Get It Done Consulting

# Project scope statement

A cloud based PoS system

*for*

The Dessert Emporium

Table of Contents

1. **JUSTIFICATION 3**
2. **PRODUCT SCOPE DESCRIPTION 3**
3. **ACCEPTANCE CRITERIA 3**
4. **DELIVERABLES 4**
5. **PROJECT EXCLUSIONS 4**
6. **CONSTRAINTS 5**
7. **ASSUMPTIONS 5**
8. **APPROVALS 6**
9. **Justification**

The Dessert Emporium is expanding. In addition to their two current locations, they are planning to branch out to over 25 locations in the next 5 years. To realize this vision, they would first have to revamp their archaic point-of-sale system. Get It Done Consulting has been hired to help them realize their goal of achieving a state-of-the-art point-of-sales system complete with an integrated inventory management system. The entire system design and implementation will carried-out while ensuring support for further scalability requirements that may come up in the future.

1. **Product scope description**

Through this project, we plan on providing a scalable cloud-based system with minimal hardware footprint while ensuring integrated inventory tracking and mobile order taking capabilities. We will set our initial targets around understanding their existing system and analyzing their needs. Then we shall explore and analyze the industry-leading restaurant PoS vendors’ products to zero in on the best-suited option for our client. Finally, we will move on to installation of secure Wi-Fi access points, deployment of the system along with the app-support and provide initial training and handover meetings before we take their business online.

1. **Acceptance criteria**

* The project should be scalable across over 25 locations
* The chosen PoS system should seamlessly integrate with the inventory management system
* The system should work well with the mobile application and should offer glitch-free and user-friendly interface to ensure ease of order taking and customer satisfaction
* The project should be completed within the agreed upon span of 5-months from the start date of 01/01/2016
* The entire project should be completed within the set budget of $350,000.00

1. **Deliverables**
   1. PoS system
      * Web based inventory tracking software: An inventory management software to integrate with the PoS solution and allow scalability to support at least 25 locations
      * Secure payment gateway: A secure payment gateway to accept secure credit card payments from the customers
   2. A cloud-based system
      * The best COTS solution by evaluating the client’s needs and comparing various PoS solutions of industry leading vendors
   3. Mobile computing solution
      * Research and implement a cost effective mobile computing solution
   4. Mobile and Wi-Fi support
      * Analyze the mobile usability and Wi-Fi connectivity support of the PoS and inventory software to arrive at the feature enhancement plan
   5. Cabling, connectors and wireless devices
      * Plan and allocate the optimum hardware connectivity resources for enabling the PoS service to go online while ensuring minimum hardware footprint
2. **Project Exclusions**
   1. Any further training that may be required at the end of the agreed upon duration (5 business days or 60 hrs) of training

* **Reason**: The total cost of the project has been estimated based on various parameters which includes number of business hours spent in providing training for all personnel. If the hours of training needed exceeds the decided limit, the total project cost shall also increase
  1. Mobile devices for locations other that the 2 current locations of the Dessert Emporium
* **Reason**: The project introduces a new cloud-based PoS system and a web-based inventory management system while ensuring cloud technology support to minimize hardware footprint. Since a fixed price contract has been signed and there are too many unknowns, we shall limit the mobile device support to the existing two locations for the initial phase of the project.

1. **Constraints**
   1. Limited time-period (5 months)

* **Impact if incorrect**: Client dissatisfaction
  1. Fixed budget ($350,000)
* **Impact if incorrect**: Contractor commitment estimate will exceed the budget

1. **Assumptions**
   1. There exists a cloud-based PoS system that is suitable for the client’s business

* **Impact if incorrect:** Showstopper
  1. PoS and inventory management software will allow at least 25 locations to be added
* **Impact if incorrect**: Additional features need to be built into the PoS system to customize it as per the client’s needs
  1. The infrastructure at the existing client locations will have the provision to support the new connectivity equipment
* **Impact if incorrect**: Showstopper
  1. The integration of the various components of the project will happen seamlessly
* **Impact if incorrect**: The testing effort may overshoot the predefined timelines which would in-turn lead to the overshooting of the budget

1. Approvals

All the funding and timeline requirements stated in this document has been approved by the concerned parties. The project deliverables are as per the agreed upon scope and the impact to the project if the constraints are not met or if the assumptions turn out to be false have also been analyzed. Any further additions to the scope would subsequently lead to increased time and budget requirements. All stakeholders have approved and agreed upon these terms.