Background

The client of this project is Stenden eHelp. Stenden eHelp is a company that has developed a financial software package for sole proprietorship, associations and foundations. The initiative taker of this project, Victor Peters, is the team leader of Stenden eHelp. 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 Excel spreadsheet. There is currently no previous projects or history of this project due to client confidentiality. The stakeholder of this company is the employees and its clients, who are invested in the product. We will only be contacting Victor in future correspondence. The budget of this project is 85.000 euros and no advertisement are not to be added to the website. Maintenance is not required, but at the end of the project it is up to our team’s effort.

Thomas Koops is the project leader undertaking this project, and only 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 our team cannot include a feature we promised, we 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.