INSTITUTE OF TECHNOLOGY OF CAMBODIA

Scope Management Plan

Project Name:
BUNG's
Project Number:
001

Prepared By: HENG Seyha

Last Revised On: TBC

CONTENTS

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 project manager will assume overall responsibility for project scope management. The people listed below will assume the following scope management responsibilities:

Names / Roles	Responsibilities
Project Manager: Mr. HENG Seyha	Full responsibility of the project.
Project Sponsor: Mr. CHAN Sophal	Sponsor and follow up the project.
Project Team Lead: Mr. KEA Chhaiya	Lead the team to complete the tasks.
Project Team Members: Mr. SOK Chea	Develop the POS application.
Project Team Members: Mr. PICH Vichea	Support the development of the POS app.

SCOPE DEVELOPMENT

SOURCES

The scope of this project is defined in the Scope Definition section, below. Development of the project scope began with an examination of the following sources:

A. Project Charter
B. Applicable codes, regulations, statutes and laws
C. Stakeholders
D.

COLLECT PROJECT REQUIREMENTS

The complete requirements gathering and definition process is described in the Requirements Management Plan and all known project requirements are set forth in the Requirements Traceability Matrix. The Requirements Traceability Matrix is included in the Requirements Management Plan.

SCOPE DEFINITION

The next step in project scope management is to provide a detailed definition of the work required for the project. Good scope definition is very important to project success because it helps improve the accuracy of time, cost and resource estimates, it defines a baseline for performance measurement and project control, and it aids in communicating clear work responsibilities. The main tools and techniques used in defining scope include expert judgement, data analysis, decision making, interpersonal and team skills, and product analysis. The main outputs of the scope definition are the project scope statement and project documents updates.

PROJECT SCOPE STATEMENT

Project scope statement should include at least a product scope description, product user acceptance criteria, and detailed information on all project deliverables. It is also helpful to document other scope-related information, such as project boundaries, constraints, and assumptions.

Project Title: BUNG's

Project start date: 01/ November/2022 Project finish date: 01/ April/2023

Key schedule milestone:

- Inventory update completed December 15
- Hardware and software acquired January 15
- Installation completed February 15
- Testing completed March 15

Budget information: 10000$

Project manager: HENG Seyha, (+855) 88 91 91 688, hengseyha620@gmail.com

Project objective: Develop the point of sale called BUNG's. It is an desktop application system build to manage the restaurant.

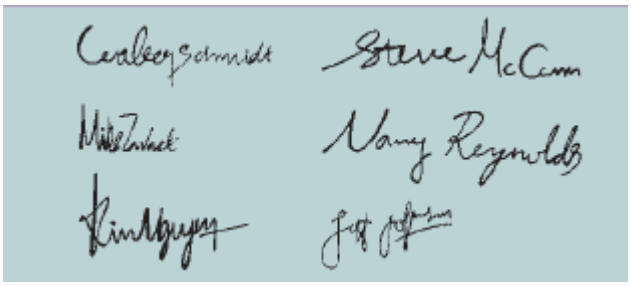
Approach:

- Develop detailed cost estimate for project and report to CIO.
- Issue a request for quote to obtain hardware and software.
- Use internal staff as much as possible for planning, analysis and installation.

ROLES AND RESPONSIBILTY

Name	Role	Responsibility
Mr. CHAN Sophal	CEO	Project sponsor, monitor the project
Mr. HENG Pheakdey	CIO	Monitor project, provide staff
Mr. HENG Seyha	Project Manager	Plan and execute the project
Mr. KEA Chhaiya	Director of IT operation	Mentor Kim
Mr. SOK Chea	VP, Human resources	Provide staff, issue memo to all employees about the project
Mr. PICH Vichea	Director of Purchasing	Assist in purchasing hardware and software

Sign – off:



WORK BREAKDOWN STRUCTURE (WBS)

The work breakdown structure is often depicted as a task-oriented tree of activities, similar to an organizational chart. Many people like to create a WBS in chart form first to help them visualize the whole project and all of its main part.

Level 1	Level 2	Level 3	Level 4	Level 5
1.Requiremenrts				
	1.1Technical			
		1.1.1hardware & peripherals 1.1.2 Software		
			1.1.2.1POS software support	
				1.1.2.1.1Custom inventory interconnect 1.1.2.1.2Custom accounting interconnect 1.1.2.1.3Backup software licenses
			1.1.2.2Networking	
				1.1.2.2.1 VPN 1.1.2.2.2 Security 1.1.2.2.3 Redundancy / DR
	1.2 Business			
		1.2.1 Existing systems integration 1.2.2 Card processing 1.2.3 Custom reporting		

	1.3 Human resource			
		1.3.1 Internal resource identification 1.3.2 Vendor resource identification		
2. Acquisition				
	2.1 Hardware & peripherals			
		2.1.1 Vendor selection 2.1.2 Purchase 2.1.3 shipping		
	2.2 Software			
		2.2.1 Allocate app development resource 2.2.2 Purchase other support software		
3. Implementation				
	3.1 Hardware			
		3.1.1 Rack space allocation		
	3.2 Software			
		3.2.1 Platform 3.2.2 POS 3.2.3 Supporting		
	3.3 Communication			
		3.3.1 Cabling 3.3.2 Core routing & switching 3.3.3 Internet connectivity 3.3.4 Connectivity testing		
	3.4 Preliminary testing			
4. Inventory				
	4.1 Process management workflow 4.2 SKU scanning			
		4.2.1 Gift cards 4.2.2 Gen		

		merchandise		
5. App deployment				
	5.1 System integration			
		5.1.1 Inventory system 5.1.2 Accounting system 5.1.3 Card processing		
			5.1.3.1 Merchant account	
	5.2 System configuration			
		5.2.1 User accounts 5.2.2 Reporting 5.2.3 Data exports 5.2.4 Backup schedule		
	5.3 Initial testing 5.4 Operation handover			
		5.4.1 Vendor support details		
6. Implementation testing				
	6.1 Test plan 6.2 Acquire test cards 6.3 UAT			
		6.3.1 Transaction 6.3.2 Scanning 6.3.3 Card swipe 6.3.4 Reconciliation		
	6.4 Test reporting			
7. Training				
	7.1 Documentation 7.2 User training			

WBS DICTIONARY

A WBS dictionary is where the details of the tasks, activities, and deliverables of the work breakdown structure are located. The content includes whatever milestones are related, the project scope and in some instances dates, resources, cost and quantity.

The WBS dictionary allows you to define each of the steps on the WBS and how to execute them to reach the final deliverable of the project. The document includes a work package, which defines the related tasks, and control accounts, which integrate the scope, budget, actual cost and schedule for those tasks.

Work package name: Initial testing						WBS ID: 5.4			
Description of work: There will be accessibility testing for the desktop app. There will be testing to make sure all the transaction of website work correctly.									
Milestones: - Website feature testing complete - Integration testing complete - Resource accessibility testing complete						Due date: - 15/ January/2023 - 15/February/2023 - 15/March/2023			
ID	Activity	Resource	Labor			Material			Total cost
			Hour	Rate	Total	Unit	Cost	Total	
5.4.1	Desktop app testing	PM	10	30$	300$				300$
5.4.2	Hyperlink testing	PM	10	30$	300$				300$
5.4.3	MIS resource accessibility testing	PM	70	30$	2100$				2100$
5.4.4	Integration testing	PM	10	30$	300$				300$
Quality requirement: Desktop app must be have registration form and can accessible for all MIS resource.									
Acceptance criteria: Desktop app must be accessibility for each registration user to take short training course on MIS.									
Technical information: After training course, the certificate will be provided.									
Contract information: Testing will be conducted by the Project manager in charge of the area to be tested.									

SCOPE VALIDATION

Scope validation involves formal acceptance of the completed project deliverables. The acceptance is often achieved by a customer inspection and then sign-off on key deliverables. To receive formal acceptance of the project scope, the project team must develop clear documentation of the project's product and procedures to evaluate whether they were completed correctly and satisfactorily. Configuration management specialist identity and document the functional and physical characteristics of the project's product, record and report the changes, and audit the products to verify conformance to requirement. To minimize scope changes, it is crucial to do a good job of configuration management and validating project scope.

SCOPE VERIFICATION

Describe how the deliverables will be verified against the project scope. To whom will the deliverables be first presented for inspection and verification? Does the quality management plan address quality control processes? Are the control quality processes performed before scope validation or are those two processes performed in parallel?

Will anyone else be involved in verifying the deliverables? What are their roles?

When will scope verification be performed? How will the verification of deliverables be tracked?

DELIVERABLES ACCEPTANCE

Describe the manner in which project deliverables will be formally presented and accepted. Will they be presented at the end of each phase? Will they be presented at regular intervals? Who will present the project deliverables and to whom will they be presented?

Role	Responsibility
Executive Steering committee (ESC)	- Meet at least once a monthly - Provide strategic direction and promote the vision for Point Of Sale - Advise project on policy issues - Review, evaluate, and provide direction to the project director and project team member on implementation and deployment strategies - Monitor the project progress - Provide recommendation on issues escalated to the committee - Assist in mitigating strategic project risks - Address, review and approve all deliverable such as project structure and team activities - Monitor the project activities, assuring adherence to the project plan - Ensure involvement of participant in order to meet deadlines - Review and approve expenditure of funds - Represent the point of view of key stakeholders including technology enabled customers and state government executives
NM DOIT	- Provide project implementation oversight - Ensure proper project management and cost reporting - Certify and approve funding prior to each phase of the project
Project director/ Project manager	- Report to ESC on project status, issues, budget and activities - Address, review and submit deliverable to ESC from TRD project team member - Prepare steering committee meeting agenda and meeting materials - Establish and maintain a coordinated project manual that includes all IT and non IT tasks and activities necessary to fully execute the project and to

	achieve project goals - Monitor and report the activities of the TRD project team, assuring adherence to the project plan, budget and schedule - Ensure involvement of participants in order to meet deadlines - Ensure mitigation of project issue and risks - Maintain a current copy of the project budget - Facilitate development of the POS selection criteria - Procure hardware and software for POS - Comply with approved IT infrastructure policies and procedure - Plan system interface and document migration processes - Manage testing and validating for POS solution - Provide contract and vendor oversight - Assure vendor deliverable meet the business and system requirement - Monitor the project and contract to ensure delivery of complete accepted deliverable on schedule - Serve as a contract for the vendor team manager review and accept weekly status reports project milestones, deliverable and issues logs - Advise the vendor teams on issues and risks - Review and approve all vendor documentation - Document point of sale model
MVD business owner team members	- Provide subject matter expertise for MVD business requirement - Participate in workgroups and status meeting to determine best course of action, option, and alternatives - Review ITC PCC documentation for certification - Participate in developing POS selection criteria - Make recommendation to POS project director concerning the project deliverables - Assist with project coordination and issues where escalation is necessary - Review vendor deliverable and participate in test walk through - Approve and sign off on project documentation - Work closely with project director to create an approved publishes point of sale framework
IT team members	- Participate in hosting strategy development - Support installation of hardware and technology infrastructure - Develop application as required - Perform installation of hardware and software - Configure hardware and software

IT specialist system administrator, system experts and developers	- Provide IT subject matter expertise - Work with project director to determine hardware software network and technical requirement - Provide IT perspective and guidance for technology issues
Vendors	- Ensure compliance with the contract and approved work plan - Develop and submit all deliverable as required by the contract - Meet the project schedule and milestone as defined in the work plan and the contract.

ACCEPTED DELIVERABLES

The project director shall present the deliverables along with a recommendation for approval to the executive steering committee during a regularly scheduled steering committee meeting. The executive steering committee must then vote to accept or reject the deliverable with the vote reflecting a majority decision.

REJECTED DELIVERABLES

If the deliverable is rejected, the project director must inform the vendor submitting the deliverable of the committee's action and must also learn identify, in writing , why the deliverable was rejected, and what actions must be addressed by the vendor before the deliverable is presented for acceptance again.

SCOPE CONTROL

The goal of scope control is to influence the factors that cause scope changes, to ensure that changes are processed according to procedures developed as part of the integrated change control and to manage change when they occur. You can not do a good job of controlling scope if you do not first do a good job of collecting requirements, defining scope, and validating scope. How can you prevent scope creep when you have not agreed on the work to be performed and your sponsor has not validated that the proposed work is acceptable? You also need to develop a process for soliciting and monitoring changes to project scope. Stakeholder should be encouraged to suggest change that will benefit the overall project and discourage from suggesting unnecessary changes.

MONITORING

Who is responsible for monitoring the project scope to ensure the project remains within the scope baseline? What processes will be used?

Name	Scope Monitoring Activities
Mr. HENG Seyha	The project director maintains a copy of the current budget and is to notify TRD of the budget variance as they are identified
Mr. SOK Chea	Responsible for establishing and maintaining a project schedule. The project.
Mr. KEA Chhaiya	Evaluate project scope issues. Significant variance from scope will be submitted to a formal project change control mechanism.
Mr. CHAN Sophal	TRD POS project quality management will be established for each deliverable based on the quality mechanism of the responsible organization,
Mr. PICH vichea	Included as part of the routine status process of the project. This maintain as awareness of risk and associated risk assessment and monitoring tasks required to manage the project effectively.

WORK PERFORMANCE DATA

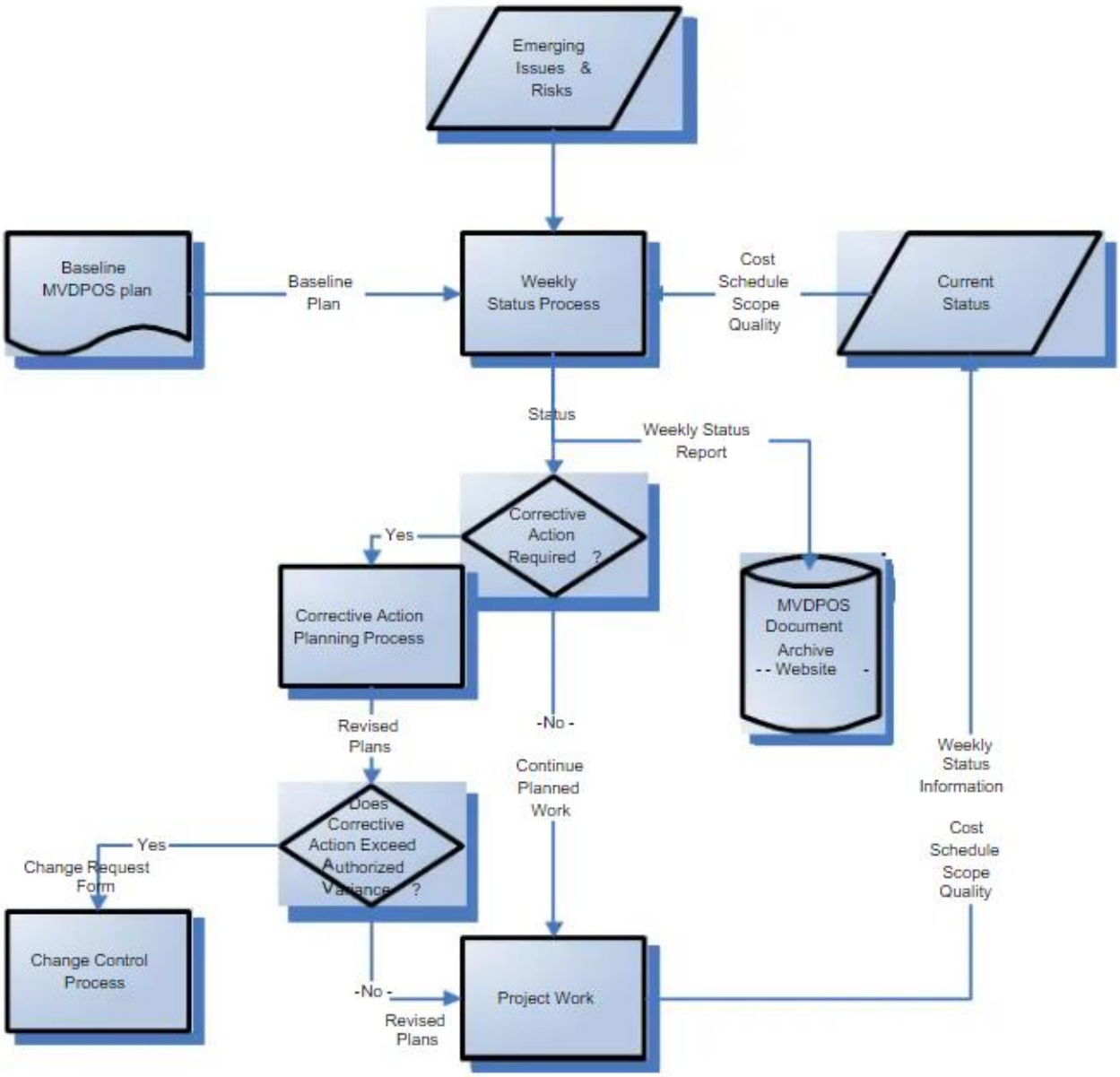
According to the PMP exam rules, work performance data refers to the gathering of unprocessed observation and calculations throughout the course of project management. These activities are performed to finish a key task or project work performance data provides an overview of the status of a project, which assist in generating performance reports.

VARIANCE ANALYSIS

Variance analysis is a technique used for determining the cause of any difference and the degree of any difference between the scope baseline and the actual performance. Describe the processes for performing variance analysis. When is corrective or preventative action required? Does the quality management plan speak to allowable variances?

INTEGRATED CHANGE CONTROL PROCEDURES

Change control process: establishing how change will be managed, including capturing, tricking, communicating, and resolving change. Due to much ambiguity regarding change, it id vital that we document and discuss the change process with the executive sponsor.


Emerging Issues & Risks
Baseline MVDPOS plan
Baseline Plan
Weekly Status Process
Cost Schedule Scope Quality
Current Status
Status
Weekly Status Report
Corrective Action Required ?
Yes
Corrective Action Planning Process
MVDPOS Document Archive - - Website -
Revised Plans
-No -
Continue Planned Work
Weekly Status Information
Does Corrective Action Exceed Authorized Variance ?
Yes
Change Request Form
Change Control Process
Cost Schedule Scope Quality
-No -
Revised Plans
Project Work

CHANGE CONTROL BOARD

A formal change control process is an essential component of a successful IT project. The key to controlling project change, is managing the impact to the project plan, budget, and implementation schedule.

Some changes are unavoidable – instance where change have to be made to comply with legal, federal/state regulation, policy change, compliance with change in the business direction of the enterprise, or where technology may dictate change. Other non-essential change can be avoided through management of a formal change control process.

Scope change are the continual addition of functional enhancement to the product requirement throughout the project life cycle. Excessive scope changes are directly related to poorly defined product requirement and specifications. A well thought out change control process will assist the project management team in controlling "scope creep".

Three steps are necessary to control scope changes:

1. Establish the baseline product: The POS project plan is developed around a package strategy. Further, the strategy specifically specifies minimal modification to the package. No functional modification are to be made to selected POS product.
2. Agreement from the POS ESC: The baseline product describes above and strategy for implementation is to be reviewed and approved by the POS executive steering committee. Requests to change the scope will also be reviewed and approved by the POS ESC.
3. Enforce a formal change control process: The software package/ implantation process never static. Some changes are to be expected during the POS implementation and a formal process has been defined and is to be followed to make sure all change to the products are made in an orderly manner. As scope change requests are made, a change control process ensures:

- Only necessary change are made
- Changes are communicated to all affected parties and change are implemented in an orderly fashion.

A. APPROVED

When a change request is approved, the project manager will track the approval on the change request log found in Attachment E, below. The project manager will also ensure implementation of the change, as it was submitted and approved.

Where implementation affects changes to the project management plan, the project manager will revise the plan and distribute notice of the revisions in accordance with the procedures set forth in the communication management plan.

B. APPROVED WITH MODIFICATIONS

When a change request is approved with modifications, the project manager will track the modified approval on the

change request log found in Attachment E, below. The project manager will also ensure implementation of the change, as it is modified.

Where implementation affects changes to the project management plan, the project manager will revise the plan and distribute notice of the revisions in accordance with the procedures set forth in the communication management plan.

C. REJECTED

When a change request is rejected, the project manager will track the rejection on the change request log found in Attachment E, below and provide written notice of the rejection to the party who initiated the change. No further action will be taken.

D. DEFERRED

When a change request is deferred, the project manager will track the deferred request on the change request log found in Attachment E, below. The project manager will also notify the party who initiated the change request.

No other action will be taken unless the change control board later approves, approves with modifications or rejects the change request.

ASSUMPTIONS

While defining and managing project scope, it's inevitable that assumptions will be made. All assumptions regarding project scope will be documented here then transferred to the Risk Management Plan for further management.

ISSUES

With any project, no matter how comprehensive the planning process, issue arise that need to be addressed. This section of the project manual address how this process will be managed for the POS project.

The process of tracking an issue is outlined here:

- An issue is identified.
- It is added to the issue document. Assigned an issue number with a brief explanation of the issue and date entered.
- The issue is assigned to someone and potential action to be taken.
- As action is taken, it is noted with the issue.
- If possible, an estimated completion date is entered.

Listed below are the items how the issued can be solved:

- An issue can become a task added to the project plan with proper approval, if new, or within scope of the project.
- It could be resolved by an action taken.
- A document can be created which address the issue
- A resolution could create new issue that need to be addressed.
- A new policy could be created which address the issue.

RISKS

This is the primary tool to be used to list and categorized POS project risks. The sequence of activity is as follow:

- Risk identification: the process of identifying potential risks and documenting the specific characteristic of

each.

- Risk analysis: the process of determining the impact and likelihood of the identified risks. This process may employ both qualitative and quantitative technique as deemed necessary to objectively evaluate potential risks to the project.
- Risk mitigation: the process of mitigating the possibility of the risk and assigning responsible individual to identified risks. All identified risk will have appropriate mitigation strategics/plan. For those risks that are highly probable and have significant impact to the project will develop contingency plan.
- Risk monitoring and control: the process of tracking, evaluating and responding to ongoing developments relative to project plan , risk mitigation plans and specific contingency plans.

Risk identification is the responsibility of all members of the project team. The project director and project manager are responsible for tracking risks and for developing mitigation strategics and contingency plans that address the risk identified by the team.

Our general risk mitigation strategies for technical, cost and schedule risks:

- Technical risk: emphasize team support and avoid stand-alone project structure, increase project manager authority, improve problem handling and communication.
- Cost risk: increase the frequency of project monitoring, improve communication, project goal understanding and team support.
- Schedule risks: increase the frequency of project monitoring, select the most experienced project manager.

PLAN APPROVAL

By signing below, I, HENG PEAKDEY in my capacity as Project Sponsor approve of this Scope Management Plan.

Name: HENG Peakdey
Title: Project's sponsor and client

Peakdey__.	16/February/2023
Signature	Date Approved

PROJECT CLOSSE

A. Project close

Project close will always consist of administrative project activities and possibly contractual project activities and external vendor is employed. Completing both sets of activities is a mandatory step in the project life cycle. Administrative activities complete the internal needs for the agency that is responsible for managing the project, such as lessons learned , recording the last hours against the project need, such as executing a procurement audit and formal acceptance of the project work product.

B. Administrative close

Administrative close occurs at both the end of phase and end of project. This closure consists of verification that objectives and deliverables were met. Acceptance is formalized and phase activities are administratively closed out. Administrative closure occurs on a “by-phase” basis in accordance with the WBS and should not be delayed to project end. At that point, the burden of closing is too great and audits inaccurate. The specific project close activities for a given project are contingent on the project’s complexity and size. Project managers should work with the project’s project management consultant to tailored Project close procedure to compliment the project’ s objectives.

C. Contract close

Contract close is similar to administrative close in that involves product and process verification for contract close.