

STUDENT CONNECT WEBSITE GROUP 6

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1. PROJECT CHARTER

Project Title	Student Connect
Organization	Innovate @ BU
Start Date	Feb 20,2023
End Date	June 15,2023
Project Champion	Student Administrative Council Head
Description & Justification	<p>A website that can be accessible to students from different universities to connect and work together during their available time which would be helpful in building strong social ties and help students to explore and enhance their thinking in a broader perspective. The website will have features for networking, studying, building projects, and exchanging ideas.</p> <p>Justification: 1) Student can collaborate 2) It will be helpful to enhance their knowledge 3) Helpful in the development of life skills such as communication, teamwork, and problem-solving.</p>
High Level Requirements	<p>Student database from universities – To retrieve the data.</p> <p>User Accounts – To create account, login, and post account.</p> <p>Collaborative – To create study groups and share resources.</p> <p>Search Functionality, Mobile responsiveness</p> <p>Compatibility – OS (Windows, MacOS, Linux), Mobile OS(iOS, Android) , Web Browsers(, Devices(Laptop, Computers, Tablets, etc.)</p>
Success Criteria & Who Measures it.	<p>User Engagement - Quality Assurance Analyst</p> <p>User Satisfaction – Quality Assurance Analyst</p> <p>Completion of milestones – Project Manager</p> <p>Achievement of business goals – Project Manager</p> <p>Error free functionality - Developer</p>
Stakeholder List	The executive stakeholder list Project Manager, Development Team, University Students, University Administrators, QA team
Project Budget	\$30000
Milestones	<p>Concept and Planning - March 7, 2023</p> <p>Design and Prototyping – March 18, 2023</p> <p>Development (Front end and back end) – April 25,2023</p> <p>Deployment, testing and Launch– May 18, 2023</p> <p>Marketing and Outreach – June 5, 2023</p> <p>User Feedback and Improvement: - June 10, 2023</p>
Assigned Project Manager, Responsibility and Authority Level	Riya Thomas is the assigned project manager. She will report to the project sponsors, Student Administrative department, and the administrators of Innovate @ BU during planning phase of the project and upon conclusion to report project success. She has the authority to add required features and additional funding over and above provided by the sponsors.
Signatures	<i>Manager, Innovate@BU & Project Manager</i>

2. PROJECT SCOPE

DESCRIPTION
<p>To create a website that allows students from different universities to connect and collaborate.</p> <p>To provide a platform for developing strong social ties among students.</p> <p>To improve student's skills in communication, teamwork, and problem-solving.</p> <p>To facilitate exploration and enhancement of students' knowledge in a broader perspective.</p> <p>To develop features for networking, studying, building projects, and exchanging ideas.</p> <p>To promote active engagement and learning among students through online collaboration.</p>
PROJECT OBJECTIVE
<p>To create a website for the students across the world which is to be delivered within June 15, 2023 within a budget of \$30000.</p>
DELIVERABLES
<ul style="list-style-type: none">• Website design and development: This service relates to the design and development of the website itself, including layout, graphics, color schemes, fonts and overall user interface. Websites should be visually appealing, easy to navigate with a focus on user experience.• User registration and login: This service involves creating a system for users to register on her website and create their own personal accounts. Users must be able to sign in and access their account information, such as their profile, settings, and content created or saved.• Network features: This service includes creating network features such as user directories, search capabilities, and the ability to connect with other users. These features allow users to find and connect with other like-minded people who share their interests and goals.• Study Group: This deliverable includes creating a system for users to form and participate in learning groups with other users. Users should be able to create new groups, join existing groups, and manage their own group activities, such as scheduling meetings, sharing resources, and collaborating on projects.• Project management features: This accomplishment includes building features that allow users to manage their own personal projects and collaborate with others on their group projects. This should include tools for task management, progress tracking, and communication.• Idea Exchange: This achievement includes creating a platform that allows users to share and exchange ideas, resources, and feedback with others. This should include tools for submitting and sharing ideas, as well as functionality for commenting, voting, and rating content.• Social media integration: This deliverable involves integrating the website with social media platforms, such as Facebook, Twitter, and LinkedIn. This allows users to share content from the website on their social media profiles, increasing its reach and engagement.• Analytics and reporting: This service includes setting up tools for tracking website traffic, user behavior, and other key metrics. This information can be used to make data-driven decisions about content, design, and marketing strategies.
MILESTONES

- Finalize the website design and layout by **Mar 25, 2023**
- Implement user registration and authentication features by **Mar 27, 2023**
- **Build the networking and searching capabilities of the website by Mar 30 2023**
- Develop the studying features including chat rooms, discussion forums, and shared document editing by **Apr 5, 2023**
- Build the project collaboration features including project creation, team management, and project tracking by **April 7, 2023**
- Develop the idea exchange features including discussion forums, a Q/A section, and blog posts by **April 8, 2023**
- Conduct testing and user feedback analysis and fix any issues identified during testing by **May 3, 2023**
- Launch the website and promote it to universities and students by **May 18, 2023**

ASSUMPTIONS

- The project team has the necessary skills and expertise to develop and launch the website.
- The Project team has access to the necessary technology and resources.
- The website will be able to handle many users and data.
- The project will be completed within the specified timeline and budget.
- Might expect delay in delivery time for training new staffs.

TECHNICAL REQUIREMENTS

- **Web Hosting:** The website should be hosted with a domain name relevant to the purpose of the website on a reliable server that can handle a high volume of traffic.
- **Web Development:** The website should be developed using the latest web technologies such as HTML, CSS, JavaScript, and PHP.
- **User Interface Design:** The website should have a user-friendly interface that is easy to navigate and use.
- **Database Management:** The website should have a database management system to store and manage user data, such as login credentials, personal information, and project details.
- **Mobile Responsiveness:** The website should be designed to be mobile responsive and accessible on different devices, such as smartphones and tablets.
- **Chat and Messaging System:** The website should have a chat and messaging system that allows students to communicate and collaborate in real-time.
- **Testing and Quality Assurance:** The website should be tested thoroughly for bugs and errors, and quality assurance procedures should be implemented to ensure that the website meets the requirements of the stakeholders.
- **Security:** The website should be designed with strong security measures to prevent data breaches and unauthorized access.

LIMITS AND EXCLUSIONS (Constraints)

- **Limited Access:** The website will only be accessible to students from participating universities and will require a valid student ID for registration.
- **Resource Limitations:** The website may be subject to resource limitations such as limited server capacity or bandwidth, which may impact its ability to handle high traffic or support large numbers of users.
- **Content constraints:** The website may not be able to include certain types of content due to legal or ethical considerations.
- **Technical Constraints:** The website may not be able to support certain file types or multimedia features due to bandwidth limitations.
- **Privacy and Security Constraints:** The website may be subject to privacy and security concerns, such as data breaches or unauthorized access to student information.

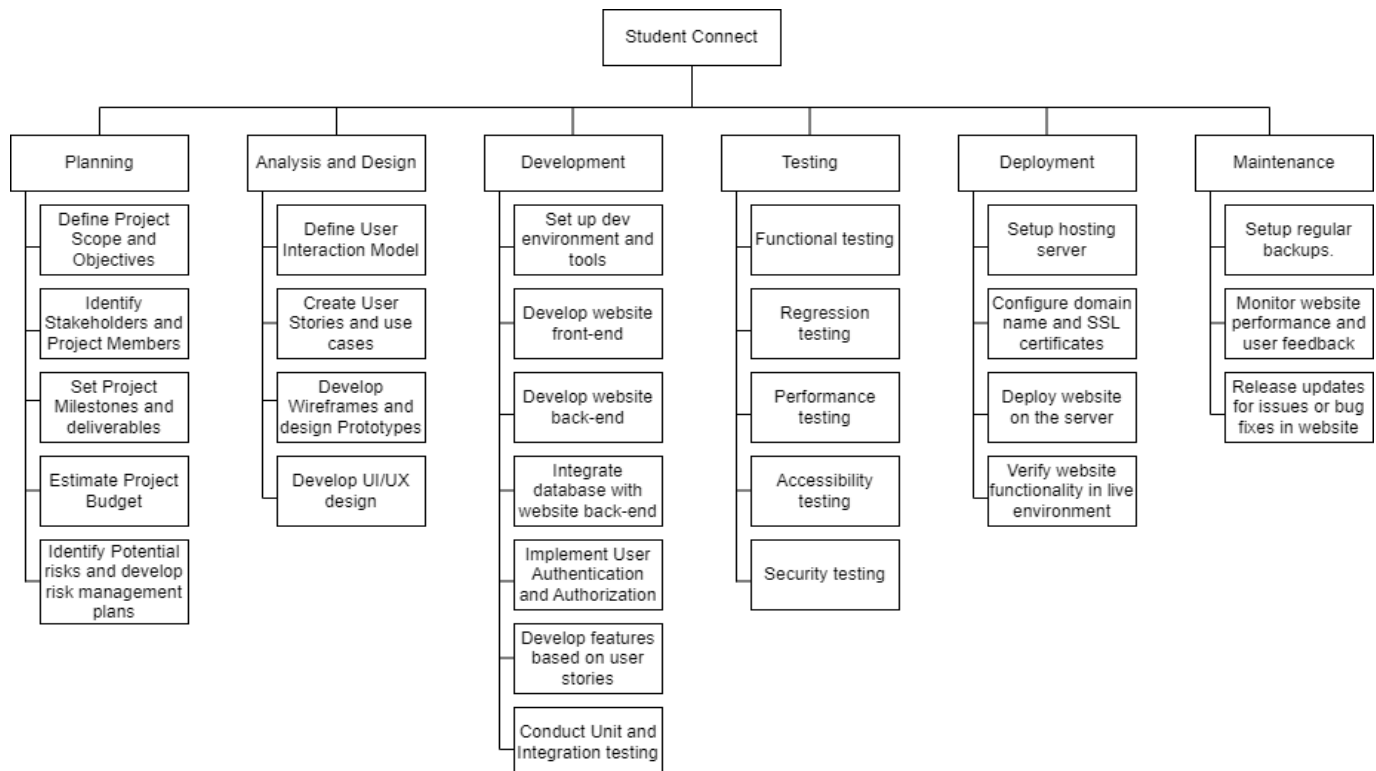
REVIEW OF FINAL DELIVERABLES (Customer/Sponsor name)

The Project Manager and student administrative council will review the final deliverables and communicate with UI/UX team and developers to ensure the objectives can be accomplished.

3. WORK BREAKDOWN STRUCTURE:

Project title: Student Connect Website

Project Managers: Krishna Kumar Kannan, Shobhakumar Selvarhaj, Ratna Meena Shivakumar, Ujwal Erpula, Zhang Xuezhou.



3.1. Planning

- 1.1. Define project scope and objectives.
- 1.2. Identify stakeholders and project team members.
- 1.3. Develop a project plan and timeline.
- 1.4. Set project milestones and deliverables.
- 1.5. Estimate project budget.
- 1.6. Identify potential risks and develop a risk management plan.

3.2. Analysis and Design

- 2.1. Conduct user needs analysis and define user interaction model.
- 2.2. Define user stories and use cases.
- 2.3. Develop wireframes and design prototypes.
- 2.4. Develop user interface (UI) and user experience (UX) design.

3.3 Development

- 3.1. Set up a development environment and tools.
- 3.2. Develop the website's front-end using HTML, CSS, and JavaScript.
- 3.3. Develop the website's back end using a programming language like PHP or Python.
- 3.4. Develop the website's database and integrate it with the back end.
- 3.5. Implement user authentication and authorization functionality.
- 3.6. Develop features and functionalities based on the user stories and use cases.
- 3.7. Conduct unit testing and integration testing.

3.4 Testing and Quality Assurance

- 4.1. Conduct functional testing to ensure all features and functionalities work as intended.
- 4.2. Conduct performance testing to ensure the website can handle many users and traffic.
- 4.3. Conduct regression testing to ensure the website is user-friendly and easy to use.
- 4.4. Conduct security testing to ensure the website is secure and protected against cyber-attacks.
- 4.5. Conduct accessibility testing to ensure the website is accessible to all users, including those with disabilities.

3.5 Deployment

- 5.1. Deploy the website on a hosting server.
- 5.2. Configure the website's domain name and SSL certificate.
- 5.3. Verify website functionality and user experience in live environment.

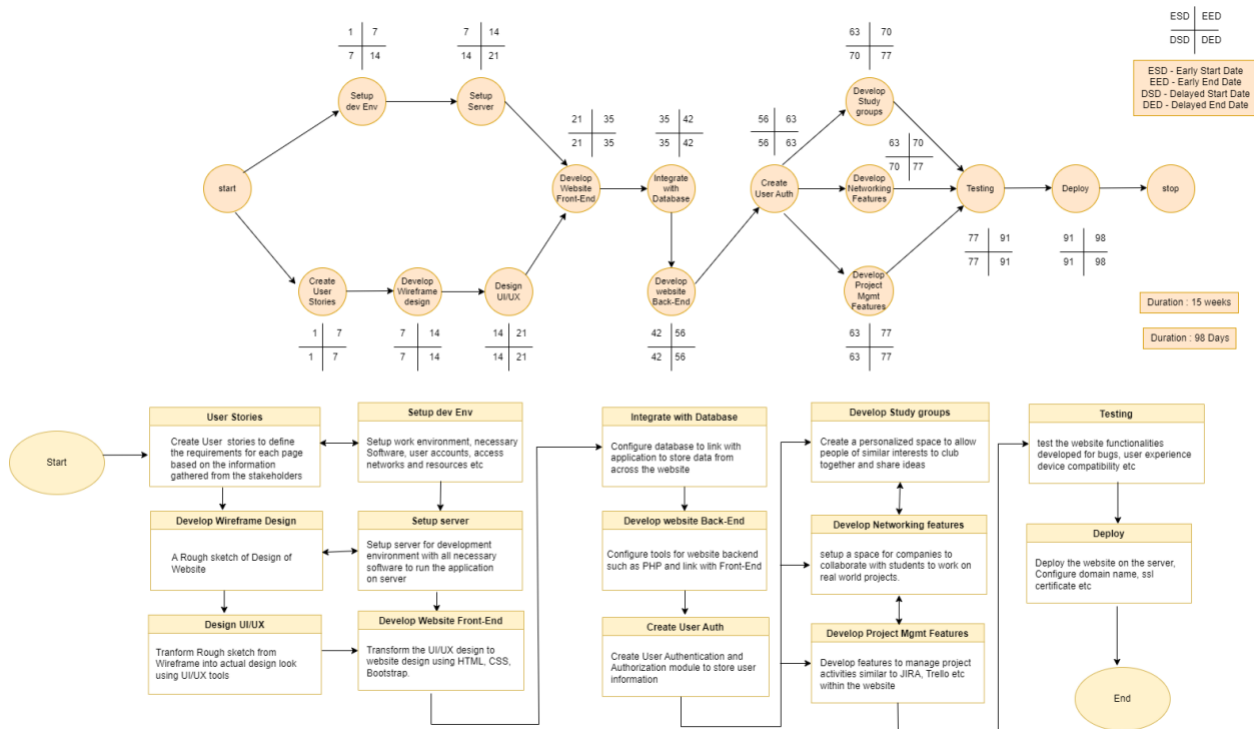
3.6 Maintenance and Support

- 6.1. Provide ongoing maintenance and support to ensure the website is up-to-date and running smoothly.
- 6.2. Conduct regular backups and updates.
- 6.3. Address any bug fixes or issues that arise post launch.
- 6.4. Monitor website performance and user feedback.
- 6.5. Continuously improve the website based on user feedback and changing needs

4. MILESTONE LIST

Milestone	Date
Project Charter Created	(20 th February 2023)
Project Scope Defined	(25 th February 2023)
Stakeholders identified	(1 st March 2023)
Estimated Project Budget	(7 th March 2023)
User Stories created	(13 th March 2023)
Designed wireframe prototypes	(18 th March 2023)
Designed UI/UX for website	(25 th March 2023)
Developed website Front-End	(12 th April 2023)
Finished Back-End development	(25 th April 2023)
Testing and Quality Assurance completed	(3 st May 2023)
Hosted website on server	(8 th May 2023)
Established regular backup of data	(13 th May 2023)
Website Launched	(18 th May 2023)
User feedback Analyzed	(25 th May 2023)
Updates released with feedbacks implemented	(5 th June 2023)
Detailed Documentation of the Project completed	(15 th June 2023)

5. NETWORK DIAGRAM:



6. COST ESTIMATION:

Cost Estimation - Ratna

(1) ANALOGOUS ESTIMATE OF EFFORT OR COST

Previous Similar Project	Previous Project Effort (Column 2)	Multiplier defining complexity of current project (Column 3)	Current Project Estimate
Previous similar project building a less complex website like student connect	\$12000 cost	This project is twice as complex.	Previous Project Effort * complexity = 10000 * 2 = \$ 24000

(2) METHOD 4: WBS Method

Activity Cost Estimate				
WB1	Activity Start date : Feb 20, 2023		Activity End date: March 13, 2023	
	Description: Planning			
Detailed Description	1.1. Define project scope and objectives. 1.2. Identify stakeholders and project team members. 1.3. Develop a project plan and timeline. 1.4. Set project milestones and deliverables. 1.5. Estimate project budget. 1.6. Identify potential risks and develop a risk management plan.			
	Human Resources	Cost Per Hour	Hours	Total
	Project Manager	20	189	3780
	Architect	15	70	1050
	Stakeholders	NA	NA	NA
	Total			4830
WB2	Activity Start date : March 13, 2023		Activity End date: March 25, 2023	
	Description: 2. Analysis and Design			
Detailed Description	2.1. Conduct user needs analysis and define user interaction model. 2.2. Define user stories and use cases. 2.3. Develop wireframes and design prototypes. 2.4. Develop user interface (UI) and user experience (UX) design.			
	Human Resources	Cost Per Hour	Hours	Total
	UI/UX Designer	18	96	1728
	Business Analyst	16	50	800
	Project Manager	20	54	1080
	Software	Cost per year	Quantity	Total
	Designing tools - Figma, Jira	1525	1	1525
	Total			5133

WB3	Activity Start date : March 25, 2023		Activity End date: May 3, 2023	
	Description: Development			
Detailed Description	3.1. Set up a development environment and tools. 3.2. Develop the website's front-end using HTML, CSS, and JavaScript. 3.3. Develop the website's back-end using a programming language like PHP or Python. 3.4. Develop the website's database and integrate it with the back-end. 3.5. Implement user authentication and authorization functionality. 3.6. Develop features and functionalities based on the user stories and use cases. 3.7. Conduct unit testing and integration testing			
	Project Personnel	Cost Per Hour	Hours	Total
	UI Developer	18	240	4320
	Developers	19	240	4560
	Project Manager	20	150	3000
	Software	Cost/unit	Quantity	Total
	Development tools	750	1	750
	Hardware	Cost	Quantity	Total
	Server	2500	1	2500
	Storage devices	1500	1	1500
	Total			16630
WB4	Activity Start date : May 3, 2023		Activity End date: May 8, 2023	
	Description: Testing			
Detailed Description	4.1. Conduct functional testing to ensure all features and functionalities work as intended. 4.2. Conduct performance testing to ensure the website can handle a large number of users and traffic. 4.3. Conduct regression testing to ensure the website is user-friendly and easy to use. 4.4. Conduct security testing to ensure the website is secure and protected against cyber-attacks 4.5. Conduct accessibility testing to ensure the website is accessible to all users, including those with disabilities.			
	Project Personnel	Cost Per Hour	Hours	Total
	Tester/QA	13	25	325
	Software	Cost	Quantity	Total
	Testing tools	500	1	500
	Total			825

Cost Estimation – Krishna:**Method 1: ANALOGOUS ESTIMATE OF EFFORT OR COST**

Previous Similar Project	Previous Project Effort (Column 2)	Multiplier defining complexity of current project. (Column 3)	Current Project Estimate (Column 2 * Column 3)
Student Connect website. (Planning, Design, Front-End Development, Back-End Development, Testing, Deployment, Maintenance)	9 Work-Weeks to build the website and host it on a server. Cost = \$3200	2.2 (Our website has twice the functional features to develop. we are expecting heavy traffic and plan to host on multiple servers. So, Integration and deployment will be complex as different servers needs to be configured. There is no seperate front-end and back end development. Requires experienced developers to handle both and create a robust website.)	9 work weeks * 2.2 = 20 Work-Weeks 2.2 * 3200 = \$7000

Note: Effort is Size of effort and unit of estimation is Workhours or Work-Days and Work-Months.

Method 2: PARAMETRIC METHOD**Parametric Estimate**

Unit of Measure (Metric = cost per student) Column 1	Size of Current Project (Number of students) Column 2	Parametric Project Estimate (Column 1 * Column 2)
Planning (\$300)	3 (PM, PO, BA)	\$900
Analysis and Design (\$500)	2 UI/UX designers	\$1000
Development (\$900)	3 developers	\$2700
Testing (\$600)	2 testers	\$1200
Deployment (\$400)	1 DevOps	\$400
Maintenance (\$500)	1 Student	\$500
Total	12 students	\$6700

Cost Estimation – Zhang

Method 1: ANALOGOUS ESTIMATE OF EFFORT OR COST

Previous Similar Project	Previous Project Effort (Column 2)	Multiplier defining complexity of current project (Column 3)	Current Project Estimate (Column 2 * Column 3)
Website design: \$3,000 Website development: \$5,000 Content creation: \$3,000 Hosting: \$800 per year Maintenance: \$300 per month Marketing: \$3,000	6 months to build a online class website \$16200	1.5 The student connect website require more features and functions than an online class website, such as social networking features, user profiles, messaging, and discussion forums. These features could require more development and testing time, as well as additional design and content creation.	\$24300

Method 2: PARAMETRIC METHOD

Parametric Estimate

Unit of Measure (Metric = cost per student) Column 1	Size of Current Project (number of students) Column 2	Parametric Project Estimate (Column 1 * Column 2)
Website design: \$5,000	1	\$5000
Website development: \$10,000	1	\$10000
Content creation: \$3,000	1	\$3000
Hosting: \$1,000 per year	6 months	\$500
Maintenance: \$500 per month	6 months	\$3000
Marketing: \$5,000	1	\$5000
Total		\$26500

Cost Estimation – Shobhak

Approach 1: Analogous Estimating Assumptions and Constraints:

- The Student Connect website project is similar in scope and complexity to the My University website project, which was completed last year.
- The My University website project was completed in 6 months with a budget of \$200,000.
- The Student Connect website project will require more customization and integration with existing university systems, leading to a 25% increase in effort and cost.
- The cost of software licenses and hosting for the Student Connect website will be \$30,000.

Estimate:

Based on the assumptions and constraints above, the estimated cost of the Student Connect website project using Analogous Estimating is:

Cost of My University website project: \$200,000 Adjustment for project differences: 25% increase Adjusted cost: \$250,000

Additional cost for software licenses and hosting: \$30,000

Total estimated cost for Student Connect website project: \$280,000

Approach 2: Work Breakdown Structure (WBS) Estimating Assumptions and Constraints:

- The Student Connect website project will be divided into the following work packages and tasks, which are based on industry best practices and similar projects:
 - Requirements gathering
 - Design and prototyping
 - Development and testing
 - Deployment and launch
- Each work package and task has been estimated by the project team based on their experience and expertise.
- The cost of labor for each work package and task is \$100 per hour.

Estimate:

Based on the assumptions and constraints above, the estimated cost of the Student Connect website project using WBS Estimating is:

Work Package 1: Requirements gathering.

Task 1.1: Conduct stakeholder interviews and surveys (20 hours) Task 1.2: Analyze requirements and define use cases (40 hours) Total estimated cost for Work Package 1: \$6,000

Work Package 2: Design and prototyping

Task 2.1: Develop wireframes and mockups (40 hours) Task 2.2: Create high-fidelity designs (80 hours)

Total estimated cost for Work Package 2: \$12,000

Work Package 3: Development and testing

Task 3.1: Develop frontend and backend functionality (200 hours) Task 3.2: Conduct unit and integration testing (80 hours)

Task 3.3: Perform system and acceptance testing (120 hours) Total estimated cost for Work Package 3: \$40,000

Work Package 4: Deployment and launch

Task 4.1: Configure servers and deploy website (40 hours)

Cost Estimation – Ujwal

1. Analogous Estimation Method for the Student Connect Website:

The analogous estimation method involves using historical data from previous similar projects to estimate the cost of the current project. We will use the data from a previous project and adjust it based on the complexity of the current project, as defined by a multiplier.

#	Previous Similar Project	Previous Project Effort (Column 2)	Multiplier Defining Complexity of Current Project (Column 3)	Current Project Estimate (Column 2 * Column 3)
1	Planning	\$1,500	1.0	\$1,500
2	Design	\$2,500	1.2	\$3,000
3	Front-End Development	\$2,000	1.1	\$2,200
4	Back-End Development	\$3,000	0.9	\$2,700
5	Testing	\$1,500	1.3	\$1,950
6	Deployment	\$1,000	1.2	\$1,200
7	Maintenance	\$1,500	1.0	\$1,500

Total Estimated Cost:

\$14,050

This table presents the different phases of a previous similar project with their respective effort and complexity multiplier. By multiplying the previous project effort by the complexity multiplier, we obtain an estimate for the current project, the total estimated cost is \$14,050

2. Three-point estimate method:

Three-Point Estimation Method for the Student Connect Website:

#	WBS Item	Pessimistic Estimate (P)	Likely Estimate (L)	Optimistic Estimate (O)	Expected Duration $(P + 4L + O) / 6$
1	Planning	\$2,000	\$1,500	\$1,000	\$1,500
2	Design	\$4,000	\$2,500	\$1,500	\$2,500
3	Front-End Development	\$3,500	\$2,000	\$1,000	\$2,100
4	Back-End Development	\$4,500	\$3,000	\$1,500	\$2,850
5	Testing	\$2,500	\$1,500	\$1,000	\$1,500
6	Deployment	\$1,500	\$1,000	\$500	\$1,000
7	Maintenance	\$2,500	\$1,500	\$1,000	\$1,500

Total Expected Cost:

\$12,850

To increase confidence in the budget, you can add one or two standard deviations to the mean:

- Add One Standard Deviation to Mean: $(P - O) / 6$
- Add Two Standard Deviations to Mean: $2 * (P - O) / 6$

COST ESTIMATION: Comparing all the above estimates with the real time value, the cost estimate would be around **\$30000 dollars** considering the features which has to build in the website, and also considering the real time handling of the project along with the maintenance and support.

7. IDENTIFY STAKEHOLD AND THE STAKEHOLDER REGISTER:

Stakeholder	Interest
Sarah Thompson	University Administrator – PROJECT SPONSOR
John Anderson	Faculty Advisor
Emily Garcia	Student Government Rep.
Michael Johnson	IT Support Staff
Karen Lee	Diversity Coordinator
Peter Smith	Librarian
Isabella Martinez	Student Ambassador
Daniel Brown	Campus IT Security
Riya Joseph	Student Council Admistartor – Project Champion

Stakeholder	Stakeholder Rank	Role	Goal
Sarah Thompson	High	University Administrator	Ensuring a secure, productive platform for students
John Anderson	Medium	Faculty Advisor	Facilitating interdisciplinary collaborations
Emily Garcia	High	Student Government Rep.	Representing student interests and needs
Michael Johnson	Low	IT Support Staff	Providing technical assistance for the platform
Karen Lee	Medium	Diversity Coordinator	Promoting diversity and inclusivity on the platform
Peter Smith	Low	Librarian	Assisting with research and resource curation
Isabella Martinez	Medium	Student Ambassador	Encouraging student engagement and adoption
Daniel Brown	Low	Campus IT Security	Ensuring online safety and code of conduct
Riya Joseph	High	Student Council Administrator	Responsible for communicating with the project team for student needs

8. COMMUNICATION PLAN:

Message	Description	Audience	Method	Frequency	Sender
Project Kickoff Meeting	To introduce the project team, review the Project charter, discuss project goals and objectives, and establish expectations	Project team members Project sponsors stakeholders	In-person meeting or video conference call	Once (Start of the project)	Project Manager
Concept and Planning Update	Discuss project scope, timeline, budget, and risks	Project Manager, Project Sponsors, Development Team, Student Administrative Council, University Administrators	Virtual Meeting (Zoom, Teams)	Weekly	Project Manager
Design and Prototyping Update	Provide an update on the design and prototyping progress	Project Manager, Development Team, Student Administrative Council	Virtual Meeting (Zoom, Teams)	Bi-Weekly	Project Manager
Development Update	Provide an update on the development progress, including any potential risks or roadblocks	Project Manager, Development Team, Student Administrative Council	Virtual Meeting (Zoom, Teams)	Weekly	Project Manager
Risk Management Update	Discuss identified risks and any necessary risk mitigation strategies	Project Manager, Development Team, Student Administrative Council	Email, Virtual Meeting (Zoom, Teams)	Weekly	Project Manager
Integration and Testing Update	Provide an update on the integration and testing progress	Project Manager, Development Team, Student, QA team	Virtual Meeting (Zoom, Teams)	Weekly	Project Manager

Deployment and Launch Update	Provide an update on the deployment and launch progress, including any post-launch actions	Project Manager, Development Team, Student Administrative Council	Virtual Meeting (Zoom, Teams)	Weekly	Project Manager
Marketing and Outreach Update	Provide an update on the marketing and outreach progress, including any planned or executed activities	Project Manager, Student Administrative Council, University Administrators	Email, Virtual Meeting (Zoom, Teams)	Bi-Weekly	Project Manager
User Feedback and Improvement Update	Discuss user feedback and plans for improvement	Project Manager, Development Team, Student Administrative Council, University Administrators, Quality Assurance Analyst	Virtual Meeting (Zoom, Teams)	Monthly	Project Manager
Project Budget Update	Provide an update on the project budget and expenses	Project Manager, Project Sponsors, Student Administrative Council	Email	Monthly	Project Manager
Request for User Testing	If user testing is required, a request will be sent to the Quality Assurance Analyst	Project Manager, Development Team, Student Administrative Council, QA team	Email	As needed	
Request for Additional Resources	If additional resources are needed, a request will be sent to the Project Sponsors	Project Manager, Development Team, Student Administrative Council,	Email	As needed	

		University Administrators			
Dry Run	Meeting on site to go through all aspects of the party	Student Administrative Council	Email	Once	Project Champion
Project Completion Meeting	Administrative Closure	Project Team	Email	Once	Project Manager

9. HR TEMPLATES:

9.1. Roles and Responsibilities

a. Website Manager

- Oversee overall website operations,
- Coordinate with the development team for website updates and maintenance
- Monitor website performance and user experience.

b. Content Manager

- Curate and create engaging and informative content for the website, including blog posts, resources, and news updates.
- Coordinate with subject matter experts and guest contributors
- Ensure content quality and consistency.

c. Tutor Coordinator

- Recruit, onboard, and manage tutors.
- Oversee tutor-student matching process.
- Ensure the quality of tutoring services provided.

d. Marketing and Outreach Coordinator

- Develop and implement marketing strategies to increase website visibility and user base.
- Maintain social media presence and engage with users Organize workshops, webinars, and other community events.

e. Customer Support Specialist

- Address user inquiries, concerns, and feedback
- Provide technical assistance to users.
- Ensure a positive user experience.

9.2. Staff Acquisition

- Develop clear and detailed job descriptions for each role.
- Advertise job openings through relevant channels (job boards, social media, industry networks, etc).
- Screen and shortlist candidates based on qualifications and experience
- Conduct interviews to evaluate candidates' skills and cultural fit
- Offer competitive compensation packages to attract and retain top talent.

9.3 Staff Release

- a. Establish a clear performance review process to identify underperforming staff members
- b. Offer support and resources for improvement
- c. If performance does not improve, initiate a transparent and fair termination process.
- d. Help released staff in finding new opportunities, if applicable

9.4. Training

- a. Implement a comprehensive onboarding program hires.
- b. Offer ongoing professional development opportunities, such as workshops, seminars, and courses.
- c. Encourage staff to attend industry conferences and events to stay current on trends and best practices.
- d. Provide opportunities for cross- functional training to promote skill development and collaboration.

9.5.Performance Reviews

- a. Conduct regular performance evaluations to assess staff performance and identify areas for improvement
- b. Offer constructive feedback and guidance to help staff grow and develop.
- c. Recognize and reward outstanding performance through promotions, bonuses, or other incentives.
- d. Develop individualized performance improvement plans for staff members who are not meeting expectations.

9.6.Regulation and Policy Compliance

- a. Ensure compliance with all relevant labor laws and regulations
- b. Develop and enforce workplace policies, such as anti-discrimination, harassment, and equal opportunity.
- c. Maintain updated employee records and for new online documentation.
- d. Stay informed about changes to labor laws and regulations and adjust policies and procedures accordingly.

10. RISK MANAGEMENT PLAN

10.1 RISK IDENTIFICATION:

Message	Description	Audience	Method	Frequency	Sender
Project Kickoff Meeting	To introduce the project team, review the Project charter, discuss project goals and objectives, and establish expectations	Project team members Project sponsors stakeholders	In-person meeting or video conference call	Once (Start of the project)	Project Manager
Concept and Planning Update	Discuss project scope, timeline, budget, and risks	Project Manager, Project Sponsors, Development Team, Student Administrative Council, University Administrators	Virtual Meeting (Zoom, Teams)	Weekly	Project Manager
Design and Prototyping Update	Provide an update on the design and prototyping progress	Project Manager, Development Team, Student Administrative Council	Virtual Meeting (Zoom, Teams)	Bi-Weekly	Project Manager
Development Update	Provide an update on the development progress, including any potential risks or roadblocks	Project Manager, Development Team, Student Administrative Council	Virtual Meeting (Zoom, Teams)	Weekly	Project Manager
Risk Management Update	Discuss identified risks and any necessary risk mitigation strategies	Project Manager, Development Team, Student Administrative Council	Email, Virtual Meeting (Zoom, Teams)	Weekly	Project Manager
Integration and Testing Update	Provide an update on the integration and testing progress	Project Manager, Development Team, Student, QA team	Virtual Meeting (Zoom, Teams)	Weekly	Project Manager

Deployment and Launch Update	Provide an update on the deployment and launch progress, including any post-launch actions	Project Manager, Development Team, Student Administrative Council	Virtual Meeting (Zoom, Teams)	Weekly	Project Manager
Marketing and Outreach Update	Provide an update on the marketing and outreach progress, including any planned or executed activities	Project Manager, Student Administrative Council, University Administrators	Email, Virtual Meeting (Zoom, Teams)	Bi-Weekly	Project Manager
User Feedback and Improvement Update	Discuss user feedback and plans for improvement	Project Manager, Development Team, Student Administrative Council, University Administrators, Quality Assurance Analyst	Virtual Meeting (Zoom, Teams)	Monthly	Project Manager
Project Budget Update	Provide an update on the project budget and expenses	Project Manager, Project Sponsors, Student Administrative Council	Email	Monthly	Project Manager
Request for User Testing	If user testing is required, a request will be sent to the Quality Assurance Analyst	Project Manager, Development Team, Student Administrative Council, QA team	Email	As needed	
Request for Additional Resources	If additional resources are needed, a request will be sent to the Project Sponsors	Project Manager, Development Team, Student Administrative Council, University Administrators	Email	As needed	

Dry Run	Meeting on site to go through all aspects of the party	Student Administrative Council	Email	Once	Project Champion
Project Completion Meeting	Administrative Closure	Project Team	Email	Once	Project Manager

10.2 RANKING THE BAD RISKS:

1 ----- ----- 0 Probability	High		4,9,11,13	6
	Medium		1	2,5
	Low		10	3,7,8,12
		Low	Medium	High
		1. Impact ----- ----- 1		

10.3 QUANTIFICATION

Risk Id	Risk	Probability of Occurrence	Impact
1	Lack of Traffic	High	High
2	User Abandonment	High	Medium
3	Poor Performance	High	Medium
4	Poor User Experience	High	Medium

5	Inappropriate User-Generated Content	High	Medium
6	Server Downtime	Medium	High
7	Security Breach	Medium	High
8	Technical Failure	Medium	Medium
9	Inadequate Funding	Low	High
10	Legal Issues	Low	High
11	Loss of Data	Low	High
12	Intellectual Property Infringement	Low	High
13	Content Duplication	Low	Medium

10.4 POSSIBLE RISK RESPONSE (Mitigation steps) :

Risk Name	Probability H/M/L	Impact (use H/M/L)				Score H/M/L	Explain Risk Response (Indicate – Transfer/Mitigate/Prevent/Ignore).
		Scope	Quality	Schedule	Cost		
Lack of Traffic	H	H	M	H	M	H	Mitigate
User Abandonment	H	M	M	H	M	M	Mitigate
Poor Performance	H	M	H	H	H	H	Mitigate
Poor User Experience	H	M	H	H	H	H	Mitigate
Inappropriate User-Generated Content	H	M	H	M	L	M	Prevent
Server Downtime	M	H	H	M	H	H	Mitigate
Security Breach	M	H	H	M	H	H	Prevent
Technical Failure	M	M	M	H	H	M	Mitigate
Inadequate Funding	L	H	M	H	H	H	Transfer
Legal Issues	L	H	H	H	H	H	Transfer
Loss of Data	L	H	H	H	H	H	Prevent
Intellectual Property Infringement	L	H	H	H	H	H	Prevent
Content Duplication	L	M	M	M	L	M	Ignore

10.5 RISK CONTINGENCY PLAN:

Risk Name	Rating after Risk Response	Contingency Steps should the risk materialize
Lack of Traffic	H	Increase marketing efforts and advertising campaigns to attract more traffic to the platform
User Abandonment	H	Conduct user surveys to identify pain points and implement changes to improve user experience
Poor Performance	H	Invest in performance testing and optimization to improve the platform's speed and responsiveness
Poor User Experience	H	Conduct user experience testing and make necessary improvements to the platform's design and functionality
Inappropriate User-Generated Content	H	Implement content moderation tools and policies to prevent inappropriate content from being published
Server Downtime	M	Have backup servers in place and regularly test disaster recovery protocols to minimize downtime
Security Breach	M	Implement robust security measures such as two-factor authentication, encryption, and regular security audits
Technical Failure	M	Have a support team in place to quickly address technical issues and implement redundancy measures for critical systems
Inadequate Funding	L	Secure additional funding through investors, crowdfunding, or other means to ensure continued operations
Legal Issues	L	Consult with legal experts to ensure compliance with laws and regulations, and be prepared to take legal action if necessary
Loss of Data	L	Implement regular data backups and disaster recovery protocols to minimize data loss in the event of an outage or failure

Intellectual Property Infringement	L	Monitor and protect the platform's intellectual property, and be prepared to take legal action against infringing parties
Content Duplication	L	To avoid content duplication, focus on creating unique and high-quality content. Use plagiarism checker tools to ensure that your content is original.

10.6 TRIGGER IDENTIFICATION:

- **Content Duplication** - Plagiarism, copying content without permission, using duplicate content across different pages or sites.
- **Intellectual Property Infringement** - Using copyrighted materials without permission, trademark infringement, stealing trade secrets, patent infringement.
- **Loss of Data** - Data breaches, hacking, theft, system failure, accidental deletion or corruption, natural disasters, power outages
- **Legal Issues** - Violating regulations, non-compliance with laws or policies, facing lawsuits or legal action, contract disputes.
- **Inadequate Funding** - Insufficient budget, overspending, lack of investors or supporters, limited financial resources.
- **Technical Failure** - Hardware or software malfunctions, bugs, errors, compatibility issues, system crashes, network failures
- **Security Breach** - Cyberattacks, unauthorized access, data theft, hacking, phishing, social engineering, malware, ransomware.
- **Server Downtime** - Maintenance or upgrades, power outages, server overload, network issues, DDOS attacks, hardware failure
- **Inappropriate User-Generated Content** - Offensive or harmful comments or posts, hate speech, spam, inappropriate images or videos.
- **Poor User Experience** - Slow loading times, difficult navigation, unclear or confusing design, broken links, poor accessibility, lack of mobile optimization
- **Poor Performance** - Low search engine rankings, slow site speed, high bounce rates, low conversion rates, poor engagement metrics
- **User Abandonment** - Lack of user engagement, low retention rates, high churn, poor user satisfaction, ineffective marketing or promotion
- **Lack of Traffic** - Poor search engine optimization, low social media visibility, weak marketing efforts, lack of audience targeting, ineffective content promotion

10.7 RISK CONTROL:

- **Content Duplication:** Regularly scan the website's content using plagiarism detection tools. Encourage original content creation and educate content creators on the consequences of content duplication.
- **Intellectual Property Infringement:** Implement procedures to verify the ownership of all content and images used on the website. Monitor the website for unauthorized use of copyrighted material and respond to any infringement claims promptly.
- **Loss of Data:** Regularly back up all data, implement robust security measures to protect against data breaches, and have a disaster recovery plan in place.

- **Legal Issues:** Stay up-to-date with relevant laws and regulations, implement terms and conditions of use, and seek legal advice when necessary.
- **Inadequate Funding:** Monitor the budget and expenses closely, prioritize spending on critical functions, and seek additional funding sources when necessary.
- **Technical Failure:** Regularly test and maintain all technical systems, implement redundancy and backup solutions, and have a plan in place to address technical failures quickly.
- **Security Breach:** Implement robust security measures, monitor the website for potential threats, and have a response plan in place to address security breaches quickly.
- **Server Downtime:** Regularly monitor server performance, implement redundancy and backup solutions, and have a plan in place to address server downtime quickly.
- **Inappropriate User-Generated Content:** Implement strict content guidelines, monitor user-generated content closely, and have a response plan in place to address inappropriate content quickly.
- **Poor User Experience:** Regularly monitor user feedback and user experience metrics, implement user-centered design principles, and continually improve the website's usability and functionality.
- **Poor Performance:** Regularly monitor website performance metrics, implement performance optimization techniques, and have a plan in place to address poor performance quickly.
- **User Abandonment:** Regularly monitor user behavior metrics, implement user retention strategies, and continually improve the website's value proposition.
- **Lack of Traffic:** Implement effective SEO and marketing strategies, monitor website traffic metrics, and continually improve the website's visibility and reach.

10.8 SUMMARY OF ACTION PLANS FOR THE RISKS WE CHOSE TO MITIGATE

- **Content Duplication:**
 - Task: Conduct regular checks for duplicated content using plagiarism checker tools.
 - Duration/Effort estimate: Monthly check taking about 4 hours per month.
 - Responsible party: Content Manager
- **Intellectual Property Infringement:**
 - Task: Monitor the website content for any infringement of intellectual property rights.
 - Duration/Effort estimate: Monthly check taking about 2 hours per month.
 - Responsible party: Legal team
- **Loss of Data:**
 - **Task: Implement regular data backups and disaster recovery plans.**
 - **Duration/Effort estimate: Setting up and testing the backups and recovery plan can take about 10 hours.**
 - **Responsible party: IT team**
- **Legal Issues:**
 - Task: Ensure all website content adheres to copyright and intellectual property laws.
 - Duration/Effort estimate: Regular check taking about 2 hours per month.
 - Responsible party: Legal team
- **Technical Failure:**
 - Task: Conduct regular checks on the website's technical infrastructure to identify and address any technical issues proactively.
 - Duration/Effort estimate: Monthly check taking about 5 hours per month.
 - Responsible party: IT team

- **Server Downtime:**

- Task: Ensure a reliable hosting provider with a robust service level agreement (SLA).
- Duration/Effort estimate: Researching and selecting a reliable hosting provider can take about 20 hours.
- Responsible party: IT team