**SESSION 2**

**Project Topic** –Group’s Final Version

“Website Development for E-Commerce”

* *Brief description about the project*: Decide what kind business we need to perform through thiswebsite, Name selection, Domain purchase, Hosting arrangement, Design website, Create database for the products including – price, stock, description, s&h, tax, etc., Link database on the website, Install shopping cart, Install SSL for payment gateway and Security, Go live for e-biz.

**Team Contract** – Group’s Final Version

Code of Conduct: As a project team, we will

* Keep other team members informed of information related to the project.
* Work proactively, and focus on the best for the entire project team.
* Give the user an equal importance in all our discussions.
* Be committed to what we say
* Abide the time schedule given to you.
* Honor that all the information, entrusted to us, shall remain confidential among us.
* Trust the other team members and work on the same path.

Participation: We will

* Provide the opportunity for equal participation.
* Be open to new approaches and consider new ideas.
* Let project manager know about group member’s progress and difficulties.
* Be honest and open during our discussions.
* Listen to everyone’s ideas and opinions before making a decision.

Communication: We will

* Present ideas clearly and concisely.
* Decide as a team on the best way to communicate, and call for meetings, if necessary.
* Communicate very clearly from our side and expect the same from our clients and stakeholders.

Problem Solving: We will

* Encourage everyone to participate in solving problems and share new ideas.
* Use constructive criticism and focus on solving problems without blaming people.

1

**Project Manager Schedule** -Group’s Final Version

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Session | Individual | Discussion | Draft of | Final | Project Managers |
|  | deliverable | on the | Final | comments |  |
|  | due on | deliverable | Deliverable | on Draft |  |
|  | Friday | due on | due by noon | due noon on |  |
|  |  | Saturday | Monday | Tuesday |  |
| Session 2 | 01/31/2014 | 02/01/2014 | 02/03/2014 | 02/04/2014 | Bertrand Dias |
| Session 3 | 02/07/2014 | 02/08/2014 | 02/10/2014 | 02/11/2014 | Priyal Gandhi |
| Session 4 | 02/14/2014 | 02/15/2014 | 02/17/2014 | 02/18/2014 | Krishna Kant |
| Session 5 | 02/21/2014 | 02/22/2014 | 02/24/2014 | 02/25/2014 | Swathi |
|  |  |  |  |  | Kondapalli |
| Session 6 | 02/28/2014 | 03/01/2014 | 03/03/2014 | 03/04/2014 | Swapna Babburi |
| Session 7 | 03/07/2014 | 03/08/2014 | 03/10/2014 | 03/11/2014 | Bertrand Dias |
|  |  |  |  |  |  |
| Session 8 | 03/21/2014 | 03/22/2014 | 03/24/2014 | 03/25/2014 | Priyal Gandhi |
| Session 9 | 03/28/2014 | 03/29/2014 | 03/31/2014 | 04/01/2014 | Krishna Kant |
|  |  |  |  |  |  |
| Session 10 | 04/04/2014 | 04/05/2014 | 04/07/2014 | 04/08/2014 | Swathi |
|  |  |  |  |  | Kondapalli |
| Session 11 | 04/11/2014 | 04/12/2014 | 04/14/2014 | 04/15/2014 | Swapna Babburi |
| Session 12 | 04/18/2014 | 04/19/2014 | 04/21/2014 | 04/22/2014 | Bertrand Dias |
| Session 13 | 04/25/2014 | 04/26/2014 | 04/28/2014 | 04/29/2014 | Priyal Gandhi |
| Session 14 | 05/02/2014 | 05/03/2014 | 05/05/2014 | 05/06/2014 | Krishna Kant |

**SESSION 3**

Technology Issues :

* Will the site perform efficiently through traffic peaks and valleys?
* Will today's catalog meet tomorrows demand?
* Will the application directly empower the merchandisers, stakeholders, managers and others?
* How easily can the users search the product they want on the website?
* Is the implementation of business requests to respond and monitor an individual requests possible ?
* Are all the features that are important to understand the online business present?
* Does the website violate any possible standards of the country?
* How easily can the application be integrated with other platforms?
* Is it possible for the application to work on a service -oriented architecture?
* Will the application also support B2B and / or C2C or any other model?
* Is the website secured enough for consumers?
* Should the website compatible with all type of environments and products like PC’s, laptops, tablets?
* Which development Interface needs to adopt like java, RAD application like .Net?
* What will the system specifications?
* What will the third party certifications required for secured payments and online transactions?

Business Sphere:

* What will our project, “Website Development for E-Commerce”, cost us?
* What will it cost customers?
* What will support costs be?
* What will the impact be on enrollments?

Organizational Issues

* What will the website mainly focus on ?
* Who will be the stakeholders (Ex: general public, professionals, students etc.)?
* Who will maintain the stakeholder’s satisfaction?
* Who will analyze the market & sales strategies to reach stakeholders?
* Should the government regularization policies meet the product? (Ex: taxes)
* What type of organization will this be considered (Non-profit, Sole proprietorship, etc.)?
* Who will fill each organizational role?
* What will be the organizational hierarchy?
* What groups of people will the website target?
* How will the organization protect the intellectual property?
* What method of project management will the organization adopt for this project?

**Business Case for Website Development for E-commerce**

|  |
| --- |
| 1. **Introduction/ Background**   The objective of this project is to develop a website for e-commerce. We will build a website where potential vendors and buyers can interact and conduct business transaction online. Our website will be a potential platform for vendors to advertise and attract buyers for their products. This website will be designed to be as user-friendly as possible. Our customers will be able to make secure financial transaction through secured payment methods on our website. |
| **2.0 Business Objective**  In layman’s term, objective of any business to make money; but coming from a business background, I would say – business objective is to achieve ‘competitive advantage’ with consistency and sustainability.  Business objective for our project, “website development for e-commerce”, is not any exception. The project will improve overall profitability by reducing internal costs by providing standard mechanism, tools, techniques, and project management knowledge to all internal team players to meet our ultimate goal of continuing growth and profitability. |
| **3.0 Current Situation and Problem/Opportunity Statement**  Currently E-commerce websites are more popular websites to buy any product within minutes. To cope up with a present scenario as per market trends, our stake holders sponsored to design a new E-commerce website. Any customer can check/buy the new arrivals of different product range with a single click. The features like online product catalogs with high quality photo gallery and instant updates will attracts all the customers (stakeholders). Third party certifications and mutual consents are required to make secured connections with pay pals and online transactions. The website can be upgraded by rating the top seller and top buyer to make the web portal interesting. If the website becomes popular, sponsors can be allowed to sell goods and post ads for example sporting equipment, lab equipment etc. to generate avenue. The web portal will need new hardware and software and require little technical support |
| **4.0 Critical Assumption and Constraints**  The proposed site must be an asset to the company. It should be user friendly for the all its customers. After a year of its launch, it should be able to recover all its costs. The Project Management Office manager must lead the effort, and the team must keep its members involved at all points of time. The system must run on all existing hardware and software and should require minimum technical support. Must be easily accessible to clients. |

**SESSION 4**

**Stakeholder Management**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Designation** | **Internal/External** | **Role** | **Contact Info.** |
| Krishna Kant | Team member | Internal | Project Manager | Kkant1@uis.edu |
| Rassule Hadidi | MIS Dept. chair, UIS | External | Chair Person | [hadidi.rassule@uis.edu](mailto:hadidi.rassule@uis.edu) |
| Dave Larson | Associate Prof, MIS, UIS | External | Project Advisor | Larson.david@uis.edu |
| Swapna Babburi | Team member | Internal | Software programmer | sbabb2@uis.edu |
| Priyal Gandhi | Team Member | Internal | Software Programmer | Pgand2@uis.edu |
| Bertrand | Team Member | Internal | Marketing Analyst | Bdias2@uis.edu |
| Swathi Kondapali | Team Member | Internal | Software Programmer | Skond9@uis.edu |

Stakeholder Strategy:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name** | **Designation** | **Level of Interest** | **Level of Influence** | **Potential Management strategies** |
| Krishna Kant | Team member | high | Low | Krishna is well versed with the pros and cons of e-commerce. He has an experience of 2 years on Marketing and Management; hence, he keeps the team on toes for work always. |
| Rassule Hadidi | MIS Dept. chair, UIS | Low | High | Dr. Hadidi is the head of the department. He is the Chief for the Project. He takes care of the final outcome. |
| Dave Larson | Associate Prof, MIs, UIS | Low | High | Prof, Larson is a mentor to the team and help out whenever in need. |
| Bertrand Dias | Team Member | High | Low | Bertrand has a lot on his plate, but he likes to prioritize his activities according to importance. He is a team player and works great in team environment. Show him how to implement the shopping cart module on the project, e-commerce website. |
| Swapna Babburi | Team Member | High | Low | Swapna has an IT work experience in software product development. Her Abilities are good in system analysis and design. She has good focus on requirements and project management plan. |
| Priyal Gandhi | Team Member | High | Low | Being a team member er she cannot do much with regards to changing the decisions taken by top management. |
| Swathi Kondapali | Team Member | High | Low |  |

**Issue Log**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Issue #** | **Issue Description** | **Impact on Project** | **Date Reported** | **Reported By** | **Assigned To** | **Priority**  **(M/H/L)** | **Due Date** | **Status** | **Comments** |
| 1 | Team organization and lack of communication | Miscommunication | 02/06/2014 | Swathi | All | H |  | In progress | Communication and team co-ordination has been improved |
| 2 | Install secured layer SSL for online transaction | Must needed | Feb 15 | Bertrand | Priyal | H | Feb 20 | open | Requirements clearly described. |
| 3 | Lack of innovations in E-Commerce | The same old methods of Marketing Digitally are used which makes the products and services lose the popularity | 02/16/2014 | Krishna | All | M |  | In progress | The team works on generating fresh techniques for promotion. |

**Integrated Change Control:**

* Change requests are common on projects and occur in many different forms. Project managers and their teams are authorized to request a change.
* These requests could be oral or written, formal or informal. But it should be for “positive” change of the project.
* A Change Control System could be a method of making such changes. It is a formal and documented process.

**Identification:**

Our project is an E-commerce project which mainly needs feedback from customers and staff. The initial version or prototype fulfills certain requirements and we collect all the requirements based on the requirement meetings and analysis with stakeholders. Every project team member can submit a change request related to requirements, base plans or schedules, technological issues to project manager. The project manager will review the considerations by comparing the base plan and act accordingly. The change request wills clearly defined through change request form. The project manager is responsible to accept or reject the initial change request

**Description:**

* The requestor need to complete the form and update the document to project manager through email or in kick off meetings
* The project manager needs to analyze the impact of change with respect to cost, time, budget, scope of the project to approve the change or not
  + If the change request is approved, then the project manager communicates with other team members and external stakeholders (Dr..Larson) for initial suggestions to made request complete
  + If any external stakeholder identifies any missing requirements or mismatches then they need to update the change request form and submit to project manager with in a time bound

The change management creates a plan about how changes will be proposed, accepted, monitored, and controlled. The support of project manager, project team, project stakeholders is needed to carry out this plan. If any change needed in the project, the project team member can submit a request for the change to the project manager.

Request complete - Project Manager sends notice via email to team members along with their initial suggestions.

Request incomplete – In the event that the request is missing requirements the Project Manager will return it to the change requestor for completion. The requestor has 5 business days to complete the open request or the Project Manager will record it as a cancelled request.

Communication- Who will be informed of the changes and how will they be informed.

A written request is sent via email by the Project Manager to all authorized project members for approval. ALL members must approve changes for the process to be carried out. Project Manager notes changes in change control log. A framework will be drafted by the project manager for making the changes. These drafts are submitted to all the project members via email.

Request for Denial: As the request for the change is sent by the project team to the project manager. If the request is denied a written notice is sent via e-mail by the project manager to the project team. Details include in notice

• Description of denied change request

• Reason for denial.

• Possible alternative courses of action

1. **A log of change requests processed - whether they were implemented or not**

|  |  |  |  |
| --- | --- | --- | --- |
| **Change Requested** | **Requested By - Designation** | **Reason specified** | **Status** |
| New computers needed | Swapna Babburi – Team Member | Many of the systems are outdated and are incompatible with the software. | Implemented |
| Software up gradation | Priyal Gandhi – Team Member | Software needs to be upgraded as higher versions are available | Implemented |
| Replacement of PM | Krishna Kant – Team Member | Facing issues with the PM regarding design and implementation. | In progress |
| Ordering new chairs | Bertrand – Project Advisor | Employees are uncomfortable in old furniture like broken chairs. | In progress |

**Categorizing the requests by priority, size, etc. is also useful?**

An important thing to do for having a better flow of control for integrated changes is to classify them as per certain entities like the size of the article that is requested or the delivery time, cost, priority, etc.

If categorization is not done, there are chances of chaos to occur in the particular department where requests are processed

For example: Ordering for replacement of any physical article like computers or air conditioners could be of high priority as these things are very essential for work to carry forward

**SESSION 5**

**Project Charter**

**Project Title**: Website Development for E-commerce website

Authorization date:

**Project Start Date:** 01/21/2014

**Projected Finish Date:** 05/15/2014

**Project Manager:** Swathi Kondapalli

**Key Schedule Milestones:**

Hardware and software acquired on January 27

Project Implementation March 25

Maintain minimum inventory as stock April 2

Complete product testing May 15

**Budget Information:** Budgeted $4000 for servers, support hardware like client machines $1000, Software costs like license purchase $ 5000

**Project Manager:** Swathi Kondapolli, Tel: 2488268980, Email: [skond9@uis.edu](mailto:skond9@uis.edu)

**Project Objectives:** This project will facilitate to setup an E-commerce website with products & services, sell our value added products & services, and gain competitive advantage in market with desired profits. Timely updates of all the catalogs are essential. Daily offers have to be put on the website. Inventory has to be managed efficiently. This project will make possible to setup an E-commerce website which connects seller and buyer for a good business. And help to gain desired profits and competitive advantages.

**Main Project Success Criteria:**

* Completion of the project by May 15th, 2014.
* Project has to be within our budget, and be done according to team member’s responsibility.
* Try to keep our overhead expenses low, outsourcing could be an option, if needed.
* Monitor network, hits, security, traffic, etc.
* Maintain a “user friendly” shopping experience for customers.
* The hardware, software, and network upgrades must all be meet all written specifications, be thoroughly tested, and will be completed in the stipulated time frame. Disruptions by the employee will be minimal.

**Approach:**

* Use market demand and competition to choose products and services.
* Apply targeting & segmentation to offer right products through our website.
* Maintain database to offer up to date inventory.
* Determine product selling price based on market demand, supply, competition, seasonal factors.
* Conduct software testing
* Team work will be applied for planning and analysis
* Update the IT inventory database to determine needs
* Develop detailed cost estimate for project and report to CIO
* Issue a request quote to obtain hardware and software
* Use internal staff as much as possible for planning and analysis
* Perform Market and sales analysis to decide which types of Items need to maintain in inventory
* Get the requirements for server, setup and maintenance for website deployment
* Use the team to plan, execute, implement and test the product
* Provide 24/7 support to customers on product related information

**Roles and Responsibilities:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Role** | **Organization/**  **Position** | **Contact Information** |
| Dr. Dave Larson | Sponsor | CEO | [dlars1@uis.edu](mailto:dlars1@uis.edu) |
| Krishna Kant | Project Manager | Team Member | [kkant1@uis.edu](mailto:kkant1@uis.edu) |
| Bertrand Dias | Team Member | Team Member | [bdias2@uis.edu](mailto:bdias2@uis.edu) |
| Priyal Gandhi | Team Member | Team Member | [pgand2@uis.edu](mailto:pgand2@uis.edu) |
| Swathi Kondapalli | Team member | Team Member | [Skond9@uis.edu](mailto:Skond9@uis.edu) |
| Swapna Babburi | Team Member | Team Member | [sbabb2@uis.edu](mailto:sbabb2@uis.edu) |

**Sign-off:** (Signatures of all above stakeholders. Can sign by their names in table above.)

Swathi Kondapalli

Priyal Gandhi

Bertrand Dias

Krishna Kant

Swapna Babburi

**Comments:** (Handwritten or typed comments from above stakeholders, if applicable).I would like to be thoroughly involved mainly with business strategies and implementation. – ***Bertrand***

This project will be completed by May 15 2014- **Priyal Gandhi**

This project would be a great platform for all those vendors who are looking to expand their market into the e-commerce sector. The project must be completed within May 12, 2014.- **Krishna Kant**

I want to implement the project with latest technologies and meet 100% customer requirements and satisfaction -**Swapna Babburi**

This project will be completed by May 15 2014- **Swathi Kondapalli**

**Scope Statement**

**Project Justification**

The main purpose is to develop the project by adopting e-tailers and click only methods to buy a particular item that customer want to purchase. The main advantage of this product over competitors is customer can get tax benefits for purchase of product as the online shopping is not confined to any particular region. The project goal is to do online shopping, bidding, selling from/to customers. This project will make possible to setup an E-commerce website which connects seller and buyer for a good business. And help to gain desired profits and competitive advantages. The project will help connect vendors to buyers and provide a platform for business transactions. The organization can market their products online. The project will help the organization to sell products online and thus increase the profits. This project will facilitate to setup an E-commerce website with products & services, sell our value added products & services, and gain competitive advantage in market with desired profits.

**Project Description**

The website is to do e-shopping and displays different product catalogs, so it uses new multimedia software for videos, audios and graphical home pages. The database architecture consists of transactional management, 3rd normalization and reporting data. Multiple users can access and perform transactions like buying/selling simultaneously at same time. Members can access the website in two ways

1. A user can sign up for free
2. A premium membership which allows additional benefits based on business strategy

Payments should be on per transaction basis to a third party called paypal to do secure transactions.

**Project Deliverables:**

**Project management-related deliverables:**

1. Team Contract
2. Project charter
3. Project Scope statement
4. Issue log
5. Work Breakdown structure

**Product-related deliverables:** Research reports, design documents, software code, hardware, etc.

1. website design
2. database design
3. maintenance
4. Survey: Customers would be asked if they like the website and what added features would they like.
5. System capacity: The system will be managed by the software, and the basic hardware can be used.
6. Maintenance : System will be maintained every 6 months
7. R&D, Product line, Packaging, S&H criteria, Graphics, etc.
8. Survey: Customer’s input, feedback, suggestions and complaints.
9. System capacity: Optimal OS Win 7, Linux server for hosting and database backup.
10. Maintenance: Backup, firewall, SSL renewal, Hosting renewal (if needed).

**Project Success Criteria:**

* This project will be completed by May 15th  2014.
* Project should be completed within the budget, and also should satisfy the requirements and needs of the project.
* Website should be “user friendly” for the customers.
* This project will be completed by 12th May 2014.
* The project will be completed in the budget.
* Customer satisfaction of atleast 50% will be achieved within 2 months.
* All unauthorized network intrusions are intercepted , prevented, logged and reported.
* Atleast 25% of the components were re used.
* Pre release development rework does not exceed 10% of the total development effort.
* This project should be completed by May 12, 2014. It should be completed within the determined budget and should satisfy all the requirements and characteristics provided in the scope statement. Security levels should be maintained as expected.
* Completion of the project by May 15th, 2014.
* Project has to be within our budget, and be done according to team member’s responsibility.
* Try to keep our overhead expenses low, outsourcing could be an option, if needed.
* Monitor network, hits, security, traffic, etc.
* Maintain a “user friendly” shopping experience for customers.
* Apply marketing strategies – targeting & segmentation.

**Work Break Down Structure:**

1. WebSite development for E-commerce
   1. Planning
   2. Requirements collection and analysis
   3. Website design
   4. Implementation
   5. Testing and deployment
   6. Support

**SESSION 6**

**Work Break Down Structure Level3&4**

Website development for E-commerce

1. Planning
   1. Defining Project Scope
   2. Budget Analysis
      1. Budget estimate for hardware and software
      2. Calculating financial analysis for entire project
   3. Project Charter and kick off meetings
2. Requirements collection and analysis
   1. Hardware
      1. Purchase of Webserver and computers
      2. Configuration of Network Card and computers
   2. Software
      1. Licensing Web Designer tools
      2. Operating systems compatibility
      3. Security Analysis
   3. Define Requirements
      1. User Platform
      2. Database for Inventory
      3. Payment Gateway
3. Website design
   1. Home page
      1. Cataloging Images
         1. Designing & collecting Artist Images
         2. Designing multimedia effects or songs
      2. Product Images
         1. Displaying Price updations
         2. Download product information
   2. Shopping Cart
      1. Checkout page
         1. Login page
         2. New Account Create
      2. Payment Process
         1. Credit Card
         2. Debit Card
         3. Paypal
4. Implementation
   1. Coding for Cataloging Images
   2. Coding for Shopping cart page
   3. Database Design
      1. Information analysis
      2. Tables and relationships creation
      3. Create Transactional processing system
   4. Application services
      1. Protection through Firewall
      2. Domain Name creation
   5. Documentation
5. Testing and deployment
   1. Unit Testing
      1. Perform unit tests as per test plan
      2. Document the unit rest results
      3. Verify the code coverage
   2. System Testing
      1. Perform system testing as per test plan
      2. Document test results
      3. Verify code coverage
   3. Integration Testing
      1. Perform integration testing
      2. Document the results
   4. User Acceptance
6. Support & maintenance
   1. Bug Fixes and enhancements
   2. Customer care
      1. Email configurations
      2. Automate Telephone calls
   3. Problem Log tools

**Project Presentation- 1**

Please refer to the attached Power point slides

**Kick-off Meeting**

**Meeting Objective:** To review the status of the project and milestones for upcoming actions

**Participants:** Swapna Babburi, Krishna Kant, Swathi Kondapally, Priyal Gandhi, Bertrand Dias

|  |  |  |
| --- | --- | --- |
| **Action Item** | **Assigned To** | **Due Date** |
| Activity sequencing and duration | Bertrand Dias | March 25th, 2014 |
| Responsibility Assignment Matrix | Swathi Kondapalli | April 1st, 2014 |
| Quality Assurance Plan | Krishna Kant | April 8th, 2014 |

**Date and time of next meeting: April 15th, 2014**

**SESSION 7**

Exam week

**SESSION 8**

**Activity Sequencing and Duration** – Group’s Final Version

|  |  |  |  |
| --- | --- | --- | --- |
| **SNO** | **Tasks** | **Duration** | **Predecessors** |
| 1 | Planning | 5 days |  |
| 1.1 | Defining Project Scope | 2 days |  |
| 1.2 | Budget Analysis | 2 days | 1.1 |
| 1.2.1 | Budget estimate for hardware and software | 1 day |  |
| 1.2.2 | Calculating financial analysis for entire project | 1 day | 1.2.1 |
| 1.3 | Project Charter and kick off meetings | 1 day | 1.2 |
|  |  |  |  |
| 2 | Requirements collection and analysis | 26 days | 1 |
| 2.1 | Hardware | 6 days |  |
| 2.1.1 | Purchase of Web server and computers | 4 days | 2 |
| 2.1.2 | Configuration of Network Card and computers | 2 days | 2.1.1 |
| 2.2 | Software | 8 days | 2.1 |
| 2.2.1 | Licensing Web Designer tools | 5 days |  |
| 2.2.2 | Operating systems compatibility | 1 day | 2.1.1 |
| 2.2.3 | Security Analysis | 2 days | 2.2.2 |
| 2.3 | Define Requirements | 12 days | 2.2 |
| 2.3.1 | User Platform | 4 days |  |
| 2.3.2 | Database for Inventory | 3 days | 2.3.1 |
| 2.3.3 | Payment Gateway | 5 days | 2.3.2 |
|  |  |  |  |
| 3 | Website design | 15 days | 2 |
| 3.1 | Home page | 6 days |  |
| 3.1.1 | Cataloging Images | 4 days |  |
| 3.1.1.1 | Designing & collecting Artist Images | 2 days |  |
| 3.1.1.2 | Designing multimedia effects or songs | 2 days | 3.1.1.1 |
| 3.1.2 | Product Images | 2 days | 3.1 |
| 3.1.2.1 | Displaying Price updates | 1 day |  |
| 3.1.2.2 | Download product information | 1 day | 3.1.2.1 |
| 3.2 | Shopping Cart | 9 days | 3.1 |
| 3.2.1 | Checkout page | 6 days |  |
| 3.2.1.1 | Login page | 3 days |  |
| 3.2.1.2 | New Account Create | 3 days | 3.2.1.1 |
| 3.2.2 | Payment Process | 3 days | 3.2.1.1 |
| 3.2.2.1 | Credit Card | 1 day |  |
| 3.2.2.2 | Debit Card | 1 day | 3.2.2. |
| 3.2.2.3 | PayPal | 1 day | 3.2.2.2 |

1

**Cost Control Process** – Group’s Final Version

*Cost Control Theory:*

***Cost Control Process:***

Cost Control Theory:

* A project budget to have been established

A project budget has been established. The budget of the project is $1,521,240.

* A data collection process: Data should be collected as inputs from stakeholders, surveys from customers, observing market trends, collecting data from companies that sell customer data .
* A data manipulation process

Earned value (EV): It is calculated as an estimate of the value of physical work actually completed. EV = PV \* RP

Cost Variance (CV) : It is an earned value minus the actual cost CV = EV - AC

Schedule Variance (SV): It is an earned value minus the planned value SV = EV-PV

Cost Performance Index(CPI): It is the ratio - it is the ratio of earned value to actual cost and can be used to estimate the projected cost of completing the project.

CPI=EV/AC

Schedule performance index(SPI)--- It is the ratio of earned value to planned value and can be used to estimate the projected time to complete the project.

SPI=EV/PV

Estimate at completion(EAC)---It is an estimate of what it will cost to complete the project based on performance to date.

EAC=BAC/CPI

Estimate time to complete--- It is the ratio of original time estimate and schedule performance index.

i.e Original time estimate/SPI

PV=Planned cost, AC=Actual cost, EV= Earned value

* Cost analysis process -

The analysis of the Project Cost should be done at every stage to ensure that the project is within the budget.

The Planned Value (PV) for our project is $1,521,240.

The Actual Cost (AC) should be calculated which will enable us to know if we are within the budget or exceeding it.

Earned Value (EV) gives us the cost of project at a particular point of time.

Cost Variance (CV) is the variance of the cost from the actual cost. It is the difference between the earned value and actual cost.

Schedule Variance (SV) is the variance in the project time schedule. It is the difference between the earned value and planned value.

Cost Performance index (CPI) is the ratio of earned value to the actual cost. Schedule performance index (SPI) is the ratio of earned value to planned value.

Budget at completion (BAC) is the original total budget for the project. For our project it is $1,521,240 Estimate at Completion (EAC) is the ratio of budget at completion and cost performance index.

An update process -

The project manager will update the budget based on feedback from team members on work performance progress, and for changes via the change control meetings.

* A reporting process -

The PM will provide cost status reports to stakeholders bi-weekly or when authorized changes to the project will affect costs. Reports will be managed via MS Project 2010

* A cost authority process

The project will receive its funding from the project stakeholders and project sponsor. If there is an increase the budget, the project manager has to approve the increased costs. The project sponsor and stakeholders can change the budget if it is required. When the implementation of the project is unsuccessful, the change management should be invoked. If there is any change that is to be made in the project than the team members will have to get the changes approved using the change request form. If the change is small, it can be approved by the project manager itself. But if the change affects the scope, mission or vision of the project than the approval from the sponsor and stakeholder is necessary.

* Lessons learned

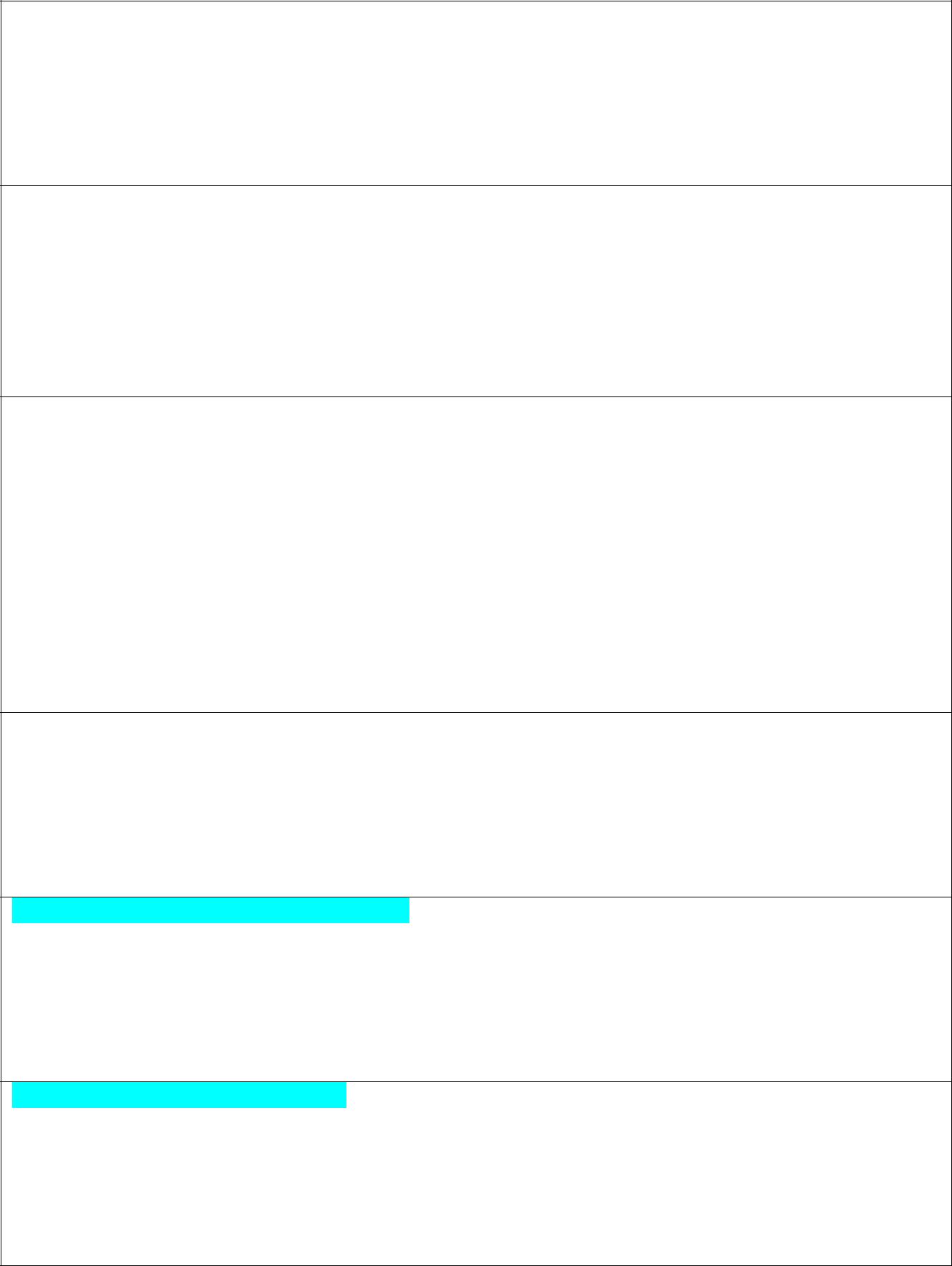
Ensure team member cost input is timely.

*Cost Estimates:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | # | Cost/Unit/Hr |  | WBS Level |  |
|  | Units/Hrs. | . | Subtotals | 1 Totals | % of Total |
| WBS Items |  |  |  |  |  |
| **1. Project Management** |  |  |  | **$326,092** | **25%** |
| 1.1 Project manager | 1750 | $100 | $175,000 |  |  |
| 1.2 Project team members | 1200 | $75 | $90,000 |  |  |
| Contractors (10% of software |  |  |  |  |  |
| development and testing) |  |  | $61,092 |  |  |
| **2. Hardware** |  |  |  | **$48,000** | **4%** |
| 2.1 Handheld devices | 40 | $600 | $24,000 |  |  |
| 2.2 Servers | 8 | $3,000 | $24,000 |  |  |
| **3. Software** |  |  |  | **$554,429** | **42%** |
| 3.1 Licensed software | 50 | $75 | $3,750 |  |  |
| 3.2 Software development\* |  |  | $550,679 |  |  |
| **4. Testing** (10% of total hardware and |  |  |  |  |  |
| software costs) |  |  | $60,243 | **$60,243** | **5%** |
| **5. Training and Support** |  |  |  | **$117,000** | **9%** |
| 5.1 Trainee cost | 90 | $300 | $27,000 |  |  |
| 5.2 Project team members | 1200 | $75 | $90,000 |  |  |
| **6. Reserves (20% of total estimate)** |  |  | $221,153 | **$221,153** | **17%** |
| **Total project cost estimate** |  |  |  | **$1,326,917** |  |

**Business Case Version 2** -Group’s Final Version

*The table (below) shows the continuation of our Business Case from previous version(s). Deliverable for this session has been highlighted in blue.*



**1.0 Introduction/ Background**

The objective of this project is to develop a website for e-commerce. We will build a website where potential vendors and buyers can interact and conduct business transaction online. Our website will be a potential platform for vendors to advertise and attract buyers for their products. This website will be designed to be as user-friendly as possible. Our customers will be able to make secure financial transaction through secured payment methods on our website.

**2.0 Business Objective**

In layman’s term, objective of any business to make money; but coming from a business background, I would say – business objective is to achieve ‘competitive advantage’ with consistency and sustainability. Business objective for our project, “website development for e-commerce”, is not any exception. The project will improve overall profitability by reducing internal costs by providing standard mechanism, tools, techniques, and project management knowledge to all internal team players to meet our ultimate goal of continuing growth and profitability.

**3.0 Current Situation and Problem/Opportunity Statement**

Currently E-commerce websites are more popular websites to buy any product within minutes. To cope up with a present scenario as per market trends, our stake holders sponsored to design a new E-commerce website. Any customer can check/buy the new arrivals of different product range with a single click. The features like online product catalogs with high quality photo gallery and instant updates will attracts all the customers (stakeholders). Third party certifications and mutual consents are required to make secured connections with pay pals and online transactions. The website can be upgraded by rating the top seller and top buyer to make the web portal interesting. If the website becomes popular, sponsors can be allowed to sell goods and post ads for example sporting equipment, lab equipment etc. to generate avenue. The web portal will need new hardware and software and require little technical support.

**4.0 Critical Assumption and Constraints**

The proposed site must be an asset to the company. It should be user friendly for the all its customers. After a year of its launch, it should be able to recover all its costs. The Project Management Office manager must lead the effort, and the team must keep its members involved at all points of time. The system must run on all existing hardware and software and should require minimum technical support. Must be easily accessible to clients.

**5.0 Analysis of Option and Recommendation**

* Project is important. Since the project is a startup project for the organization, it is very important for us to develop the project efficiently.
* Purchase specialized software that will help to efficiently develop the project.
* Design and implement the new intranet capabilities in-house, by mostly using existing hardware and software.

**6.0 Preliminary Project Requirements**

* Access to several ecommerce tools and templates.
* Users must be able to look for the relevant items during their search.
* Security of the user should be maintained.
* Privacy also should be maintained.
* Discounts and customizable deals should be provided to the users based on the users buying trends.

**SESSION 9**

Project Organization Chart :

Prepared by: Priyal Gandhi  
Date: 3/30/2014

Responsibility Matrix :

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Stakeholder Roles Matrix for E commerce website** | | | | | | |  |
|  |  |  |  |  |  |  |  |
|  | **Stakeholders** | |  |  |  |  |  |
| **Items** | **A** | **B** | **C** | **D** | **E** | **F** | **G** |
| Defining project Scope | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Budget Analysis | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Project Charter and kcik off meetings | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Hardware | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Software | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Define Requirements | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Home Page | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Shopping Cart | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Coding for cataloging Images | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Coding for shopping cart page | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Database Design | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Application Services | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Documentation | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Unit Testing | S | A, R | P, I | P, I | P, I | P, I | P, I |
| System Testing | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Integration Testing | S | A, R | P, I | P, I | P, I | P, I | P, I |
| User Acceptance | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Support and Maintenance | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Bug Fixes and enhancements | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Customer Care | S | A, R | P, I | P, I | P, I | P, I | P, I |
| Problem Log Tools | S | A, R | P, I | P, I | P, I | P, I | P, I |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
| **Key:** | **Stakeholders:** | |  |  |  |  |  |
| A = Accountable | A = Rassule Hadidi - Chair Person | | | |  |  |  |
| P=Participant | B = Dave Larson - Project Advisor | | | |  |  |  |
| R=Review Required | C = Krishna Kant - Team Member | | | |  |  |  |
| I=Input Required | D = Priyal Gandhi - Team Member | | | |  |  |  |
| S=Sign-Off Required | E = Bertrand Dias - Team Member | | | |  |  |  |
|  | F = Swapna Babburi - Team Member | | | |  |  |  |
|  | G = Swathi Kondapali - Team Member | | | |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Website development for E-commerce** | **Project Sponsor** | **Project Manager** | **Project Lead** | **Business Analyst** | **Procurement Officer** | **Project Stakeholders** | **Project Team** |  |  |
|  | 1.1.   Defining Project Scope | C | R | I | C | I | A | I |  |  |
|  | 1.2.   Budget Analysis | C | R | I | C | I | A | I |  |  |
|  | 1.3.   Project Charter and kick off meetings | C | R | I | C | I | A | I |  |  |
|  | 2.1.   Hardware | I | A | R | C | I | I | R |  |  |
|  | 2.2.   Software | I | A | R | C | I | I | R |  |  |
|  | 2.3.   Define Requirements | I | A | R | C | I | I | R |  |  |
|  | 3.1.   Home page | C | A | I | R | R | C | I |  |  |
|  | 3.2.   Shopping Cart | C | A | I | R | R | C | I |  |  |
|  | 4.1.   Coding for Cataloging Images | C | A | R | C | I | I | R |  |  |
|  | 4.2.   Coding for Shopping cart page | C | A | R | C | I | I | R |  |  |
|  | 4.3.   Database Design | C | A | R | C | I | I | R |  |  |
|  | 4.4.   Application services | C | A | R | C | I | I | R |  |  |
|  | 4.5.   Documentation | C | A | R | C | I | I | R |  |  |
|  | 5.1.   Unit Testing | I | A | R | C | I | I | R |  |  |
|  | 5.2.   System Testing | I | A | R | C | I | I | R |  |  |
|  | 5.3.   Integration Testing | I | A | R | C | I | I | R |  |  |
|  | 5.4.    User Acceptance | I | A | R | C | I | I | R |  |  |
|  | 6.      Support & maintenance | I | A | R | C | I | I | R |  |  |
|  | 6.1.   Bug Fixes and enhancements | I | A | R | c | I | I | R |  |  |
|  | 6.2.   Customer care | I | A | R | C | I | I | R |  |  |
|  | 6.3.   Problem Log tools | I | A | R | C | I | I | R |  |  |
|  |  |  |  |  |  |  |  |  |  |  |
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|  | **R: Responsible** – Describes role that executes the activities to achieve the task | | | | | |  |  |  |  |
|  | **A: Accountable** – Describes roles that own the quality of the deliverable and sign off on work that Responsible provides | | | | | | | | | |
|  | **C: Consulted** – Describes roles that provide subject matter expertise | | | | |  |  |  |  |  |
|  | **I: Informed** – Describes roles that receive information about the task | | | | |  |  |  |  |  |

Staffing Management Plan :

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Resource Histogram for E commerce website** | | | | | | | |
| **Prepared by:** | Priyal Gandhi |  |  | **Date: 3/30/2014** | |  |  |
|  |  |  |  |  |  |  |  |
|  | Month 1 | Month 2 | Month 3 | Month 4 | Month 5 | Month 6 |  |
| Project Manager | 1 | 1 | 1 | 1 | 1 | 1 |  |
| Webmaster | 2 | 2 | 3 | 3 | 3 | 3 |  |
| Business Analyst | 1 | 1 | 2 | 2 | 3 | 3 |  |
| Programmer | 1 | 1 | 2 | 2 | 3 | 3 |  |
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1. **Skill Type of resources required**

Type Of Resources required include Project managers, Business analysts, Application developers, Network Analyst, DBA, System Analysts, Testers, training specialists, and technical writers. These are technical and business resources required to complete various activities and also for completing the project’s goals. Stakeholders and sponsors will be other resources required to complete this project. There will be people with different roles who will be acting as the Business analysts on this project and some of them include the Testers, Director of Collections and Director of Learning Commons .Director of IT operations will be acting as advisor on the project.

1. **Total number of resources required**

For the project a total of 11 resources will be required.

**3) When are resources required?**

|  |  |  |  |
| --- | --- | --- | --- |
| David Larson | Throughout the project | Lead  Project Manager | [Larson.david@uis.edu](mailto:Larson.david@uis.edu) |
| Rassule Hadidi | Initiation, Requirements Analysis, Design | Sponsor | [Hadidi.rassule@uis.edu](mailto:Hadidi.rassule@uis.edu) |
| Rance Atkinson | Planning, Requirements Analysis, Deployment | Business Analyst | [RanceA@gmail.com](mailto:RanceA@gmail.com) |
| Swapna Babburi, Swathi Kondapalli, Krishna Kant, Bertrand Dias, Priyal Gandhi | Development, Implementation, Testing, Deployment | Team Members | [Sbabb2@uis.edu](mailto:Sbabb2@uis.edu), [Skond9@uis.edu](mailto:Skond9@uis.edu), [KKant1@uis.edu](mailto:KKant1@uis.edu), [Bdias@uis.edu](mailto:Bdias@uis.edu), [Pgand@uis.edu](mailto:Pgand@uis.edu) |

**4) How are resources acquired?**

Our project need different kinds of resources which include both analysts and developers. We need to hire one business consultant and one database consultant. Two resources are required for front end website design and development which needs multimedia skills. All developers are actively participates throughout the project life cycle. The business analyst will work with all the developers to ensure whether the client requirements are satisfied with the end product or not. The computers and other resources like software licenses, all need to purchase based on requirement.

|  |  |  |  |
| --- | --- | --- | --- |
| 1.1.   Defining Project Scope | Planning | BA ,MA, project manager | 4 |
| 1.2.1. Budget estimate for hardware and software | Planning | PM | 2 |
| 1.2.2. Calculating financial analysis for entire project | Planning | PM | 2 |
| 1.3.   Project Charter and kick off meetings | Planning | PM, Software Programmer, BA, MA | 6 |
| 2.1.1. Purchase of Webserver and computers | Requirements | BA, Market Analyst | 2 |
| 2.1.2. Configuration of Network Card and computers | Requirements | Software Programmer | 2 |
| 2.2.1. Licensing Web Designer tools | Requirements | Software Programmer | 2 |
| 2.2.2. Operating systems compatibility | Requirements | Software Programmer | 2 |
| 2.2.3. Security Analysis | Requirements | Software Programmer, BA | 3 |
| 2.3.1. User Platform | Requirements | BA, Market Analyst | 2 |
| 2.3.2. Database for Inventory | Requirements | Software Programmer | 2 |
| 2.3.3. Payment Gateway | Requirements | Software Programmer | 2 |
| 3.1.1.1. Designing & collecting Artist Images | design | Web Designer | 1 |
| 3.1.1.2. Designing multimedia effects or songs | design | Web Designer | 1 |
| 3.1.2.1. Displaying Price updations | design | Software Programmer | 2 |
| 3.1.2.2. Download product information | design | Software Programmer | 2 |
| 3.2.1.1. Login page | design | Software Programmer | 2 |
| 3.2.1.2. New Account Create | design | Software Programmer | 2 |
| 3.2.2.1. Credit Card | design | Software Programmer | 2 |
| 3.2.2.2. Debit Card | design | Software Programmer | 2 |
| 3.2.2.3. Paypal | design | Software Programmer | 2 |
|  |  |  |  |
|  |  |  |  |
| **Role** | **Name** |  |  |
| Software Programmer | Swapna Babburi |  |  |
| DB manager | Swathi kondapalli |  |  |
| Business Analyst | Krishna Kant |  |  |
| Marketing Analyst | Bertrand Dias |  |  |
| Project Manager | Priyal Gandhi |  |  |
| Web Designer | Outside Consultant |  |  |

**SESSION 10**

# Quality Assurance Plan for E - commerce website

1. **Draft Quality Assurance Plan**
   1. **Introduction**

The Quality Assurance Plan is defined for the E - commerce website for an independent organization. The Quality parameters defined in this document should be followed throughout the project lifecycle.

* 1. **Purpose**

The purpose of quality assurance plan is to make sure that quality measures are defined right at the beginning of the project and the project quality is measured at every stage. This plan will be used as a reference by the internal as well as external quality evaluators to ensure that the quality standards are maintained.

* 1. **Policy Statement**

Every employee associated with this project has to make sure that intentions of this policy statement are understood, applied and maintained within their own activity area. We strive to maintain high professional standards. We have developed this Quality Assurance Plan to support attainment of our, and our clients’, quality objectives. This Quality Assurance Plan ensures consistent excellence in performance. All levels of our staff are actively involved in and responsible for monitoring and assessing quality. Each individual involved in the project is ultimately responsible for the quality of his or her own work. Senior management is charged with the continued assessment of the Quality Assurance Plan and the consistent implementation of project-specific procedures designed to reach our clients’ quality goals.

* 1. **Scope**

This QAP applies to all activities associated with the development of E commerce project. The Quality Assurance Team will:

* Be responsible for coordinating and implementing QA for E - commerce project
* Assist with the establishment of project plan, standards and procedures that will add value to the project
* Assist in satisfying project constraints as well as constraints that may be generated by corporate policies
* Verify that all project QA staff perform their functions in compliance with this QAP
* Review and/or audit project activities and work products for developing and maintaining relevant standard process and related process assets and report results
* Be trained on proper QA auditing procedures, reporting and deficiency tracking

1. **Management**
   1. **Organizational Structure**

The Organizational Structure for E - commerce website consists of Project Manager, Software Engineer and two team members who will assist in various activities throughout the project. All the project activities will be carried out under the leadership of the Project Manager who will be responsible for over – seeing the entire project. Software Engineer will do the actual implementation of the project by developing the Databases on Microsoft SQL server. The two team members will assist in data collection from various databases and will monitor the quality standards.

* 1. **Roles and Responsibilities**
     1. **Technical Monitor/Senior Management**

The Senior Management consists of the Project Manager and some important stakeholders. The Stakeholders will basically determine the need of this project that is automation of the data into centralized database to reduce the expenses. The Project Manager will oversee the functioning of the project activities and develop the project front-end.

* + 1. **Task Leader**

The Task Leader will make sure that every task is carried out according to the needs and scope of the project and the quality standards are met.

* + 1. **Quality Assurance Team**

The Quality Assurance Team for this project is just one team member who will confirm that the Quality Assurance plan is followed at every project stage.

* + 1. **Technical Staff**

The technical staff will be the Software Engineer and two team members. Software Engineer will develop the database in Microsoft SQL Server and automate the fuel data into it. The team members will assist the software engineer at various project stages where ever necessary.

1. **Required Documentation**

Every phase of the project will be documented. This documentation will contain an Acceptance form on which the stakeholders sign-off should be obtained. If a particular phase of the project is not satisfying the required functionality of quality parameters, a feedback should be sent to the project manager who will take appropriate action. The required documentations are listed as following:

* Network architecture
* Network Operation Manual
* Network security procedure
* Configuration Management plan
* Disaster Recovery plan
* Business Consistency plan
* Software Development Plan (SDP)
* Test Plan
* Iteration Plans
* Software Requirements Specification (SRS)
* Software Architecture Document
* User Training Guide
* Audit Reports
* QA MS Project Plan
* QA Metrics Workbook
* Deviation and Non-compliance Log
* QA Monthly Review Briefings
* QA Monthly Status Reports

1. **Quality Assurance Procedures**
   1. **Benchmarking**

Quality standards can be set and improved by comparing with the standards followed by other departments within the organization. These quality standards can be set as benchmarks for our project. The standards which can be benchmarked here can be construction of SQL database server, aggregation of data and the response time for data retrieval.

**4.2 Review Process:**

* The WBS and project plan should be reviewed first.
* The System reviewer will review the system for completeness, accuracy, and compliance with policy/procedures and good practice.
* Any issue found from previous process will be reported to project manager and developers.
* The developers will correct and solve the noted issue.
* The QA team will confirm the completion of the walk-through.
* The developer will notify the QA team the walk-through is done.
* QA team will verify the checklist is updated.

**4.3 Audit Process**

Quality Audit process involves the audit or inspection of the deliverable with respect to the set quality parameters. This is a structured process which is carried out in a timely fashion by the internal Quality Evaluator. At times, audit process can be randomly carried out by the stakeholders for quality assurance. If the deliverable meets the required criteria, then a report is sent to the project manager and stakeholders. Based upon this report, a stakeholder sign-off can be obtained.

**4.4 Evaluation Process**

The evaluation process is designed to answer the questions of how, what, when, who, whom, and why. For examples

* What specific employee can do with the new system?
* Why the new system can be beneficial to the organziation?

By having the answers of questions above, the total quality of project can be increased.

The process of evaluation will include the previous process and a report to write the evaluation.

**4.5 Process Improvement**

The process is a follow up to determine if any previous review defects have been corrected. The evaluation report will summarize if there is any recommendation, what is the outstanding issue if so. Project Manager will ensure all discrepancies will be corrected and resolved. Technical writer will ensure all improvement will be recorded.

**5.0** **Problem Reporting Procedures**

The problems identified during QA review will be reported, documented, tracked and periodically reviewed by QA team. The QA team will ensure all problems has a solution method and will be solve in the near future.

**6.0 Quality Assurance Metrics**

The metrics will be used for record the problem and how the problem impacts the project.

The metrics will improve the QA process effectiveness. Quality assurance metrics used in this project are as follows:

Requirement Metric – This metric determine the amount of test coverage for the requirements.

Percent of Requirements Traced to Test Cases = Total Number of Requirements with at Least One Associated Test Case / Total Number of Valid Requirements

Test case pass rate – This metric indicate how many test cases have passed , grouped by test type, phase tested or functional area.

Test Case Pass Rate = (Number of Passed Tests) / Number of Valid Tests by Grouping

Defect Metric - Number of Outstanding Defects over the Life of the Project

Test Case Metrics – it indicates the progress of testing by giving the percentage executed with the result of pass, fails or blocked result.

Percent of Test Case Execution = (Number of Passed Tests + Number of Failed Tests + Number of Blocked Tests) / Number of Test Cases

**Appendix**

Quality Assurance Check List Form

Change request forms.

Project and management decision plan.

Configuration form

Network operation form

**Project Scenario 1** - your user has decided they want an additional feature added to the scope of the project. You choose the feature. Analyze the impact of this change and provide documentation created in analyzing the change and documentation updates that are altered because of the change.

|  |  |  |
| --- | --- | --- |
|  | **Name of the Project** | Development of E commerce website |
|  | **Scenario** | There is change request to implement digital signature functionality before payment is made. |
|  | **Description of change requested:** | Digital signature fields will be embedded into the electronic form, so that approval or denial can be done before a payment is made.  Digital Signature is a good way to track the details of a person that made a transaction happens. This can include details like the name of the person, date & time of signature, and email id (all these details are entered only once when a person signs for the first time). The whole purpose of this digital signature is to enhance the security which can definitely be achieved by implementing digital signature. |
|  | **Need for this change** | Digital Signature is a good way to track the details of a person who signed off on a form. It can include details like the name of the person, date & time of signature, and email id (all these details are entered only once when a person signs for the first time). The whole purpose of automation is for security, which can definitely be achieved by implementing digital signature. |
|  | **Implementation** | To implement digital signature, we have to use greater security measures. SSL with payment gateway and signature verification via email or text can be implemented. Users have to answer a few questions and verify identity through this protocol. |
|  | **Alteration due to change** | Third party secured payment gateway can be used along with SSL. SQL database will be in compliance with this identity verification application (digital signature). Our software engineer will work on altering the platform, so it can jive with extra security measures. |
|  | **End results** | More security on our website. End users will feel safer to purchase products knowing that their payment and identity are both secured through our site. This feature will bring more satisfied customers to our site, which ultimately will generate more business. |

**Scenario 2** - a key project team member, from your staff, has just called to let you know they will not be working for you anymore. You do not have another employee with an equivalent skill set.

The role of Database consultant (DB) has to leave our team.

1. **Evaluation**

In website development for E-commerce, the main responsibilities for database consultant is to gather the data and convert them into information, analysing them to make relationship database management; design new database for the project; backup user related ad managerial information on weekly basis; bug fixes or enhancements after the release of the product. The loss of this database consultant will impact more in our project and may lead to delays in overall project schedule.

**2. Risk planning**

Since this is the technical knowledge role, it is compulsory to hire another database consultant as an external or in-house employee which does not impact on the budget. Some parts of the work can be assigned to developers.

Relating to Database Consultant, the overall workload in this project is 136 hrs. The assignment is able to bring in support from others and external consultants in our project:

Web developer: At the beginning of development, Database consultant provided and worked with the developers. This knowledge is important for the functional design. This part will be covered more technically now due to the lost. The Web developer will need to accumulate this information from project manager or develop more interactive functions in the website to maximize the feedback collection. (+ 40 hours)

New Database consultant (DB): Need to hire an external Database Consultant to do the core activities on an hourly basis and fulfils the need as soon as possible (+100 hours).

|  |  |  |
| --- | --- | --- |
| 1 | **Name of the project** | E-commerce website development |
| 2 | **Scenario2** | The role of Database consultant (DB) has to leave our team. |
| 3 | **Impact on the project** | \*In website development for E-commerce, the main responsibilities for database consultant is to gather the data and convert them into information, analysing them to make relationship database management; design new database for the project; backup user related ad managerial information on weekly basis; bug fixes or enhancements after the release of the product.  \*The loss of this database consultant will impact more in our project and may lead to delays in overall project schedule. \* Organization may lose reputation due to over cost and time |
| 4 | **Proposed solution** | Since this is the technical knowledge role, it is compulsory to hire another database consultant as an external or in-house employee which does not impact on the budget. Some parts of the work can be assigned to developers. |
| 5 | **Suitable solution** | Relating to Database Consultant, the overall workload in this project is 136 hrs. The assignment is able to bring in support from others and external consultants in our project:   Web developer: At the beginning of development, Database consultant provided and worked with the developers. This knowledge is important for the functional design. This part will be covered more technically now due to the lost. The Web developer will need to accumulate this information from project manager or develop more interactive functions in the website to maximize the feedback collection. (+ 40 hours)   New Database consultant (DB): Need to hire an external Database Consultant to do the core activities on an hourly basis and fulfils the need as soon as possible (+100 hours). |
| 6 | **Impact of solution on project** | If we go ahead with the external DB consultant for a limited work bound, it will not impact much on project schedule and cost. |
| 7 | **Next Steps** | In order to control the project development, Project manager can check in technical aspects whether the database related work is going well or not. |

**SESSION 11**

**Introduction**

The overall objective of a Communications Management Plan is to promote the success of a project by meeting the information needs of project stakeholders. The Website development for E-commerce. Communications Management Plan (CMP) defines the project’s structure and methods of information collection, screening, formatting, and distribution and outline understanding among project teams regarding the actions and processes necessary to facilitate the critical links among people, ideas, and information that are necessary for project success.The intended audience of the Website development for E-commerce CMP is the project manager, project team, project sponsor and any senior leaders whose support is needed to carry out communication plans.

Communications Management Plan (CMP) for any projects is to ensure proper flow of information among its stakeholders. Our project, Website Development for E-commerce is not an exception either. PM, team members, sponsors and any other support groups are involved to carry out our project’s communication plans.

**Collection and filing structure for gathering and storing project information**

This step is used to define a logical view of how the documents should be organized. The logical view just means that you place a draft on paper for feedback. Once you have agreement on this view, you implement it in the specific directory structure or tool. The structure should be one that's easy to understand and easy to use. I recommend that the document repository be comprised of four main areas: Project deliverables, Project management deliverables, References and Work area.

Comments, feedback, opinion and suggestions should all be gathered and stored as planning mechanism. These will come handy for improvement or value adding process of our project.

**Distribution structure (what information goes to whom, when, and how)**

| **What** | **Who/Target** | **Purpose** | **When/Frequency** | **Type/Method(s)** |
| --- | --- | --- | --- | --- |
| Initiation Meeting | All stakeholders\* | Gather information for Initiation Plan | FIRST  Before Project Start Date | Meeting |
| Distribute Project Initiation Plan | All stakeholders\* | Distribute Plan to alert stakeholders of project scope and to gain buy in. | Before Kick Off Meeting  Before Project Start Date | Document distributed via hardcopy or electronically. May be posted on project website or OIT Blackboard site. |
| Project Kick Off | All stakeholders\* | Communicate plans and stakeholder roles/responsibilities.  Encourage communication among stakeholders. | At or near Project Start Date | Meeting |
| Status Reports | All stakeholders and Project Office | Update stakeholders on progress of the project. | Regularly Scheduled.  Monthly is recommended for large/midsize projects. | Distribute electronically and post via web/OIT Blackboard site. |
| Team Meetings | Entire Project Team.  Individual meetings for sub-teams, technical team, and Functional teams as appropriate. | To review detailed plans (tasks, assignments, and action items). | Regularly Scheduled.  Weekly is recommended for entire team. Weekly or bi-weekly for sub-teams as appropriate. | Meeting |
| Project Advisory Group Meetings | Project Advisory Group and Project Manager | Update Project Advisory Group on status and discuss critical issues. Work through issues and change requests here before escalating to the Sponsor(s). | Regularly Scheduled.  Monthly is recommended. | Meeting |
| Sponsor Meetings | Sponsor(s) and Project Manager | Update Sponsor(s) on status and discuss critical issues. Seek approval for changes to Project Plan. | Regularly scheduled  Recommended biweekly or monthly and also as needed when issues cannot be resolved or changes need to be made to Project Plan. | Meeting |
| Executive Sponsor Meetings  (this may apply only to larger projects) | Executive Sponsor(s) and Project Manager | Update Sponsor(s) on status and discuss critical issues. Seek approval for changes to Project Plan. | Not regularly scheduled.  As needed when issues cannot be resolved or changes need to be made to Project Plan. | Meeting |
| PPO Audit/Review | Project Office, Project Manager, select stakeholders, and possibly Sponsor(s) if necessary. | Review status reports, issues, and risks. To identify and communicate potential risks and issues that may effect the schedule, budget, or deliverables. | Monthly  Scheduled by the Project Office | Meeting/Report  Project Office will produce report using their template. |
| Post Project Review | Project Office, Project Manager, key stakeholders, and sponsor(s). | Identify improvement plans, lessons learned, what worked and what could have gone better. Review accomplishments. | End of Project or end of major phase | Meeting/Report  Project Office will produce report. |
| Quarterly Project Review | Project Office, Project Manager, and key stakeholders. | Review overall health of the project and highlight areas that need action. | Quarterly depending on size and criticality of the project.  Scheduled by the Project Office. | Meeting/Report  Project Office will produce report using internal template. |
| Presentations to Special Interest Groups | Examples:  PMT (Project Managers Team), OIT Leadership Group, AIS Quarterly Review, AMG (Academic Managers Group), etc. | To update external groups to promote communication a create awareness of project interdependencies. | At project milestones so as to communicate with other interested parties of changes that will be introduced outside of the Project Team. | Presentation/ Demonstration |
| OIT Blackboard Site | ALL OIT and OIT Project Team Members. | Central location to house Status Reports, meeting minutes, Project description, and Project Plan. For any communications that can be shared with all OIT staff. | Update monthly with Status Reports; otherwise, as necessary. | Electronic Communications Venue |
| Periodic Demos and Target Presentations | Specific Focus Groups or End Users.  Examples:  AMG (Academic Managers Group), Students, Power Users, Help Desk, Dept Mgrs., etc. | To gain input from special groups and keep them abreast of the Project’s status. | Once product has enough to “show”. As you complete critical phases or make major enhancements. | Presentation/ Discussion |
| Other… | To be determined by the Project Team | General communications | As needed | PAW, PWB, Lunch n Learns, email lists, PU home page announcements, etc. |

**Format, content, and level of detail of key project information**

A common format will be used for the weekly status reports as well as the meeting minutes for the monthly meeting as specified below.

**Weekly Format**

* Project Name
* Current project status and expressed as project is “ On time”, or “lagging” or “Ahead of planned schedule”
* Work status and distribution based on individual contribution
* Issues and hurdles occurred in project
* Goals or milestones achieved in this period
* Plan for next week
* Goals for the month
* Personal Issues, if any

Monthly meeting minutes

* Date
* Topics Discussed and resolution that need to be taken for improvement
* “Monthly at a glance” project status including project cost and time
* Major shore stopper issues in project
* Action plan for the discussed items
* Conclusion of the meeting

**Production schedule and resources for producing key project information**

The WBS structure mentions a detailed plan of how and when the project deliverables are obtained. The main resources that are required for this E-commerce website development project requires are 10- 11 human resources includes software developers, business analysts, and external contract employees if required. Software and hardware are also key requirements to complete the project. The main software platform we require are Microsoft Visual Studio .NET 2010 and hardware resources, require one server and 3 work computers.

**Technologies, access methods, and frequency of communications:**

* Project communication technologies, access methods and their frequency will vary based upon the importance and the type of issue to be communicated.
* Minor issues among the team members can be resolved by face-to-face communication.
* Certain issues which need to be escalated should be sent to the project manager or the stakeholders by email.
* Other technologies which can be used for communication are physical meetings, VOIP calls, Cell phone and internal IM.
* The frequency of communication would be daily, weekly or monthly depending on what is to be communicated.

**Method for updating the communications management plan**

The communications management plan can be updated with the permission of the project advisor and the project manager. All revisions must be informed to the project manager before addition to the communications management plan. A project team directory is also included to provide contact information for all stakeholders directly involved in the project. The Project Manager will take the lead role in ensuring effective communications on this project. The communications requirements are documented in the Communications Matrix below. The Communications Matrix will be used as the guide for what information to communicate, who is to do the communicating, when to communicate it, and to whom to communicate.

**Escalation procedures**

|  |  |  |  |
| --- | --- | --- | --- |
| **Priority** | **Definition** | **Decision Authority** | **Timeframe for Resolution** |
| Priority 1 | Major impact to project or business operations. If not resolved quickly there will be a significant adverse impact to revenue and/or schedule. | Project Advisor | Within 4 hours |
| Priority 2 | Medium impact to project or business operations which may result in some adverse impact to revenue and/or schedule. | Project Advisor | Within one business day |
| Priority 3 | Slight impact which may cause some minor scheduling difficulties with the project but no impact to business operations or revenue. | Project Manager | Within two business days |
| Priority 4 | Insignificant impact to project but there may be a better solution. | Project Manager | Work continues and any recommendations are submitted via the project change control process |

**Stakeholder communications analysis**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Stakeholders** | **Document Name** | **Document Format** | **Contact Person** | **Due Date** |
| Internal Management staff | Monthly status reports | Hard copy | Swathi Kondapalli | Start of month |
| Internal technical staff | Monthly status reports | Intranet | Bertrand Dias | Start of Month |
| Internal Business operation staff | Monthly staff reports | Hard copy | Swapna Babburi | End of month |
| Training team | Training plan | Hard copy | Priyal Gandhi | 05/01/2014 |
| Software Deployment Team | Software Implementation Plan | E-mail | Krishna Kant | 04/01/2014 |
| Customer management and support staff | Monthly status reports | Hard copy | Swapna Babburi | Start of month |
| **Comments:** Put the titles and dates of documents in e-mail headings and have the recipient’s acknowledge receipt. | | | | |

**Glossary of terms**

PAW: *“Power Down and Wake” system*

PWB: *Phoenix Work Bench*

AMG: *Academic Managers Group*

OIT: *Office of Information Technology*

PMT: *Project Managers Team*

PPO: *Project Portfolio Office*

**Project presentation-2**

[**Project Presentation 2.pptx**](Project%20Presentation%202.pptx)

**SESSION 12**

**Top5 Risks**

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**Risk Management Plan**

1. **Methodology**

The methodologies used in our project to identify risks are Flow charts, SWOT analysis and Feedback and communication. Flow chart allows a dynamic process to be represented diagrammatically on paper. The process may then be analyzed for critical activities and areas of higher risk. SWOT analysis is an effective method for prospective risk identification such as Strengths, Weaknesses, Opportunities and threats analysis. We commonly use this tool in planning and this is an excellent method for identifying areas of negative and positive risk. Feedback and communication includes safety meetings, customer feedback forms or phone calls, complaints handling, etc.

1. **Roles and Responsibilities**

|  |  |  |
| --- | --- | --- |
| **Name** | **Position** | **Responsibilities** |
| David Larson | Lead Project manager | Leads the project implementation and ensure that the project is moving as expected. Ensure the deadlines are met as planned. |
| Swapna Babburi | Software Programmer | Leads IT changes in E-commerce website and design, review any IT implementation. Ensure that IT at up to date and identify any future issues and implementation. |
| Swathi Kondapalli | Web developer | Fixes and supports any technical issue and new implementation in the E-commerce Website. Ensure that computers software is up to date. |
| Bertrand Dias | Business & market analyst | Responsible in funding of the project and responsible for UIS assets by getting stakeholders. |
| Krishna Kant | Database Administrator | Gather requirements related to information/data from business/sponsor and convert them to system requirement for IT. |
| Priyal Gandhi | Software Programmer | Leads IT changes in E-commerce website and design, review any IT implementation. Ensure that IT at up to date and identify any future issues and implementation. |

1. **Budget and Schedule**

In the project charter, risk management has been considered as an important part. A budget of $5000 has been allocated for defining what the risks are and also for the risk management plan.

Monitoring and control are considered as an important part of any project. Therefore, a budget of $3500 has been allocated to these activities.

In a span of a month, 4 working days have been allocated to understand what the possible risks in a project are.

Project management activities are spread throughout the project for managing risks.

1. **Risk Categories**

This project has Risk Break Structure which have been created and finalized at start of the project. It is simple, one page chart to help ensure that project team consider important risk categories related to the project.

1. **Risk Probability and Impact**

Risk probability assesses the probability of risk impact on project and risk items that are to be assessed. The impact of risks in E-commerce website development is

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Impact** | | | |
| **Probability** |  | Low | Medium | High |
| high |  |  | R2, R3, R5 |
| Medium |  | R4, R1 |  |
| Low | R10,R8, |  | R6, R7, R9 |

1. **Revised stakeholders tolerances**

At this time the stake holder’s tolerance for risk has not changed. They are aware that most of the identified risks are common to this type of project and the project team has assured them that they will communicate any indications that a risk may become possible.

| Stakeholder | Normal Risk Tolerance | Current Project Risk Tolerance |
| --- | --- | --- |
| Dr. Dave Larson | High | Low |
| Priyal Gandhi | High | Medium |
| Krishna Kant | Medium | Medium |
| Bertrand Dias | Medium | Medium |
| Swapna Babburi | Low | Medium |
| Swathi Kondapalli | Low | High |

1. **Tracking**

Tracking issues and risks is where most of the project management time goes. Once the project planning and organizing activities are in good shape, most of the project management activities are around risk management and issue tracking. Issues are part of everyday project management. It is important to keep track of various issues in the project and understand their progress. There are various ways to monitor the progress of issues using excel charts and pivot tables. The risk log is similar to issue log. But when it comes to risk analysis, the usual practice is to make a risk matrix to highlight key risks.

Spreadsheet should be shared with the team members and particularly the managers to be able to monitor. Upon the completion time of every event, PM should audit to check the completion.

1. **Risk Documentation**
2. Low-risk Documentation:

* A low-risk project is typically described by a sentence or two of text in each of the sections of the form.
* The level of detail in the documentation should be agreed upon mutually by the project manager and the project sponsor.

1. Medium-risk Documentation:

* We are strongly encouraged to use PM software, such as MS Project, etc.
* Resource and staffing plan should indicate clearly the resources to be used and required staff.
* Budget plan should be appropriate the needs of the Project Sponsor.
* Security plan should identify anticipated security issues and how they will be addressed.
* Testing plan should be consistent with complexity of the project and associated risks.

1. High-risk Documentation:

* Documentation for high-risk activities should provide all the information required to initiate, plan, execute, monitor and completion.
* A detailed scope analysis should be documented.
* Resource and staffing plan for risk management should be documented.
* Budget plan should be described thoroughly.
* Testing and Security plan should thoroughly be identified and documented.

**Top 10 potential risks:**

1. Delay in Project Deployment:

Failure if the IT team to deliver the project to the Utility department before the agreed deadline of 05/13/2014. This is due to improper planning done by the project manager.

2. Unclear Scope:

If the project team is not clear about the project scope, then this would affect the project schedule and time. This is because the end users are unclear about defining the requirements and project team unclear about understanding the requirements of the project

3. Changing Scope:

The scope of the project changes because the end users or sponsors need some new and additional functionality in the project at different stages.

4. Delay in Coding phase:

Project coding phase takes longer than the anticipated time. This is due to wrong estimation of the coding duration.

5. Incorrect Project Testing:

There are bugs in the project due to lack of testing effort. This is because the Project team fails to carry out unit, integration, system testing properly.

6. Employee Turnover:

Team member quitting the project team impacts the project as a whole. The reason for this could be Employee not being satisfied or incapability.

7. Design Compromise:

Developers compromise on the project design for quick completion of the project. This is because Developers wants to quickly complete the designing process.

8. Gold Plating:

Unnecessary features are added to the project which consumes programming hours. This is done by the project developers to show-off their skills.

9. Technical Risks:

This deals with the compensation of the Project features to compensate the budget and schedule. In order to complete the project within the assigned budget and time frame, the development team compensates certain features.

10. Unavoidable Risks:

These are the risks associated with government policy which cannot be controlled by the project sponsors and the project team. Government changing its policy makes these risks occur.

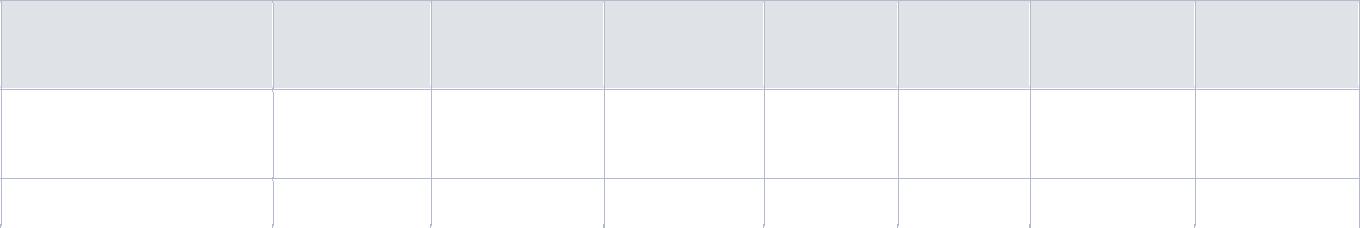
**Business Case Version3**

Group final deliverable

|  |
| --- |
| 1. **Introduction/ Background**   The objective of this project is to develop a website for e-commerce. We will build a website where potential vendors and buyers can interact and conduct business transaction online. Our website will be a potential platform for vendors to advertise and attract buyers for their products. This website will be designed to be as user-friendly as possible. Our customers will be able to make secure financial transaction through secured payment methods on our website. |
| **2.0 Business Objective**  In layman’s term, objective of any business to make money; but coming from a business background, I would say – business objective is to achieve ‘competitive advantage’ with consistency and sustainability. Business objective for our project, “website development for e-commerce”, is not any exception. The project will improve overall profitability by reducing internal costs by providing standard mechanism, tools, techniques, and project management knowledge to all internal team players to meet our ultimate goal of continuing growth and profitability. |
| **3.0 Current Situation and Problem/Opportunity Statement**  In layman’s term, objective of any business to make money; but coming from a business background, I would say – business objective is to achieve ‘competitive advantage’ with consistency and sustainability. Business objective for our project, “website development for e-commerce”, is not any exception. The project will improve overall profitability by reducing internal costs by providing standard mechanism, tools, techniques, and project management knowledge to all internal team players to meet our ultimate goal of continuing growth and profitability. |
| **4.0 Critical Assumption and Constraints**  The proposed site must be an asset to the company. It should be user friendly for the all its customers. After a year of its launch, it should be able to recover all its costs. The Project Management Office manager must lead the effort, and the team must keep its members involved at all points of time. The system must run on all existing hardware and software and should require minimum technical support. Must be easily accessible to clients. |
| **5.0 Analysis of Option and Recommendation**  1. Project is important. Since the project is a startup project for the organization, it is very important for us to develop the project efficiently.  2. Purchase specialized software that will help to efficiently develop the project.  3. Design and implement the new intranet capabilities in-house, by mostly using existing hardware and software. |
| **6.0 Preliminary Project Requirements**  1. Access to several ecommerce tools and templates.  2. Users must be able to look for the relevant items during their search.  3. Security of the user should be maintained.  4. Privacy also should be maintained.  5. Discounts and customizable deals should be provided to the users based on the users buying trends. |
| **7.0 Budget Estimate and Financial Analysis**  Many consider this one of the most important parts of a business case as it is often the costs or savings a project yields which win final approval to go forward. Determining various costs in every steps of the project is crucial, where Budgeting plays a vital role. Sometimes statistical tools and present market economics knowledge are used to figure out the future cost of every element associated with the project, also referred as budgeting. It is important to quantify the financial benefits of the project as much as possible in the business case. This is usually done in the form of a cost benefit analysis. The purpose of this is to illustrate the costs of the project and compare them with the benefits and savings to determine if the project is worth pursuing. NPV (net present value), ROI (return on investment) , etc. could be some of the measures to see the overall financial analysis of the project. |
| **8.0 Schedule Estimate**  The sponsor would like to see the project completed within six months, but there is some flexibility in the schedule. We also assume that the new system will have a useful for life of at least 7 years. |
| **9.0 Potential Risks**  This project carries several risks. User inputs are crucial for populating information into this system and realizing the potential benefits from using the system. There are some technical risks in choosing the type of software used to search the system, check security, process payments, and so on, but the features of this system all use proven technologies. The main business risk is investing the time and money into this project and not realizing the projected benefits. |
| **10.0 Exhibits**  Exhibit A: Financial Analysis |

**SESSION 13**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Resource Loading/Levelling Journal** – Group’s Final Version | | | | | |  |  |  |
| **List of Resources:** | |  |  |  |  |  |  |  |
| Resource Name | Type | Material | Initials | Group | Max. | Std. Rate | Ovt. Rate |  |
| Label | Units |  |
|  |  |  |  |  |  |  |
| Software | Work |  | SP |  | 100% | $25.00/hr | $30.00/hr |  |
| Programmer |  |  |  |
|  |  |  |  |  |  |  |  |



|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Web Developer | Work | | WD | 100% | | $25.00/hr | $30.00/hr |  |
|  |  |  |  |  |  |  |  |  |
| Database | Work |  | DB |  | 100% | $25.00/hr | $33.00/hr |  |
| administrator |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| Business Analyst | Work |  | BA |  | 100% | $28.00/hr | $35.00/hr |  |
|  |  |  |  |  |  |  |  |  |
| Market Analyst | Work |  | MA |  | 100% | $25.00/hr | $30.00/hr |  |
|  |  |  |  |  |  |  |  |  |
| Web Designer | Work |  | WD |  | 100% | $30.00/hr | $35.00/hr |  |
|  |  |  |  |  |  |  |  |  |
| Servers | Material | Server | servers |  |  | $4,000.00 |  |  |
|  |  |  |  |  |  |  |  |  |
| Software License | Material |  | Software |  |  | $300.00 |  |  |
|  | License |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| Project manager | Work |  | PM |  | 100% | $50.00/hr | $60.00/hr |  |
|  |  |  |  |  |  |  |  |  |



**Resource loading**

Resource loading mainly involves with manpower or employees. In resource loading, each employee is assigned a task or percentage of a project. In this project, we faced a real challenge of scheduling the team members with different tasks synchronously. The documentation and requirement collection and analysis of the project itself take 18 days. This schedule is based on lag time required by the processes.

While these schedules will take 18 days, but the planned time are a total of 60 working hours from the project team. This time is allocated throughout the project length to allow for approval and review periods. Due to these time constraints of project team members there are few cases of Overtime work day but rather an estimated percentage based on the hours required for the project.

**Material**

Server: 1

PCs: 4

Software Licenses: 4

WBS Code: 2.0

Total Cost: $ 4,300.00

1

**Resource Levelling**

Resource levelling deals with both time (project starting and ending date) and resources, including manpower, assets and budget. Resource levelling tries to balance the conflicting interests of projects with the available resources. To evenly distribute the work among team members regarding resource usage, our project advisor tries to balance every core member to average the workload. In our project planning, we faced lot of stress on requirements collection and gathering phase as the work is levelled for BA and project manager equally. The external consultant will be called in when the special expertise is required for Database. The project is divided into 14 sessions by project advisor and each session is fulfilled weekly.

**Statement of Work** – Group’s Final Version

* **Scope of Work:**

The website is to do e-shopping and displays different product catalogs, so it uses new

multimedia software for videos, audios and graphical home pages. The database architecture consists of transactional management, 3rd normalization and reporting data. Multiple users can access and perform transactions like buying/selling simultaneously at same time. Members can access the website in two ways

* 1. A user can sign up for free
  2. A premium membership which allows additional benefits based on business strategy

Payments should be on per transaction basis to a third party called paypal to do secure

transactions.

1. **Location of Work:**

Location: The personnel work is at Client location. A new main server is purchased for the client and that will be shared for the website with full access and limited restrictions on the resources.

1. **Period of Performance:**

Start date: 1/27/2014 End date: 4/27/2014

Working hours- Each of the web developers, marketing coordinator and business analyst work for three days a week at a rate of $25 per hour. A legal Database consultant is hired to do 40 hours of total work at a rate of $80 per hour and legal consultant work for three hours in a month at a rate of $120 per hour.

2

**Project Scenario 3** – Group’s Final Version

**Scenario:**

Our Stakeholders want the Project completed 25% earlier than originally planned. So, 4 months project has be done in 3 months.

**How we can complete the project earlier:**

* *CPM Method*: First of all, we sat down for a meeting where project manager and other teamplayers, including business analysts, data analysts and web developers were present. We used Critical Path Method (CPM) to determine where we stand on the project at this moment, figured out all the activities on critical and non-critical paths. We decided to resources from non-critical to critical and allocate extra resources to finish up 25% earlier.
* *Budget extension*: We needed extra money flow to support additional human resource, overhead,equipment, etc.
* *Hire contractors*: Due to lack of skilled worker, we had to outsource human resource. We made acontractual agreement with them to bring our project 25% earlier. Of course, that costed us extra money as well.
* *Upgrade Server/PC*: We needed more powerful Servers and PCs to run almost 24/7 operations.Software upgrade was necessary as well.
* *Pay overtime*: As our team members and other associates were working extra hours to completethe project earlier, we had to pay them overtime and offer recreational facilities, such as food and snacks and beverage.

**Compromises made:**

* *Work extended hours*: As a team we all had to work extended hours to bring the project to 25%earlier completion. It was very tiring sometimes, and therefore we offered extra incentives and refreshments to our workforce.
* *Stress*: Working extensive hours and weekends within tight deadline was very stressful andmonotonous.
* *Deprivation*: As we all had to work extended hours and weekends, we were deprived from familyand social events.
* *More coordination*: We had to seek help from outside sources and hired contractors to work oncertain areas of the project. So, more coordination between our workers and contractors was necessary to keep the positive work flow going.
* *Extra expenses*: Of course, we had to come up with a lot more extra money to cover all the abovementioned extra resources that we used to bring our project to 25% earlier completion date.

3

**Project Scenario 4** – Group’s Final Version

1. **Purpose of Request for Proposal (RFP)**

The purpose of this request for proposal is to develop an ecommerce website. This is to provide better services to customers who need to buy products from the web. This process would save processing time, amount spent on paper, improves coordination among employees involved in this process, and helps to track requests in a better way.

1. **Organization’s Background**

The organization is a startup. It develops this website and helps customers to buy products. It has many vendors that supply products and also ship those products to the customers.

1. **Basic Requirements** 
   1. Database Administrator Requirements: Should be an expert in Microsoft SQL Server
   2. Project Team: Should have good knowledge about basic programming skills, HTML< CSS, XHTML
   3. Business Users: Expected to know and provide complete requirement specifications of the system

**IV.** **Hardware and Software Environment**

**Hardware**: 1 gigahertz (GHz) or faster x86- or x64-bit processor, 1 gigabyte (GB) RAM(32-bit), 3.0 gigabytes (GB) of hard disk

**Software**: Windows 7

1. **Description of RFP Process** 
   * RFP is submitted to the Director
   * Director reviews the proposal, and sends back questions or clarification requests or objections.
   * Response to questions or clarifications are provided
   * Demonstrations are provided for the change proposed

Evaluation is done and the Director issues notice of intent to being a contract