**Project Management Plan**

**(PMP)**

**For**

**Online mobile store Website**

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# **1 Project Overview**

## **Project Description**

The problem we address in this project is that in today's fast-paced digital landscape, purchasing mobile phones and accessories is often hindered by limited access to a diverse range of products, inefficient procurement processes, and lack of a centralized platform for both buyers and suppliers.

Traditional retail models often struggle to offer the variety and convenience that modern consumers demand. Likewise, suppliers face barriers in reaching a broad customer base efficiently.

This project aims to bridge these gaps by establishing an online mobile store platform. The platform will serve as a comprehensive interface, offering customers a user-friendly portal to browse, compare, and purchase a wide array of mobile phones and accessories from various suppliers.

Simultaneously, it will provide suppliers with a streamlined channel to showcase and sell their products to a larger audience, thereby enhancing market reach and optimizing sales opportunities.

This website is **programmed** using html, CSS, and java script for Front-End and using C# for Back-End.

## **1.2 Project Scope**

Before delving into what the project includes and excludes, it's crucial to establish a clear understanding of its scope.

This project aims to develop an innovative online mobile store platform, serving as a dynamic interface for both customers and suppliers. The platform will empower customers to conveniently browse, compare, and purchase a wide range of mobile phones and accessories, while also providing suppliers with a streamlined channel to showcase and sell their products.

However, it's important to note that this project does not involve physical inventory management, shipping logistics, manufacturing, extensive branding, legal compliance documentation, or the operations of physical stores, as these aspects fall beyond the defined scope.

By delineating these boundaries, we ensure focused efforts on the core objectives of enhancing the online retail experience for mobile devices and accessories.

The scope also contains Includes & Excludes as following :

|  |
| --- |
| **Project includes** |
| Requirement gathering and solving its contradictions. |
| Design of the website. |
|  |
| Development of web applications. |
| Testing process. |
| Quality Assurance. |
| User Interface (UI) and User Experience (UX) Design. |
| Documentation. |

|  |
| --- |
| **Project exclude** |
| Security testing. |
| Penetration testing. |
| Performance Optimization. |
| Infrastructure Setup. |
|  |
| Data Backup and Recovery |
| Deployment. |

## **Assumptions**

Before using this system, we put some assumptions to avoid errors or miss use.

specifically human errors:

1. The users are client, supplier, admin.
2. The client can register a new account.
3. The client can access the system using secure login.
4. The client has direct access to his account.
5. The client can show the history of previous buys.
6. The client can buy-sell goods in the store.

## **Constraints**

Also, this system has its limitations; there is no system that is capable of doing everything so there are some constraints that are put on the system that help inform about our constraints that are out of our hands but they affect us.

These constrains are as following:

1. Limited time as we have only six weeks to perform the whole the project, therefore, limited time for comprehensive testing and debugging may increase the risk of undetected bugs and errors in the application, affecting overall quality and user satisfaction.
2. Limited experience as developers in the team need to learn more about backend using C# language, we also use baselines in GitHub for the first time which may take us more time to deal with it properly.
3. Limited availability of software licenses may constrain the team's capacity to execute tasks within the specified timeframe.
4. Balancing individual learning needs, collaboration, and productivity within the team may require additional attention and effort from project management.

# **2** **Project Start-Up**

## **2.1 Project Development Methodology**

Our project will adopt an Agile development methodology, leveraging the flexibility and iterative nature of the approach to effectively manage the development of our online mobile store platform.

So, here's the Agile development methodology process steps:

1. Initiation step:
   * Identify project goals and objectives.
   * Establish a cross-functional project team.
   * Define roles and responsibilities within the team.
2. Product Backlog Refinement:
   * Gather requirements and user stories from stakeholders.
   * Prioritize user stories based on business value.
   * Break down user stories into smaller, actionable tasks.
   * Document user stories and tasks in the product backlog.
3. Sprint Planning:
   * Select user stories from the product backlog for the upcoming sprint.
   * Estimate effort for each selected user story.
   * Define sprint goals and deliverables.
   * Create a sprint backlog detailing tasks to be completed during the sprint.
4. Sprint Execution:
   * Daily Stand-up Meetings:
     + Discuss progress, challenges, and plan for the day.
   * Task Execution:
     + Team members work collaboratively to complete tasks.
     + Developers code, designers create UI elements, testers conduct tests.
     + Incremental progress is made towards completing user stories.
   * Continuous Integration:
     + Regularly integrate and test code changes to ensure functionality.
5. Sprint Review:
   * Demonstrate completed work to stakeholders.
   * Gather feedback and identify potential changes or enhancements.
   * Determine if sprint goals were met and user stories were implemented successfully.
6. Sprint Retrospective:
   * Reflect on the sprint process and outcomes.
   * Identify what went well and areas for improvement.
   * Discuss any obstacles or challenges faced during the sprint.
   * Develop action items to implement improvements in the next sprint.

**Outputs:**

* Refined Product Backlog: Prioritized list of user stories and tasks.
* Sprint Backlog: Detailed list of tasks to be completed during the sprint.
* Incremental Deliverables: Completed user stories and features.
* Sprint Review Documentation: Feedback from stakeholders and demonstration of completed work.
* Retrospective Action Items: Identified improvements and plans for the next sprint.

# **Risk Management process.**

In System management, risk management is the practice of identifying, evaluating, and preventing or mitigating risks to a system that has the potential to impact the desired outcomes.

Risk management is important during project initiation, planning, and execution; well-managed risks significantly increase the likelihood of project success. At this system we define how to manage risk before we implement the system to reduce Level of Risk.

## **Process of risk management**

1. Risk Identification

* First, identify potential risks associated with the project.
* Responsible Person: Project Manager
* Output: List of identified risks

1. Risk Description

* Write a clear and concise description of each identified risk. This description should outline the nature of the risk and its potential impact on the project.
* Responsible Person: Project Manager
* Output: Clear and concise descriptions of identified risks

1. Risk Assessment (Probability and Impact)

* Determine the probability of each risk occurring and the potential impact it would have on the project if it does occur. Assess these factors based on available information and experts’ opinions.
* Responsible Person: Project
* Output: Assessment of probability and impact for each identified risk

1. Define Risk Response Strategy

* Develop a strategy for how to address each identified risk. This strategy should outline specific actions to mitigate or manage the risk.
* Responsible Person: Project Manager
* Output: Development of strategies to address each identified risk

1. Estimate Cost and Time Impact

* Assess the potential cost and time implications associated with each risk. Estimate the additional resources or budget required to address the risk and the potential delay it could cause to the project timeline.
* Responsible Person: Project Manager
* Output: Assessment of potential cost and time implications for each identified risk

1. Construct the Table

* construct the table with the following columns: "Risk Description", "Probability", "Impact", and "Strategy".
* Responsible Person: Project Manager
* Output: Creation of the risk table with columns for Risk Description, Probability, Impact, and Strategy

1. Fill the Table

* Fill the table with the information for each risk.
* Responsible Person: Project Manager
* Output: Completion of the risk table with information for each identified risk

## **Risk Register**

And we follow the risk handling techniques which are risk avoidance, risk acceptance, risk mitigation, risk transfer and contingency plan.

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk Description** | **Probability** | **Impact** | **Strategy** |
| Cost Estimates Unrealistic | Low | High | Included in project plan, subject to amendment as new details regarding project scope are revealed. |
| Time Estimates Pessimistic | Low | High | Included in the first plan phase. |
| Team Size Change | Low | High | Team is consisting of six members. |
| Team Members Unknowledgeable of system | Low | High | All Members at team know the scope of system from begging. |
| Project Scope Creep | Low | High | Defined in project plan, reviewed by Project leader and Steering Committee to prevent scope creep. |
| Technology Risk | Low | High | Defined in project plan, reviewed by Project leader and all members. |
| Server Downtime | High | High | Implement redundancy measures, regular maintenance, and backups |
| Payment Gateway Failure | Low | High | Use multiple payment gateways, have a backup plan |
| Customer Data Loss | Low | High | Implement robust data backup and protection measures |
| Website Downtime | High | High | Regular website maintenance, scalable hosting solutions |
| Product Stockouts | Medium | High | Implement inventory management system, monitor stock levels |

The following table contains potential risks with their details:

## **Process of risk Actions**

Here is the process that we follow to take risk actions:

1. Notification and Assessment:

* Immediately inform the relevant team members when a risk arises and evaluate its impact on project objectives.
* Person Responsible: Project Manager
* Output: Initial assessment report detailing the nature of the risk and its potential impact on project objectives.

1. Activation of Response Plan:

* Implement the predetermined response plan(mitigation , contingency or escalation), choosing actions based on the severity of the risk.
* Person Responsible: Project Manager
* Output: Updated risk response plan indicating the selected action (mitigation, contingency, or escalation) and the rationale behind it.

1. Transparent Communication:

* Maintain open communication with stakeholders, updating them on the situation and the actions being taken.
* Person Responsible: Project Manager
* Output: Stakeholder communication plan outlining who needs to be informed, how, and when, along with regular updates provided to stakeholders.

1. Documentation:

* Record details of the risky event and the response actions taken for future reference.
* Person Responsible: Project Manager or some specialized person
* Output: Risk event log documenting the details of the event, response actions taken, and any associated documentation.

1. Monitoring:

* Regularly monitor the situation to assess the effectiveness of response actions and adjust as needed.
* Person Responsible: Project Manager
* Output: Ongoing monitoring reports tracking the status of the risk event and the effectiveness of response actions, along with any adjustments made.

1. Stakeholder Engagement:

* Engage in ongoing discussions with the project team and stakeholders to ensure awareness of the risk status and any changes in plans.
* Person Responsible: Project Manager
* Output: Stakeholder engagement plan outlining methods for engaging stakeholders, including meetings, reports, or presentations, along with documented feedback from stakeholders.

1. Post-Event Review:

* After resolving the risk event, conduct a review to analyze the effectiveness of response actions and identify lessons learned.
* Person Responsible: Project Manager
* Output: Lessons learned report summarizing the findings of the post-event review, including what worked well, what could be improved, and recommendations for future risk management.

1. Documentation Update:

* Update project documentation with insights gained from managing risk, aiming for continuous improvement in the risk management process.
* Person Responsible: Project Manager
* Output: Updated project documentation, including risk registers, response plans, and other relevant documents, reflecting the insights gained from managing the risk event.

# **4planning levels**

## **Deliverables**

This is level focuses on defining the objectives of the project and identifying the key deliverables that will contribute to its success. By establishing a clear understanding of the project's purpose and outcomes, stakeholders can align their efforts towards achieving the desired results.

* + 1. **Deliverables Table**

|  |  |
| --- | --- |
| **Deliverable** | **Description** |
| Project Management Plan (PMP) | Defines project objectives, scope, roles, responsibilities, risk management strategies, and other key aspects to ensure successful project execution. |
| Configuration Management Plan (CMP) | A structured plan detailing how configuration items will be identified, controlled, and maintained throughout the project lifecycle. It defines procedures for version control, configuration identification, configuration change management, and configuration status accounting to ensure consistency and integrity of project deliverables. |
| Change Management | establishes procedures for assessing, approving, and implementing changes to project scope, schedule, or resources. |
| Problem or Issue Management | Identifying, addressing, and resolving issues or problems that arise during the project. |
| Review | A systematic process for evaluating project progress, deliverables, and performance against predefined criteria or standards. |

|  |  |
| --- | --- |
| Project Management plan (PMP) | Plan project, coordinate tasks, communicate with stakeholders, track progress. |
| Software Requirements Specification (SRS) | A preliminary document that outlines the functional and non-functional requirements of the mobile store website. |
| Design | Visual and experiential aspects of the mobile store web application, such as wireframes, user interface (UI) and user experience (UX) design, and database schema. |
| Test Cases | Documents outlining various scenarios and conditions under which the mobile store application will be tested. They cover functional, integration, usability, and user acceptance aspects of the application. |
| Code | The actual programming and development work for the mobile store application. It includes frontend code backend code, database scripts for managing data, unit tests to ensure code quality, and version control using tools like Git. |

## **Detailed Tasks**

This level marks the operational phase of project execution, where we translate the project plan into actionable tasks and implement robust task management processes. By defining detailed tasks and leveraging tools like Trello, we streamline collaboration, enhance communication, and ensure that project milestones are met on time and within budget. This level underscores our commitment to effective project delivery and sets the stage for successful implementation of the online mobile store.

### **4.2.1 detailed tasks Process**

1. Task Organization on Trello Boards:

* The steps Project Manager follow to organize tasks are as follows:
  + Tasks are accurately broken down into smaller units based on the time each task takes and the knowledge of team members about it.
  + Each task is clearly defined with specific objectives and requirements.
  + Each small task is assigned to one person to carry it out.
  + Deadlines are set based on project timelines and priorities.
  + Tasks are assigned to the right person based on their skills, expertise, and availability.
  + Then, PM creates the Trello board and writes these things after each team member agrees to its role and understands properly what he will do.
  + Finally, the PM monitors team members work during the week through meetings such as explained in section 5 .
* Person Responsible: Project Manager
* Output: Trello boards with tasks broken down, clearly defined, deadlines set, and team members assigned to each task, ensuring efficient task allocation and clear accountability.

2. Detailed Task Assignments via Email:

* Team members receive detailed task assignments via email, ensuring everyone is fully aware of their responsibilities.
* Person Responsible: Project Manager
* Output: Email notifications containing detailed task assignments sent to team members.

3. Successful Implementation of tasks:

* By following the structured task management process, the project team ensures that tasks are completed on time and the project stays on track for successful implementation of the online mobile store.
* Responsibility: Entire Project Team
* Output: Successful implementation of the online mobile store, achieved through efficient collaboration and commitment to the task management process.

This process fosters efficient collaboration, promotes transparency, and keeps the project on track for successful implementation of the online mobile store.

# **Project Manager Monitoring**

The project manager monitor section is vital in overseeing project progress, ensuring alignment with objectives, timelines, and efforts. It involves tracking task completion while mitigating risks and optimizing processes.

Clear communication is maintained to address concerns and know feedback. Quality assurance measures are implemented to support deliverable standards.

## **Project Manager Monitoring Process**

1. Start of a new Sprint (Saturday):
   * Each Saturday marks the start of a new sprint. The project manager assigns tasks via Trello and sets deadlines for completion, typically by Thursdays or Fridays.
   * Person Responsible: Project Manager
   * Output: Tasks assigned via Trello with deadlines set for completion.
2. Standup Meeting (Monday):
   * On Mondays, a standup meeting is conducted where team members report progress and raise any challenges they encounter.
   * Person Responsible: Project Manager
   * Output: Progress report and identification of any challenges faced by team members.
3. Status identification (Tuesday):
   * On Tuesdays, the project manager sends a message to the team to inquire further about the status of their tasks.
   * Person Responsible: Project Manager
   * Output: Confirmation of task status and any necessary updates provided by team members.
4. Task Finalization Reminder (Thursday):
   * By Thursdays, a reminder is issued to team members to finalize their tasks and submit their work.
   * Responsibility: Project Manager
   * Output: Reminder team members to complete and submit their tasks.
5. Baseline Issuance (Friday):
   * By Fridays, just before the release of increments, all sprint milestones are officially baselined in the GitHub repository.
   * Person Responsible: Project Manager
   * Output: Project deliverables officially baselined in the GitHub repository, providing a solid foundation for future iterations or enhancements.

This weekly structure ensures the timely completion of sprints. If a team member faces difficulties understanding their task, urgent meetings are arranged to provide clarification and support, ensuring uninterrupted progress.

This methodical approach guarantees effective communication, issue resolution, and successful sprint delivery.

## **Escalation Process**

1. Initial step done by problem encounter:
   * When an individual encounters a problem, they attempt to resolve it independently.
   * Responsible Person: Individual encountering the problem.
   * Output: Initial attempt to resolve the problem.
2. First Level Escalation to Salma Mohamed (Project Manager):
   * If the problem remains unresolved or requires higher-level intervention, it is escalated to Salma, the project manager, for resolution.
   * Responsible Person: Individual encountering the problem.
   * Output: Problem escalated to Salma for resolution.
3. Second Level Escalation to Eng Amr (Our Coach):
   * What Happens: If the issue persists or requires additional support, it is further escalated to Eng Amr, the coach, for additional assistance and intervention.
   * Responsible Person: Salma, the project manager
   * Output: Problem escalated to Eng Amr for additional support.
4. Third Level Escalation to Eng Mohamed Hassan:
   * What Happens: If the problem remains unresolved or requires further attention, it is escalated to Eng Mohamed Hassan for higher-level assistance and resolution.
   * Responsible Person: Eng Amr, the coach
   * Output: Problem escalated to Eng Mohamed Hassan for further assistance.

This structured escalation process ensures that problems are addressed efficiently, with appropriate levels of support provided at each stage of escalation.

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