QUICKFIX

Section:
[SA3]

Instructor:
Rasha Alamri

Prepared by:

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Yara Alshehri	2113140

Introduction

Our project is an application that has been made to provide maintenance services for both laptops and PCs; we provided some new outstanding benefits in terms of service availability and flexibility, where it serves 24 hours every day of the week and offers multiple services such as a maintenance truck that would locate to customers anytime anywhere, as well as, providing online accessed courses that teach device maintenance for people that wish to learn, and last but not least, accepts requests.

Table of Contents

Business Case 4
Introduction....4
Business Objective....4
Current Situation and Problem/Opportunity Statement 4
Critical Assumption and Constraints 4
Analysis of Option and Recommendation 4
Preliminary Project Requirements....5
Stakeholder Register 7
Stakeholder Management Strategy.... 8
Project Charter 10
Kick-off Meeting....12

Business Case

Introduction

Our project is an application that has been made to provide maintenance services for both laptops and PCs; we provided some new outstanding benefits in terms of service availability and flexibility, where it serves 24 hours every day of the week and offers multiple services such as a maintenance truck that would locate to customers anytime anywhere, as well as, providing online accessed courses that teach device maintenance for people that wish to learn, and last but not least, accepts requests.

Business Objective

The strategic goal of "QuickFix" is to facilitate the maintenance process for users and educate them in this field so that they are aware of the type of device failure they face.

Current Situation and Problem/Opportunity Statement

There are mobile cars for repairing mobile devices and tablets, but there is no or there is a shortage in the maintenance of computers or laptops through a mobile car.

Critical Assumption and Constraints

Devices must be compatible with all services and updates and provide technical support.
The existence of a assurance system that protects clients' property and the confidentiality of their data

Analysis of Option and Recommendation

1- Some problems are very simple that it doesn't require either an online video call or ordering the truck to the users' location, so the users considered a better and faster or in better wording a time saving service for tiny simple issues, like" setting up a newly bought computer" or "connecting a Bluetooth device to a computer".

2- The users required something that would keep them updated and informed about their device's status when it is in the fixing process, not them just handing the device and receiving it with no updates.

Recommendation:

1. Implementing an on-call service for phones, to save users' tight/limited timing.
2. Implementing a status tracking mechanism to keep users updated about their device's condition.

Preliminary Project Requirements

3. The system must allow the user to submit feedback through a contact form in the app.
4. The app must require users to enter a password to access their accounts.
5. Users should be able to enter their credit card information at the order confirmation.
6. The user should be able to choose the payment process that suits them.
7. The user should be able to choose the language of the application.
8. The user shall be able to cancel the reservation.
9. The user shall be able to modify the home location saved in the application.
10. The system must allow users to reset their password.
11. The user must be able to retrieve their accounts in case of hacking through their email/phone number.
12. The possibility of tracking the request to the user.
13. The system must send a confirmation email whenever an order is placed.
14. The customer must show the status of the order along with the expected date of delivery.
15. The users shall be able to access maintenance educational lessons if they wish to.
16. The user should have a profile page on the mobile application, and they can edit their information, which includes the password, e-mail address and phone number.
17. The user must be provided with an assurance over the maintenance of their device got.
18. Drivers who are registered in the application must always be provided with repairing equipment to fulfill the maintenance requests.

Budget Estimate and Financial Analysis

The initial estimation of costs for the project is $100,000, which is based on the project manager working 15 hours per week for ten months, and 35 hours per week for the rest of the internal employees. The customer representatives will not be paid for their help. To cover costs, the staff project manager's hourly rate is $50, which includes some hours usually billed to clients. In addition, the estimate includes $10,000 for purchasing software and services from suppliers. Following completion of the project, yearly maintenance costs of $40,000 will be required to update information and coordinate the Ask the Expert feature and online articles. The anticipated benefits of the project are a decrease in the time consultants spend researching project management information, tools, and templates, as well as a small increase in profits due to new business generated by the project. For instance, if 400 consultants each saved 40 hours a year (less than one hour per week) and could bill that time to projects that generate a conservative estimate of $10 per hour in profits, the projected benefit would be $120,000 per year.

Schedule Estimate

The sponsor has expressed a strong preference for the project to be completed within the next ten months, with the expectation that the project timeline can be adjusted slightly if necessary. It is important to note that the longevity of the new system is also a key consideration, as it is assumed that the system will be functional for a minimum of three years. This highlights the need to carefully balance the time and resources invested in the project to ensure that the resulting system is not only delivered within the desired timeframe, but also designed and implemented with a long-term view in mind. As such, it will be important to maintain a focus on both short-term goals and long-term outcomes throughout the project.

Potential Risks

The risks of the project are the lack of much interest in the idea, and there the loss will be more than the profit, and among the risks in computer spare parts and gasoline, which causes a budget mess.

Exhibits

Financial Analysis for QuickFix

Discount rate	7.00%									
Assume the project is completed in Year 0			Year							
	0	1	2	3	Total					
Costs	200,000	100,000	100,000	100,000						
Discount factor	1.00	0.93	0.87	0.82						
Discounted costs	**200,000**	**93,000**	**87,000**	**82,000**	**462,000**					
Benefits	100,000	150,000	200,000	250,000						
Discount factor	1.00	0.93	0.87	0.82						
Discounted benefits	**100000**	**139,500**	**174,000**	**205,000**	**618,500**					
Discounted benefits - costs	(100,000)	46,500	87,000	123,000	**156,500**	← **NPV**				
Cumulative benefits - costs	(100,000)	(53,500)	33,500	156,500						
			↑							
ROI →	**34%**									
	Payback in Year 2									
Assumptions										
'Enter assumptions here										

Stakeholder Register

Prepared by: Danah Bawajeeh **Date: March 27,2023**

Name	Position	Internal/External	Project Role	Contact Information
Renad	Chief Executive Officer	Internal	Sponsor	Renad1@hotmail.com
Sama	Digital Marketing	Internal	Marketing specialist	Sama.r@hotmail.com
Fatima	Digital Marketing	Internal	Digital marketing project manager	Fatima34@hotmail.com
Raneem	developer	Internal	Backend Developer	RaneemA@hotmail.com
Reem	developer	Internal	Tester	Reem@hotmail.com
Ahmed	Developer	External	UX/UI developer	Ahmed.B@hotmail.com
Danah	Costumer service	Internal	Call center	Danah211@hotmail.com
Taif	Costumer service	Internal	Call center	Taif.A@hotmail.com
Rimas	Financial Analysist	Internal	Advisor	Rimas.H@hotmail.com
Radwan	Driver	Internal	Driver	Radwan.Ali@hotmail.com
Omar	Driver	Internal	Driver	Omar122@hotmail.com
Mohammed	Driver	Internal	Driver	Mohammed3@hotmail.com

Stakeholder Management Strategy

Name	Level of Interest	Level of Influence	Potential Management Strategies
Renad	High	High	Renad the sponsor who interacts with other leadership executives and monitor the overall performance. Renad can Implement changes and proposed plans and she is waiting for the final project to be out.
Sama	Low	High	Sama works in the digital marketing department as a marketing specialist, who helps the organization to reach the target customers and drive engagement with their brand. She provides a great value to the company and plays an essential role.
Fatima	High	High	works in the digital marketing department as a project manager. She creates marketing plans and manage it throughout the month / year. Also, she always keeps an eye on the industry trends in order to incorporate new ideas intothe company's marketing strategy.
Raneem	Mid	High	Huda is the developer 'Back-End Developer' who is responsible of creating and maintaining the back end of apps and websites , which is the component that the users don't interact with such as servers , APIs ,database , logic of the applications. Also she can

			create and maintain libraries of code that can be reused by other developers.
Reem	Low	High	Lama is a developer 'Tester' who is responsible for the testing process, she creates test cases and documentation. , runs the test according to some standards ,analyze the result and make very detailed reports.
Ahmed	High	High	Ahmed is the UX/UI Developer who is in charge of developing a user-friendly and attractive website and application.
Dana	High	High	Dana is the call center who is responsible for helping and answering users via text conversations.
Taif	Low	High	Dana is the call center who is responsible for helping and answering users via video and voice calls.
Rimas	High	High	Rimas is the financial analyst who analyze past financial data to spot trends and assess risks and gives investment recommendations and notice sales opportunities.
Radwan	Mid	High	Radwan is the driver of the truck where he goes to the location of users who request a service.
Omar	Low	High	Omar is the driver of the truck where he goes to the location of users who request a service.
Mohammed	High	High	Mohammed is the driver of the truck where he goes to the location of users who request a service.

Project Charter

Project Title: QUICKFIX

Project Start Date: 23/3/2023 **Projected Finish Date: 2/5/2023.**

Budget Information: For this project allocated $100,000. In the initial estimate the total number of hours per week is 50.

Project Manager: Taif Alharbi, 0566581830, **Taifalharbi@gmail.com**

Project Objectives:

Our project is an application that has been made to provide maintenance services for both laptops and PCs; we provided some new outstanding benefits in terms of service availability and flexibility, where it serves 24 hours every day of the week and offers multiple services such as a maintenance truck that would locate to customers anytime anywhere, as well as, providing online accessed courses that teach device maintenance for people that wish to learn, and last but not least, accepts requests.

Main Project Success Criteria:

- The project is completed on time. also, depends on how project successful the end of product and service are.
- The project meets corporate social responsibility needs.
- Divide tasks among team members so that each member is responsible for a specific task.

Approach:

- Develop the website using an iterative approach, soliciting a great deal of user feedback.
- To maintain the efficiency of project performance, it must be easy to use and have high assurance that is difficult to penetrate.

- To anticipate a great project performance, a list of current and future changes to the project must be recorded, as well as a review of current and potential future errors.
- find software to provide Service "Ask a for help."

Role	Name	Organization/ Position	Contact Information
Sponsor	**Renad**	Assurance Manager	Renad1@hotmail.com
Marketing specialist	**Sama**	Digital Marketing	Sama.r@hotmail.com
Digital marketing project manager	**Fatima**	Digital Marketing	Fatima34@hotmail.com
Backend Developer	**Raneem**	Developer	RaneemA@hotmail.com
Tester	**Reem**	Developer	Reem@hotmail.com
UX/UI developer	**Ahmed**	Developer	Ahmed.B@hotmail.com
Call center	**Danah**	Costumer service	Danah211@hotmail.com
Call center	**Taif**	Costumer service	Taif.A@hotmail.com
Advisor	**Rimas**	Financial Analysist	Rimas.H@hotmail.com
Driver	**Radwan**	Driver	Radwan.Ali@hotmail.com
Driver	**Omar**	Driver	Omar122@hotmail.com
Driver	**Mohammed**	Driver	Mohammed3@hotmail.com

Roles and Responsibilities

Sign-off: (Taif, Ramah, Rimas, Yara, Danah)

Comments:

"We need to prioritize the performance of the application so that we focus on being easy to use" – Taif Alharbi

Kick-off Meeting

Project name: QUICKFIX

Meeting Objective: First, we will welcome the members participating in the project Talk about future and important points for a successful project start.

Agenda:

- Introductions of attendees and welcomes of the members.
- Discuss the importance of the purpose of the project
- Background and overview of project.
- Review of project-related documents (i.e. business case, project charter)
- Discussion of project organizational structure
- Discussion of project scope, time, and cost goals
- Discussion of other important topics
- List of action items from meeting
- Build plan of project.

Action Item	Assigned To	Due Date
writing the web services and APIs	Raneem	25-4-2023
Gathering and evaluating user requirements, in collaboration with product managers.	Ahmed	23-4-2023
Ensuring resources are well allocated for successful project delivery.	Fatima	17-4-2023

Date and time of next meeting: Will meeting again on 29 April 2023

Scope Statement

Project Title: QuixFix
Date: 17/ 4 / 2023 **Prepared by:** Taif Alharbi

Project Justification:
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Product Characteristics and Requirements:

1. The system must allow the user to submit feedback through a contact form in the app.
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Summary of Project Deliverables
Project management-related deliverables: business case, charter, team contract, scope statement, WBS, schedule, cost baseline, status reports, final project presentation, final project report, lessons-learned report, and any other documents required to manage the project.

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

1. Survey : to help determine desired content and features for the application.
2. Design Documents: prototypes, and user interface designs that outline the user experience and overall look and feel of the application.
3. Articles : The application will include at least 10 useful articles about relevant topics in project management.
4. Test plan : how the application will be tested, who will do the testing, and how bugs will be reported.

Project Success Criteria:
The system must be useful. Our goal is to complete this project within one year for no more than $100,000. The project Sponsor Taif Alharbi, has emphasized the importance of the munity. We must also develop a method for capturing benefits both during and after the application's development and testing. If the project takes longer to complete or costs more than expected, the firm will still consider it a success. Also, in the event of a technical malfunction, an alert is sent to the user that there is a malfunction and it will take a period of time to fix the problem.

Work Breakdown Structure

Prepared by: Danah Bawajeeh, Rimas Alshehri **Date: April 4th, 2023**

1.0 Initiating
- 1.1 Define the project scope
- 1.2 Initiate knowledge area
- 1.3 Identify the stakeholders
- 1.4 Stakeholder interviews
- 1.5 Stakeholder registration
- 1.6 Workshop 1
- 1.7 Develop project charter
- 1.8 Workshop 2
- 1.9 Requirements finalized
- 1.10 Requirements document
- 1.11 Hold of Kick-off meeting

2.0 Planning
- 2.1 Develop a scope statement
  - 2.2.1 Collect requirement
  - 2.2.2 Define the scope
  - 2.2.3 Create WBS
- 2.2 Develop schedule plan
- 2.3 Define activities
- 2.4 Create Gantt chart
- 2.5 Determine budget
- 2.6 Plan project quality
- 2.7 Plan risk responses

3.0 Executing
- 3.1 Direct and manage project work
- 3.2 Website design completed
- 3.3 Project benefits measurement
  - 3.2.1 User input collected
  - 3.2.2 Articular completed
- 3.4 Templates and tools completed
- 3.5 User requests features completed
- 3.6 Website construction completed
  - 3.6.1 Website testing
  - 3.6.2 Website promotion

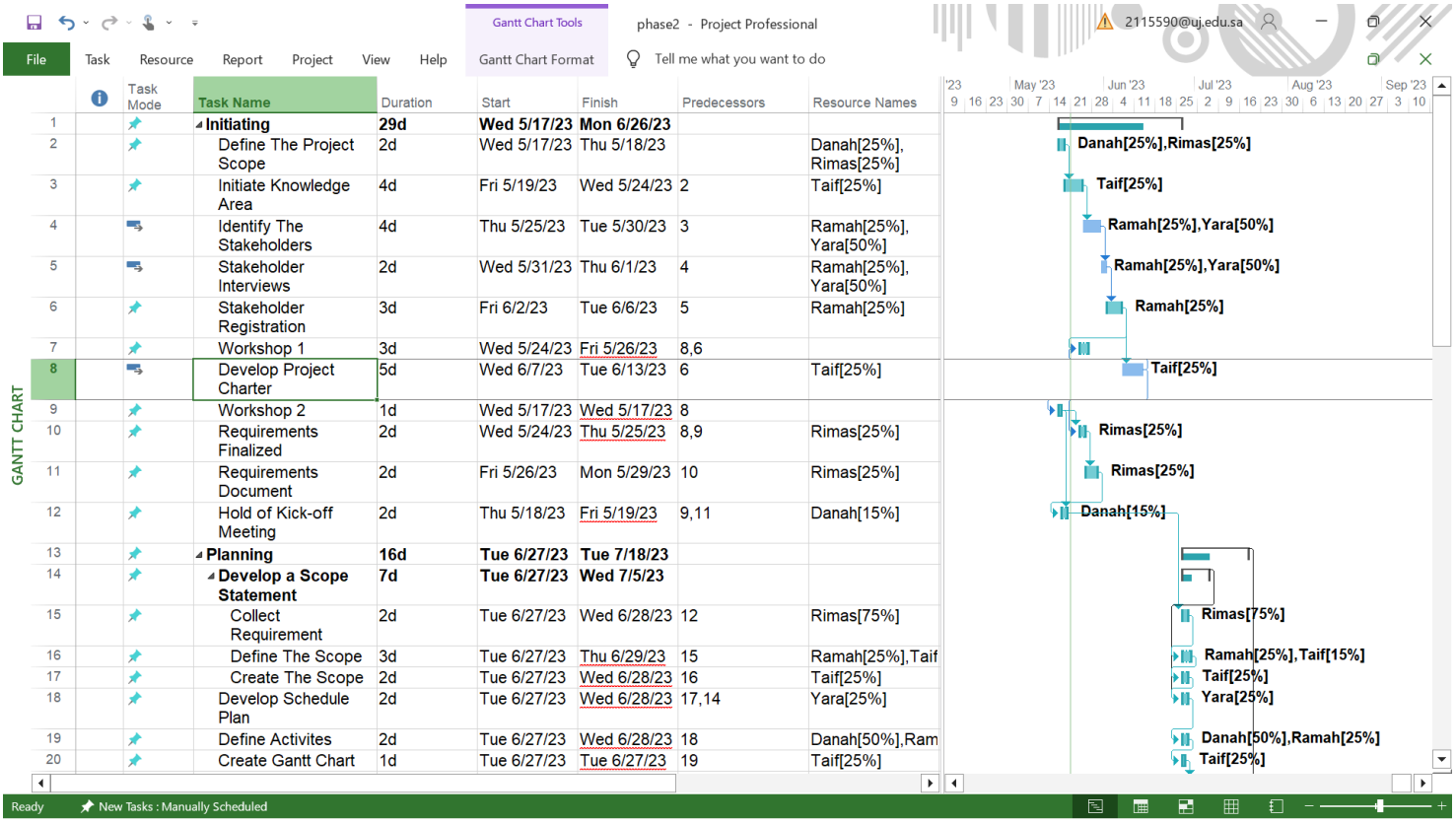
4.0 Monitoring and Controlling

- 4.1 Testing
  - 4.1.1 Perform integrated change control.
  - 4.1.2 Validate and control scope.
  - 4.1.3 Control Schedule
  - 4.1.4 Document Issues
  - 4.1.5 Monitor risk
- 4.2 Change request
- 4.3 Performance tracking
- 4.4 Performance reports

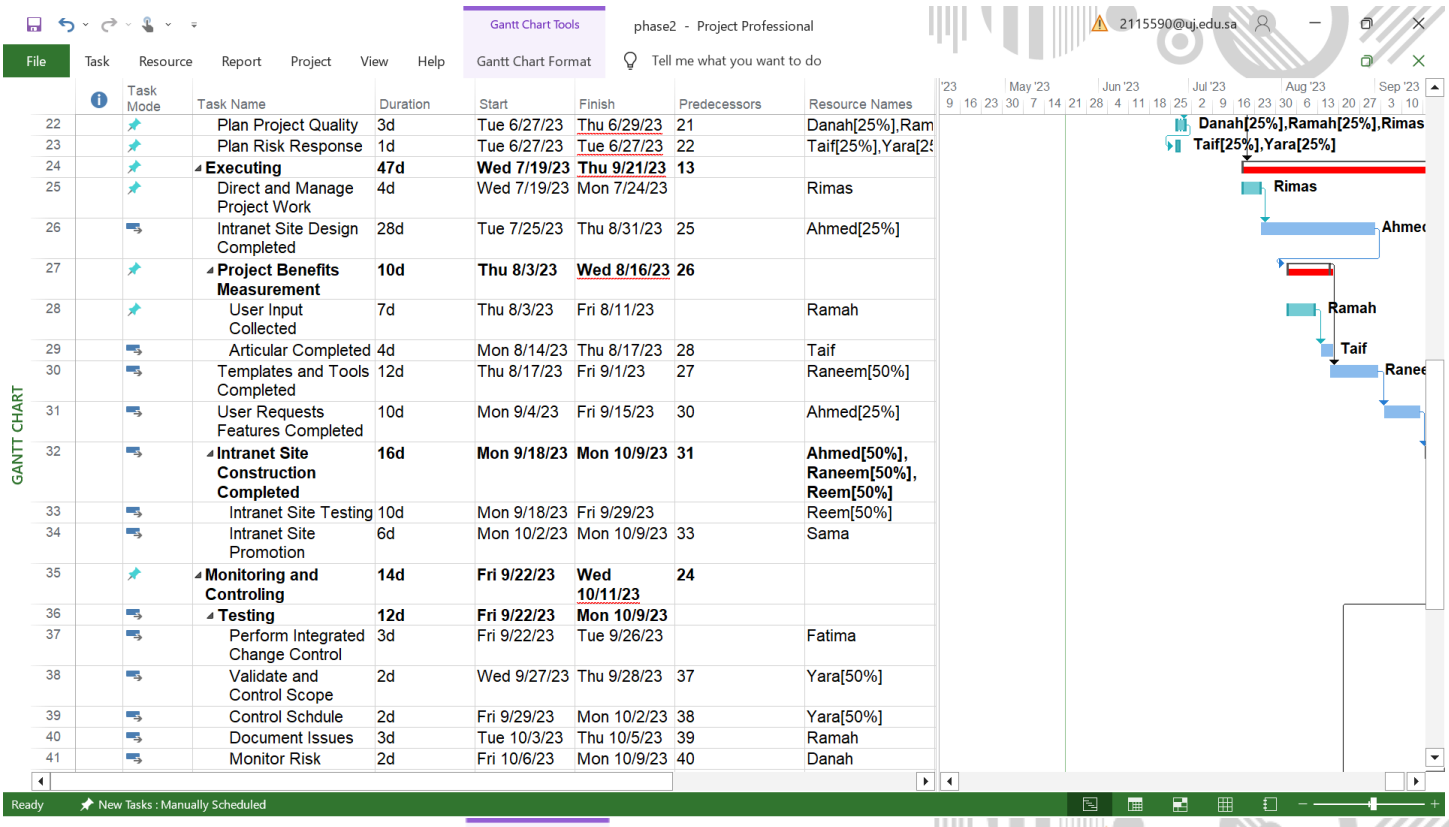
5.0 Closing

- 5.1 Deployment
  - 5.1.1 System Release
  - 5.1.2 System Maintenance
  - 5.1.3 System Evolution
- 5.2 Prepare final project report.
- 5.3 Gain stakeholder and customer acceptance
- 5.4 Customer training
- 5.5 Project close-out meeting
- 5.6 Close project

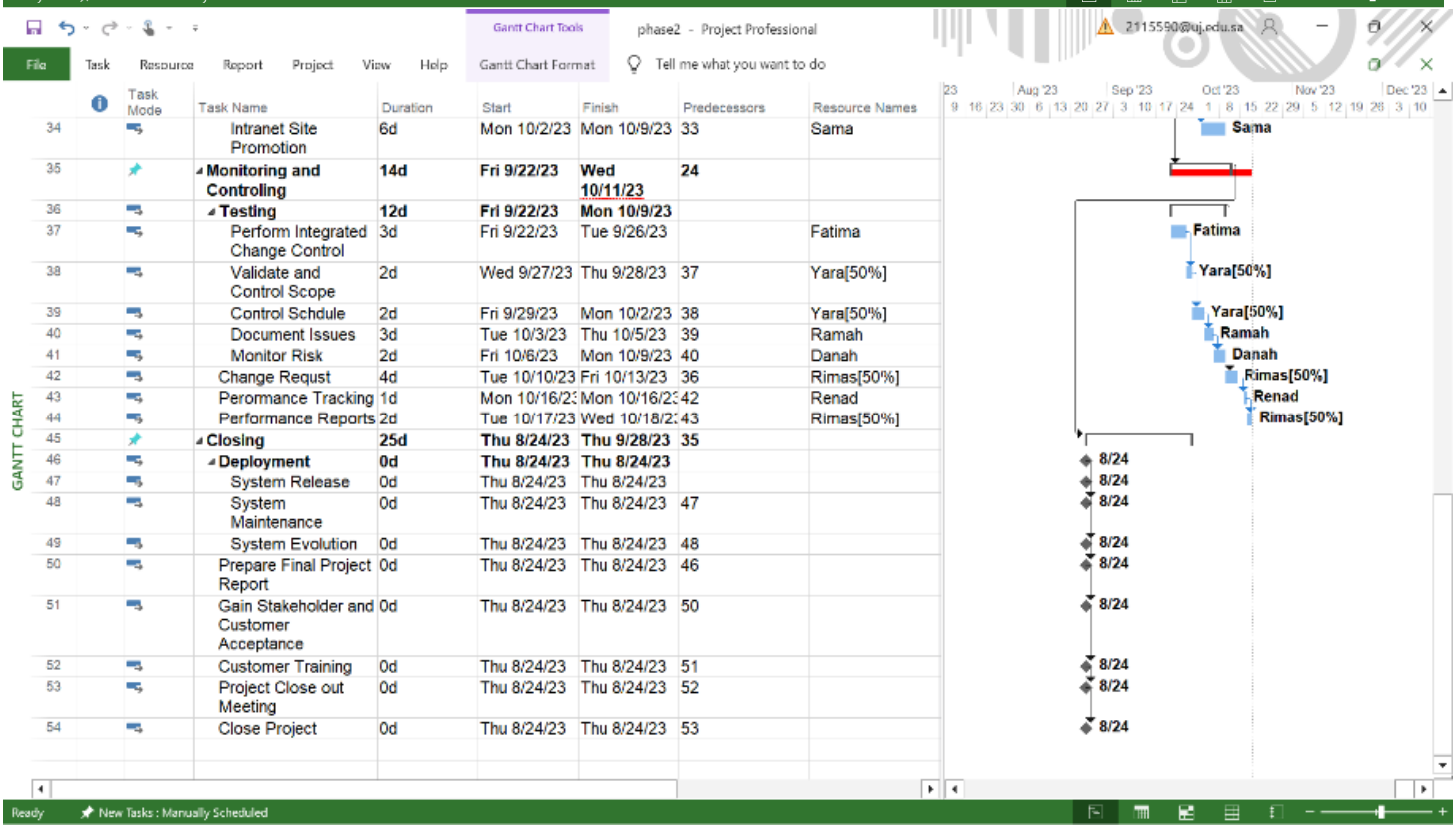
Gantt Chart



	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
1		**Initiating**	**29d**	**Wed 5/17/23**	**Mon 6/26/23**		
2		Define The Project Scope	2d	Wed 5/17/23	Thu 5/18/23		Danah[25%], Rimas[25%]
3		Initiate Knowledge Area	4d	Fri 5/19/23	Wed 5/24/23	2	Taif[25%]
4		Identify The Stakeholders	4d	Thu 5/25/23	Tue 5/30/23	3	Ramah[25%], Yara[50%]
5		Stakeholder Interviews	2d	Wed 5/31/23	Thu 6/1/23	4	Ramah[25%], Yara[50%]
6		Stakeholder Registration	3d	Fri 6/2/23	Tue 6/6/23	5	Ramah[25%]
7		Workshop 1	3d	Wed 5/24/23	Fri 5/26/23	8,6	
8		Develop Project Charter	5d	Wed 6/7/23	Tue 6/13/23	6	Taif[25%]
9		Workshop 2	1d	Wed 5/17/23	Wed 5/17/23	8	
10		Requirements Finalized	2d	Wed 5/24/23	Thu 5/25/23	8,9	Rimas[25%]
11		Requirements Document	2d	Fri 5/26/23	Mon 5/29/23	10	Rimas[25%]
12		Hold of Kick-off Meeting	2d	Thu 5/18/23	Fri 5/19/23	9,11	Danah[15%]
13		**Planning**	**16d**	**Tue 6/27/23**	**Tue 7/18/23**		
14		**Develop a Scope Statement**	**7d**	**Tue 6/27/23**	**Wed 7/5/23**		
15		Collect Requirement	2d	Tue 6/27/23	Wed 6/28/23	12	Rimas[75%]
16		Define The Scope	3d	Tue 6/27/23	Thu 6/29/23	15	Ramah[25%],Taif
17		Create The Scope	2d	Tue 6/27/23	Wed 6/28/23	16	Taif[25%]
18		Develop Schedule Plan	2d	Tue 6/27/23	Wed 6/28/23	17,14	Yara[25%]
19		Define Activites	2d	Tue 6/27/23	Wed 6/28/23	18	Danah[50%],Ram
20		Create Gantt Chart	1d	Tue 6/27/23	Tue 6/27/23	19	Taif[25%]



	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
22		Plan Project Quality	3d	Tue 6/27/23	Thu 6/29/23	21	Danah[25%],Ram
23		Plan Risk Response	1d	Tue 6/27/23	Tue 6/27/23	22	Taif[25%],Yara[2
24		**Executing**	**47d**	**Wed 7/19/23**	**Thu 9/21/23**	**13**	
25		Direct and Manage Project Work	4d	Wed 7/19/23	Mon 7/24/23		Rimas
26		Intranet Site Design Completed	28d	Tue 7/25/23	Thu 8/31/23	25	Ahmed[25%]
27		**Project Benefits Measurement**	**10d**	**Thu 8/3/23**	**Wed 8/16/23**	**26**	
28		User Input Collected	7d	Thu 8/3/23	Fri 8/11/23		Ramah
29		Articular Completed	4d	Mon 8/14/23	Thu 8/17/23	28	Taif
30		Templates and Tools Completed	12d	Thu 8/17/23	Fri 9/1/23	27	Raneem[50%]
31		User Requests Features Completed	10d	Mon 9/4/23	Fri 9/15/23	30	Ahmed[25%]
32		**Intranet Site Construction Completed**	**16d**	**Mon 9/18/23**	**Mon 10/9/23**	**31**	**Ahmed[50%], Raneem[50%], Reem[50%]**
33		Intranet Site Testing	10d	Mon 9/18/23	Fri 9/29/23		Reem[50%]
34		Intranet Site Promotion	6d	Mon 10/2/23	Mon 10/9/23	33	Sama
35		**Monitoring and Controling**	**14d**	**Fri 9/22/23**	**Wed 10/11/23**	**24**	
36		**Testing**	**12d**	**Fri 9/22/23**	**Mon 10/9/23**		
37		Perform Integrated Change Control	3d	Fri 9/22/23	Tue 9/26/23		Fatima
38		Validate and Control Scope	2d	Wed 9/27/23	Thu 9/28/23	37	Yara[50%]
39		Control Schdule	2d	Fri 9/29/23	Mon 10/2/23	38	Yara[50%]
40		Document Issues	3d	Tue 10/3/23	Thu 10/5/23	39	Ramah
41		Monitor Risk	2d	Fri 10/6/23	Mon 10/9/23	40	Danah



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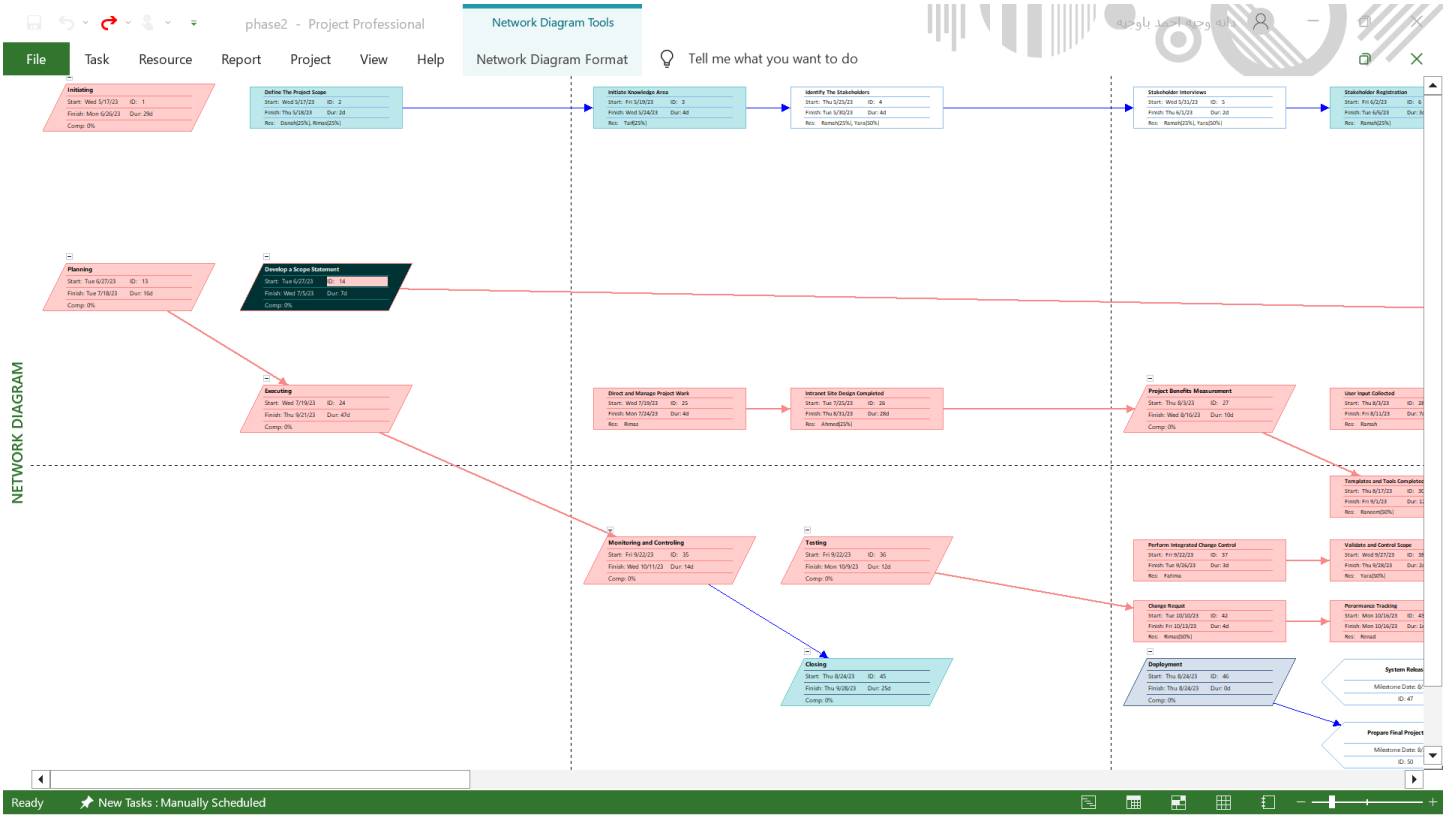
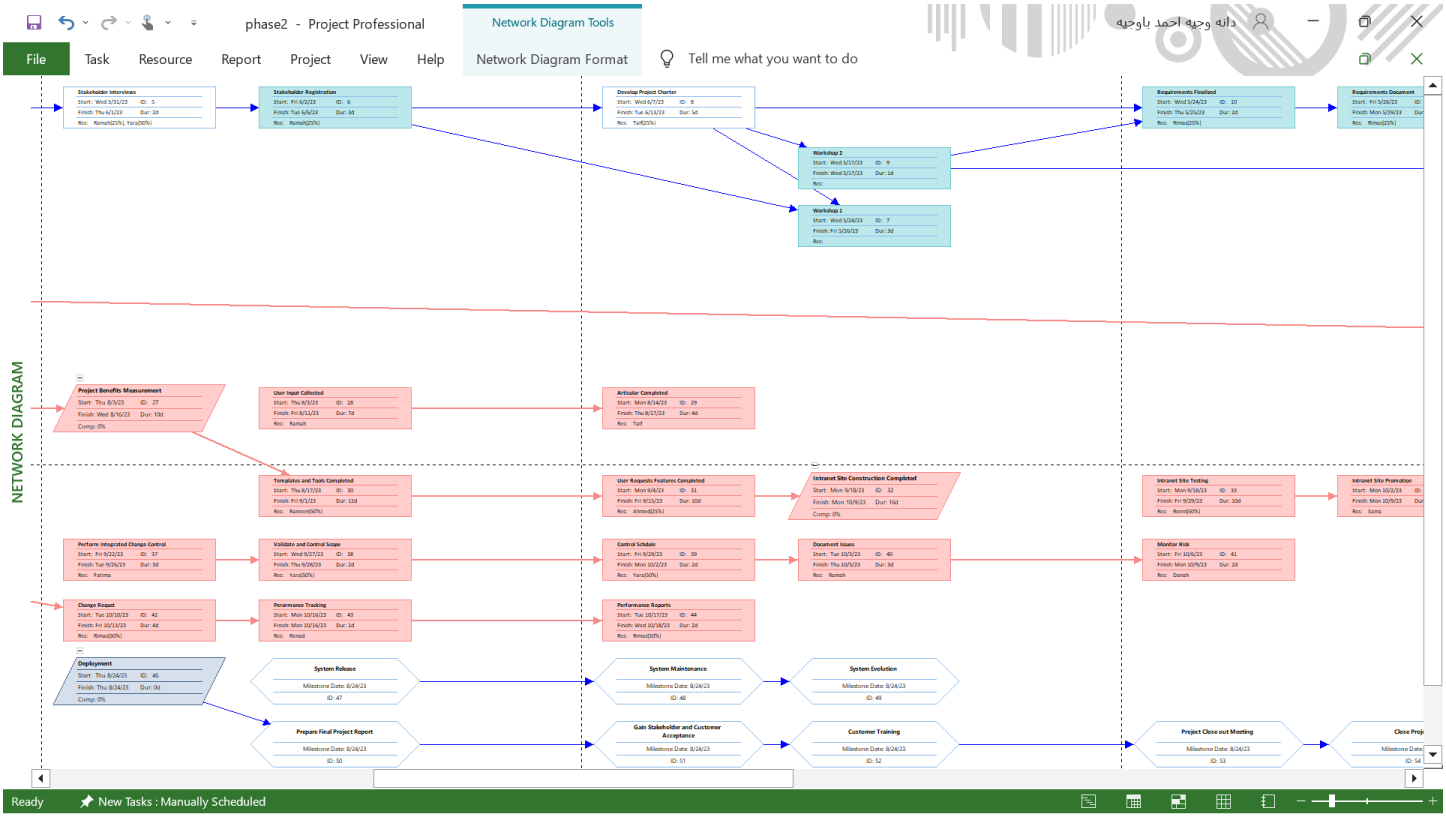
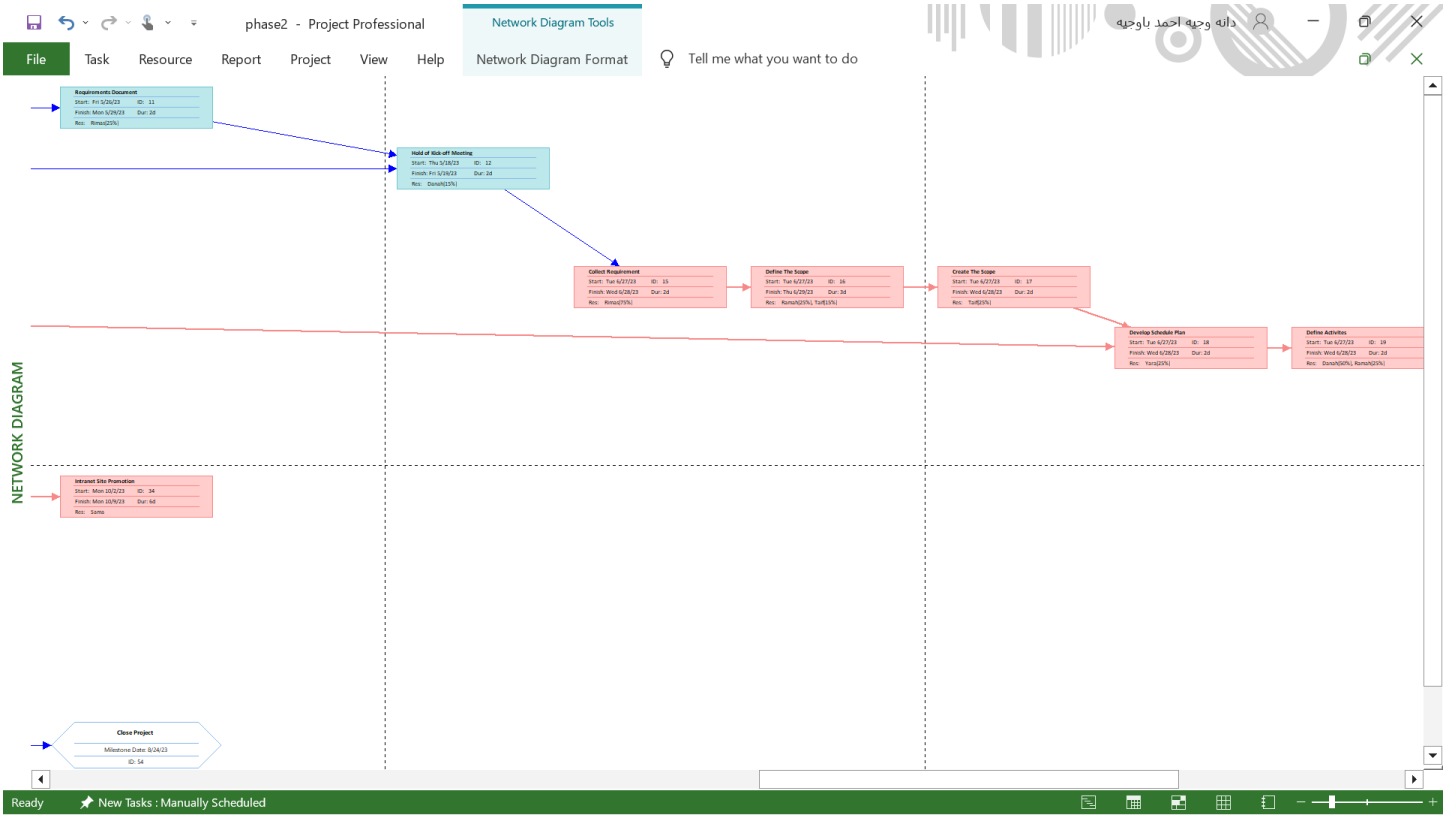
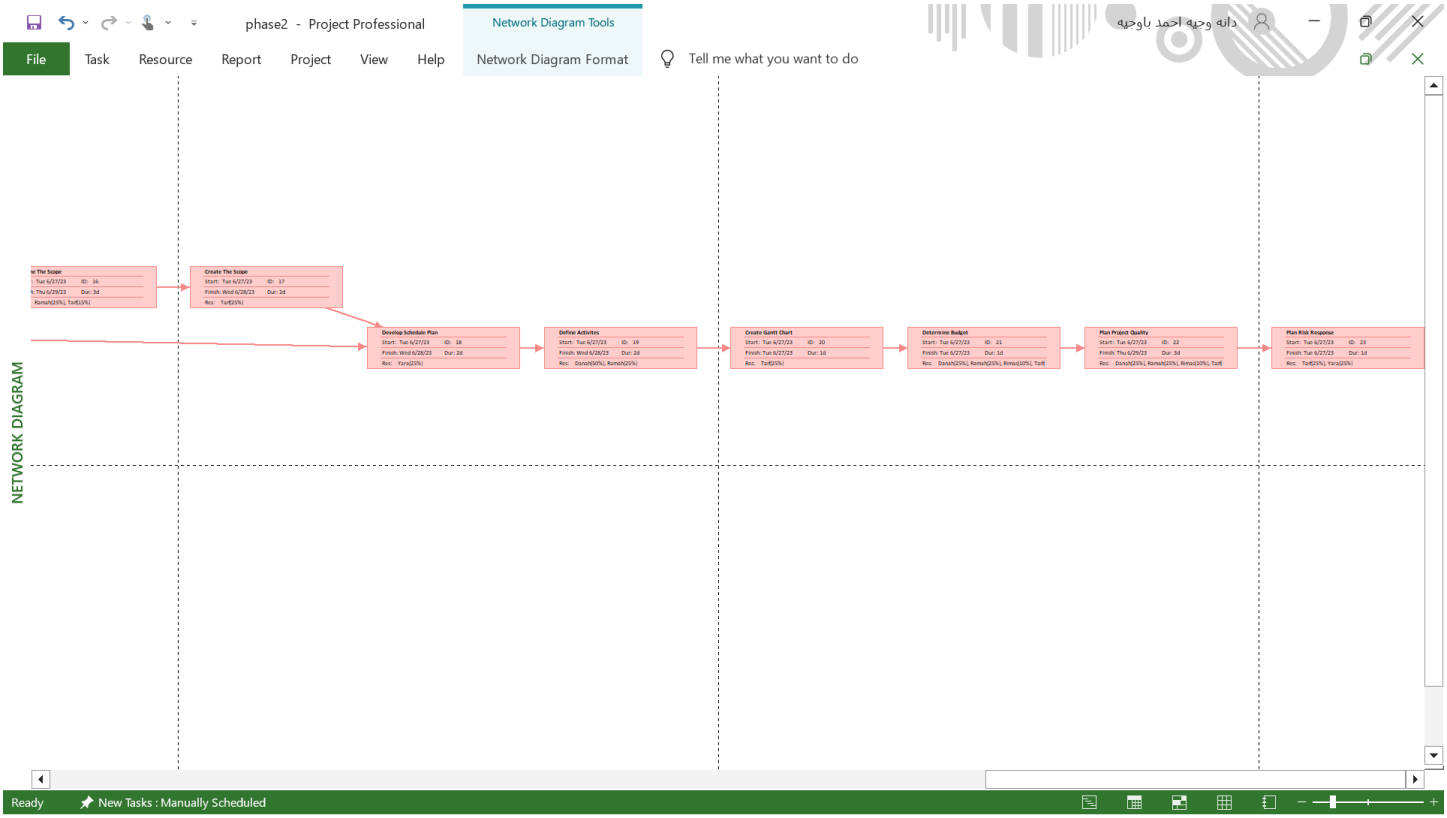
34		Intranet Site Promotion	6d	Mon 10/2/23	Mon 10/9/23	33	Sama
35		**Monitoring and Controling**	**14d**	**Fri 9/22/23**	**Wed 10/11/23**	**24**	
36		**Testing**	**12d**	**Fri 9/22/23**	**Mon 10/9/23**		
37		Perform Integrated Change Control	3d	Fri 9/22/23	Tue 9/26/23		Fatima
38		Validate and Control Scope	2d	Wed 9/27/23	Thu 9/28/23	37	Yara[50%]
39		Control Schdule	2d	Fri 9/29/23	Mon 10/2/23	38	Yara[50%]
40		Document Issues	3d	Tue 10/3/23	Thu 10/5/23	39	Ramah
41		Monitor Risk	2d	Fri 10/6/23	Mon 10/9/23	40	Danah
42		Change Requst	4d	Tue 10/10/23	Fri 10/13/23	36	Rimas[50%]
43		Perormance Tracking	1d	Mon 10/16/23	Mon 10/16/23	42	Renad
44		Performance Reports	2d	Tue 10/17/23	Wed 10/18/23	43	Rimas[50%]
45		**Closing**	**25d**	**Thu 8/24/23**	**Thu 9/28/23**	**35**	
46		**Deployment**	**0d**	**Thu 8/24/23**	**Thu 8/24/23**		
47		System Release	0d	Thu 8/24/23	Thu 8/24/23		
48		System Maintenance	0d	Thu 8/24/23	Thu 8/24/23	47	
49		System Evolution	0d	Thu 8/24/23	Thu 8/24/23	48	
50		Prepare Final Project Report	0d	Thu 8/24/23	Thu 8/24/23	46	
51		Gain Stakeholder and Customer Acceptance	0d	Thu 8/24/23	Thu 8/24/23	50	
52		Customer Training	0d	Thu 8/24/23	Thu 8/24/23	51	
53		Project Close out Meeting	0d	Thu 8/24/23	Thu 8/24/23	52	
54		Close Project	0d	Thu 8/24/23	Thu 8/24/23	53	

Network Diagram






phase2 - Project Professional
Network Diagram Tools
File
Task
Resource
Report
Project
View
Help
Network Diagram Format
Tell me what you want to do
NETWORK DIAGRAM
Ready
New Tasks : Manually Scheduled


phase2 - Project Professional
Network Diagram Tools
File
Task
Resource
Report
Project
View
Help
Network Diagram Format
Tell me what you want to do
NETWORK DIAGRAM
Ready
New Tasks : Manually Scheduled

Task Allocation Table

Danah Bawajeeh	**WBS, Gantt Chart, Business Case, Stakeholder Register, Kick-off Meeting**
Rimas Alshehri	**WBS, Gantt Chart, Business Case, Stakeholder management strategy**
Ramah Alharbi	**Scope Statement, Gantt Chart, Business Case, Project Charter, Kick-off Meeting**
Taif Alharbi	**Scope Statement, Gantt Chart, Business Case, Stakeholder management strategy, Kick-off Meeting**
Yara Alshehri	**Network Diagram, Gantt Chart, Kick-off Meeting, Business Case**