ITSP300 – Deliverable 1

**Cover page**

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| --- | --- |
| **Group number and name** | Group 1 – Cerebruteq |
| **Group member details** | FK6W29M15 – Ackermann; Tristan (leader)  PSQJVVPR7 – Albertyn; Pieter  GYXSRWWD5 – Barnard; Adam (Edrich)  H2NVLR875 – Fourie; Jarred  JXXPF36C8 – Nicholas Kuun |
| **Project title** | LinkVantage |
| **Submission date** | 2020/02/26 |
| **Signature of group leader** |  |

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# Group and customer information

Include the group number, group name, group member details (student number, name, surname and skills). Include your customer’s details (name, surname, company and industry).

Group Number: 1

Group Name: Cerebruteq

Group Members

|  |  |  |  |
| --- | --- | --- | --- |
| **Student Number** | **Name** | **Surname** | **Skills** |
| FK6W29M15 | Tristan | Ackermann | Project Manager |
| PSQJVVPR7 | Pieter | Albertyn | Database Manager |
| GYXSRWWD5 | Adam (Edrich) | Barnard | Design Manager |
| H2NVLR875 | Jarred | Fourie | System Analyst |
| JXXPF36C8 | Nicholas | Kuun | Android Developer |

Customer

|  |  |
| --- | --- |
| **Name** | Jan |
| **Surname** | Nienaber |
| **Company** | Compulink Technologies |
| **Industry** | Information Technology |

# Project introduction

## 2.1 Background, purpose and scope

In 300 words, describe the background of the company and customer, the purpose of the project (new system) and the scope of the project.

**Background**

Compulink Technologies is a young private company in the industry of IT support. Various computer-related solutions are offered such as on-site technical support, remote support, computer hardware and software repairs and upgrades, as well as network installations, upgrades, and troubleshooting.

The company currently stands to benefit greatly from a holistic customer relations management system with a focus on job tracking. The challenge of managing entire jobs through the various systems they involve, monitoring multiple social media platforms and keeping clients up to date with jobs whilst having time to still work on the jobs leaves an opportune window to streamline the entire job management process.

**Purpose**

The purpose of this project is to enhance Compulink’s competitive edge and productivity efficiency by means of developing and implementing CRM software in order to enhance staff productivity and streamline client updates regarding job status. By having the system on Android as well as web-based, it will be accessible from anywhere, adding convenience to both staff and clients.

**Scope**

The scope of the project includes everything from initial planning up until implementation and maintenance. Requirements establishment and client meetings will take place during the project. The scope includes development of the system as well as work required to manage and control the project team. The system will centralise all major work processes and customer relationships.

A mobile application will also be developed to simplify communication between employees/customers. Regular online meetings with the client will also be held to ensure that the client knows what can be expected of the system. The system will also be tested on site to make sure it operates as expected in its natural environment. User interaction with the system will also ensure a better understanding of the system as well as proper usability.

## 2.2 Aim and objectives

Your project should ideally have a single aim, stated in a single sentence.

### Aim:

The project’s aim is to develop and implement a CRM which focuses on job tracking, as well as information centralisation from integration among various information platforms.

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| --- |
| **Note** |
| Example:  The aim of this project is to develop and implement a(n) XX system to… |

List the objectives of the project.

### Objectives:

* Research existing CRM and job tracking systems
* Determine which features the customer wants from the system
* Determine the appropriate architecture to use
* Develop a User Requirements Document and get approval of requirements
* Design the logical flow and architecture of the system
* Determine an appropriate look and feel of the systems
* Research appropriate development tools to use for the system
* Design and develop prototypes
* Develop the final system based on approved prototypes
* Develop a user manual
* Deploy final system

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| --- |
| **Note** |
| Examples:   * To conduct research on other systems * To develop a User Requirements Document (URD) * To design and develop the system * Etc. |

# Requirements (high-level)

The purpose of this section is to briefly explain the system requirements (functional, non-functional and technical) on a high level. Schedule a meeting and apply fact-finding techniques to gather the high-level requirements from the customer and other stakeholders in the organisation. Create a list of requirements, each with a unique identifier. Further detail, like priority, source, etc., will be added as part of Deliverable 2. The customer should sign off the high-level requirements.

## Functional:

**CRM:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Identifier** | **Description** | **Priority** | **Source** |
| FC1 | Allow employee to create profiles on identified sales leads |  |  |
| FC2 | Allow employee to track potential sales leads |  |  |
| FC3 | Allow employee to view an integrated social media feed of interactions with customer (Twitter, Facebook, Instagram, e-mail, client portal) |  |  |
| FC4 | Allow employee to respond to clients on social media |  |  |
| FC5 | Automatically respond to client queries with chat bot |  |  |

**Job Tracking:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Identifier** | **Description** | **Priority** | **Source** |
| FJ1 | Allow employee to create jobs that have been started |  |  |
| FJ2 | Allow employee to specify what work has to be done on job |  |  |
| FJ3 | Allow employee to specify deadlines on jobs |  |  |
| FJ4 | Allow employee to update jobs when work has been done to track progress |  |  |
| FJ5 | Allow employee to set and track milestones for jobs |  |  |
| FJ6 | Allow employee to view job locations on Google Maps |  |  |
| FJ7 | Allow employee to assign priority to certain jobs |  |  |
| FJ8 | Remind employee about in-progress jobs that are not been updated or approaching deadline |  |  |
| FJ9 | Allow employees to view job reports, with the ability to filter jobs by type (sales, callouts, etc.), date, and any other meaningful filters. |  |  |
| FJ10 | Allow employee to track warranties |  |  |

**Client portal:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Identifier** | **Description** | **Priority** | **Source** |
| FP1 | Allow clients to make enquiries |  |  |
| FP2 | Allow clients to view jobs being worked on |  |  |
| FP3 | Update clients when milestones are reached |  |  |
| FP4 | Allow clients to view details about past jobs |  |  |

## Non-functional:

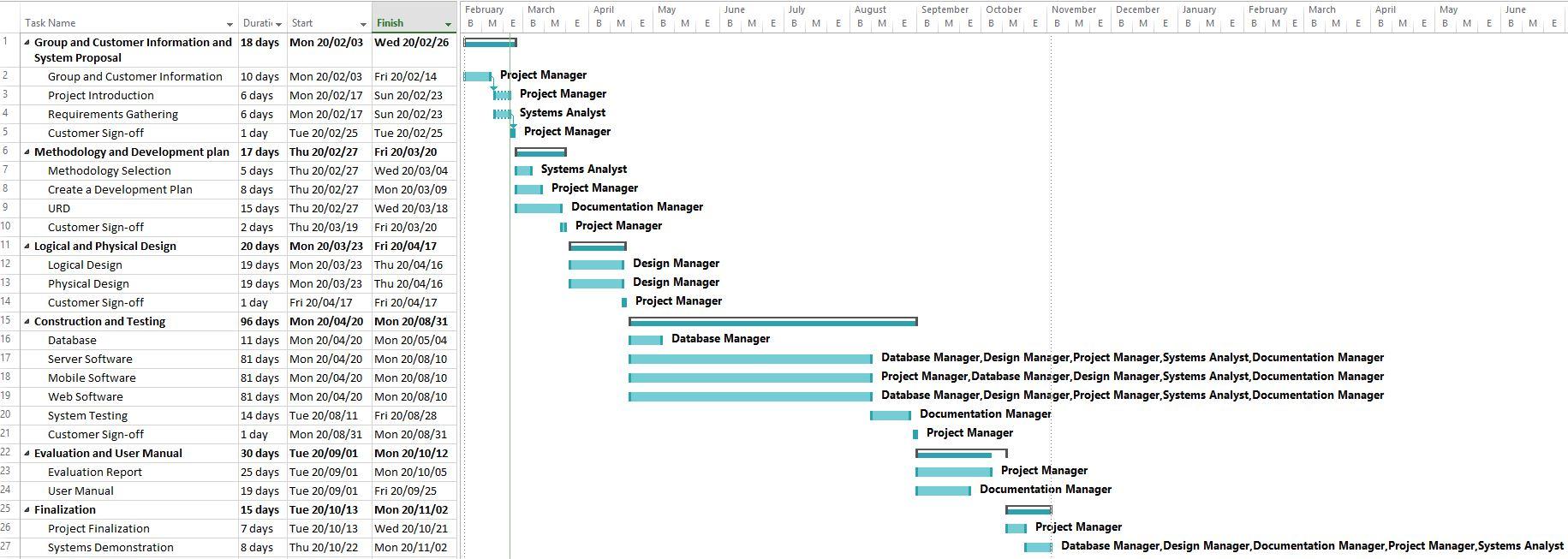
|  |  |  |  |
| --- | --- | --- | --- |
| **Identifier** | **Description** | **Priority** | **Source** |
| N1 | Keep interactions with external applications to a minimum |  |  |
| N2 | Data should be synchronised across platforms in real time |  |  |

# Technical:

|  |  |  |  |
| --- | --- | --- | --- |
| **Identifier** | **Description** | **Priority** | **Source** |
| T1 | Accessible through a web portal on desktop or laptop |  |  |
| T2 | Accessible through mobile application (Android) |  |  |
| T3 | PHP Server developed by Cerebruteq and hosted on a dedicated virtual server with a free DNS name |  |  |
| T4 | Support single sign on for social media feed |  |  |
| T5 | The web portal would tend more to minimal or single page design rather than multi-page design. |  |  |

# Schedule (Gantt chart)

Create an initial Gantt chart in MS Project, which shows the project deliverables (tasks with dependencies), the duration of tasks and the resources (group members).



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| **Note** |
| Study the table of contents of all the deliverable templates to see what the scope is. Use the project deliverables as phases for the tasks, and keep the deliverable content and due dates in mind. |

1. **Risk management**

Provide an introduction to risk management, and explain why it is important in project management. Consult the stakeholders to obtain their input about possible risks. Compile a risk register for the project by including at least eight risks related to your project. Do not use risks related to the cost category, as you are not working with an actual budget. Include risks that are relevant to the group project and which have been identified by the stakeholders. Use the register as presented in the Study Guide.

Risk management includes identification and controlling of threats to an organization’s capital and earnings. Threats can arise from various sources, such as legal issues, financial uncertainty and management errors.

An organization can save a lot of money by implementing a risk management plan to assess the potential risks/threats before they occur. A risk management plan will help to mitigate the impact a threat has on a company and will help them cope with the results. Understanding and controlling risk will help a company feel more confident about their business decisions.

Benefits of risk management:

* Ensures a safe work environment
* Keeps business operations stable
* Protects the company and environment from unfortunate events
* Protects assets and people from potential harm
* Helps to establish the organization’s insurance needs

Risk Register:

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **ID** | **Risk Name** | **Owner** | **Cause** | **Effect** | **Probability** | **Impact** | **Risk level** | **Response strategy** | **Cost of strategy** |
| 1 | Sickness / Injury | Database Manager | Environmental | Delay in Deliverables | Medium | Low | Low | Transfer role of team member temporarily | 1 Day delay |
| 2 | Technical Limitations | Project Manager | Limited software/ hardware resources | Lowered usability for the client | Medium | Medium | Medium | Buy improved hardware | R2000 |
| 3 | Load shedding | Project Manager | Eskom | Delay in Deliverables/ Unsaved data will be lost | High | Medium | Medium | Work on laptops while the power is down | 3 Days delay |
| 4 | Change in Client Requirements | Documentation Manager | Misunderstanding/ unclear requirements | Delay in Deliverables | Medium | Low-High | Medium | Accept the changes | 1-3 weeks delay |
| 5 | Leak of client information | Project Manager | Vulnerable system software | Stolen personal data | Low | High | Low | Improve system security | 1 week delay |
| 6 | Client withdrawal | Project Manager | Client declines the project | Project has to start over with new client | Low | High | Low | Get a new client | 3 Months delay |
| 7 | Meeting logistics | Project Team | All of our members have different time schedules | Certain members may not be able to attend meetings where they provide important information | Low | Low | Low | Schedule meetings further beforehand | 1 Day delay |
| 8 | Legal feasibility | Project Manager | The multimedia we are integrating could change their T&Cs during development | This could change the scope of what the system integrates | Medium | High | Medium | Reduce the scope of the system | Reduced functionality of the system |

# 

# Customer sign-off

|  |  |  |
| --- | --- | --- |
| **Customer name and surname**  **Jan Nienaber** | **Customer signature** | **Date** |
| **Group leader name and surname**  **Tristan Ackermann** | **Group leader signature** | **Date**  **2020/02/24** |