback from the team leader and from other members if no valid excuse is made.
  + The team leader for our group will be responsible for contacting client frequently and informing them of any updates; at least once a week, when a major task is completed, or if a problem occurs
* Status:

## Communication Plan:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Information Type** | **Subject** | **Responsible Person** | **Frequency** | **Audience** |
| Report | Weekly Status | Team Lead | Twice a week (Monday's and Wednesday's) | Project Manager |
| Core team meeting through Skype | Discuss project goals | Project Manager | Saturday | Core team members |
| Emails | ideas/questions | Team members | Any | Team Members |
| GroupMe | Discuss project related matters | Team members | Any | Team Members |
| OneDrive Report on Project Deliverables | Report Approval | All | Any | All |

# Project Organization

## Roles and Responsibilities - Project Team Members & Support Personnel (example)

|  |  |  |
| --- | --- | --- |
| **Project Role** | **Name or skill set required** | **Department/Organization** |
| Project Manager | Project management | Project Management |
| System Analyst | Business/IT Application knowledge | Application IT team |
| Business Team | Business Analyst | Business Department |
| Web design Team | Web development | Web design department |
| Software development | Programming language | Software development department |
| Marketing |  |  |
| Sales |  |  |
| Technology |  |  |
| Training |  |  |

# Project Approval Signatures

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Project Team Role** | **Signature** | **Date** |
| Marco Seman |  |  |  |
| Martin Zanaj |  |  |  |
| Mohammed AlMuzel |  |  |  |
| Audrey White |  |  |  |
| Maricruz Zamora |  |  |  |
| Jason Lu |  |  |  |

# Document Information

## Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author(s)** | **Revision Notes** |
| 1.0 | May 22, 2018 | Jason Lu, Marco Seman, Mohammed AlMuzel, Martin | This is the start of our documentation |
| 1.0.1 | May 23, 2018 | Jason Lu | Project goal has been modified/added |