Project Plan

Project Support Desk V1.1

Place, date: NHL Stenden Hogeschool, May 21, 2019

Drawn up by: Project group IC_INF_IT1F1

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Table of contents

Table of contents 1

1 Background 2

2 Project results 2

3 Project activities 3

4 Project boundaries 4

5 Interim results 5

6 Quality 6

7 Project organization 6

8 Planning and scheduling 9

9 Costs and benefits 11

10 Risk Analysis 11

Updated Changes 17

1 Background

The client of this project is Stenden eHelp, a company that has developed a financial software package for sole proprietorship, associations and foundations. The initiative taker of this project is the management team of Stenden eHelp. The client, Victor Peters, is the team leader of Stenden eHelp's help desk. Which consist of the team leader and two operators. The product that consumers buy consists of a user license and a maintenance license. With a maintenance license a user can contact Stenden eHelp whenever they encounter problems with the software. The current system involved a staff of three including team leader. The current way to register incoming questions was to input it into an excel sheet. The goal of this project is to create an internet version of the incident spreadsheet. There is currently no previous projects, but there is an old incident sheet available for the project group to use as reference. The stakeholder of this company is the employees and its clients, who are invested in the product. The project group will only be contacting Victor in future correspondence. The budget of this project is 8.500 euros and advertisements are not to be added to the website. Maintenance is not currently planned, but if the project does not meet the requirements specified in the minutes and project boundaries it is the project groups responsibility to bring the project up to the standard.

Thomas Koops is the project leader undertaking this project, and he will be contacting Stenden eHelp. The project plan draft is to be submitted by May 10, 2019, and the final version is to be submitted in May 17, 2019. The project plan is a dynamic document, as the client makes changes to the original plan or if the project group cannot include a feature they promised, they can append the changes to the project plan. A brief report of the process is to be emailed to the client on every Friday.
As we receive the go ahead, we are to write manuals to the program and explanations to the code.

2 Project results

- Create a fully functional website.
    - Goal of the project is to design a more efficient ticketing system than the company's current one. For this all activities listed in **Chapter 3. Project Activities** must be fulfilled according to their description.

- Furthermore the database system should have a good user interface for both the operators and the customers ○ The 'look and feel' must match Stenden's eHelp standards. ○ User interface will be user friendly. ○ A descriptive manual for the operators on how to use the system

3 Project activities

During the project certain activities must be completed. These activities are distributed in several phases.

Preliminary phase

In this phase the ensure the rest of the project will go smoothly. They consist of the:

- Team code: the group will create a team code which every member has to agree to, in the team code it is detailed what is expected of every member of the group in terms of behaviour and participation
- Distributing team roles: the project group will distribute the team roles and responsibilities of each member
- Project plan: the project plan will detail how the project is set up and how the project will be completed

Design phase

In this phase the product will be designed to offer a view of the end product to the client. This phase consists of:

- Visual design: three designs will be made of how the end product will look by the project group. The client will pick the one of these designs and if necessary the design will be edited to suit the client's wishes
- Functional design: The functional design will be made to plan the way the system will work

Realization phase

In this page the functional design will be converted into a functioning product. This phase consists of:

- Setting up the database: a database must be set up to store the information of incidents and everything needs to be able to link correctly
- Creating an incident form for customers: a form must be created where customers can fill in incidents that occur with the product the client is offering, this data needs to be transferred to the databases
- Adding functionality for operators and administrators: operators need to be able to close an incident, administrators need to be able to input status of the incident, description of the solution
- Adding permissions: the operators, administrators and customers all have different permissions to different functionalities. For this a login page must be created
- Creating an overview: the client wants to be able to see the number of incidents per week, month and year and the incident resolution time as well as a search function to search for resolved incidents
- Creating a homepage: A homepage must be created where the user can navigate to the different pages
- Creating a FAQ page: the client wants a page where customers can solve problems they can solve that come up frequently
- Creating a page for buying a license: A page must be created where the user can buy a licence, this page is not required to be functional

- Ensuring the quality of the product: everything must be polished up, tested and put together before submitting it as the final product

Completion phase

During the completion phase the final touches will be added to the project. This phase consists of:

- Presenting the final product to the client: the client wants a short presentation of the final product listing all the features
- Sending the finished product to the client: the final product will be send to the client in the form of a zip file
- Creating a manual for the system: a manual needs to be created to give an overview on how the system works

Aftercare activities

- No aftercare activities have been agreed on for now, this might change depending on the result of the completion phase.

Constant activities

Throughout the project some activities will be done every week, these activities are:

- Administration including:
  - Weekly time registrations: an overview with the activities done by the members of the project group
  - Weekly reports: an overview with the progress on the project that week ○ Minutes of meetings with clients: the client wants minutes of the meetings to ensure nothing both parties agreed to gets changed
- Staying in contact with the client: the project group will arrange weekly meetings to ensure the client is filled in on the progress on the project. The project group themselves will arrange the room for these meetings.
- Meeting within the project group: the project group will meet several times a week to update each other on the progress they made and make sure everyone is on the same page

4 Project boundaries

The “IT1F1” group has made the following boundaries after a meeting with the client.

The group “IT1F1” will deliver:

- A secure support desk website with original logo.
-
- The duration of the project is 8 weeks.
- The projected end date of the project will be at 28/6/2019.

The group “IT1F1” will not deliver:

- Hosting, maintain and Management of the Website.

The success of the project, is dependent on the request of the client. Which, is the secured support desk website with a functional database and an ability of choosing the priority of a ticket for the potential customer.

Pre-Conditions:

- Internet
- Room
- Facilities (laptops)
- All the group members

5 Interim results

Below are the interim results the project Student Helpdesk. Each interim result is an official output after each specific phase during the project

-Make a fully complete Project Plan.
-Create a Functional Design of all required aspects of the project.
-Visual design
-Giving the final presentation

6 Quality

The project will be a fully functional ticket system, it will be made using the following languages; PHP/MySQL and HTML/CSS, it will also include graphic designing, the software that is going to be used are multiple IDE's(Netbeans, PHP Storm etc.), XAMPP and Photoshop, also for code validation, W3C Validator will be used.
The ticket system will have a user-friendly interface with the 'look and feel' of the standards of Stenden's eHelp.

The ticket system will have a security system that will require to register/purchase and after that to login. There will be a hierarchy system where the team leader will be able to manage all incidents this means he/she'll be the only one to remove incidents. The operators will get an overview of the incidents and will be able to handle them. The client will be get an overview of their submitted incidents and to add new ones. There will be a security operator which'll only be able to grant or deny access to the ticket system.

The testing will be conducted by a few random users and will give feedback on the experience they've had during the testing. With the feedback we get from the users we improve the product if needed.

The intermediate results will be assessed based on the weekly meetings, day to day inquiring, and interviews with the client to obtain feedback and guarantee the quality of the project.

The schedule of the project plan will be included and will display how the objectives of the team are organized, how many hours are spend where and when to guarantee thorough planning and eliminate the doubts the sponsors might have regarding the quality of the project.

Seeking advice from experts from outside the team such as; Mr. Rob Smit, Ms. Winnie Van Schilt and Mr. Gerjan van Oenen to assure quality of the project.

The project is going to be phased in three parts:

1- Preparation;
2- Execution; 3-
Aftercare.

7 Project organization

ROLE	NAME	EMAIL	PHONE
Client	Victor Peter	victor.peters@stenden.com	+31 6 410 438 19
Project Coordinator	Rene Laan	rene.laan@stenden.com	+31 6 224 720 58

Group leader	Thomas Koops	thomas.koops@student.nhlstenden.com	+31 6 213 249 78
Secretary	Solomon Asezebhobor	Solomon.asezebhobor@student.nhlstenden.com	+31 6 298 283 36
Secretary	Jonathan Mohamed	Jonathan.mohamed@student.nhlstenden.com	+31 6 127 990 11
Treasurer	Nnamdi Okereke	nnamdi.okereke@student.nhlstenden.com	+31 6 298 317 92
Group Member	Nish Morovanidze	nish.morovanidze@student.nhlstenden.com	+31 6 298 379 56
Group Member	Ian Donker	ian.donker@student.nhlstenden.com	+31 6 461 595 08
Group Member	Artem Dvoiakovskyi	artem.dvoiakovskyi@student.nhlstenden.com	+38 0 661 682 653
Group Member	Mukhitdin Iakhiarov	mukhitdin.iakhiarov@student.nhlstenden.com	+996 557 778 008

Organization

The roles and responsibilities of the leader:

- Lead and further constructive communication
- Team leadership ● Monitoring and reporting progress

The roles and responsibilities of the secretary:

- Maintaining effective records and affairs of the project.
- Sending weekly report
- Ensuring meetings are effectively organized.
- Responsible for documentation.

The roles and responsibilities of the treasurer:

- Estimate the cost of the project
- Keep track on project cost
- Planning and defining scope
- Activity planning and sequencing
- Advise the team on financial issues
- Weighing the benefits and the loss

The roles and responsibilities of all members:

- Understanding the purpose and objectives

of the project

- Working to timescales and within cost constraints.
- Reporting progress against plan.
- Producing the deliverables/products to agreed specifications.
- Working together as a team.
- Contributing towards successful communication
- Contributing towards positive motivation
- Identifying risks associated with the project.

General information

- Communication within the group will be done through WhatsApp, phone and email
- The project members will have weekly meetings (3x per week) to discuss the affairs of the project.
- Goal of the project is efficiency making data available anywhere or anytime.
- Communication with the client will be done through email, skype, phone or in person.
- Goal of the company is making money.
- The success of the project will be assessed by the client weekly, meaning we send the client the weekly progress of the project.
- A weekly time registration of the hours spent on the project will be sent to the project coordinator.

8 Planning and scheduling

In below the deadlines of the interim results are listed. These deadlines are set and can only be moved in accordance with the client.

Interim result	Deadline
Draft project plan	10-5-2019
Final project plan	17-5-2019
Draft functional design	24-5-2019
Final functional design	31-5-2019
Final realisation	25-6-2019
Presentation	27-6-2019

All project activities have been listed and a rough estimate on the hours it will take to finish each activity has been made. The activities have then been graphed into a Gannt-chart to give an overview how the activities have been spread over the project. This Gannt-chart can be found in appendix 1.

Hour distribution of the activities

Activity	Hours
Develop teamcode	6
Create project plan	60
Visual design	36
Functional design	36
Set up database	12
Create incident form for customers	40
Add functionality for operators and administrator	40
Add permission checks	40
Add error checks	24
Create overview	40
Layout homepage	12
FAQ page	12
Page for buying licence	9
Translating pages	15
Fixing bugs, polishing up, putting everything together and testing	54
Preparing final presentation	17
Presenting final product	1
Creating a manual	24
Weekly administration (time registration, report, minutes)	36
Meeting with the client	62
Total	576

9 Costs and benefits

Budget and Cost

Client has set the budget for this project at 8,500 Euros.
The project team has an obligation to work a total of about 576 hours on this project and asks for 7,500 euros for payment for their time spend.
It will cost the client one hour per week to review the progress of the project and meet with the project group till the project finish date on an hourly rate of 75 euros for nine weeks costs the company 675 euros.

Additional Cost
Clients states no additional cost will be made available outside the originally agreed budget. Furthermore there will be no extra services for the product to be created.

Benefits

This project offers the client two components; the user and maintenance license for the software product. The product would help the client in showing an overview of the number of incidents per week, month and year, likewise an overview of the incident resolution time.
The client can be able to use the search option by entering descriptions of the problems and solutions, also its operator who dealt with an incident will not be authorized to close the incident.

10 Risk Analysis

The goal of project risk management is to minimize potential risks that affect the progress and outcome of the project. Below is a full analysis of the possible risks, their impacts and methods to avoid or minimize them

With a risk percentage > 50%, the project should not be executed in this form.

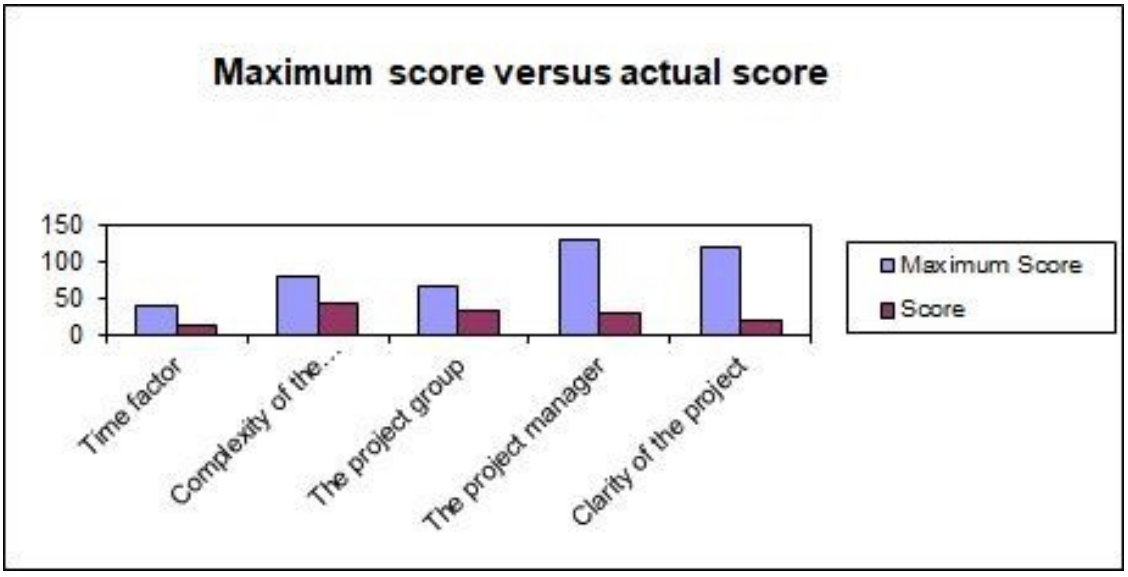
Category	Risk	Value	Factor	Weight	Risk Score
Time factor					
1	Estimated duration of the project	0 - 3 months	0	4	0
2	Does the project have a definite deadline	Yes	2	4	8
3	Is the time sufficient to complete the project	Sufficient	1	4	4
Complexity of the project					
4	Is this an adjustment or a new project	Completely new	3	5	15
5	To what extent will existing responsibilities have to change	Strong	3	5	15
6	Are there other projects that depend on this project	No	0	5	0
7	What will be the attitude of the users	Interested	1	5	5
8	Are there sub-projects, does progress depend on coordination between them	Slightly	2	3	6
The project group					
9	Which staff will be working on the project	limited internal	1	4	4
10	Number of project members involved at peak times > 80%	5-10	2	5	10
11	Proportion of technical experts to project experts	Moderate	2	5	10
12	Do users take part in the project group	limited	3	3	9
Project management					

13	Is the project manager a technical expert	Very knowledgeable	0	3	0
14	How expert is the project manager with regard to project planning	Reasonably knowledgeable	2	3	6
15	How much experience does the project manager have with projects like this	Limited experienced	3	3	9
16	How expert are the consultants in the field to be investigated	Reasonably knowledgeable	1	5	5
17	How expert are the technical experts in the field to be investigated	Reasonably knowledgeable	1	5	5
18	How committed to the project are the responsible line managers	Reasonably involved	2	5	10
19	Are the chances great that the composition of the project group will change during the project	Little chance	0	5	0
20	Will standard methods be used by the project group	Yes, only	0	4	0

Clarity of the project					
21	Are the problem and objective sufficiently known to all project members	Yes, everyone	0	5	0
22	Has the research field been accurately established	Reasonable	2	5	10
23	Is there sufficient demarcation from other projects	Sufficient	0	4	0
24	Has sufficient time been planned for alignment and decision-making	Reasonably	1	4	4
25	Are the preconditions clear	Mostly yes	1	4	4
			Total		**139**

Risk percentage	32%

Risk Category	Max Score	Risk Score
Time factor	40	12
Complexity of the project	80	41
The project group	65	33
The project manager	129	30
Clarity of the project	119	18



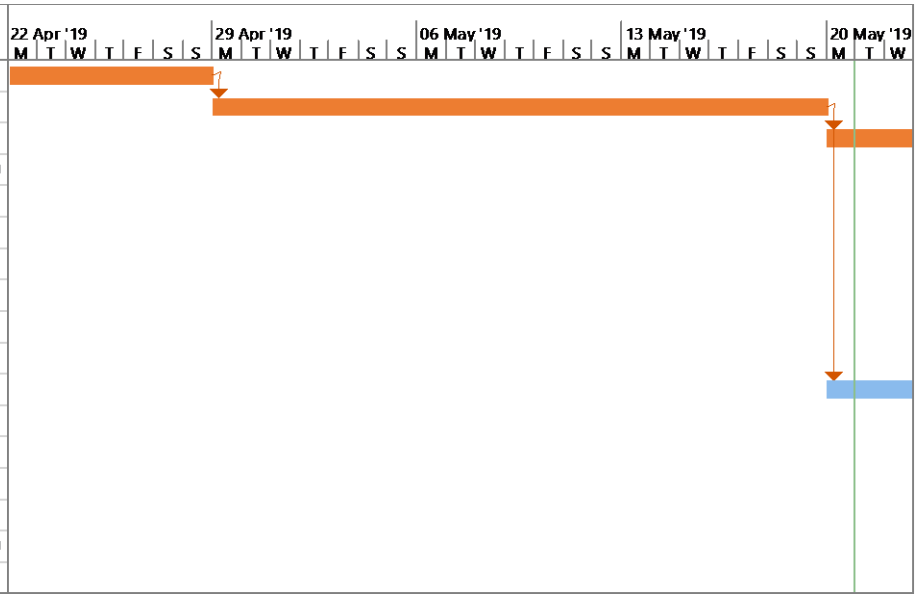
Conclusion

The tables above show the risks and their possible impact scores if no action is taken to prevent them. It also shows which risks pose a greater threat to the project in the ' Risk Score ' column which is a product of the factor and weight of the risk. The risk score is compared with

the maximum risk score and since the risk score (32%) is less than 50% of the maximum risk we can go ahead with the project.

Appendix 1. Gannt chart

ID	Task Mode	Taaknaam	Duration	Start	Finish
1		Develop teamcode	7 days	Mon 22/04/19	Sun 28/04/19
2		Create project plan	21 days	Mon 29/04/19	Sun 19/05/19
3		Functional design draft	5 days	Mon 20/05/19	Fri 24/05/19
4		Functional design final	5 days	Sat 25/05/19	Wed 29/05/19
5		Set up database	3 days	Thu 30/05/19	Sat 01/06/19
6		Create overview	7 days	Fri 14/06/19	Thu 20/06/19
7		Create incident form for customers	5 days	Sun 02/06/19	Thu 06/06/19
8		Add functionality for opperators and administrato	7 days	Fri 07/06/19	Thu 13/06/19
9		Add premission checks	7 days	Fri 07/06/19	Thu 13/06/19
10		Add error checks	7 days	Fri 14/06/19	Thu 20/06/19
11		Visual design draft	5 days	Mon 20/05/19	Fri 24/05/19
12		Visual design final	7 days	Sat 25/05/19	Fri 31/05/19
13		Layout homepage (?)	7 days	Sat 01/06/19	Fri 07/06/19
14		FAQ page	4 days	Sat 08/06/19	Tue 11/06/19
15		Page for buying licence	3 days	Wed 12/06/19	Fri 14/06/19
16		preparing presenting final product	10 days	Mon 17/06/19	Wed 26/06/19
17		Presenting final product	1 day	Thu 27/06/19	Thu 27/06/19



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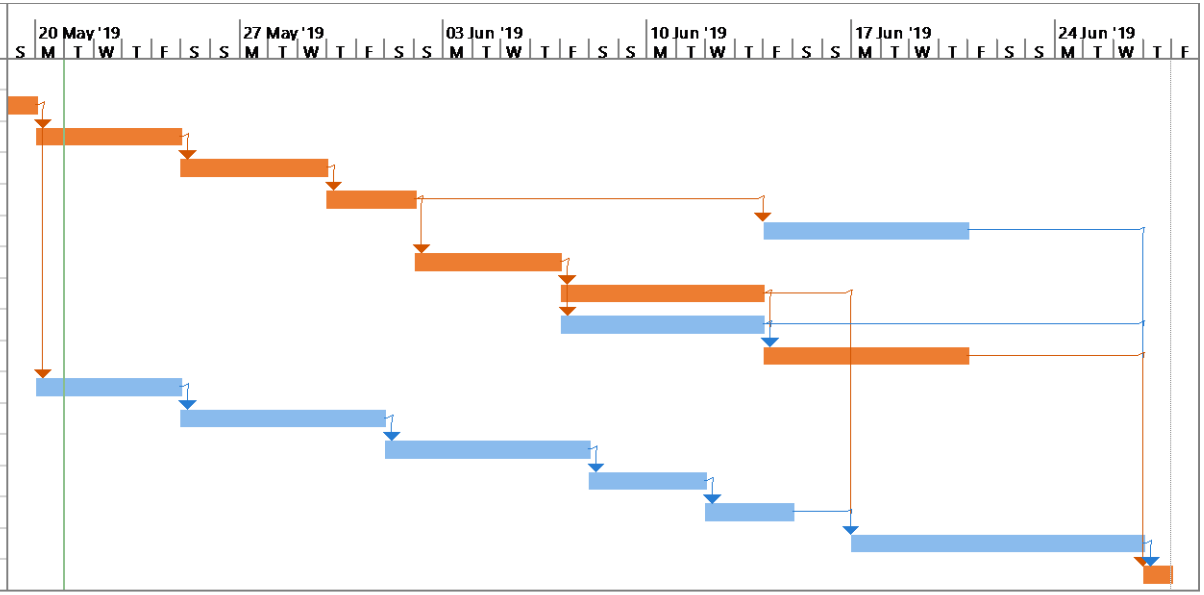

Updated Changes

The new deadline for handing the code is July 2nd 2019.

The presentation of the project stenden support desk was changed. The new date for presentation is July 5th 2019.