

ABC Web Designs

Project Plan

Project Name: Website Redesign for XYZ Company

Shavern Belle

07/22/2023



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Attachments:

1. [Risk Register](#)
2. [Requirements Register](#)

PROJECT TYPE: PREDICTIVE

With requirements well understood and the likeness of change being low, we will take the predictive development approach with this project.

PROJECT WORK PHASES

The following phases will be performed in sequence over the six-month timeframe:

Phase 1: Analysis

Gathering requirements and specific details for the new website.

↳ Phase 2: Design

Website design & architecture

Build wireframes, structure and information architecture. Write and review content.

↳ Phase 3: Build

Website development

Coding begins

↳ Phase 4: Test

Testing and deployment

Review full site and make final updates

↳ Phase 5: Delivery

Support and maintenance

The Predictive development approach was selected because the requirements are stable and well-understood, and the likelihood of change is low. The results of the predictive development approach are the potential to save money, time, materials, and resources. The challenge with

using the predictive development approach is that the same benefits can turn into constraints.

● PROJECT SCOPE

●.1 PROJECT SCOPE DESCRIPTION

Executive sponsor(s): Lisa Sellers

Project sponsor(s): Tom Kane

ABC Design will build, redesign, and set up a more professional website for XYZ Company within three to six months. Lisa Sellers is the executive sponsor responsible for funding the project from her department funds. Tom Kane is the XYZ Company project sponsor who has been assigned to design, build, test, and host their new website.

●.2 MAJOR DELIVERABLES

- Project management plan
- Design recommendations and content layout design guidance for a new web page
- Home page
- Internal page templates
- Installation, customization, and configuration of core applications, APIs, and plugins
- Site structure and content
- Final implementation to the production hosting server
- Launch of the public-facing website

●.3 HIGH-LEVEL REQUIREMENTS

Business requirements:

- The website should provide access to the XYZ Company sales system using an API.
- The website should ensure that all displayed sales information is consistent.
- The website should provide a data entry screen for recording customer contacts.
- The website should provide notifications to account executives when a customer opens a trouble ticket.
- The website should provide a screen to view historical trouble tickets for a customer.
- The website should provide the capability to provide an optional survey whenever a customer cancels their account.

- The help desk must be active seven days a week between 7:00 AM and 8:00 PM.
- Website maintenance must be performed as required from 8:00 PM to 11:59 PM on Sunday.

User requirements:

- The product screen must accept production information, including lot, product number, and date.
- The status screen must provide the ability to produce a product summary report.
- All customer interface screens must provide the ability to print on-screen data to the printer.
- All website functions should be compliant with city, state, and federal guidelines for international web operations for the following locations:
 - Los Angeles, CA
 - Toronto, Canada
 - New York, NY
 - Paris, France
 - London, England

Functional requirements:

- The website must display a complete list of XYZ Company products and services.
- The website must provide an About page containing XYZ Company history and other pertinent data.
- Each web page must display the company logo.
- The website must contain all XYZ Company information as follows:
 - XYZ Company address
 - XYZ Company hours of operation
 - XYZ Company phone number
 - XYZ Company email address
- The web application must accept orders from customers.
- The web application must be able to process a sale and accept payment.
- The web application must produce a receipt detailing a customer's purchase information, including the following data:
 - Items purchased
 - Cost of each item
 - Total cost of the order
 - All receipts must include the following information:
 - Customer first name
 - Customer last name

- XYZ Company logo at the top of the receipt
 - Company name, phone number, and address at the bottom of the receipt
- An API must be enabled for the web application to access the sales database and produce weekly, monthly, and yearly sales reports.
- Sales reports must be rendered on the screen with minimal scrolling.
- Sales report data must be downloadable in an Excel spreadsheet format.
- The web interface for the sales repository must be responsive, allowing for proper display on multiple devices for personal and business purposes.
- The website must be accessible for use by customers with varying abilities, such as people with vision impairments, mobility impairments, or hearing impairments.
- The user interface for the product repository should be responsive, allowing for proper display on tablets, laptops, and desktop devices.
- The system should generate a weekly report of product order changes that includes the information below:
 - Customer name
 - Product affected
 - Date of change
 - Type of change
 - Product description
 - Product inventory at the time of change
- The system should generate a weekly product inventory report that includes the following information:
 - Product name
 - Product description
 - Product inventory location
 - Current product inventory amount
 - Product threshold amount
 - Product owner name
- The web application must be intuitive and easy to use by sales representatives, managers, and employees.

Nonfunctional requirements:

- The web application must be available in several languages, including English, Spanish, Japanese, French, and Italian.
- The web application must allow several sales to be made simultaneously without downgrading performance.
- The login pages should be encrypted.
- Data validation should be done server-side.

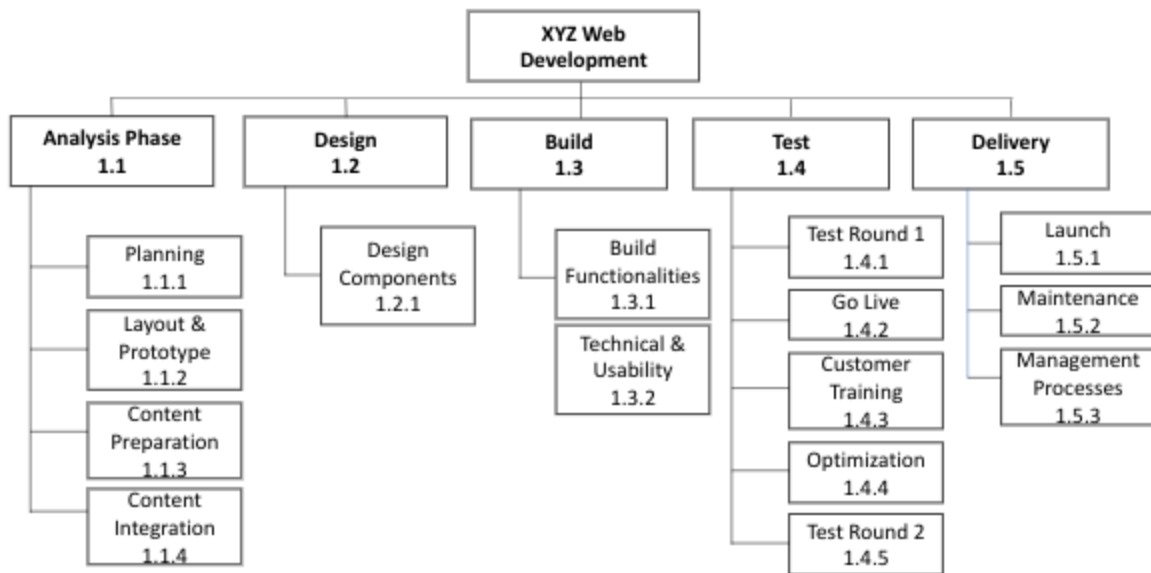
- Strong, cross-platform compatible encryption should be enforced.
- Multi-Factor authentication should be enforced.
- Website sales functions should be encrypted for all transactions.
- Before checkout, customers should enter a username and password or be offered a Check out as a guest option.
- All website components should be accessible and comply with level AA of the WCAG compliance standards, which include the requirements below:
 - Color contrast is, in most instances, at least 4.5:1.
 - Alt text or a similar solution is used for images that convey meaning.
 - Navigation elements are consistent throughout the site.
 - Form fields have accurate labels.
 - Status updates can be conveyed through a screen reader.
 - Headings are used in logical order.

Quality requirements:

- The website must be operational 24 hours a day, 6 days a week (Monday through Saturday), including all national holidays. The site should be available 20 hours on Sunday to accommodate the maintenance window.
- The website should send an acknowledgment email within three seconds in response to user inquiries, sales orders, and transactions.
- Navigation between product menus and available inventory should not exceed one second.

Transition requirements:

- The existing simple website that provides minimal XYZ Company information must remain in place until the new site is ready for launch.
- The current website should be migrated from the current hosting service to the ABC Web Designs servers.



● PROJECT RISKS

- After all the requirements have been thoroughly captured and understood, the project schedule might exceed the six-month target date for completion.
- Changes in project staff may unexpectedly occur due to attrition, requiring time to fill the position and transition the required work.
- The wide area network and local area network have been unstable recently, with relevant upgrades being made by the service providers. The instability of the network might cause further delays in the project baseline schedule.
- A global pandemic (COVID-19) has surfaced, and the entire project team will now be working from home.
- Scott Fassett, was not equipped with high-speed internet access. Scott has contacted his ISP, and his bandwidth is scheduled to be upgraded within six weeks.
- Also, it was recently discovered that the ABC Web Designs server farm is in a 1000-year floodplain.
- No significant infrastructure improvements have been made, such as dams or levees, that might mitigate the impact of a flood.
- Using the risk identification process, Cindy Lewis discovered that the XYZ Company's risk attitude is Risk Neutral and project risks will be managed accordingly.

● BUDGET ESTIMATE

Team member	Labor rate	Modified hours	Total cost
Project manager	\$65.00	825	\$53,625.00
Cindy Lewis, project analyst	\$48.00	305	\$14,640.00
Helen Peters, sr. web designer	\$51.00	145	\$7,395.00
Scott Fassett, database admin	\$54.00	95	\$5,130.00
Jason Morris, sr. developer	\$56.00	440	\$24,640.00
	Totals	1810	\$105,430.00

Project Team Directory

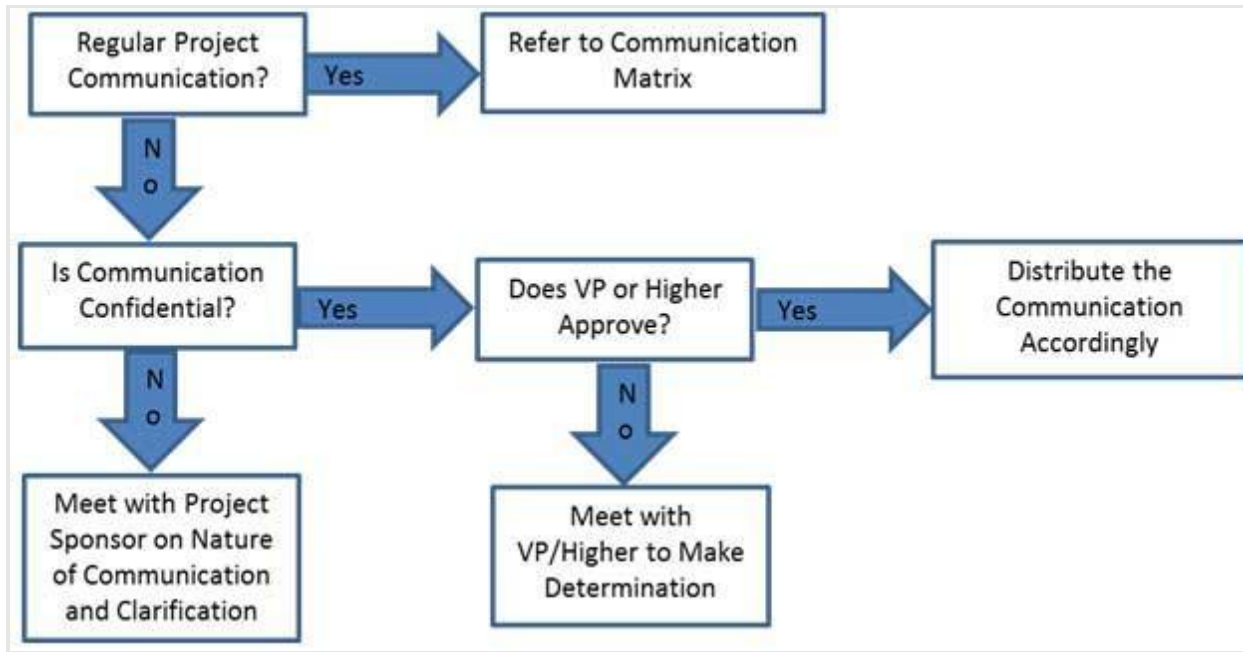
Role	Name	Title	Organization / Department	Email	Phone
Project Sponsor	Roger Wilson	CFO	ABC Company	RWilson@abc.com	503-924-0723
Project Manager	Lisa Sellers	Executive Oversight Committee Chairperson	ABC Company	LSellers@abc.com	813-203-0481
Project Stakeholder	Tom Kane	Facilities Manager	ABC Company	TKane@abc.com	212-405-6790
Project Stakeholder	Edward Speck	Product Manager	ABC Company	ESpeck@abc.com	845-612-3487
Project Stakeholder	James Pulliam	Professional Services Manager	ABC Company	JPulliam@abc.com	718-203-1498
Project Stakeholder	Carol Donners	Warehouse Manager	ABC Company	CDonners@abc.com	917-785-3256
Project Stakeholder	Shavern Belle	Sr. Project Manager	ABC Company	SBelle@abc.com	929-466-1239

COMMUNICATIONS MATRIX

Communication Type	Objective of Communication	Medium	Frequency	Audience	Owner	Deliverable	Format
Kickoff Meeting	Introduce the project team and the project. Review project objectives and management approach.	Zoom Call	Quarterly	Project Sponsor Project Team Stakeholders	Project Manager	Agenda Zoom Recording	Zoom recording on project Google Drive and project website
Project Team Meetings	Review status of the project with the team.	Zoom Call	Weekly	Project Team	Project Manager	Agenda Zoom Recording Project schedule	Zoom recording on Google Drive and project website Review and update SmartSheets
Technical Design Meetings	Discuss and develop technical design solutions for the project.	Zoom Call	As Needed	Project Technical Staff	Technical Lead	Agenda Meeting Minutes	Recordings on Google Drive and project website

Project Charter meeting	Review project charter	In Person Conference	Once	Stakeholders	Project Manager	Email communication	Note keeper will email notes to all meeting attendees
Project Launch Meeting	Discuss the project launch and expectations.	Zoom Call	Once	Project Team	Project Manager	Agenda Zoom recording	Recording will be on Google Drive.
Draft Design Requirements meeting	Review and discuss draft design	Zoom Call	Weekly	Project Technical Staff	Technical Lead	Agenda meeting notes	Project website
Web Development Completion meeting	Discuss final web design	Zoom Call	Once	Project Technical Staff	Technical Lead	Agenda meeting notes	Recordings will be saved on google drive and project website
User Testing meeting	Review and discuss the status and progress	Zoom Call	Once	Project Technical Staff	Technical Lead	Agenda meeting notes	Project website
Live Beta testing meeting	Review and discuss the status and progress	Zoom Call	Once	Project Technical Staff	Technical Lead	Agenda meeting notes	Project website and google drive

COMMUNICATION FLOWCHART



COMMUNICATION STANDARDS

For this project, ABC Corp. will utilize standard organizational formats and templates for all formal project communications. Formal project communications are detailed in the project's communication matrix and include the following:

Kickoff Meeting – project team will utilize ABC Corp. standard templates for the meeting agenda and meeting minutes. Additionally, any slides presented will use the ABC Corp. standard slideshow template.

Project Team Meetings – project team will utilize ABC Corp. standard templates for the meeting agenda and meeting minutes. Additionally, any slides presented will use the ABC Corp. standard slideshow template.

Technical Design Meetings - project team will utilize ABC Corp. standard templates for meeting agenda and meeting minutes. Additionally, any slides presented will use the ABC Corp. standard slideshow template.

Monthly Project Status Meetings - project team will utilize ABC Corp. standard templates for meeting agenda and meeting minutes. Additionally, any slides presented will use the ABC Corp. standard slideshow template.

Project Status Reports – project team will utilize ABC Corp. standard templates for meeting agenda and meeting minutes. Additionally, the standard project status report document, available on the share drive, will be used to provide project status.

COMMUNICATION ESCALATION PROCESS

Priority	Definition	Decision Authority	Timeframe for Resolution
Priority 1	Major impact to project or business operations. If not resolved quickly there will be a significant adverse impact to revenue and/or schedule.	Vice President or higher	Within 4 hours
Priority 2	Medium impact to project or business operations which may result in some adverse impact to revenue and/or schedule.	Project Sponsor	Within one business day
Priority 3	Slight impact which may cause some minor scheduling difficulties with the project but no impact to business operations or revenue.	Project Manager	Within two business days
Priority 4	Insignificant impact to project but there may be a better solution.	Project Manager	Work continues and any recommendations are submitted via the project change control process

GLOSSARY OF COMMUNICATION TERMINOLOGY

Term	Definition
Communication	The effective sending and receiving of information. Ideally, the information received should match the information sent. It is the responsibility of the sender to ensure this takes place.
Stakeholder	Individuals or groups involved in the project or whose interests may be affected by the project's execution or outcome.
Communications Management Plan	Portion of the overall Project Management Plan which details how project communications will be conducted, who will participate in communications, frequency of communications, and methods of communications.
Escalation	The process details how conflicts and issues will be passed up the management chain for resolution as well as the timeframe to achieve resolution.

● KEY STAKEHOLDER LIST

Stakeholder Name	Title/Role	Phone Number	Email Address
Roger Wilson	CFO	503-924-0723	Roger.Wilson@XYZCompany.com
Edward Speck	Product Manager	845-612-3487	Edward.Speck@XYZCompany.com
James Pulliam	Professional Services Manager	718-203-1498	James.Pulliam@XYZCompany.com
Carol Donners	Warehouse Manager	917-785-3256	Carol.Donners@XYZCompany.com
Lisa Sellers	Executive Oversight Committee Chairperson	813-203-0481	Lisa.Sellers@XYZCompany.com
Tom Kane	Facilities Manager	212-405-6790	Tom.Kane@XYZCompany.com

● PROJECT SUCCESS CRITERIA

- The project is fully funded with contingency and management reserve allocations to address project risks and other potential unknowns.
- Stakeholder assignments to the project are maintained and remain static.
- Stakeholder responses to questions or data are responded to in a timely and efficient manner, not to exceed 24 hours.
- Project team staffing remains stable and consistent throughout the project.

Change Control Request Form¹

Project Details: The goal of this project is to build a website for XYZ Company so that they can have a more professional website as their customer base continues to grow. We aim to accomplish this by re-designing, building, and setting up their new website within three to six months

Project Name: XYZ Company Website Re-design

Project Manager: Shavern Belle

Request #: v1.0.1

Date of Request: 07/22/2023

Requested By: Shavern Belle

Request Description:

Based on the client's requirements, it has been determined to refine the budget and reconsider the schedule. Refining the requirements has resulted in a change to the planned schedule. When approved, this update will let the team move forward into the Design-Build phase of the project.

Resource	Labor Rate	Planned Hours	Modified Hours	Difference (hours)	Planned Costs	Change to plan Costs	Difference (Cost)
Shavern Belle	\$65	750	825	-75	\$48,750	\$53,625	-\$4,875
Cindy Lewis	\$48	348	305	43	\$16,704	\$14,640	\$2,064
Helen Peters	\$51	96	145	-49	\$4,896	\$7,395	-\$2,499
Scott Fassett	\$54	126	95	31	\$6,804	\$5,130	\$1,674
Jason Morris Sr.	\$56	462	440	22	\$25,872	\$24,640	\$1,232
Totals		1,782	1,810	-28	\$103,026	\$105,430	-\$2,404

¹Adapted from <https://www.stakeholdermap.com/project-management/> templates

Reasons for this Change Request:

A change is required to better manage the risks associated with this project that could potentially prevent the project from going over budget. Another key business benefit of this change is to allow the necessary adjustments to be made due to schedule constraints. Lastly, the change request will allow for the completion of the project on time and within budget.

Options considered to implement the change:

- 1) The changes are approved, and contingency funds will account for any cost overages.
- 2) The changes are not approved due to the change in scope.
- 3) The changes are not approved due to being behind schedule.

Impact of each option (Cost, Scope, Schedule, Quality):

Option 1 above modifies the Budget constraint while keeping the other two constraints in line.
Option 2 describes the impact of the changes in the scope of the project.
Option 3 describes the ramifications if the schedule constraints do not change.

Chosen solution:

A global pandemic (COVID-19) has surfaced, and the entire project team will now be working from home. Fortunately, all team members have fully functional home offices that they relocate to when network stability issues occur. Utilizing option 1 is the most prudent solution because it will account for any cost overages while allowing the project to be completed within the scope and the planned schedule. This solution accounts for how the entire team completed the project despite being affected by the global pandemic.

Approval Signature(s) and Date(s):

Shavern Belle

Shavern Belle, Project Manager
July 22, 2023

Tom Kane

Tom Kane, Facilities Manager
July 22, 2023

● PROJECT EXIT CRITERIA

- No known issues will impact the start of the successor phase.
- The project sponsor and project manager have fully signed off on the completion of the current phase.
- Project performance has not exceeded a 10% threshold above the cost baseline for the current phase.
- All project staff required to support the successor phase are fully available to support the schedule.

● CORE TEAM MEMBERS

Name	Title/Role	Phone Number	Email Address
Shavern Belle	Sr. Project Manager	929-466-1239	SBelle@ABCDesign.com
Helen Peters	Sr. Web Designer	646-587-9432	HPeters@ABCDesign.com
Jason Morris	Sr. Developer	727-890-3452	JMorris@ABCDesign.com
Scott Fassett	Database Administrator	917-386-1457	SFassett@ABCDesign.com
Cindy Lewis	Project Analyst	212-938-4765	CLewis@ABCDesign.com

● PROJECT APPROVAL REQUIREMENTS

- Project approval will be required to initiate the project and will be required for final project closure acceptance. This requires approval from the following stakeholders:
 - Tom Kane: Manager of XYZ Company (Project Sponsor)
 - Shavern Belle: Project Manager, ABC Web Designs
- The XYZ project sponsor must accept and approve each milestone before ABC Web Designs can proceed to the next milestone step.
- All project changes from baseline acceptance must be approved in writing by the project sponsor.