IT Project Management

Final Project

Roatny NUON

1. Project Initiation

Everyone replies on digital tools and technology, we have changed how we used to live to adapt this new era. Everything is online, Micro, Small, and medium enterprises (MSMEs) need reliable resources to transform their business to digitalization to align with our government goal in "Cambodia Digital Economy and Society Policy Framework 2021-2035".

In this project, we try to solve the gap between MSMEs and recent technology by building website platform that allow MSMEs access useful resource about new digital tech in Khmer Language, and how those digital techs can implement into their businesses.

In the project initiation, we will focus on creating the Project Charter.

1.1 Create the project Charter

Project charter which will be shown the below table:

Project Charter

Project Title: SimpleOne, Online Platorm where people can find digital tools recommendation and learning how to use it.

Start Date: 01-01-2023 Finish Date: 01-01-2024

Budget Information: The budget is $15 000. This project is type of E-business.

Project Manager: Roatny NUON, +855 11 60 70 55 (nuon_roatny@gsc.itc.edu.kh)

Project Objectives: Build website

Role and Responsibility

Name/Role	Responsibilities
Project Manager	Control the whole project/monitor the project
Web Developer	Build effective website
UX/UI	Design artwork for Website & user experiences
Web Content Writer	Write Web content
Tester	Test website to see if it works well

Contract:

- Calling for internal team meeting every Monday via Microsoft Team room 9:00 AM.
- Meeting with project owner on Monday 2:00 PM. every 2 weeks
- The major channel for communication is Telegram and Microsoft Team
- Update the project progress in teamwork every Friday night, before team meeting on Monday
- Send the report to project owner every 2 weeks by e-mail and update task in drive.
- Good teamwork.

1.2 Identify the project stakeholder

Process of identifying all people or organizations impacted by the project and documenting

relevant information regarding their interests, involvement, and impact on project success.

Outputs: Stakeholder register.

Stakeholder Register

Name	Position/ Organization	External /Internal	Project Role	Contact

Ms. Sreymom	Business Owner	Internal	Sponsor	+855 12345678
Mr. Heng Hap	General Manager	Internal	Sponsor advisor	+855 12345678
Ms. Roatny	Project Manager	Internal	Project Manager	+855 12345678
Ms. Helen	Business Analyse	Internal	Business Analyze	+855 12345678
Mr. Mengkong	Project Team	Internal	Web Developer	+855 12345678
Mr. Rith	Project Team	Internal	UX/UI	+855 12345678
Mr. Samnage	Project Team	Internal	Web Content	+855 12345678
Ms. Chanda	Project Team	Internal	Tester	+855 12345678
Mr. Sophal	Lecturer	External	Advisor	+855 12345678

Sign off the project

Name	External /Internal	Project Role	Contact	Signature
Ms. Sreymom	Internal	Sponsor	+855 12345678	
Mr. Heng Hap	Internal	Sponsor advisor	+855 12345678	
Ms. Roatny	Internal	Project Manager	+855 12345678	
Ms. Helen	Internal	Business Analyze	+855 12345678	
Mr. Mengkong	Internal	Web Developer	+855 12345678	
Mr. Rith	Internal	UX/UI	+855 12345678	
Mr. Samnage	Internal	Web Content	+855 12345678	
Ms. Chanda	Internal	Tester	+855 12345678	
Mr. Sophal	External	Advisor	+855 12345678	

2. Project Planning

2.1 Develop Project Management Plan

Process of documenting actions necessary to define, prepare, integrate, and coordinate all subsidiary plans. In other world, this process is about creating the project management plan.

Outputs: Project Management plan. With the project management plan, our team project will use Microsoft office such as world, excel to plan the project. Moreover, we look forward to use Microsoft project in the next due to lack of experience

in Microsoft project. In this Project Management Plan will consist of Thus, the Project Management Plan is shown below:

<center>SimpleOne Website</center>

Introduction

With the respect to SimpleOne Project, the project planning processes

required to establish the scope of the project, refine the objectives, and define the course of

action required to attain the objectives of the project.

Objectives

- Help MSMEs reach their target audiences by providing Digital Content Creation, Social Media Management, and best practices for Digital Marketing
- SimpleOne provides matchmaking Digital Tools for MSMEs regarding their business model or branding and links them to the tutorials.

Scope

- The result of this project is web-based system which provide digital resources of Digital Tech for business
- In this website, we use AI to recommend suitable social media platform for business and best practice for them. The deadline which includes in implement for one year, the deadline will be on 01-01-2024.

Resources and Tools

- HTML5
- Javascript
- CSS3
- CodeIgniter PHP Framework
- Bootstrap
- Digital tech resources
- AI

Milestone List

First, for sponsor meeting/update, our team must send the update to project sponsor for every month. In addition, for progress meeting, we follow as waterfall software developing life cycle which have one per week of project progress meeting on every Friday afternoon. For other tasks will be shown in the table of milestone list below:

Milestone	Description	Date
Complete Requirements Gathering	All requirements for SimpleOne must be determined to web-based architecture design upon	14th Jan. 2023
Complete Web Architecture Design	All database, back-end and dataflow will be design	01st Feb. 2023
Complete UI Design	The UI is design to get easy to understand and easy to use for normal user.	20th Mar. 2023
Complete Coding	All coding with PHP framework and design is finished, by applying SEO to increase the performance of website.	01st Apr. 2023
Complete Testing website	Use test case to test all the transaction of website	01st Sep. 2023
Complete implementation	The rest of the time is to implement with SEO update and applying	01st Nov. 2023
Final Testing	Test all	25th Dec. 2023
Closing Project	All process is done to close the project.	01st Jan. 2024

Approval Signatures

Ms. Sreymom   Ms. Roatny Nuon

Project Sponsor   Project Manager

Scope Management Plan

Management Approach

The term "project scope" refers to the sum of all products, services and results that will be provided as the project.

The purpose of this scope management plan is to set forth the plans and procedures for defining, developing, monitoring, controlling, changing, implementing and verifying the project scope. It's the intent of scope management to ensure the completion of all the work required, and only the work required, to complete the project successfully.

The people listed below will assume the following scope management responsibilities:

Name/Role	Responsibilities
Project Manager	Control the whole project/monitor the project
Web Developer	Build effective website
UX/UI	Design artwork for Website & user experiences
Web Content Writer	Write Web content
Tester	Test website to see if it works well
Advisor	Guide on web building

Scope Definition

The project scope baseline is comprised of the project scope statement, the work breakdown structure and the WBS dictionary, below

Scope Statement

Project Name	SimpleOne (SO)	Date	**07th December 2022**
Project Number	01	Project Manager	Roatny NUON

Business Need / Project Objectives

To minimize the gap of digital utilization in Cambodia
To give the access of Digital tools in Cambodia
To recommend the best digital platforms and best practical on digital tools using for MSMEs in Cambodia

Project Description and How it Meets the Business Need

SimpleOne (SO) is the digital platform that produce digital contents about Digital Tools to help MSMEs and tech lover understand and utilize digital tools to transform their business to online and improve it in the future by getting access on digital contents, getting recommend on the best social media platform for their business, and how to use them more effectively. Moreover, they could reach out to SO team to help them on Digital Marketing or Consulting in case they don't have enough team to do it.

Project Benefits

1. Raising Awareness of Digital tools using in Cambodia
2. Improve digital transformation in Cambodia
3. Increasing sale of Digital Marketing Service
4. Increasing sale of E-books/ and online course

Project Requirements
1. Create effective website with mobile friendly
2. User can access to FREE digital contents, download FREE template
3. User could sign up to get access E-Books and Online Course after payment
4. User could book digital marketing service/consulting online
5. SO team could upload content both ENG & KH
6. SO team could place Web banner/display advertising on Heading/somewhere as agreement
7. …

Project Deliverables
1. Internal: Status Report, Project Variance, Timesheet, Lesson Learns,
2. External: Digital Content, Sign-In to access E-Books and Online Course, Contact SO Team for Service
3.

Project Does Not Include
1. Blog/Content
2. Financial Management
3. Edu Contents

Success / Acceptance Criteria
1. Can upload blog (Picture, link,Quote)
2. User could sign up to access E-Books and Online Course after payment
3.

Estimated Project Schedule	
Milestones	Estimated Date of Completion
1. Phase1: Access content/Sign Up	April 2023
2. Phase2: Recommended Digital Tools	Aug.2023
3. Phase3: Payment Online	Dec.23
4. Project Completion	Dec.23
Total Estimated Length of Project	1 Year

Human Resource Requirements		
Personnel Type / Role	Quantity	Estimated Length of Time
1. Web Developer	1	3 Months
2. UX/UI	1	3 Months
3. Web Content writer	1	3 Months
4. Web Tester	10	1 Month
5. Advisor: Digital Business & Technical	2	3 Months
6.		

Estimated Cost of Project in a Year		
Expense Type	Description	Estimated Cost
Website Cost		$3000
Technology Source		$250
Web Content Writer		$6000
Technology Tools		$3000
Reserve		$1000
Total Estimated Cost of Project		$13250

Project Constraints
1. Cost: Spend< 1K per year
2. Time: End of Apr.23, Phase1 deliver
3. Scope: Effective User-Friendly Website
4. Quality: User can access smoothly
5. Resource: Web Developer, UX/UI, Web Content Writer
6. Risk: Website down, cannot upload quality images, not smooth, take long time. Solution: need Website Maintenance

Project Assumptions
1. We're assume that we have skillful team members
2. We have enough resources/materials
3. Our team member is available, no delay
4. We have enough budget 5K
5. Contents/Blog that need to upload is ready including E-Books/Online courses

Decision

☐ Approved   ☐ Rejected

☐ Approved with modifications   ☐ Deferred

Required Modifications

Additional Comments

_____

Approver's Printed Name

Date

_____

Title

_____

Signature

WORK BREAKDOWN STRUCTURE

WBS Code /ID			Component Name	Brief Description
1.			Gather Requirements	Get all requirements from all stakeholders
	1.1		Technical Specifications	Help to manage all process, and technical tasks
		1.1.1	Expected bandwidth	Visitors could access/visit web/ many visitors could visit at the same time
		1.1.2	User registration	User can register to download E-Books/learn online
		1.1.3	Restricted areas	Do not show at some risk hacker areas
	1.2		User Requirements	Cookie clicks
		1.2.1	Menu navigation	Can access Menu navigation
		1.2.2	Interactive modules	Clickable
		1.2.3	Static pages	Content is the same to all users
	1.3		Reporting requirements	Report all requirements that we got from stakeholders
		1.3.1	Bandwidth & Usage	Ensure have enough bandwidth, so website work smoothly
		1.3.2	Page views	Get Insight of page views
		1.3.3	Session length	Length
2			Establish Design	Design can release

	2.1		Design elements	All elements in website need to be ready
		2.1.1	Banner	Can replace banner on website
		2.1.2	Footer	Have good footer of website
		2.1.3	Logo	Great logo on website, and clickable
		2.1.3	Color Scheme	Use brand colors code
		2.1.4	Font usage	Use brand font code
	2.2		Overall Layout	All layout is alignment
		2.2.1	Column setup	Columns setup for article
		2.2.2	Optional modules	This is just optional
		2.2.3	Navigation layout	Have navigation, easy to control
	2.3		Content elements	Can release content
d		2.3.1	About Page	About page menu
		2.3.2	Contact Page	Contact Page menu
		2.3.2	Resource Page	Resource Page can access to articles and photos
		2.3.3	We offer Page	What we offer to audiences
		2.3.4	Sign Up/Log In	User need to sign up for exclusive offer
		2.3.5	FAQ Page	Where user find help
3			Select Technical Framework	What technical frameworks are needed for project
	3.1		Evaluate cost & time to develop	Budget and time for project
	3.2		Evaluate options against requirement	Other options for requirement
	3.3		Make decision	Then we could decide what to do
4			Implement Technical Framework	
	4.1		Build or acquire back end	Web developer build back end
	4.2		Build or acquire front end	We designer create front end
	4.3		Integrate back end & front end	Team will integrate both
5			Create Content	
	5.1		Create content summary	What we going to release on website
	5.2		Establish content details	Write detail of what we have planned
	5.3		Assign content creation	Create creative contents in different types
	5.4		Create detailed content	Make them more detail, ready to release

6			Load content	
7			Test Site	We can test the process/ all elements
	7.1		Navigation	Check if it clickable or controllable
	7.2		Interactive elements	All elements can click
		7.2.1	Contact form	User can submit form on website
		7.2.2	User registration	User can register to create account on web
	7.3		Browser compatibility	Work smooth
8			Roll out site	Roll out site
	8.1		Establish target date	When we release
	8.2		Create communication plan	How we communicate with user/audiences
	8.3		Make site live	Website launching

Risk Management

Process of implementing risk response plans, tracking identified risks, monitoring residual risks, identifying new risks and evaluating risk process effectiveness throughout the project. **Outputs:** Risk register updates, organization process assets updates, change requests, project management plan updates, project document updates

Identify the risks

Internal	External
Financial management, for example: • Viability / liquidity • Income loss • Poor cost control	**Funding, for example:** • Get sponsor • Award
Human Resources • Poor team supervision and performance appraisal • Staff turnover/ headhunted by competitor	**Regulatory environment** • Changes in regulatory framework • Negative registration reports

• Cannot find enough team	• No internal systems to proactively manage all the factors that drive the performance of the Team
Property management • Contractors fail to perform maintenance contract / Poor response time by contractors • Aging / poor quality products	**Reputation** • Public and community perception of the project • Negative comments from press or audiences
Legislation compliance • Privacy Act- • Meeting tax requirements	**Competition** • Losing opportunities to grow • Other providers • Unexpected rapid growth
Technology & Security • Data Safety • IT team not sufficient for expanded business	**Cyber Crime** • Hacking

Risk management register

Function/activity	GENERAL	Compiled by:		Date:	
Reviewed by:	BOARD	Date Reviewed		Date of next review:	

Column Name:

RF: Reference:

Ris: Risk_ What Happened

RisL: Risk likelihood_ Decide the range of risk. In this case 1 = lowest probability, 5 = highest probability

RisC: Risk consequences_ Decide the range. In this case 1 = lowest risk, 5 = highest risk

RisS: Risk Score

LeRis: Level of risk

ConA: Control adequacy. The current controls used: **OK** – satisfactory, **MON** – monitor, some concerns or! Unsatisfactory – action needed

RisSt: Risk status, Is the risk (1). increasing rapidly, (2). increasing, (3). decreasing rapidly, (4). decreasing (5). or - staying the same?

PriR: Priority Risks_ Rank 1-20
A priority ranking should be given to the key risks. This should take into account all other factors, including the likelihood and impact of the risk, whether the risk is increasing or decreasing and how effective the current controls are.

RF	Ris	RisL	RisC	RisS	ConA	RisSt	PriR	Strat.	Res.
Internal									
	Financial management								
16/02	Cash flow / liquidity difficulties	2	5	10	OK	5	18	1. Review planned maintenance timetable to ensure that work is spread evenly throughout year 2. PM to report on liquidity ratios to board quarterly.	PM
	Property management								
17/02	Properties discovered to be in very poor condition after handover	3	4	12	!	4	14	1.scope prior to handover and get necessary work done 2. re negotiate capital contribution	PM
External									

	Funding								
17/02	Get sponsor	**4**	**5**	**20**	**!**	**4**	**1**	1. Take this fund to enhance marketing/cost get audiences 2. Rent office 3. Branding	

Evaluate the risks

Priority risks

The risk identification process can produce a long, unstructured list of risks. These should be grouped into related risks and given a risk score, by using a risk management register such as the one in section seven above. However, even with careful processing, the risk register is still likely to contain more items than a board can give proper attention to. **The aim** should instead be to identify and prioritise the key risks that are going to be closely monitored by the board. These are the most significant risks that could prevent key organisational objectives from being achieved. The exact number of risks will vary from year to year and organisation to organisation, it is unlikely that a board would be able to provide detailed oversight of more than 20 risks at a corporate level.   The management of lower priority risks should be delegated to staff and only reported to the board if their status changes.

Priority risk table

Risk Priority	Ref #	Risk description
1	01/02	Spending more than expected due to purchase new PC
2	05/02	One of Team members dropped since meeting new job
3	06/03	A lack of financial skills on the board
4		

Treat the risks

The risk treatment plan is essential for successful risk management. It is the part of the risk management plan that allows an organization to say what approach will be adopted for each of its key risks.

Risk treatment plan

Reference: 17/02

Risk identified and likely impact:

Team Member drops out their tasks for new positions is the key risk for this project.

This will impact to project heavy as well as the whole team, make team work get stuck, and can lead to drop the whole project.

Moreover, it takes more time to recruit new team and introduce the project to them, can slow down to our project.

Summary of recommended response

To response this risk, we will put more effort on Team member, humane recourses management strategy and communication strategy.

Action plan
Proposed actions

1. PM should have proper agreement/contract for their responsible.
2. Create working flow or Mapping, so everyone knows where they are now, their current situation
3. Reach for help from Freelancer or agency who can help in short times and quickly

Resource requirement
1. This risk needs both leadership and financial 2. Leadership makes people stay, make them feel family, we are going to achieve it together 3. Financial, ensure our team can cover them expend, feel secure

Responsibility
Project Manager

Timing
This risk will be checking every month by create team building or team gathering

Reporting and monitoring required
This treatment plan will monitor till the end of project, Project Manager will report about activity every month.

Compiled by: Date
Reviewed by: Date

Project Closing

Process performed to finalize all activities across all process groups to formally close the project or phase.

Close project or phase

Process of finalizing all activities across all of the project management process groups to formally complete the project or phase. **Outputs:** Final product, service or result transition, organization process assets updates

Close procurements

Process of completing each project procurement. **Outputs:** Closed procurements, organization process assets updates

Project Completion
This section identifies the criteria required to complete the project and any outstanding items which still need to be undertaken even though the project may be ready for completion.

Completion Criteria
List the criteria which must be met to confirm that the project is completed. For each criteria listed, assess whether or not it has been achieved to the satisfaction of the customer.

Category	Criteria	Achieved
Objectives	• The project 'vision' has been achieved (as defined in the Scope) • All project objectives have been achieved (as defined in the Scope)	*Y / N*
Benefits	• The full benefits have been realized (as defined in the Business Case)	*Y / N*

Deliverables	• All deliverables have been completed (as defined in the Scope) • All deliverables have been accepted by the customer (as per the Acceptance Plan)	*Y / N*

Outstanding Items

List any outstanding items which still need to be undertaken even though the project has satisfied the above completion criteria. For each item, list the actions required to be undertaken and the Owner responsible for undertaking the action.

Item	Action	Owner
Activities	*List all activities or tasks which have not yet been completed (as defined in the Project Plan)*	*Roatny*
Risks	*List all business risks which have not yet been fully mitigated*	*Roatny*
Issues	*List any current issues which are impacting on the business and have not yet been fully resolved*	*Mr. Helen*

Deliverables

Identify a hand-over plan for the release of all project deliverables to the customer.

Deliverable	Current		New		Hand-over Plan		
Type	Owner	Loca.	Owner	Loca.	Activities	Date	Owner

Admin Access, Accounts Payable and Accounts Receivable system modules	Ms. Roatny	St.110	Ms. Sreymom	St.271	· Handover system maintenance · Handover operational support · Handover system documentation	30/12 /23	Mr. Sreymom

Documentation

Identify a hand-over plan for the release of all project documentation to the customer.

Documentation	Current		New		Hand-over Plan		
Type	Owner	Locati on	Owner	Location	Activities	Date	Owner
Project Initiation: · Business Case · Feasibility Study · Terms of Reference	Ms. Roatny	St.110	Ms. Sreymom	St.271	. Website Admin access . System control . Content upload	30/12 /23	Ms.Sr eymo m
Project Planning · Project Plan · Resource Plan · Financial Plan · Quality Plan · Acceptance Plan	Ms. Roatny	St.110	Ms. Sreymom	St.271	. All plan will hand over to Ms. Sreymom	30/12 /2023	Ms, Sreym om

Suppliers

Identify a hand-over plan for the termination of project supplier contracts.

Supplier Name	Contract Reference	Termination Activity	Release Date	Activity Owner

Ezecom	Contract Ref. 123456	• Notify supplier of termination • Release supplier resources • Return supplier assets • Pay supplier invoices	01st Dec. 2024	Ms. Kakada

Communication

Identify a plan to communicate the project closure to all stakeholders and interested parties.

Target Audience	Intended Message	Method Used	Dispatch Date	Dispatch Owner
MSMEs General	• Project has been successfully completed and is now closed • Benefits realized due to success of the project • Lessons learned: Time is very tough for us to deliver this project with limit resources. We will recruit more people	• Email and formal letter for each recipient • Special Board presentation on benefits realized • Undertake Post Implementation Review' and email to key stakeholders	02/01/2023	Ms. Sreymom

	next time at the starting of the project.			

Approval

Name: _____

Role: _____

Signature: _____

Date: ___ / ___ / ___

By signing this document, I grant approval to formally close this project and complete the hand-over activities as described above.