

STATEMENT OF WORK

LOS PORTALES BOOKING SYSTEM

Issued to: Dr. Edgar Eduardo Ceh Varela

Organization: Theater Los Portales

1500 S Avenue K Portales, NM 88130

1.1.1

1.1.2 Issued By: Justyn Rippie, Al Yazzie, Matt Mitchel, Nick
Thompson

1.1.3 1500 S Avenue K Portales, NM 88130

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2 INTRODUCTION

Our company is looking to help develop and implement custom software for your theater company's needs.

3 BACKGROUND INFORMATION

Theater Los Portales is seeking an online booking system to allow customers to book a ticket for any play. Los Portales currently doesn't have a means for customers to purchase tickets before any show.

A potential customer must be able to create a new account which will allow them to interact with the system. Customers must be able to log into their account to purchase ticket(s) using either a credit or debit card. Tickets for any show must be presented in a graphical interface that shows each seat and row in the theater. The customer can then click a seat(s) of their choice. Once the user has selected the seat, tickets should go into a shopping cart and be ready for a user to checkout. Likewise, a customer should be able to edit their shopping cart for any changes. Once the customer is checked out and is notified their form of payment is accepted, an email will be sent to the customer with their purchase details.

Moreover, Los Portales requires that an administrator be able to log into the system to assign prices to each seat for a specific play. The administrator must also be able to run a report for each play to see how many tickets have been sold and the total cost sold for each play.

3.1 CURRENT ENVIRONMENT

Currently the Los Portales theater does not have the means for customers to purchase tickets through an online system. The current method of sales requires a customer to come to the theater to pay for the ticket with cash currency. The theater admin uses a pen and paper to keep track of ticket sales for the play that is showing and then enters the data into a computer.

4 SCOPE OF WORK

This project entails creating a system that will allow a customer to purchase tickets for the theater Los Portales. The system will need to be hosted over the internet to allow purchase of tickets 24 hours a day. Likewise, any theater admin needs to have access to an administrator account to update, create and delete seat prices for shows. They also need to have access to generate reports on ticket sales for any show.

4.1 DELIVERABLES

The client should expect a full web-based application to allow a customer to purchase a ticket for any play the theater has. Likewise, the client should also expect to be able to log into the system as an administrator to run reports and update a show and assign ticket prices to each seat.

4.2 MILESTONES

Milestone	Estimated Delivery Date
Phase 1: Project Planning	2/27/2022
Phase 2: Project Development	3/27/2022
Phase 3: Development and Testing	4/17/2022
Phase 4: Implementation and Release	5/11/2022

5 PERIOD OF PERFORMANCE

The project for Los Portales will be divided into four stages. The first stage for Planning, the second stage for Project Development, the third stage for Development and Testing. During the second and third stages software testing will be continually conducted. Lastly, the fourth stage will finalize the product for release to the client.

The client will have a full functioning system delivered by May 11, 2022.

6 PLACE OF PERFORMANCE

Project work will be completed remotely by four software developers. They will use GitHub to house the source code which will allow them to collaborate on the development of this software.

7 APPLICABLE STANDARDS

The project will be developed as a web-based application. The software should adhere to C#/.NET Key Security Concepts provided by Microsoft which is provided: <https://docs.microsoft.com/en-us/dotnet/standard/security/key-security-concepts>. The software will follow this standard layout by Microsoft.

8 SPECIFIC REQUIREMENTS

The following are specific requirements that must be provided to the client:

- A graphical system to select seats. Seats sold must be marked in red and seats available must be marked in green.
- The system must display all plays and their show times and dates within a year
- A customer must be able to select multiple seats from one or many shows
- A customer must be able to add a seat(s) to the shopping cart.
- The system needs to have a customer registered in order to buy seats
- The shopping cart should be editable for the customer.
- The system must inform the user of a successful transaction showing the seats specific to a play
- The system must always be online
- A theater admin can create, update and delete seat prices for a specific play
- A theater admin must be able to generate reports of sales for a specific play

9 RESOURCE REQUIREMENTS

9.1 HUMAN RESOURCES

Project Title	Required Knowledge/Skills
Backend Developer	C#/.NET-Core Programming Skills
Backend Developer	C#/.NET-Core Programming Skills
Frontend Developer	CSS/HTML/JavaScript/Bootstrap Experience
Frontend Developer	CSS/HTML/JavaScript/Bootstrap Experience
Project Manager	Experience in Project Management

9.2 OTHER RESOURCES

Resource Description
Cloud Hosting
Theater Admin Training

10 VENDOR RESPONSIBILITIES

The vendor will be responsible for the following:

- Delivering a system specified by the client
- Ensuring a well-built custom software
- Completing each phase by the required time
- Delivering the system by the delivery date
- Communication with the client for needs of the project
- Provide training for the theater staff of admin tools

11 CLIENT RESPONSIBILITIES

The client shall be responsible for the following:

- Informing the project manager of any changes needed to the Statement of Work
- Be available for questioning from the project manager to understand requirements
- Complete payment within 30 days from Statement of Work signed

12 PROJECT RISKS

Risk analysis is crucial to identify, plan, analyze, and control risk associated with developing and implementing a system. When implementing this project, we have identified the risks below:

Risk	Mitigation
Adaptation of Software System	Training will be provided to theater staff by the vendor
Deployment of Software	The vendor will work with the cloud hosting company to ensure the project will be deployed by delivery date.

13 ASSUMPTIONS

Assumptions will help the vendor define timelines, the scope of the project, and effort needed to complete the project.

Technology Assumptions

- I. The client has no current Information Technology Infrastructure
- II. The client has one desktop computer that is connected to the internet
- III. The client will need a cloud hosting platform to host the system and will include:
 - a. Microsoft Sever SQL Database
 - b. HTTPS Certificate
 - c. Capable of hosting Microsoft .NET-Core Web Application
 - d. Domain Name Service

Overall Assumptions

- I. Further enhancements must be made by the vendor.

14 COMPLETION CRITERIA

For the system to be completed, the vendor and client must agree to the following:

- i. All Specific Requirements in Section 9 are completed
- ii. The system is online by the specified date
- iii. All User documents have been sent to client
- iv. Training for the client has been completed

15 CHANGE CONTROL PROCEDURE

The process of change control must adhere to the following:

- Any change request must be emailed to the Project Manager: Justyn Rippie.
- A change request must be sent two business before the change is needed
- The client will expect a new Statement of Work two business days from the date the change request was submitted.

16 INVOICE PROCEDURES

The client will be sent an invoice after the Statement of Work has been signed and returned. The client will have 30 days to complete the payment. If payment is not received within 30 days of receiving the invoice, the contract will be canceled.

The total estimated cost of the project will be \$56,074 USD. Likewise, this is an estimate cost, and the client should expect any cost changes if any requirements are changed to the Statement of Work.

17 POINTS OF CONTACT

Point of contact for the Statement of Work:

Role: Project Manager

Name: Justyn Rippie

Email: Justyn.Rippie@enmu.edu

18 ACCEPTANCE

Date: 2-27-2022

By initialing each page and signing below, I _____, in my
capacity as

_____, of _____
agree to

and accept the terms set forth in this Statement of Work.

(Insert Name of Organization)

By: _____
Signature

Printed Name and Title