Project Statement of Work

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| --- | --- |
| **Date Submitted** | *<Today’s Date>* |
| **Project Name** | GCCG e-Banking Portal |
| **Prepared by** | *<Student’s Name>* |

# Description and Scope

## Summary of Work Requested and Benefits

The GCCG e-Banking Portal project will integrate the services offered by the bank into one web page. This integration will enable users to know about the different services offered by the bank and quickly sign-on to the services without having to log on to each service from different browser windows. This will enable users to easily access information they require and make all banking-related transactions quickly. The integration will help increase customer satisfaction and banking-related transactions, and improve product visibility, thus increasing the market share and improving the customer base. The integration must be completed within eight months, i.e., before 30th April.

## Priority

High priority is given to this project due to the impact of this project’s successful completion before the launch of the bank’s functioning in the market.

# Major Deliverables/Key Events Anticipated

*All major identifiable results of the work being performed on the project should be listed here along with the estimated date of completion. This could include a decision on a hardware component, the installation of software, or the date training is to begin.*

|  |  |
| --- | --- |
| **Date** | **Milestone/Event** |
| 3rd August | Systems Engineering |
| 2nd September | Hardware and Software Requirements: Planning and Setup |
| 1st October | Assemble IT Software Development Team |
| 8th October | Software Development |
| 19th October | Deliverables Management |
| 4th January | System Test |
| 1st March | Support Services |
| 5th April | Installation |

# 3. Resource Requirements

## 3.1 Detailed Plan for Human Resources Assignments

*List every person or work group that will perform actual work on the project. Provide a brief description of what they will be doing and an estimate in actual hours worked that they will devote to the project.*

|  |  |  |
| --- | --- | --- |
| **Person** | **Role** | **Time** |
| Joseph Lynn | * Technical Expert |  |
| Susan Davis | * Senior Software Development Lead |  |
| William Jones | * Manager, Software Development |  |
| Laura Smith | * Senior Software Architect |  |
| Sharon Edwards | * Manager, Application Developer |  |
| Linda Sawyer | * Manager, Web Designing |  |
| Kara Curtis | * Graphic Designing Lead |  |
| Laura Perkins | * Manager, Software Testing |  |
| Grace Anderson | * Documentation Manager |  |
| Jonathan Peterson | * Network Specialist |  |
| David Perkins | * Manager, Network Engineering |  |

*Specific resources like computer architects, programmers, application developers, web designers, graphic designers, software testers, and technical writers are currently unknown.*

## 3.2 Other Resources

* Banking Consultant
* Software Technical Consultant

## 3.3 Expected commitments from other departments or people?

*List resources from other departments that will be required and how this will impact the project.*

* Business heads to approve the functionality of their respective application features

# Risks and Concerns

*Any event or activity that has the potential of affecting the timeline for completion of the project should be listed here. Pay attention to any assumptions made in identifying work and scope and to items that are obviously out of our control. This could include vendor deliveries, labor strikes, or staff turnover.*

* Recruitment of manpower for the smooth execution of the project.
* Availability of technology to develop the banking application.
* Lack of understanding among senior management about the potential and implications of integrating the services.
* Accuracy in volume forecasts in banking transactions.

# Project Completion Criteria

* Project completion is required on or before 4/30.
* Successful integration of all services into the Consumer e-Banking Portal.
* Response time during transactions should be in the bandwidth limits of zero to four seconds.

# Outstanding Issues

* No outstanding issues now.