EVENTS MANAGEMENT SOFTWARE FOR COMPANY OPERATIONS

Integrative Technology Innovations
People's Technology Complex
Carmona, Cavite

APRIL 2024

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INTEGRATIVE TECHNOLOGY INNOVATIONS - COMPANY PROFILE

Background

History

- Integrative Technology Innovations Inc., doing business as IntegraTech, opened in 2020, specializing in the integration of technology within various businesses in the Philippines. It targets the Micro, Small, and Medium Enterprises (MSMEs) with the goal of bringing their businesses closer to an advanced future. IntegraTech started with providing IT services to clients who seek outsourcing, focusing on solving common but crucial problems in relating to Information Technology: cybersecurity , database systems, networking, etc., which then expanded rapidly when the COVID-19 pandemic hit and more MSMEs needed to be more digitally connected. One of the pioneer and long standing clients of IntegraTech, Voiture ltd., digitized its database with IntegraTech which was crucial in its expansion into Southeast Asia. IntegraTech has also helped Insecure inc. in dealing with worms, a type of virus, by implementing the necessary cybersecurity measures. To this day, IntegraTech has been serving multiple clients, helping them in their IT journey by understanding what they need and offering solutions that best suit them.

Location

- Integrative Technology Innovations Inc. is situated at the People's Technology Complex, Mabuhay, Carmona, Cavite. As a rising city full of potential and development efforts, it serves the purpose of the company. It is close to the Carmona Exit of South Luzon Expressway and is connected to the various digital hubs and innovation companies in Carmona, such as the PLDT Inc., Total Information Management Corporation, onsemi Inc., and Rohm Semiconductor Philippines.

Amenities

- Our dedicated customer support center is available 24/7 to assist with any inquiries, troubleshooting, and technical support. And a collaborative space for employees and partners to brainstorm, prototype, and develop new ideas. Offering extensive training programs to help our customers and employees stay updated with the latest technologies and best practices. For Eco-friendly areas within our premises designed to promote relaxation and well-being among our employees.

Mission and Vision

- To deliver innovative and high-quality technology products and services that meet the diverse needs of our clients, fostering growth, efficiency, and a sustainable future.

To be a global leader in technology innovation, empowering businesses and individuals to achieve their fullest potential through advanced, user-friendly, and reliable tech solutions.

Sterling Soirees - Company Profile

Background

History

- Sterling Soirees began in 2021, founded by a team with a shared passion for creating unforgettable experiences. They started by transforming intimate gatherings into magical occasions, and our reputation for meticulous planning and flawless execution quickly grew. Today, Sterling Soirees curates a range of events, from grand galas to bespoke conferences, bringing their clients' visions to life with creativity and unwavering dedication. Fueled by a commitment to exceeding expectations, Sterling Soirees fosters a collaborative spirit. They work closely with their clients to understand their unique goals and transform them into extraordinary events. Their team of passionate event professionals takes immense pride in crafting memories that resonate long after the last guest departs.

Location

- The offices of the Sterling Soirees are located at Bonifacio Global City (BGC), in Taguig, Metro Manila. It is a trendy and rapidly developing business district with a focus on innovation and design and offers a vibrant atmosphere and potential for attracting young talent.

Amenities

- Sterling Soirees elevates events with exceptional amenities. From impeccably curated décor that sets the mood, to flawless catering that tantalizes taste buds, we provide everything you need. Live music or a captivating DJ keeps the energy high, while a dedicated staff ensures seamless service throughout your soirée. Let us take care of the details, so you can focus on creating lasting memories.

Mission and Vision

- To be the leading innovator in the event industry, recognized for crafting unforgettable experiences that spark connections and leave a lasting impact. To orchestrate flawlessly executed events that exceed client expectations and bring their visions to life. We craft unforgettable experiences by meticulously planning and flawlessly executing creative events.

Operation

Sterling Soiree specializes in overseeing events focusing on meticulous logistics management. This involves venue selection and setup, including arranging seating, stages, and equipment. They coordinate with the Events Committee, ensuring smooth operations. Additionally, they conduct post-event storage for future events.

At such times, procuring and managing equipment and supplies required for the event, such as audio-visual equipment, microphones, projectors, lighting, tents, tables, chairs, etc. may lead to coordinating with vendors or rental companies to secure the necessary items within the budget allocated for the event if such items are not in possession or storage. Because of this, the Logistics Committee has to focus on manually listing down and recording materials and equipment of their quantity (i.e. pieces, bands, sticks) and quality (i.e. Recyclable, New or Unusable) in future events as well.

Financial History Performance

Sterling Soirees Inc.

Finacial History Performance
For the Years
2021-2023

Revenues		2021		2022		2023
Event Planning Fees	₱	220,096.84	₱	485,417.00	₱	1,189,114.00
Ticket Sales	₱	165,072.63	₱	363,894.75	₱	891,858.00
Sponsorships	₱	110,048.42	₱	242,708.50	₱	594,572.00
Merchandise Sales	₱	55,024.21	₱	121,522.25	₱	297,286.00
Total Revenue	₱	550,242.10	₱	1,213,542.50	₱	2,972,860.00
Cost of Goods Sold						
Venue Rental	₱	100,000.00	₱	150,000.00	₱	200,000.00
Catering	₱	50,000.00	₱	50,000.00	₱	50,000.00
Equipment Hire	₱	40,000.00	₱	40,000.00	₱	40,000.00
Miscellaneous Direct Costs	₱	30,096.84	₱	105,417.00	₱	239,144.00
Total Cost Of Goods Sold	₱	220,096.84	₱	345,417.00	₱	529,144.00
Operating Expenses						
Salaries	₱	100,000.00	₱	150,000.00	₱	200,000.00
Rent	₱	50,000.00	₱	55,000.00	₱	60,000.00
Utilities	₱	20,000.00	₱	20,000.00	₱	20,000.00
Marketing	₱	30,000.00	₱	40,000.00	₱	50,000.00
Administrative Expenses	₱	75,121.05	₱	206,771.25	₱	556,430.00
Total Operating Expenses	₱	275,121.05	₱	471,771.25	₱	886,430.00
Gross Profit	₱	330,145.26	₱	868,125.50	₱	2,443,716.00
Operating Income	₱	55,024.21	₱	396,354.25	₱	1,557,286.00
Net Income	₱	55,024.21	₱	396,354.25	₱	1,557,286.00

Figure 1.1

Organizational Structure

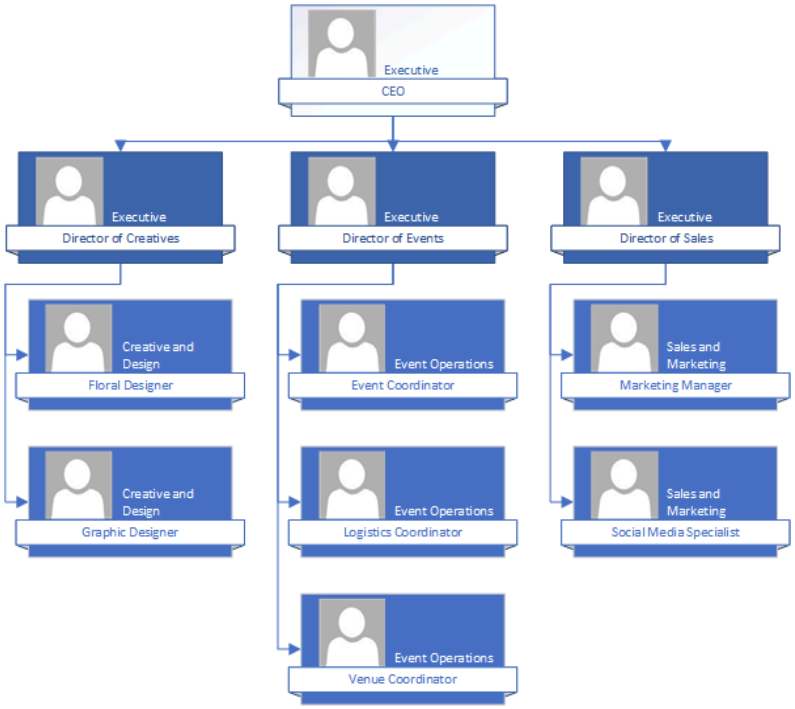


Figure 1.2

Project Structure

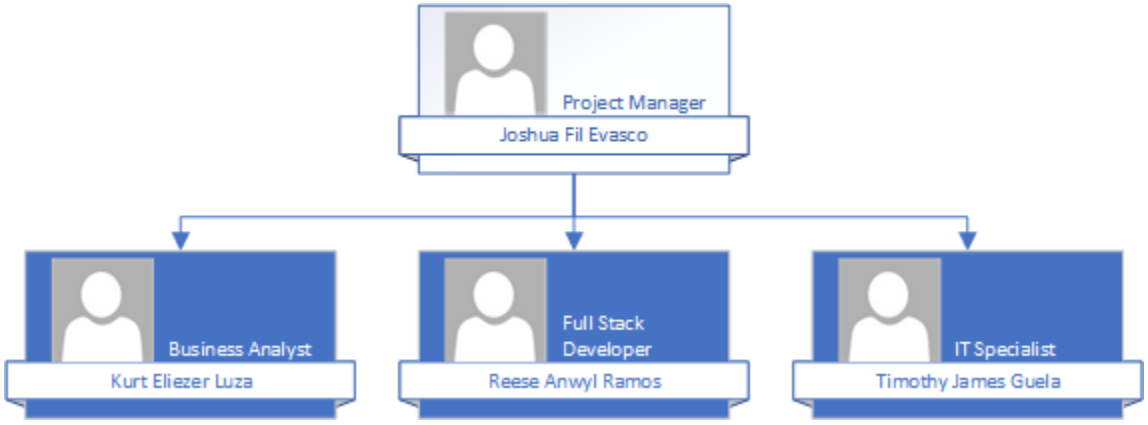


Figure 1.3

Problem Statement

Sterling Soirees, a well-respected event management company, is experiencing growing pains due to its reliance on manual processes for event planning and execution. This leads to several challenges:

Disorganized Information: Spreadsheets, emails, and physical documents create data silos, making it difficult to track event details, budgets, communication threads, and vendor contracts effectively.

Time-Consuming Tasks: Manually managing tasks like guest RSVPs, vendor communication, and logistical planning is time-consuming and prone to errors. This reduces efficiency and limits the team's ability to scale and handle more complex events.

Communication Bottlenecks: Communication between internal teams, clients, and vendors often gets bogged down in email threads or phone calls, leading to delays, confusion, and missed information.

Limited Visibility and Reporting: Lack of centralized data makes it difficult for Sterling Soirees to gain insights into project performance, identify areas for improvement, and measure return on investment (ROI) for events.

These inefficiencies lead to increased stress for the team, potential mistakes during events, and difficulty in exceeding client expectations consistently.

To maintain its competitive edge and continue delivering exceptional events, Sterling Soirees needs a robust event management software solution.

Project Description

To address the inefficiencies of manual event planning and execution at Sterling Soirees, a local event management software solution will be developed. This software will streamline processes, improve communication, and enhance data management, ultimately enabling Sterling Soirees to:

- **Centralize event information:** Create a single platform to manage all event details, budgets, communication, contracts, and vendor information.
- **Automate tasks:** Automate repetitive tasks like guest RSVPs, vendor communication, and scheduling, freeing up staff time for more strategic work.
- **Facilitate seamless communication:** Provide real-time communication tools for internal teams, clients, and vendors to streamline information flow and reduce miscommunication.
- **Gain data-driven insights:** Generate reports and track key metrics to measure event performance, identify areas for improvement, and demonstrate ROI to clients.

The successful implementation of this software will improve operational efficiency, enhance client satisfaction, and position Sterling Soirees for continued growth in the event management industry.

Goals and Objectives

To streamline event planning and execution at Sterling Soirees, enhancing operational efficiency and client satisfaction.

a. **Increase operational efficiency by 20% within 6 months** of software implementation, measured by a reduction in time spent on manual tasks like communication and reporting.
b. **Improve client satisfaction by 15% within 1 year**, measured through post-event surveys and client feedback.
c. **Reduce communication errors by 30% within 3 months** by implementing real-time communication tools and centralized information storage.
d. **Generate data-driven reports for 80% of events within 1 year**, facilitating data analysis and informed decision-making.
e. **Achieve a 15% return on investment (ROI) within 2 years** by calculating cost savings from improved efficiency and increased client retention.

Project Scope Statement

This project aims to develop a local-based event management software for Sterling Soirees. The software will centralize data, automate tasks, improve communication, and generate reports to streamline event planning, boost efficiency, and enhance client satisfaction. The scope excludes any custom integrations with existing client systems or development of mobile apps.

Company Policies

Event Policies
The following regulations govern the use of all Events Office facilities:

- Open flames, including candles, are prohibited.
- Events sponsored by off-campus/nonaffiliated groups are required to provide adequate insurance subject to the approval of Sterling Soiree's CEO.
- Furniture and equipment should not be removed from any reserved space. Any equipment or furniture missing will be charged to the sponsoring organization.
- Damages to any facility or equipment contained in the facility during an event will be charged to the sponsoring organization.
- In the event that damages are sustained or policies are not followed, the event may be terminated and future requests of the sponsoring organization may be denied.
- The Events Office and Sterling Soiree will not be responsible for theft or damage to any items left in the facilities during, after, or prior to an event.
- All outside organizations or groups who are not sponsored by the Events Committee must provide a Certificate of Insurance for PHP 500 thousand listing Sterling Soiree as an "additionally insured."
- Due to copyright laws, a client who wishes to view a movie must receive approval from Sterling Soiree's Events Office.
- For large public events, police coverage may be required to assist with parking and traffic control. The Events Office will arrange for this coverage.

- Outdoor events can last up to 9 to 11PM, depending on the venue, in accordance with the noise emission standards of RA 8479.
- Groups must adhere to the reservation and event times listed on the confirmation. Groups may not enter before the scheduled time or remain in the room after the scheduled time.
- In addition to the above regulations all policies must be adhered to as listed in the Events Industry Council.

Event Insurance

Events handled by Sterling Soiree are covered by The Pioneer Group's General Accident Comprehensive Event Insurance which includes cancellation, personal accident, and inclement weather, to name a few. These cover private personal and corporate events like seminars and conventions.

The Pioneer Group's PDF entails the following insurance policies:

Cancellation

Covers the irrecoverable expenses made or due following the cancellation, interruption or postponement of the event for any cause that is not under the control of the Policyholder.

Equipment

Covers equipment for sound, projection, lighting, filming, sound recording, broadcasting and reproduction, in case of accidental damage or destruction, burglary, theft, or short circuits, over-voltage, or inductions.

Non-Appearance

Covers the expenses incurred following a postponement, cancellation, or abandonment of an insured event resulting from the death, accidental wounding, illness or detention against their will of a person named during the period of cover, and of their relatives up to 1st degree.

Public Liability

Covers financial losses incurred in the event of accidental bodily injury to any person; damage to property, obstruction, trespass, nuisance or interference with any right of way by air, light, or water; or wrongful arrest, detention, false imprisonment, or malicious prosecution occurring within territorial limits.

Additional Costs

Covers the additional costs incurred to continue the production after a loss, damage, burglary, theft, non-delivery of goods, damage to location, etc.

Entrusted Property

Covers the amount that the policyholder could be held legally liable for, for the loss, damage, theft or destruction of the property of a third party during the policy cover.

3rd Party Property Liability

Covers damage to the property of third parties that are occupied during the event, such as fire, electrical and/or water damages, and glass breakage, except damage to vehicles, or buildings and natural sets.

Inclement Weather

Covers the net loss suffered by the insured because of the cancellation or total postponement of the event following extreme weather under specified circumstances.

Personal Accident Insurance

Covers staff and crew in case of death, permanent disablement, temporary disablement, and medical fees.

<u>Outside Vendors</u>

Anytime an outside party provides a good or service, or does any work on behalf of Sterling Soiree, or occupies event property for any use, a Certificate of Insurance meeting Sterling Soiree's requirements must be on file, prior to the event. Outside vendors include all outside caterers, florists, and tent companies.

The Certificate of Insurance is an official document signed by an insurance agent or company, which outlines the types and limits of insurance carried by a vendor, contractor, or other party. By requiring vendors to submit certificates, we ensure the outside party is insured by a financially stable company, and that coverage meets Sterling Soiree requirements.

A current list of approved vendors, including outside caterers, can be obtained from the Events Office. Please note that this list changes monthly, so check frequently for the most current information.

SWOT ANALYSIS FOR CLIENT COMPANY

Utilizing a SWOT analysis, the event management company can make informed decisions to capitalize on its advantages, address its shortcomings, exploit favorable market conditions, and mitigate potential risks.

Strengths	● **Experience and Expertise:** A team with a proven track record of successful events, strong vendor relationships, and knowledge of logistical intricacies. ● **Creativity and Innovation:** The ability to develop unique concepts, themes, and experiences that set events apart from the competition. ● **Strong Client Relationships:** Building trust and exceeding client expectations to foster long-term partnerships.	Weaknesses	● **Dependence on External Vendors:** Reliant on third-party providers for aspects like catering, venue rental, and security, which can impact control and cost. ● **High Reliance on Key Staff:** Losing key personnel with event expertise can disrupt operations and client relationships. ● **Seasonality:** Event bookings may fluctuate depending on the season, leading to uneven cash flow

Opportunities		Threats	
	● **Growth of Virtual and Hybrid Events:** Embrace virtual and hybrid event formats to expand reach and cater to a global audience. ● **Specialization in Niche Markets:** Develop expertise in specific event types (e.g., conferences, weddings, product launches) to attract a targeted clientele. ● **Technology Integration:** Utilize technology for event management software, attendee registration, and data analysis to improve efficiency and client communication. ● **Sustainability Practices:** Implement eco-friendly event strategies to attract environmentally conscious clients and enhance brand image.		● **Economic Downturn:** Reduced client budgets and discretionary spending during economic recessions can negatively impact event bookings. ● **Increased Competition:** A saturated event management market with fierce competition for clients and talent. ● **Emerging Technologies:** New technologies may disrupt traditional event formats and require adaptation.

Table 1.1

Recommendation:

This recommendation for the company is to use Project Management Software:

- Use an on-shelf Project Management Software
- Develop a Project Management Software
- Hire Software Solution Providers

- Implement project management software to track tasks, deadlines, budgets, and resource allocation, Utilize collaboration tools like Slack or Microsoft Teams to facilitate communication within the project team and with clients. These tools allow for real-time updates, discussions, and file sharing and to consider cloud-based solutions for project documentation, file storage, and data management. This ensures accessibility, collaboration, and data security.
- By combining Sterling Soirees' strengths in planning and communication with strategic investments in IT expertise, project management tools, and technology, the company can successfully navigate IT project management while minimizing weaknesses. Remember, it's crucial to choose the right tools and methodologies that fit the project's specific needs and company culture

PROJECT CHARTER: STERLING SOIREES EVENTS MANAGEMENT SYSTEM

Executive Summary

The purpose of this project is to develop and implement an events management web application for Sterling Soirees to address the challenges faced by the events committee. The current manual process is time-consuming, error-prone, and lacks accessibility. The proposed system aims to streamline the event recording and tracking process, improve accuracy, and enhance accessibility to inventory data for the company.

Project Purpose/Justification

Business Need/Case

The events committee currently faces difficulties in managing events due to the need for manual, onsite recording. This process is inefficient, consumes significant time, and is prone to errors, leading to inaccuracies. Furthermore, accessibility to event information is limited to those physically present onsite, hindering decision-making and coordination efforts within the company.

Business Objectives

1. Decrease inventory recording time by 50%.
2. Achieve 95% accuracy in inventory tracking.
3. Increase inventory accessibility by 75%.

Project Description

Project Objectives and Success Crite**ria**

1. Implement an event management application that streamlines the recording process, reducing the time required for onsite presence by 50%.
2. Utilize real-time updates and automated features to improve accuracy in event tracking, ensuring discrepancies and errors are minimized to less than 5% of total inventory transactions.
3. Enable remote access to event data through the application, leading to a 75% increase in accessibility of information for logistics committee members and other relevant stakeholders.

Requirements

- User-friendly interface for inventory data entry and retrieval
- Real-time event updates and tracking
- Remote access capabilities
- Reporting and analytics functionalities
- Integration with existing systems (if applicable)
- Security and access control measures

Constraints

- Limited development resources (personnel and budget)
- Availability of logistics committee members for training and testing

- Integration with existing systems and data migration (if applicable)

Assumptions
- The logistics committee members have basic computer and internet literacy.
- Sufficient hardware and infrastructure are available for system deployment and access.
- Stakeholders will provide timely feedback and participate in the development process.

Preliminary Scope Statement
The scope of the project includes the development, implementation, and maintenance of an inventory management web application for the SSC. The application will streamline inventory recording processes, improve accuracy through real-time updates, and enhance accessibility to event data for the end-users.

Risks
Project Engineering
- The members will have a difficult time scheduling as they all have to juggle their schedules with their other classes; moreover, two of the four members are part of extracurricular organizations
- Some of the members are unfamiliar with the other members' workflow; thus, providing a chance for performance fluctuations
- Since three of the four are not familiar to the programming language to be used, these members' performances will fluctuate

Development Environment

Downtime due to server crashes, network issues, or hardware failures. What constitutes this is the lack of necessary tools, software, or hardware. As such the project manager will address these development environmental issues through feasibility analysis and solving accordingly to such situations found.
- The decision to Resistance to change from users accustomed to the manual process
- Insufficient training or documentation for users
- Data migration and integration issues with existing systems

Program Constraints
- Limited budget and time
- Must satisfy both stakeholders and end-users
- The programming language used will have compatibility issues with certain software
- Unforeseen technical challenges or compatibility issues; there will be events that can derail the project like the upcoming CCIS week and its preparations

Project Deliverables
- Functional inventory management web application
- User training and documentation
- Data migration plan (if applicable)
- Implementation and deployment plan
- Maintenance and support plan

Summary of Milestone Schedule

Name	Description	Date	Type
Stage 1: Initiation/Kick-Off Project Feasibility Study and Business Management Proposal Development	This is where Project Kickoff Meeting, Requirement Gathering and Feasibility Analysis happens.	April 27, 2024 - May 25, 2024	Internal, Interim, Mandatory
Stage 2: Business Management Project Implementation Stage	This is where the 5 phases of designing a project comes in.	May 26, 2024 - July 24., 2024	Internal, Interim, Mandatory
Planning and Analysis Phase	This is where Stakeholder Analysis & Approval of Project Plan happens.	May 26, 2024 - May 30, 2024	Internal, Interim, Mandatory
Design and Development Phase	This is where System and Database Design, User Interface Design, Application Development (Frontend and Backend) happens.	June 1, 2024 - June 10, 2024	Internal, Interim, Mandatory
Testing and User Acceptance Phase	This is where Unit and System Testing & User Acceptance Testing happens.	June 11, 2024 - June 20, 2024	Internal, Interim, Mandatory
Implementation and Deployment Phase	This is where Deployment Planning, System Deployment & User Training and Documentation happens.	June 21, 2024 - June 26, 2024	Internal, Interim, Mandatory

Maintenance and Support Phase	This is where Post-Deployment Support and System Monitoring, User Feedback Collection, & Final Adjustments and Bug Fixes happens	June 27, 2024 - July 8, 2024	Internal, Interim, Mandatory
Stage 3: Project Evaluation Stage	This is where Project Review and Overview happens.	July 9, 2024 - July 10, 2024	Internal, Final, Mandatory
Stage 4: Project End-Stage	This is where Project Experience Documentation & Formal Project Closure happens	July 11, 2024 - July 12, 2024	Internal, Final, Optional

Table 2.1

Summary Budget

The budget for this project is detailed below. Costs for this project are presented in various categories:

Fixed Cost	₱0.00
Material Cost	₱44,187.80
Incentive/Honorarium	₱200,000.00
Training, Testing, and Implementation	₱75,000.00
Total Project Cost	₱319,187.80

Table 7.2

**Detailed breakdown is available in this document's cost management section.*

Project Approval Requirements

- Approval from the Sterling Soirees' Director of Events
- Approval from the Sterling Soirees' CEO (only for the project charter)

SCOPE MANAGEMENT PLAN

INTRODUCTION

The Scope Management Plan outlines the scope framework for Integrative Technology Innovations' initiative to incorporate events management software into Sterling Soirees' services and operations. This document details the scope management methodology, roles, and responsibilities related to the project scope, as well as scope definition, verification, control measures, scope change control, and the project's work breakdown structure. Any communication regarding the project's scope should comply with the Scope Management Plan.

This project involves the operations and focuses on the integration of events management software. The project aims to benefit the client company by planning and implementing specific improvements and developments and integrating these components into the company's operations.

The scope of work for the events management software to be included into company operations includes planning, execution, implementation, and training. The use of external resources or outsourcing is anticipated for this project.

SCOPE MANAGEMENT APPROACH

For the events management software project at Sterling Soirees, the Project Manager will have the sole responsibility for scope management. The project scope will be defined by the Scope Statement, Work Breakdown Structure, and WBS Dictionary. The Project Manager, along with stakeholders, will establish and approve documentation to measure project scope, including deliverable quality checklists and work performance metrics.

Scope changes can be proposed by the Project Manager, Stakeholders, or any member of the project team. All change requests must be submitted to the Project Manager for evaluation. If the scope change request is accepted, the Project Manager will submit it to the Change Control Board and Project Sponsor for approval. Once approved, the Project Manager will update all project documents and communicate the scope change to all stakeholders. The Project Sponsor, based on feedback and input from the Project Manager and Stakeholders, will be responsible for the final acceptance of the project deliverables and overall project scope.

ROLES AND RESPONSIBILITIES

The Project Manager and team members will all play their essential roles in managing the scope of the events management software project at Orbit Studios. It is essential that each team member understands their responsibilities to ensure that the work performed remains

within the established scope throughout the project's duration. The following table outlines the roles and responsibilities for scope management in this project.

Name	Role	Responsibilities
Joshua Fil Evasco	Project Manager/Leader	- Leads and motivates a team to achieve specific goals. - Assigns tasks, delegates work, and oversees project completion. - Ensures team members have the resources they need. - Tracks progress, identifies and solves problems, and manages risks. - Communicates effectively with the team, stakeholders, and upper management.
Reese Anwyl Ramos	Software Developer	- Designs, builds, and maintains software applications. - Works on both the front-end and back-end of applications. - Writes code, tests functionality, and debugs errors. - Stays up-to-date with the latest programming languages and technologies.
Kurt Eliezer Luza	Business Analyst	- Bridges the gap between business needs and technical solutions. - Analyzes business processes, identifies problems, and recommends solutions. - Gathers and documents requirements from stakeholders. - Creates prototypes and user stories to

		communicate requirements to developers. - Ensures that developed solutions meet business needs. -
Timothy James Guela	IT Specialist	- Troubleshoots technical problems and provides support to users. - Installs, configures, and maintains computer systems, networks, and software. - Monitors system performance and ensures network security. - May specialize in a particular area like cybersecurity or network administration.

Table 3.1

SCOPE DEFINITION

The scope for the event management software project at Sterling Soirees was defined through a comprehensive requirements collection process. This project will evaluate and implement event management software technologies to enhance Sterling Soirees' services and operations. The project objectives include:

- Streamlining event planning and execution processes.
- Improving operational efficiency and resource allocation.
- Enhancing client communication and collaboration.
- Generating data-driven reports for informed decision-making.

This project aims to significantly improve the efficiency of Sterling Soirees' operations, streamline processes, and enhance the execution of the services being provided. By utilizing event management software, we anticipate increased productivity, higher client satisfaction, and improved competitiveness in the market. The project will also enable Sterling Soirees' team to focus more on strategic improvements and less on routine tasks, thanks to the automation capabilities provided by the software.

The project description and deliverables were developed based on the requirements collection process and input from subject matter experts in software development, technical support, and business applications. This process of expert judgment provided feedback on the

most effective ways to meet the original requirements of enhancing operational efficiency and overall business performance through the integration of advanced event management software.

PROJECT SCOPE STATEMENT

The project scope statement provides a detailed description of the local-based event management software development project for Sterling Soirees, including deliverables, constraints, exclusions, assumptions, and acceptance criteria. Additionally, the scope statement specifies work that should not be performed to eliminate any implied but unnecessary tasks outside the project's scope.

This event management software project includes the planning, implementation, and testing of a centralized local-based system for managing events. The deliverables for this project include a comprehensive software platform that centralizes data, automates tasks, improves communication, and generates reports. The project will be accepted once the software is successfully implemented, tested across all relevant departments, and shown to enhance event planning efficiency and client satisfaction. This project does not include custom integrations with existing client systems or the development of mobile applications. External resources or outsourcing will be anticipated for this project.

The event management software project aligns with Sterling Soirees' strategic objective to streamline event planning, boost efficiency, and enhance client satisfaction by leveraging advanced software technologies. This project aims to centralize data, automate repetitive tasks, improve internal and external communication, and provide insightful reports for better decision-making. The estimated project budget is ₱3,500,000.

The following assumptions apply to the event management software project. As project planning progresses, more assumptions may be identified and added accordingly:

- All project team members are committed and supportive of developing the local-based event management software.
- The project team possesses the necessary expertise in software development and local-based technologies.
- Employees will receive adequate training in using the new software.
- Funding will be available throughout the project's development and implementation.
- Department heads will provide the necessary support for the project's success. The project has executive-level support and backing.

WORK BREAKDOWN STRUCTURE

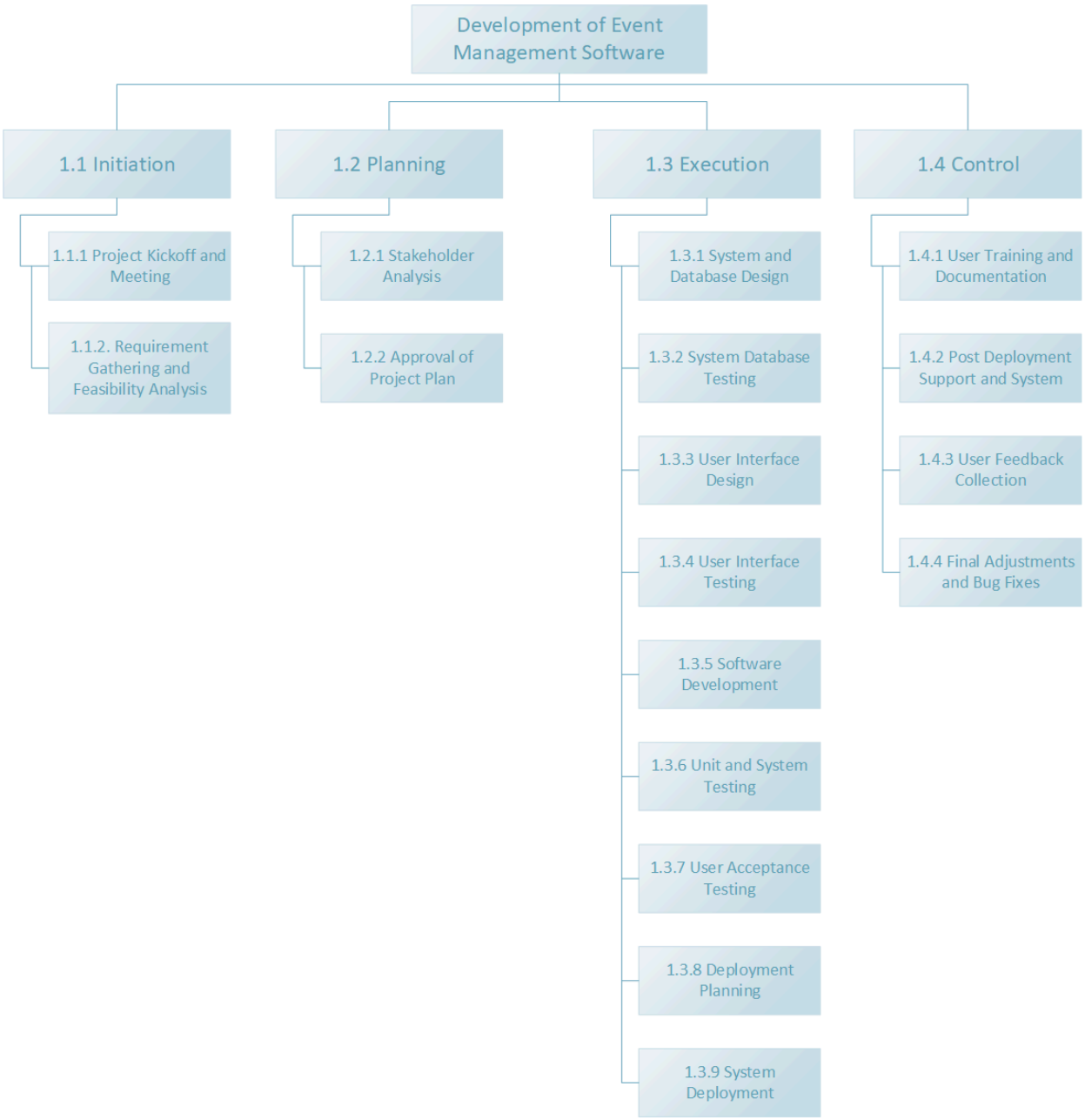


Table 3.2

Level	WBS Code	Element Name	Description	Deliverables
1	**1**	Development of Event Management Software	Full development process of the team to produce an Event Management Software	A functional Event Management Software
2	**1.1**	Initiation	The work to start the project	Approved Project Charter
3	**1.1.1**	Project Kickoff and Meeting	Initial meeting to formally start and set the direction and scope of the project	Minutes of the Kickoff Meeting, Preliminary Project Charter
3	**1.1.2**	Requirement Gathering and Feasibility Analysis	Identifying and analyzing requirements and assessing feasibility	Requirement Specifications Document
2	**1.2**	Planning	The work to plan the project	Approved Project Plan
3	**1.2.1**	Stakeholder Analysis	Identifying and analyzing stakeholders	Stakeholder Analysis Report
3	**1.2.2**	Approval of Project Plan	Formal approval of the project plan	Approved Project Plan Document
2	**1.3**	Execution	The work to execute the project plan	Various intermediate software components
3	**1.3.1**	System and Database Design	Designing the system architecture and database	System Architecture Document, Database Design Document
3	**1.3.2**	User Interface Design	Designing the user interface	UI Design Mockups
3	**1.3.3**	Application Development (Frontend and Backend)	Developing the frontend and backend of the application	Developed Application
3	**1.3.4**	Unit and System	Testing individual	Test Reports, Bug

		Testing	components and the entire system	Logs
3	**1.3.5**	User Acceptance	Ensuring the system meets user requirements	User Acceptance Test Report
3	**1.3.6**	Deployment Planning	Planning the deployment of the system	Deployment Plan
3	**1.3.7**	System Deployment	Deploying the system	Deployed System
2	**1.4**	Control	The work to control and close the project	Project Closure Documents
3	**1.4.1**	User Training and Documentation	Training users and providing documentation	Training Materials, User Manuals
3	**1.4.2**	Post Deployment Support and System	Providing support after deployment	Support Plan, Maintenance Logs
3	**1.4.3**	User Feedback Collection	Collecting feedback from users	User Feedback Reports
3	**1.4.4**	Final Adjustments and Bug Fixes	Making final adjustments and fixing bugs	Updated Software, Final Bug Fixes

Table 3.3

SCOPE VERIFICATION

Throughout the Event Management Software project at Sterling Soirees, the Project Manager will ensure interim deliverables align with the defined scope as outlined in the Project Scope Definition. After completion of each development phase, the Project Manager will perform a Deliverable Review. This review will assess whether the developed functionalities (deliverables) meet the requirements specified in the project plan. Upon successful review, the Project Manager will present the deliverables to the Project Sponsor (e.g., CEO) for formal acceptance. This ensures the functionalities meet Sterling Soirees' needs and expectations. The Project Sponsor will formally accept the deliverables by signing a Project Deliverable Acceptance Form. This process ensures continuous verification that the project stays aligned with Sterling Soirees' initial vision and delivers the desired functionality.

SCOPE CONTROL

The Scope Control process for the Event Management Software Project at Sterling Soirees ensures alignment with the defined scope throughout the project lifecycle.

The Project Manager and team will use the Project Scope Definition (replacing Work Breakdown Structure Dictionary) as a guide, focusing on developing and implementing only the features and functionalities outlined in the document.

If a scope change request arises, any team member or stakeholder can submit it to the Project Manager. The Project Manager will then:

- Review the request to assess its impact on budget, timeline, and technical feasibility.
- Either deny the request or convene a change control meeting with the team and key stakeholders (e.g., CEO, Client Representative) for further discussion and evaluation.
- Approved changes will be documented in a Project Change Request Form. This form will then be submitted to the Project Sponsor (e.g., CEO) for final approval.

Upon receiving formal approval, the Project Manager will update all project documents (e.g., Scope Definition, Project Plan) to reflect the approved changes. The Project Manager will then communicate these changes to the team and stakeholders to ensure everyone is aligned with the revised project scope.

RISK MANAGEMENT PLAN

INTRODUCTION

The success of any project, especially one involving software development, is heavily dependent on identifying and managing potential risks effectively. This Risk Management Plan is designed for the Events Management Software project for Sterling Soirees. Sterling Soirees is a company that provides event planning and management services, and this software aims to streamline their operations, improve customer experience, and enhance overall efficiency.

The objective of this Risk Management Plan is to ensure that all potential risks associated with the project are identified, assessed, and managed in a proactive manner. The plan will guide the project team in minimizing the negative impact of risks on project objectives, such as scope, schedule, cost, and quality. It also aims to capitalize on any opportunities that may arise during the project lifecycle.

Based on risk management evaluation, the project yielded a rating of 5.73 which is considered as a medium risk project. The risk management assessment form reflected possible issues on technical specification, personnel and management commitment.

Stakeholders

- **Sterling Soirees Management**

  Sterling Soirees Management includes the key decision-makers and executives within the company who are responsible for sponsoring the project. They provide the necessary funding, resources, and strategic direction for the development of the events management software. As primary stakeholders, their main interests lie in ensuring the project's alignment with the company's business goals, improving operational efficiency, and enhancing customer satisfaction. They will be actively involved in major project decisions, approving milestones, and ensuring that the project delivers value to the organization.

- **End Users**

  End users encompass the event planners, managers, and clients who will interact with the software on a daily basis. Event planners and managers are responsible for organizing and coordinating events, and the software is designed to facilitate their tasks by streamlining scheduling, resource allocation, budget management, and client communication. Clients, on the other hand, will use the software to engage with Sterling Soirees' services, track the progress of their events, and provide feedback. Ensuring that the software meets the needs and expectations of these users is critical for user adoption and overall project success.

- **Project Team**

  The project team consists of professionals who are directly involved in the development and implementation of the events management software. This includes:

- **Software Developers:** Responsible for writing the code and developing the software based on the project requirements and design specifications.
- **Testers:** Ensure the software is free of bugs and meets the quality standards by conducting various testing activities, including unit tests, integration tests, and user acceptance tests.
- **Business Analysts:** Work closely with stakeholders to gather requirements, define project scope, and ensure that the software meets business needs.
- **Project Managers:** Oversee the project's progress, manage timelines, coordinate team activities, and ensure that the project stays on track and within budget.

The project team's collaboration and effective communication are vital for addressing technical challenges, meeting deadlines, and delivering a high-quality product.

- **Regulatory Bodies**

Regulatory bodies are external entities that may impose compliance requirements on the software. These could include government agencies, industry standards organizations, and other regulatory authorities. Compliance with data protection laws, industry standards, and other relevant regulations is crucial to avoid legal penalties and ensure the software's credibility and trustworthiness. Regulatory bodies will have an indirect influence on the project, and their requirements must be integrated into the software design and development processes. This ensures that the software operates within the legal framework and adheres to best practices in the industry.

RISKS

The project will be subjected to the following risk issues, especially in the areas of project engineering and program constraints.

Project Engineering

Project engineering risks primarily revolve around the effective management of requirements, technical challenges, and quality assurance. Incomplete or evolving requirements pose a significant threat, potentially leading to scope creep and misalignment with client expectations. Misunderstanding the client's needs can result in features that do not meet the intended purpose, thereby compromising the overall success of the project. Additionally, technical challenges such as integrating with existing systems and ensuring compatibility with various devices and platforms can be complex and time-consuming.

Ensuring robust cybersecurity measures is paramount to protect sensitive client and event data, as any breach could lead to severe reputational and financial damage. Quality assurance presents another layer of risk; insufficient testing may leave bugs undetected, causing system failures during live events. Furthermore, performance issues under high load conditions during major events can severely impact user experience and client satisfaction.

Development Environment

The development environment introduces risks related to tools, technology, and resource availability. The adoption of new or unproven technologies can lead to technical debt or increased development time, as unforeseen issues may arise that complicate the project. Dependence on third-party tools and services adds another layer of vulnerability, as these may have their own limitations or security weaknesses. Resource availability is another critical risk; the limited availability of skilled developers and technical staff can impact the project timeline, leading to delays.

High turnover rates among key team members pose a threat, as they can create knowledge gaps and disrupt the project's continuity. Additionally, inefficiencies in the development process, such as poor version control or inadequate documentation, can slow progress and increase the likelihood of errors. Maintaining agile methodologies and adapting to changes quickly are essential but can be challenging in a dynamic development environment.

Program Constraints

Program constraints encompass budget, time, and compliance risks. Budget constraints are a significant concern, as unforeseen challenges or additional feature requests can lead to budget overruns. If initial budget estimations prove inadequate, the project may require additional funding, which can be difficult to secure. Time constraints are equally critical; tight deadlines for project milestones and final delivery can result in rushed or incomplete implementation.

Dependencies on external vendors or partners add another layer of complexity, as any delays on their part can affect the project timeline. Compliance and legal risks must also be carefully managed. Ensuring compliance with data protection regulations, such as GDPR, and industry standards is essential to avoid legal repercussions and maintain client trust. Legal risks related to intellectual property, software licensing, and vendor contracts must be thoroughly addressed to prevent disputes and potential litigation.

By addressing these specific risks in the risk management proposal, the project can be better prepared to handle potential issues and ensure a successful implementation of the event management software for Sterling Soirees. This comprehensive risk management approach will help mitigate the impact of these risks on the project's success and ensure a smooth and efficient development process.

RISK MANAGEMENT APPROACH

Table 1.0 Simplified model of Probability and Impact Classification

Probability Classification	Score	Impact Classification	Score
Low	1	Severe	3
Medium	2	Moderate	2

High	3	Low	1

Table 4.1

Each risk is evaluated based on:

- **Likelihood:** Probability of the risk occurring (Low, Medium, High).
- **Impact:** Effect on the project if the risk occurs (Low, Moderate, Severe).

Table 2.0 Probability Classification

Probability Classification	Definition
Low	The threat-source lacks motivation or capability, or controls are in place to prevent, or at least significantly impede, the vulnerability from being exercised.
Medium	The threat-source is motivated and capable, but controls are in place that may impede successful exercise of the vulnerability.
High	The threat-source is highly motivated and sufficiently capable, and controls to prevent the vulnerability from being exercised are ineffective.

Table 4.2

Table 3.0 Impact Classification

Impact Classification	Definition
Low	Risks that have a low impact on the project if they occur. These risks cause minor disruptions that are easy to manage.
Moderate	Risks that have a moderate impact on the project if they occur. These risks can cause significant disruptions but can be managed with some effort and resources.

Severe	Risks that have a high impact on the project if they occur. These risks can cause major disruptions and require substantial effort and resources to manage.

Table 4.3

The project manager will review identified risks on a daily basis during the 4 PM team meeting until the completion of the project. During these meetings, the entire team will reassess each risk and collaboratively develop new mitigation strategies. These strategies will then be discussed in the next meeting to ensure that the problems are addressed in the most effective and efficient manner possible.

RISK IDENTIFICATION

Risk identification is a continuous process that involves recognizing potential risks that could affect the project. For the Events Management Software project for Sterling Soirees, risks are categorized into three main areas: Project Engineering, Development, and Program Constraints. Each category encompasses specific types of risks that need to be identified, assessed, and managed.

Project Engineering Risks

Project engineering risks relate to the technical aspects of the project, including design, architecture, and integration. These risks can significantly impact the functionality, performance, and quality of the software. Key project engineering risks include:

- **Technical Challenges:** Potential issues with the software's architecture, design flaws, or integration problems with existing systems. These challenges can lead to delays and increased costs if not addressed promptly.
- **System Performance:** Risks related to the software's ability to handle the expected load, including response times, scalability, and reliability. Performance issues can affect user satisfaction and system adoption.
- **Technology Obsolescence:** The risk that chosen technologies may become outdated or unsupported during the project lifecycle. This can necessitate costly changes or result in a non-competitive product.
- **Quality Assurance:** Risks associated with insufficient testing, leading to undetected bugs and vulnerabilities. Poor quality assurance can result in system failures and security breaches.
- **Security Risks:** Potential threats to data integrity, confidentiality, and availability. Security risks can lead to data breaches, legal liabilities, and loss of trust.

Development Risks

Development risks pertain to the processes and activities involved in creating the software. These risks can impact the project timeline, budget, and overall success. Key development risks include:

- **Resource Availability:** The risk that key personnel or critical resources may be unavailable when needed. This can lead to delays and affect the quality of the deliverables.
- **Scope Creep:** The risk of uncontrolled changes or continuous growth in project scope. Scope creep can lead to budget overruns, missed deadlines, and strained resources.
- **Skill Gaps:** The risk that the project team may lack the necessary skills or experience to complete the project successfully. Skill gaps can lead to suboptimal solutions and increased training costs.
- **Development Delays:** Risks associated with delays in coding, testing, or deployment activities. Development delays can impact the project schedule and increase costs.
- **Communication Breakdowns:** The risk of miscommunication or lack of communication among team members and stakeholders. Poor communication can lead to misunderstandings, errors, and reduced collaboration.

Program Constraints Risks

Program constraints risks involve limitations and external factors that can affect the project. These constraints may be related to budget, schedule, regulatory requirements, or other external influences. Key program constraints risks include:

- **Budget Overruns:** The risk that the project will exceed its allocated budget due to unforeseen expenses or poor cost management. Budget overruns can jeopardize the project's viability.
- **Schedule Constraints:** The risk of not meeting project deadlines due to unrealistic timelines or unexpected delays. Schedule constraints can impact the project's overall success and stakeholder satisfaction.
- **Regulatory Compliance:** Risks associated with failing to comply with relevant laws, regulations, and industry standards. Non-compliance can result in legal penalties and damage to the company's reputation.
- **Stakeholder Expectations:** The risk that the project may not meet the expectations of stakeholders, leading to dissatisfaction and lack of support. Managing stakeholder expectations is crucial for project success.
- **Market Conditions:** External factors such as economic downturns, competitive actions, or changes in market demand. Market conditions can affect the project's priorities and success.

Table 4.0 Risk Identification Table

Control Number	Risk Category	Probability Classification		Impact Classification		Risk Exposure Rating
		Probability	Score	Impact	Score	
1	Project Engineering					
1.1	Technical Challenges	Medium	2	Severe	3	6
1.2	System	Medium	2	Severe	3	6

		Performance					
1.3		Technology Obsolescence	Medium	2	Moderate	2	4
1.4		Quality Assurance	High	3	Severe	3	9
1.5		Security Risks	Medium	2	Severe	3	6
2	Development						
2.1		Resource Availability	Medium	2	Severe	3	6
2.2		Source Creep	High	3	Severe	3	9
2.3		Skill Gaps	High	3	Moderate	2	6
2.4		Development Delays	Medium	2	Severe	3	6
2.5		Communication Breakdowns	High	3	Moderate	2	6
3	Program Constraints						
3.1		Budget Overruns	Medium	2	Severe	3	6
3.2		Schedule Constraints	Medium	2	Severe	3	6
3.3		Regulatory Compliance	Low	1	Severe	3	3
3.4		Stakeholder Expectations	Medium	2	Severe	3	6
3.5		Market Conditions	Medium	2	Moderate	2	4

Table 4.4

Table 5.0 Probability-Impact Matrix

	Risk Probability

		Low (1)	Medium (2)	High (3)
Risk Impact	**Low (1)**			
	Moderate (2)		**Project Engineering:** Technology Obsolescence (4) **Program Constraints:** Market Conditions (4)	**Development:** Skill Gaps (6) Communication Breakdowns (6)
	Severe (3)	**Program Constraints:** Regulatory Compliance (3)	**Project Engineering:** Technical Challenges (6) System Performance (6) Security Risks (6) **Development:** Resource Availability (6) Development Delays (6) **Program Constraints:** Budget Overruns (6) Schedule Constraints (6) Stakeholder Expectations (6)	**Project Engineering:** Quality Assurance (9) **Development:** Source Creep (9)

Table 4.5

RISK MITIGATION AND AVOIDANCE

Table 6.0 presents the mitigation and avoidance strategies formulated by the project manager to address the risks identified in the probability-impact matrix. These techniques are tailored to anticipate potential issues and provide solutions, ensuring the project's smooth progression and minimizing the likelihood of risk occurrence.

Table 6.0 Risk Register and Mitigation Technique

Control Number	Risk Category	Impact Classification	Mitigation Technique
1	Project Engineering		

1.1		Technical Challenges	Severe	1. Conduct thorough technical reviews and prototyping to identify potential issues early. 2. Develop a robust testing plan to address challenges promptly. 3. Use proven technologies with a track record of success to minimize unexpected technical issues. 4. Regularly update and maintain technical documentation. 5. Perform regular performance testing and optimization to ensure the system can handle expected loads. 6. Implement performance monitoring tools to identify and resolve bottlenecks in real time. 7. Design the system for scalability from the outset to accommodate future growth. 8. Conduct load testing under different scenarios.
1.2		System Performance		
1.3		Technology Obsolescence	Moderate	1. Stay updated with the latest technology trends and plan for regular upgrades. 2. Engage with technology vendors for support and insights. 3. Use stable and widely adopted technologies to ensure longevity and support. 4. Conduct a yearly review of the technology stack and roadmap for potential upgrades.

1.4		Quality Assurance	Severe	1. Implement rigorous testing procedures, including unit testing, integration testing, and user acceptance testing. 2. Schedule regular code reviews and quality audits. 3. Establish a strong quality management system with clear standards and guidelines. 4. Create a dedicated QA team to oversee all testing activities. 5. Conduct regular security audits and vulnerability assessments to identify and mitigate risks. 6. Implement robust access controls and encryption. 7. Adopt industry-standard security practices and frameworks. 8. Train the team on security best practices and incident response procedures. 9. Establish a security incident response team.
1.5		Security Risks		
2	Development			
2.1		Resource Availability	Severe	1. Cross-train team members to ensure versatility and maintain a flexible resource plan. 2. Develop a resource allocation matrix to track availability. 3. Secure backup resources and create partnerships with external vendors. 4. Establish a resource management plan and regularly review resource needs. 5. Implement a strict change control process to evaluate and approve changes. 6. Regularly review and update project scope documents.
2.2		Source Creep		

				7. Clearly define the project scope and objectives at the start. 8. Communicate scope changes effectively to all stakeholders. 9. Conduct frequent scope validation meetings with stakeholders.
2.3		Skill Gaps	Moderate	1. Provide ongoing training and professional development opportunities for team members. 2. Hire additional expertise when necessary. 3. Perform a comprehensive skills assessment during project planning to identify gaps. 4. Develop a training schedule and track progress. 5. Partner with educational institutions for continuous learning.
2.4		Development Delays	Severe	1. Monitor progress closely using project management tools and adjust schedules proactively. 2. Develop contingency plans for critical tasks. 3. Develop a realistic timeline based on historical data and expert input. 4. Conduct regular status meetings to track progress and address issues promptly. 5. Implement a risk-adjusted project schedule.
2.5		Communication Breakdowns	Moderate	1. Establish regular communication channels, such as weekly meetings and project updates. 2. Use collaboration tools to enhance communication. 3. Foster an open communication culture where team members feel

				comfortable sharing concerns. 4. Create a communication plan that includes escalation procedures. 5. Schedule regular cross-functional team meetings.
3	Program Constraints			
3.1		Budget Overruns	Severe	1. Implement detailed budget tracking and regular financial reviews to monitor expenses. 2. Use cost management tools to track and forecast expenditures. 3. Allocate contingency funds to cover unexpected costs. 4. Develop a comprehensive budget plan and regularly compare actuals against forecasts. 5. Conduct financial risk assessments periodically. 6. Use project management tools to monitor timelines and identify potential delays early. 7. Allocate buffer time for critical tasks. 8. Set realistic deadlines based on a thorough understanding of task dependencies and resource availability. 9. Develop a detailed project schedule with milestones and critical path analysis. 10. Conduct regular schedule reviews. 11. Regularly review regulations and ensure the project meets all compliance requirements. 12. Engage with regulatory bodies for guidance. 13. Consult legal experts during project planning and throughout the project lifecycle.
3.2		Schedule Constraints		
3.3		Regulatory Compliance		
3.4		Stakeholder Expectations		

				14. Create a compliance checklist and schedule regular audits. 15. Stay updated with changes in relevant regulations. 16. Engage stakeholders regularly through meetings, reports, and presentations to manage and align expectations. 17. Use stakeholder feedback to make informed decisions. 18. Clearly define project goals, deliverables, and success criteria at the outset. 19. Develop a stakeholder management plan and regularly update it. 20. Conduct periodic satisfaction surveys.
3.5		Market Conditions	Moderate	1. Conduct market analysis to understand current conditions and adjust the project plan accordingly. 2. Develop flexible strategies to adapt to market changes. 3. Develop a flexible approach that allows for adjustments based on market feedback. 4. Monitor market trends and competitor activities regularly. 5. Create scenarios for different market conditions.

Table 4.6

SCHEDULE MANAGEMENT PLAN

Introduction

The project schedule serves as the roadmap for executing the project, providing the project team, sponsor, and stakeholders with a clear picture of the project's status at any given time. The purpose of the schedule management plan is to define the approach the project team will use to create, monitor, and manage the project schedule. This plan includes processes for identifying, analyzing, documenting, prioritizing, approving or rejecting, and publishing all schedule-related changes after the baseline schedule has been approved.

Schedule Management Approach

The schedule will be developed collaboratively from top-down management to establish the overall work breakdown structure (WBS) of the project, including appropriate stages, steps, and tasks based on the project's scope, objectives, and constraints. Project templates standard to the organization and/or the WBS will be reviewed and customized as necessary.

Schedule Process

The project schedule for the event management software project at Sterling Soirees will be organized through various stages and phases. Activities will be identified and sequenced within each stage and phase, with target dates assigned to determine duration and resource allocation. Responsibilities and accountabilities for each task will be clearly identified.

Any changes to the schedule will be communicated through regular project status meetings led by the project manager. These meetings are crucial for discussing and addressing schedule developments and changes. The stages and phases of activities will be broken down and scheduled to ensure a structured approach to project execution.

Milestone List

SN	Name	Description	Date	Type
S001	Initiation Stage	This is the initial stage where the kick-off activity is done to officially declare the start of the project.	April 2, 2024	Internal, Final, Mandatory
S002	Project Kickoff Meeting	Project kickoff meeting to align stakeholders and project team.	April 2, 2024	Internal
S003	Requirement Gathering Completion	Completion of requirement analysis with stakeholders	May 9, 2024	Internal
S004	Approval of Project Plan	Approval from stakeholders on the project plan	May 24, 2024	Internal
S005	System Design Completion	Completion of high-level system architecture design	June 7, 2024	Internal
S006	System Development Completion	Completion of coding and module development	June 21, 2024	Internal
S007	User and Database Testing Completion	Completion of testing system functionalities and database	June 26, 2024	Internal
S008	User Interface Design Completion	Completion of designing user interfaces	July 2, 2024	Internal

S009	User Interface Testing Completion	Completion of testing user interface	July 4, 2024	Internal
S010	Final System Deployment	Deploying the system to production environment	July 8, 2024	Internal

Activity List

ID	Name	Description	Predecessors	Relationship	Successors	Relationship	Start	Finish
A001	Initiation / Kickoff	Project kickoff meeting to formally start the project			A002		4/2/24	4/2/24
A002	Requirement Gathering	Requirement analysis with stakeholders	A001		A003		4/2/24	5/9/24
A003	Approval of Project Plan	Approval from stakeholders on the project plan	A002		A004		5/12/24	5/24/24
A004	System Design	High-level system architecture design	A003		A005		5/27/24	6/7/24
A005	System Development	Coding and module development	A004		A006		6/10/24	6/21/24

A006	User and Database Testing	Testing system functionalities and database	A005		A007		6/24/24	6/26/24
A007	User Interface Design	Designing user interfaces	A006		A008		6/27/24	7/2/24
A008	User Interface Testing	Testing user interface	A007		A009		7/3/24	7/4/24
A009	Final System Deployment	Deploying the system to production environment	A008				7/5/24	7/8/24

Schedule Control

Schedule Updates

Team members will update the schedule daily using a shared whiteboard, noting the completed tasks and their respective completion dates. This will provide a visual representation of the project's progress. Additionally, each team member will submit a written report to the Project Manager weekly, detailing their completed tasks and progress.

The Project Manager will verify the reported accomplishments and record them on an accomplishment chart, affixing their signature and the date to confirm the updates.

Schedule Changes

All team members must adhere to the scheduled activities. Any changes to the schedule must be approved by the Project Manager. Requests for changes must be submitted in writing, including the rationale for the change.

Reporting

Each team member will report directly to the Project Manager daily on the project's status. Reports should include the project title, accomplishments, expenses incurred, problems encountered, management actions taken, and any other concerns.

Delay Management

The project must be completed within the required timeframe, as the company cannot afford delays. However, a one or two-day delay may be acceptable in unavoidable circumstances such as health issues, death, or natural calamities. Any delay must be documented in writing and submitted to the Project Manager.

If a team member anticipates being absent due to uncontrollable conditions, they must notify the Project Manager. Arrangements will be made for temporary delegation of work if necessary. The absent team member may need to work overtime to catch up upon their return.

If the project is fully completed and delivered on or before the scheduled time frame, team members will receive a cash incentive as a form of savings reward.

Appendix A

Stage I: Initiation Stage

- **Objective:** Conduct a feasibility study and develop a project management proposal for the event management software. Secure stakeholder approval to proceed.
- **Activities:**
    - **Meeting:** The project team will meet with the President and Department Heads to kick off the project and gain their support.
    - **Research:** Conduct in-depth studies to identify problems and recommend solutions for the event management software.
    - **Proposal Development:** Develop a feasibility study and a project management proposal outlining the project plan, budget, and resources needed.
    - **Presentation and Approval:** Present the feasibility study and project management proposal to the Board of Trustees for feedback and approval.
    - **Preparation:** Print copies of the proposal for distribution.

Stage II: Event Management Project Implementation Stage

This stage focuses on implementing the project based on the approved proposal. It consists of five phases:

Phase I: Orientation and Software Designing (Objective: Gather information for planning and designing the software)

- **Activities:**
    - **Orientation:** Issue a memo from the President for an orientation and workshop day on planning the software.
    - **Workflow Design:** Conduct a workshop to gather input from departments. Design the software workflow and present it to Department Heads for review.
    - **Approval:** Refine and finalize the workflow based on feedback.

Phase II: Software Development and Simulation (Objective: Develop and simulate the software with departments)

- **Activities:**
    - **Development:** Develop the event management software.
    - **Installation:** Install the software solution.
    - **Training:** Train end-users and Department Heads on the software functionality.
    - **Simulation:** Conduct simulation exercises and gather feedback for necessary modifications.

Phase III: Software Modification and Testing (Objective: Modify and test the software based on feedback)

- **Activities:**

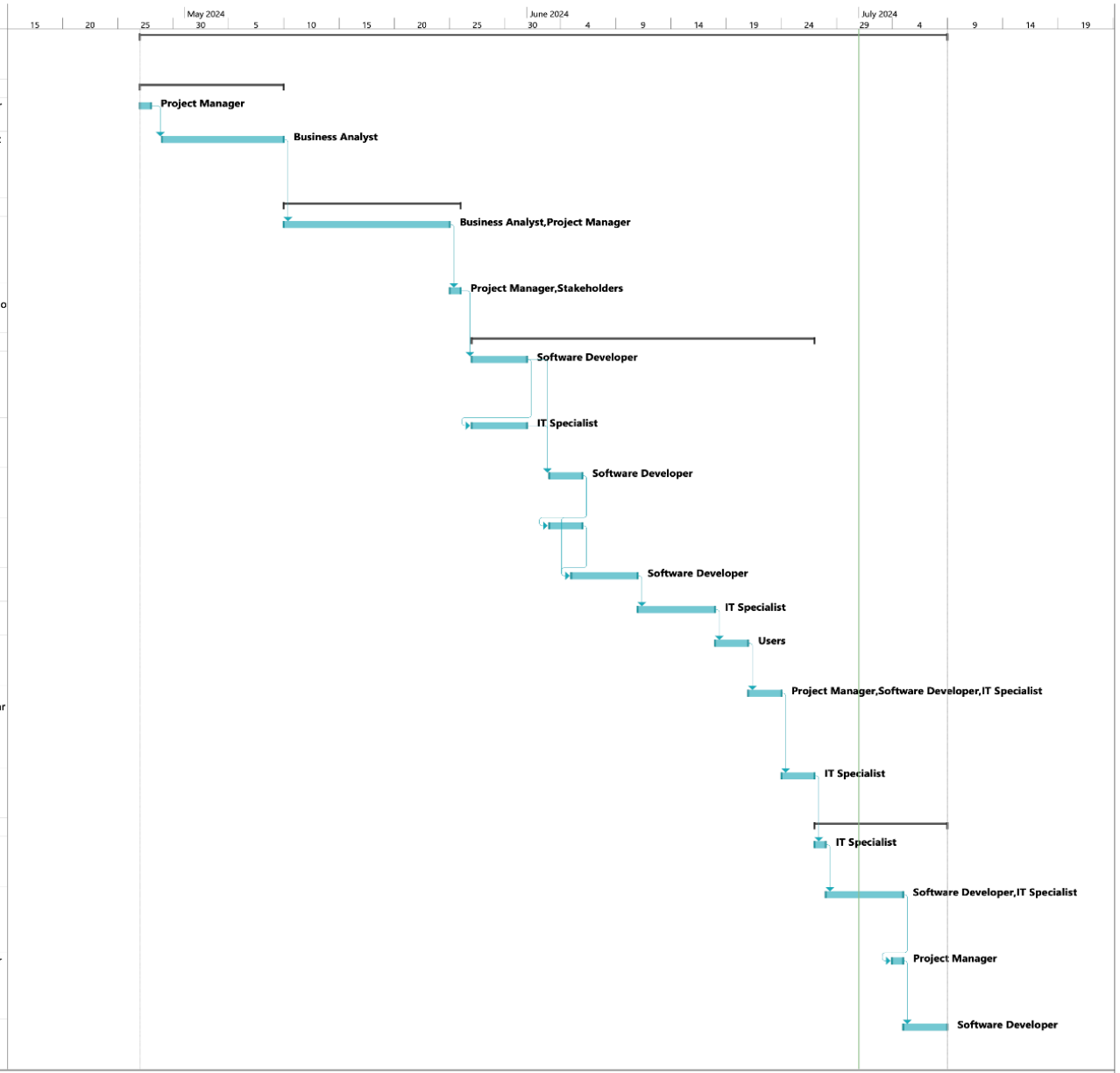
    - **Modification:** Make changes to the software based on feedback from Phase II.
    - **Testing:** Install and test the modified software with end-users.
    - **Iteration:** Implement feedback and make rapid adjustments as needed.

Phase IV: Dry Run and Evaluation (Objective: Final testing and evaluation of the software)

- **Activities:**
    - **Installation:** Install the final software version.
    - **Training:** Conduct additional training on software utilization and maintenance.
    - **Dry Run:** Perform a dry run to test the system comprehensively.
    - **Evaluation:** Evaluate the software for user satisfaction and recommendations.

Appendix B

ID	Task Mode	Task Name	Duration	Start	Finish	Predecessors	Resource Names
1		**1 Development of Event Management Software**	**51 days**	**Sat 4/27/24**	**Mon 7/8/24**		
2		**1.1 Initiation**	**9 days**	**Sat 4/27/24**	**Thu 5/9/24**		
3		1.1.1 Project Kickoff Meeting	1 day	Sat 4/27/24	Sat 4/27/24		Project Manager
4		1.1.2 Requirement Gathering and Feasibility Analysis	1.8 wks	Mon 4/29/24	Thu 5/9/24	3	Business Analyst
5		**1.2 Planning**	**11 days**	**Fri 5/10/24**	**Sat 5/25/24**		
6		1.2.1 Stakeholder Analysis	2.2 wks	Fri 5/10/24	Fri 5/24/24	4	Business Analyst,Project Manager
7		1.2.2 Approval of Project Plan	1 day	Sat 5/25/24	Sat 5/25/24	6	Project Manager,Stakeho
8		**1.3 Execution**	**23 days**	**Mon 5/27/24**	**Wed 6/26/24**		
9		1.3.1 System and Database Design	5 days	Mon 5/27/24	Fri 5/31/24	7	Software Developer
10		1.3.2 System And Database Testing	5 days	Mon 5/27/24	Fri 5/31/24	9	IT Specialist
11		1.3.3 User Interface Design	3 days	Mon 6/3/24	Wed 6/5/24	9,10	Software Developer
12		1.3.4 User Interface Testing	3 days	Mon 6/3/24	Wed 6/5/24	11	
13		1.3.5 Software Development	4 days	Wed 6/5/24	Mon 6/10/24	11,12	Software Developer
14		1.3.6 Unit and System Testing	5 days	Tue 6/11/24	Mon 6/17/24	13	IT Specialist
15		1.3.7 User Acceptance Testing	3 days	Tue 6/18/24	Thu 6/20/24	14	Users
16		1.3.8 Deployment Planning	2 days	Fri 6/21/24	Sun 6/23/24	15	Project Manager,Softwar Developer,IT Specialist
17		1.3.9 System Deployment	3 days	Mon 6/24/24	Wed 6/26/24	16	IT Specialist
18		**1.4 Control**	**8 days**	**Thu 6/27/24**	**Mon 7/8/24**		
19		1.4.1 User Training and Documentation	1 day	Thu 6/27/24	Thu 6/27/24	17	IT Specialist
20		1.4.2 Post-Depolymer Support and System Monitoring	5 days	Fri 6/28/24	Thu 7/4/24	19	Software Developer,IT Specialist
21		1.4.3 User Feedback Collection	1 day	Thu 7/4/24	Thu 7/4/24	20	Project Manager
22		1.4.4 Final Adjustments and Bug Fixes	2 days	Fri 7/5/24	Mon 7/8/24	21	Software Developer



Project: Group-3
Date: Mon 7/1/24

Task, Split, Milestone, Summary, Project Summary, Inactive Task, Inactive Milestone, Inactive Summary, Manual Task, Duration-only, Manual Summary Rollup, Manual Summary, Start-only, Finish-only, External Tasks, External Milestone, Deadline, Baseline, Baseline Milestone, Baseline Summary, Progress, Manual Progress

COMMUNICATIONS MANAGEMENT PLAN

INTRODUCTION

This Communications Management Plan lays down an adaptive guide of the project's communication structure. It clarifies the roles of its stakeholders, maps out communication requirements, details how successful meetings happen, and provides key contact information through the use of tools like a communications matrix and a project team directory.

COMMUNICATIONS MANAGEMENT APPROACH

Throughout the project, the project manager will ensure that communications remain effective with the help of the communications matrix from this document. It is the guide on who needs to communicate information, to receive the information, what information to communicate, and when to communicate said information.

The project manager will bear the responsibility of the outcome of proposed and approved changes. These changes necessarily stem from issues with the project's personnel, scope, budget, or from its natural need for more resources as it develops. In so doing, the project manager will first apply the necessary adjustments to plans and relevant documentation and then have these distributed to the project team and the relevant stakeholders. This is done in accordance with this document's Change Management Plan.

COMMUNICATIONS MANAGEMENT CONSTRAINTS

Throughout the project's duration, it must abide by its approved budget, schedule, and resources. The project manager must ensure that the project team communicates and does so without going over the approved budget. Communication activities are aptly scheduled in this document's communications matrix to counteract any possible deviations. These deviations can result in excessive costs and schedule delays.

Sterling Soirees' Organizational Policy states that formal project communications use standardized templates when applicable. In the event that an approved meeting is to be had without the use of templates, it must first be approved (formally or informally) by the technical lead.

Under the discretion of the project manager, he can request for approval for the distribution of confidential information. However, this can be approved only by the event coordinator or higher.

STAKEHOLDER COMMUNICATION REQUIREMENTS

To know all of the stakeholders, the project manager will discuss with each of them the method and frequency of communication. The project manager will then maintain their feedback in the project's Stakeholder Register. Although the discussions will follow the Communications Matrix, individual communications are acceptable under the right circumstances.

Moreover, the project manager must also make stakeholders aware of their communication channels and, in the case of secure channels, ensure that they are able to receive project communication.

All throughout the project, the team must maintain this information in the project Stakeholder Register. This and the Communication Matrix will be used as a basis for all communications.

ROLES

Project Sponsor

The project sponsor is the one who approved the project by signing it. This person is responsible for its funding and success. Communication must be presented at summary level since the project sponsor is at an executive level. However, more information can be presented if the project sponsor requests it.

- Director of Events

Key Stakeholders

Stakeholders are often referred to as everyone that is affected by the project. However, this document will define a portion of these stakeholders that needs to be communicated with despite not being in the Communications Matrix: Key Stakeholders. These include executive level stakeholders that have an interest in the project.

- CEO
- Director of Sales
- Director of Creatives

Change Control Board

The Change Control Board authorizes any changes proposed within the company's infrastructure. Technical design documents, user impact analysis and implementation strategies are typical of the types of communication this group requires.

Name	Position	CCB Role
Seraphina S. Alvarez-Gonzales	Project Sponsor	CCB Chair
Joshua Fil Evasco	Project Manager	CCB Co-Chair

Table 5.1

Change Control Process

The Change Control Process for the IS Project will follow the organizational standard change process for all projects. The project manager has overall responsibility for executing the change management process for each change request.

1. Identify the Need for Change (Stakeholders) through a formally submitted change form.

2. Log Change in Change Request Register (Project Manager): The Project Manager logs all submitted change requests into the Change Request Register.

3. Evaluate the Change (Project Manager, Team, Requestor): The Project Manager discusses the impact of the proposed change on risk, cost, schedule, and project scope. They may seek clarification from team members and the change requestor to ensure a comprehensive analysis.

4. Submit Change Request to CCB (Project Manager): After the initial evaluation, the Project Manager submits the change request to the Change Control Board (CCB) for formal review.

5. Obtain Decision on Change Request (CCB): The CCB convenes to discuss the proposed change in detail. Based on all submitted information, they decide to approve or reject the request.

6. Implement Change (Project Manager): If the CCB grants approval, the Project Manager takes responsibility for updating and re-baselining project documentation as needed.

Project Manager

At Integrative Technology Innovations, the Project Manager takes the lead in driving project execution. This includes managing daily resource allocation, offering project direction,

and closely monitoring and reporting on project metrics outlined in the Project Management Plan. As the central figure for project execution, the Project Manager serves as the primary communicator, disseminating information as per this Communications Management Plan. Additionally, the PM holds the responsibility of approving work activities to ensure they meet established acceptance criteria and adhere to acceptable variances. Furthermore, the PM will assess the performance of all project team members and communicate their evaluations to their respective functional managers.

- Joshua Fil Evasco - Project Manager

Project Team

The Project Team consists of all the members who will work on the project. Each member must have a clear understanding of the work that needs to be done. Moreover, they are responsible for the project's schedule and work packages. They are required to have a detailed communications plan.

Project Structure

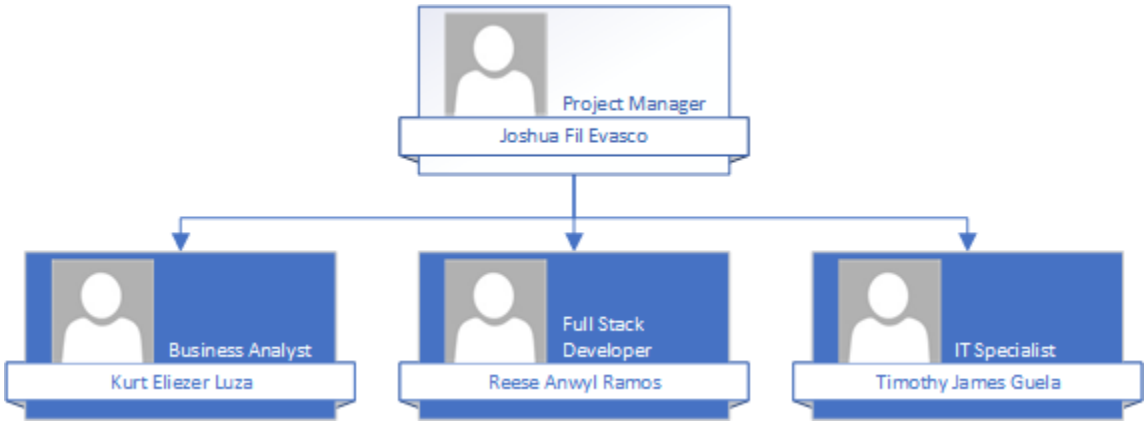


Figure 1.3

Steering Committee

The Steering Committee oversees any changes to the project scope and its deliverables which can impact the organization as a whole and ensures that any changes made benefits the organization as a whole.

Sterling Soirees Organizational Structure

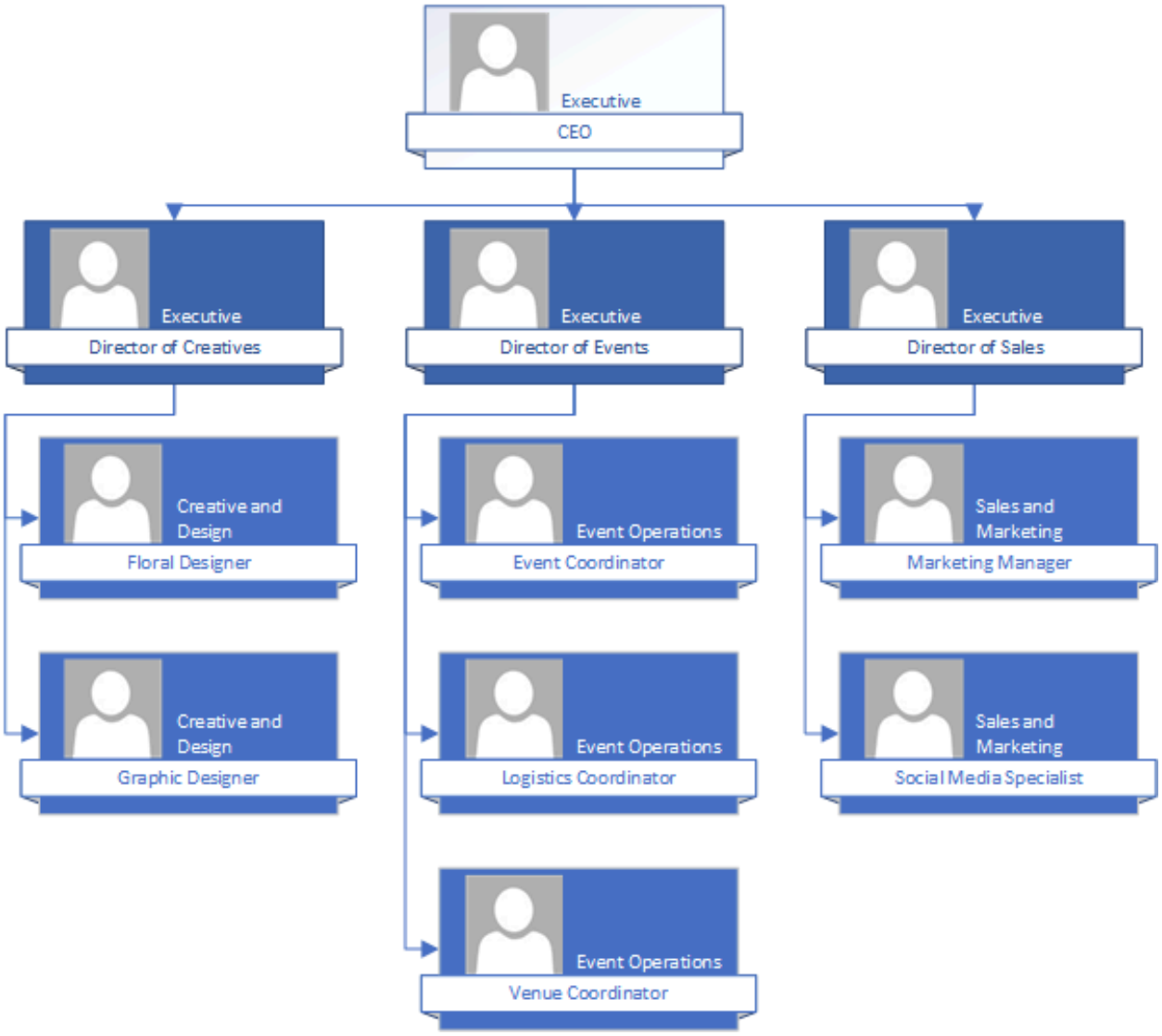


Figure 1.2

Sterling Soirees - Company Profile

Background

History

Sterling Soirees began in 2021, founded by a team with a shared passion for creating unforgettable experiences. They started by transforming intimate gatherings into magical occasions, and our reputation for meticulous planning and flawless execution quickly grew. Today, Sterling Soirees curates a range of events, from grand galas to bespoke conferences, bringing their clients' visions to life with creativity and unwavering dedication. Fueled by a commitment to exceeding expectations, Sterling Soirees fosters a collaborative spirit. They work closely with their clients to understand their unique goals and transform them into extraordinary events. Their team of passionate event professionals takes immense pride in crafting memories that resonate long after the last guest departs.

Location

The offices of the Sterling Soirees are located at Bonifacio Global City (BGC), in Taguig, Metro Manila. It is a trendy and rapidly developing business district with a focus on innovation and design and offers a vibrant atmosphere and potential for attracting young talent.

Amenities

Sterling Soirees elevates events with exceptional amenities. From impeccably curated décor that sets the mood, to flawless catering that tantalizes taste buds, we provide everything you need. Live music or a captivating DJ keeps the energy high, while a dedicated staff ensures seamless service throughout your soirée. Let us take care of the details, so you can focus on creating lasting memories.

Mission and Vision

To be the leading innovator in the event industry, recognized for crafting unforgettable experiences that spark connections and leave a lasting impact. To orchestrate flawlessly executed events that exceed client expectations and bring their visions to life. We craft unforgettable experiences by meticulously planning and flawlessly executing creative events.

Technical Lead

A member of the Project Team tasked to supervise technical designs, their implementation and development. This member must ensure that the client's needs are met and must have close communications with the Project Manager and Project Team.

- Kurt Eliezer Luza - Business Analyst

Customer

The customers will be chosen from Sterling Soiree's client database. They will be informed about how the project will affect Sterling Soiree's operations.

Tabular Representation of Stakeholders' Roles in Communication Process

Stakeholder	Roles	Communication Output
CEO	● Issues Memos ● Approves meeting requests, training workshops, and budget	● Memorandums
Project Sponsor	● Issues budget procurement for required hardware and software	● Purchase Request Form ● Approved Budget
Change Control Board	● Evaluate and Decide Change Requests	● Approved Change Request Form
Project Manager	● Request for meetings and training workshops ● Implement CCB-approved changes ● Present project milestones to stakeholders ● Conducts Risk Management Analysis ● Manages and Supervises Project Team ● Provides Status and Progress Reviews to Sponsor for direction ● Ensures that the project status within Project Management's three main constraints	● Communication Letters ● Change Request Logs ● Project Status and Reports ● Risk Management Analysis ● Project Work Plans ● Status and Progress Reviews
Project Team	● Planning and Completing	● Project Plan

	of project work	• Deliverables • Project Status Reports
Technical Lead	• Meeting Facilitator • Notetaker and Timekeeper in meetings • Ensure documentation throughout the project's duration	• Meeting Minutes • All Project Deliverables • Communication Letters
Steering Committee	• Request for Changes • Provide Feedback on implementation	• Change Request Form • Feedback
Customer	• Provide Feedback on implementation	• Surveys • Feedback

Table 5.2

PROJECT TEAM DIRECTORY

The following table contains the contact information of those mentioned in this communications management plan.

Role	Name	Title	Organization /Department	Email	Phone
Project Sponsor	Seraphina S. Alvarez-Gonzales	Director of Events	Events Department	ssagonzales@ssoiree.com.ph	+63 917 123 4567
Project Manager	Joshua Fil Evasco	Project Manager	IT Department	jfvevasco@itech.com.ph	+63 932 987 6543
Project Stakeholders	See Stakeholder Register	See Stakeholder Register	See Stakeholder Register	See Stakeholder Register	See Stakeholder Register
Technical Lead	Kurt Eliezer Luza	Business Analyst	IT Department	keluza@itech.com.ph	+63 998 567 8901
Events Team	Seraphina S. Alvarez-Gonzales	Director of Events	Events Department	devents@ssoiree.com.ph	+63 917 123 4567
Creatives Team	Director of Creatives	Director of Creatives	Creatives Department	dcreatives@ssoiree.com.ph	+63 927 456 7890
Sales Team	Director of Sales	Director of	Sales	dsales@ssoi	+63 925

		Sales	Department	ree.com.ph	345 6789
Technical Team	Reese Anwyl Ramos	Software Developer	IT Department	raramos@itech.com.ph	+63 933 678 9012
Business Analyst	Kurt Eliezer Luza	Business Analyst	IT Department	keluza@itech.com.ph	+63 998 567 8901
Customer	See Customer List	See Customer List	See Customer List	See Customer List	See Customer List

Table 5.3

COMMUNICATION METHODS AND TECHNOLOGIES

Abiding by Sterling Soiree's organizational policy, communication methods and technologies must take into factor the stakeholder communication requirements, available internal and external technologies, and organizational policies and standards.

Any communication made must be stored, with appropriate naming conventions, in Sterling Soiree's employee-side mail platform which updates, archives, and conducts Sterling Soiree's internal communications. This allows senior management and project stakeholders to access project data and to collaborate on project work and communication.

Stakeholders who do not have access to the mail server must be notified through a message or call ahead of time.

The Project Team is responsible for developing, maintaining, and communicating schedules. The project schedule must be properly communicated through Sterling Soiree's employee-side mail server.

COMMUNICATIONS MATRIX

Communication Type	Objective of Communication	Medium	Frequency	Audience	Owner	Deliverable	Format
Memorandum/Circular Orders							
• Request for a meeting • Call for Meetings • Call for training Workshops	• Conduct a meeting for all Stakeholders • Calling all Stakeholders of the Company	• Request Letter • Memorandum Letters • Email	As needed daily	• Project Sponsor • Project Team • Stakeholders	• President	• Memorandum Letters • Request Letters • Meeting Summaries • Newsletters	• Hard Copy of a formal letter • Soft Copy archived on Sterling Soiree's employee-side mail server
Meetings							
Kickoff Meeting	Introduce the project team and the project itself. Review the project's approach and objectives	• Face to face	Once	• Project Sponsor • Project Team • Stakeholders	Project Manager	• Agenda • Meeting Minutes	• Soft Copy archived on Sterling Soiree's employee-side mail server
Project Team Meetings	Team-wide project review	• Face to face • Virtual Meeting	Daily/As needed	• Project Team	Project Manager	• Agenda • Meeting Minutes • Project Schedule	• Soft Copy archived on Sterling Soiree's employee-side mail server
Technical Design Meetings	• Address issues with the project's technical design • Formulate Solutions for the project's	• Face to face	As needed	Technical Project Team Members	Technical Lead	• Agenda • Meeting Minutes	• Soft Copy archived on Sterling Soiree's employee-side mail server

	technical design • Enumerate Deliverables for the formulated solution						
Monthly Project Status Meetings	Report project status to management	• Face to face • Virtual Meeting	Weekly/ As needed	Project Sponsor	Project Manager	• Slide Updates • Project Schedule	• Soft Copy archived on Sterling Soiree's employee-side mail server
Project Status Reports	Report project status including activities, progress, cost, and issues.	Email	Daily	• Project Sponsor • Project Team • Stakeholders	Project Manager	• Project Status Report • Project Schedule	• Soft Copy archived on Sterling Soiree's employee-side mail server
Change Requests							
• Request for changes in the project • Approval/Rejection of change requests	• Address change requests • Decide upon change requests	• Change Request Letters • Face to face	As needed	Change Control Board	Stakeholder	• Change Request Letters • Decision Letter of CCB	• Hard Copy of Change Requests and Letters • Soft Copy archived on Sterling Soiree's employee-side mail server
Deliverables Update							
• Submission of deliverable output and/or reports	Project status update	• Face to face • Email	Weekly and/or as needed	• Project Sponsor • Project Team	• Project Manager • Project Team	All drafts of the Project's Status Report	• Hard Copy of Deliverables • Soft Copy archived on Sterling Soiree's employee-side mail

							server
Conference							
Presentation of the Event Management Software	Gather feedback from stakeholders and chosen customers	• Face to face	Biweekly and/or as needed	• CEO • Project Sponsor • Project Team • Customers • Stakeholders	• CEO • Project Sponsor • Project Team	• User acceptance testing • Focus Groups • Online questionnaires • Feedback summaries	Formal Presentation

Table 5.4

COMMUNICATIONS FLOWCHART

This flowchart was made to help visualize how communications flow in this project's communications system. There will be instances when communications fall outside this roadmap; in these instances, additional clarifications are necessary.

The Project Manager is responsible for raising these instances to the Project Sponsor. Together, they will determine how to proceed with communications.

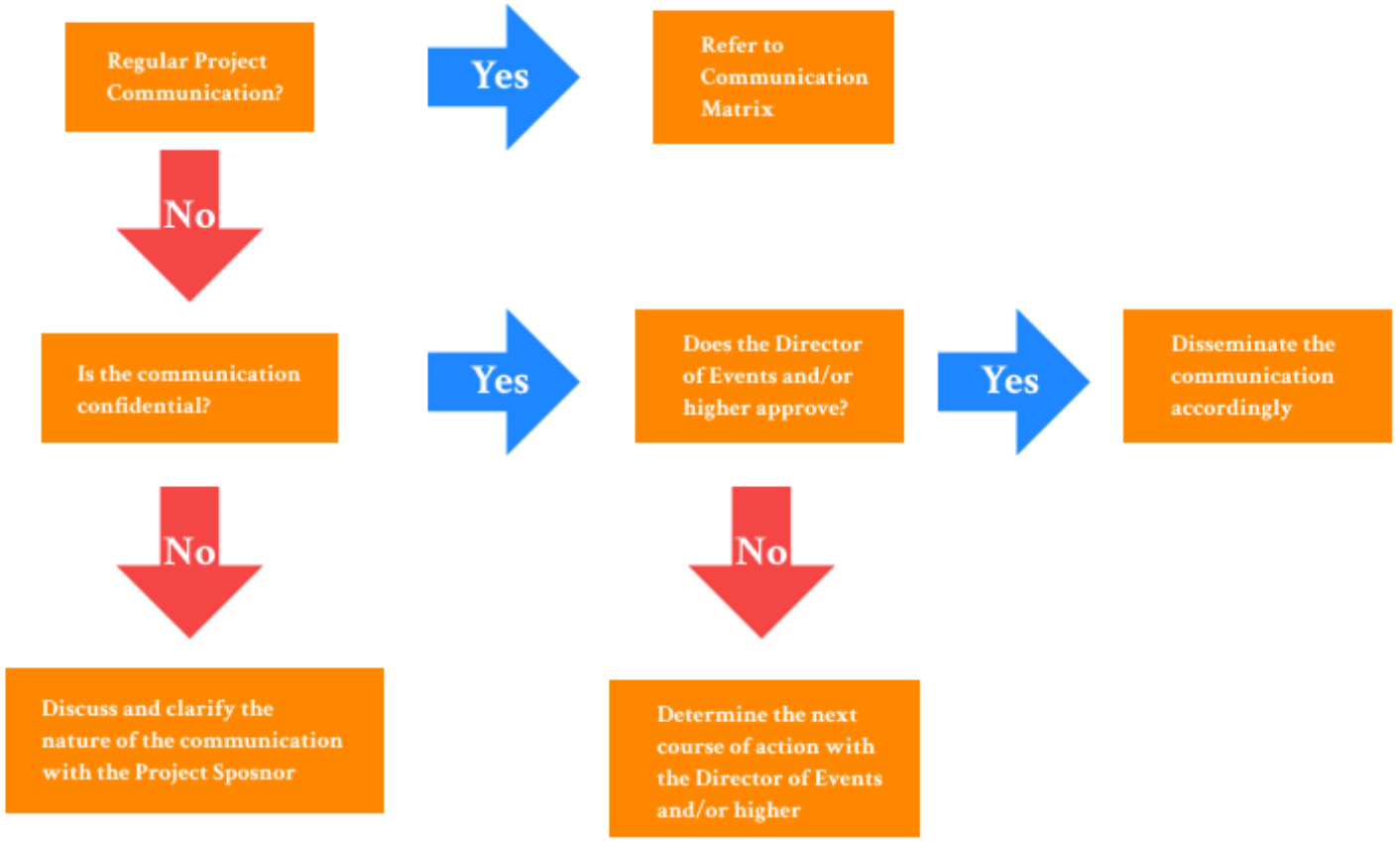


Figure 2.1

GUIDELINES FOR MEETINGS

Meeting Agenda

A meeting's agenda must be distributed within a reasonable amount of days, subject to the technical lead's judgment, prior to the meeting. It must also identify the presenter, time limit, topics, and attendees. If these are not appropriately met, the meeting cannot proceed.

Meeting Minutes

A meeting's minutes must be distributed within two business days following the meeting: it must include the status of all the items on the agenda.

Action Items

A meeting must start with a review of the previous meeting's action items and end with a review of the current meeting's new action items. Moreover, action items must be in the meeting's agenda and minutes. Lastly, an action item's owner must be mentioned when the action item is to be brought up.

Meeting Chairperson

The meeting's Chairperson is responsible for facilitating the meeting and distributing its minutes and agenda. Moreover, it is also their responsibility to ensure punctuality all throughout the meeting.

Note Taker

Throughout a meeting, the note taker must document the status of all meeting items, maintain a Parking Lot item list, and note anything else of importance. At the end of the meeting, they must provide the Chair Person a copy of their notes.

Time Keeper

Helping the Chairperson in keeping a meeting punctual is the Time Keeper who will let presenters know when they are approaching the end of their allocated time through nonverbal communication.

Parking Lot

This is a tool used to note down items not on the meeting agenda which need to be discussed at a later time. It is important to note that an owner needs to be noted with each item on the Parking Lot as that owner is needed to ensure a follow-up.

Memorandum/ Circular Orders

Memorandums are given to stakeholders, through letters and/or emails, to inform them of the upcoming meetings and/or events which the Project Manager has discussed with the CEO as necessary for the project to operate.

Deliverable Updates

The Project Manager is required to frequently update the status and progress of the project in regular intervals. These are done weekly or as needed. He will gather a report of logged information obtained through frequent face to face conversation. The logged information involves project deliverables and project team feedback.

Conference

Prior to the implementation of the project's system, a conference will be held to inform every stakeholder, from the top management up to the chosen customers, of the processes and impacts of the project and to gather their feedback. This feedback will be used to improve the system even further.

COMMUNICATION STANDARDS

This project must utilize Sterling Soiree's assigned templates for each type of meeting: Kickoff, Project Team, Technical Design, Monthly Project Status, and Current Project Status Meetings.

Kickoff Meeting:

Project Kickoff Meeting Agenda

Date:
Time:

Facilitator:
Attendees:

Agenda Item	Assignee
Introduction and Call of Order	**Project Manager**
Project Background • What do we know so far? • What needs to change? • What will be our KPIs?	**Project Sponsor/Client**
Priorities and Goals • Identify stakeholders • Who are the key decision-makers? • How will they be impacted?	**Project Manager**
Project Objectives • Objectives • Deliverables	**Project Manager**
Team's Roles and Responsibilities • Establish accountability • Who will take responsibility for which processes?	**Project Manager** **Team Leads**
Review Potential Roadblocks • What could potentially go wrong? • What kind of support would we need to have in place? • How could we anticipate potential roadblocks?	**Project Manager** **Support Lead**
Action Items and Next Steps • Weekly status-update meetings • Team communication	**Project Manager**

Feedback (to fill in): *Is there anything else the team would require during the course of the project?*

Figure 2.2

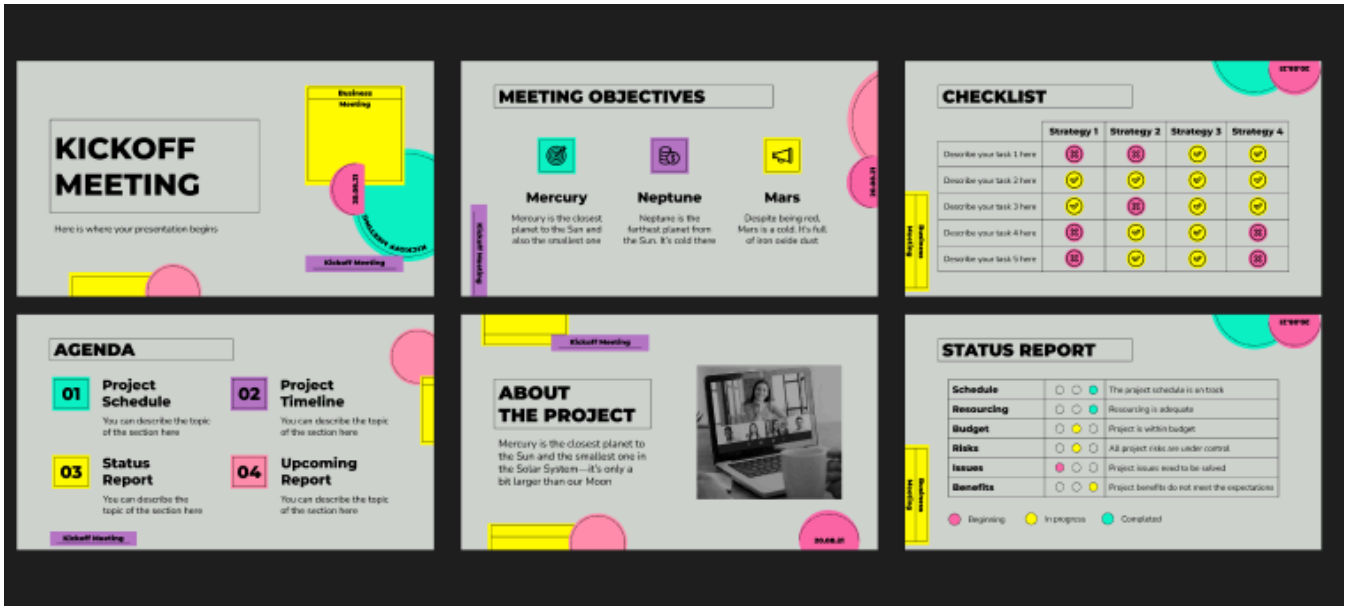
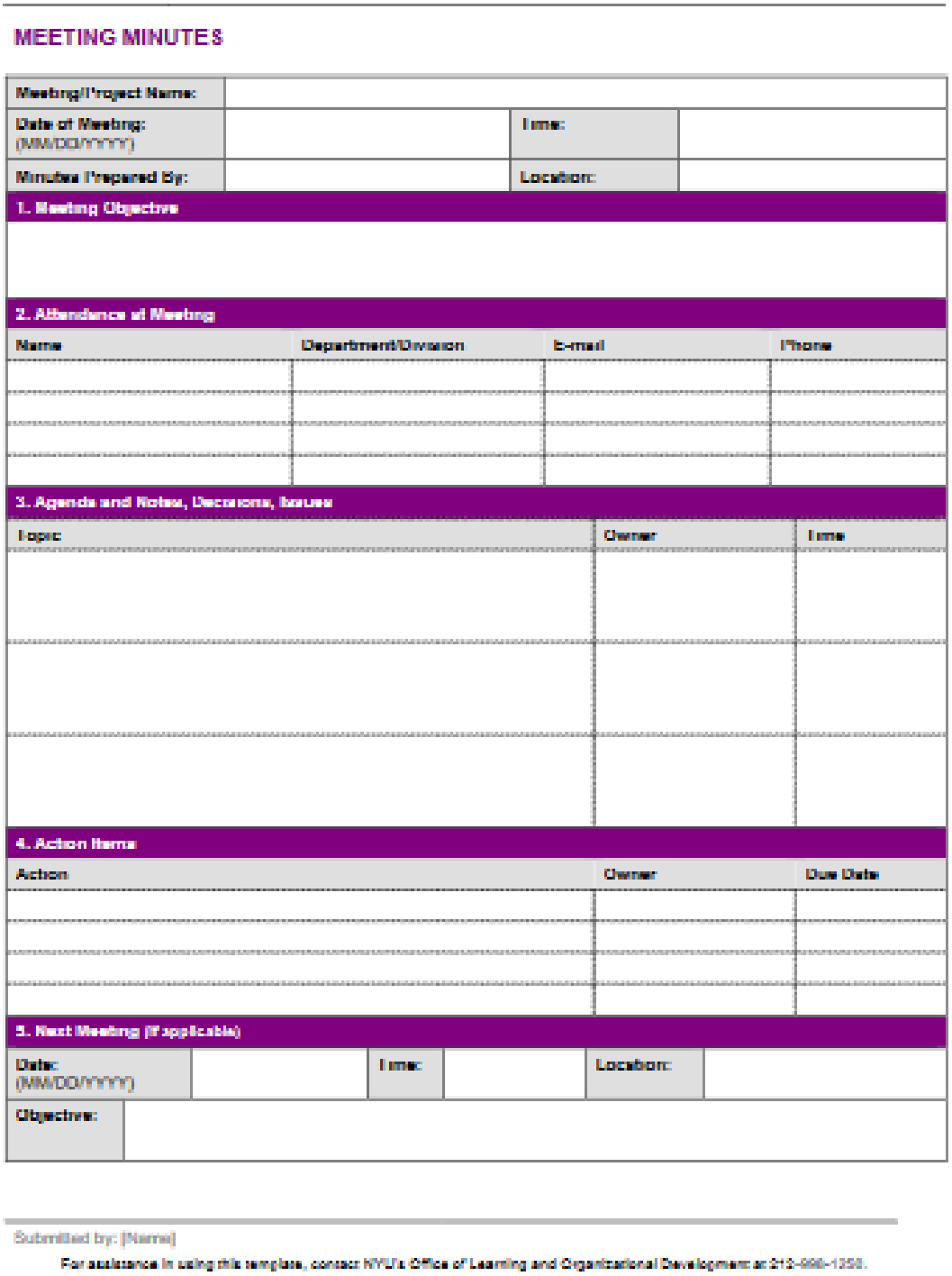

KICKOFF MEETING
Here is where your presentation begins
MEETING OBJECTIVES
Mercury
Neptune
Mars
CHECKLIST
Strategy 1
Strategy 2
Strategy 3
Strategy 4
AGENDA
01
Project Schedule
02
Project Timeline
03
Status Report
04
Upcoming Report
ABOUT THE PROJECT
Mercury is the closest planet to the Sun and the smallest one in the Solar System—it's only a bit larger than our Moon
STATUS REPORT
Schedule
Resourcing
Budget
Risks
Issues
Benefits
Beginning
In progress
Completed

Figure 2.3

Project Team Meetings:



MEETING MINUTES

Meeting/Project Name:			
Date of Meeting: (MM/DD/YYYY)		**Time:**	
Minutes Prepared By:		**Location:**	

1. Meeting Objective

2. Attendance at Meeting

Name	Department/Division	E-mail	Phone

3. Agenda and Notes, Decisions, Issues

Topic	Owner	Time

4. Action Items

Action	Owner	Due Date

5. Next Meeting (If applicable)

Date: (MM/DD/YYYY)		**Time:**		**Location:**	
Objective:					

Submitted by: [Name]

For assistance in using this template, contact NYU's Office of Learning and Organizational Development at 212-998-1358.

Figure 2.4

Technical Design Meeting:

[Meeting name] meeting minutes

Location: [Address or room number]

Date: [Date]

Time: [Time]

Attendees: [List attendees]

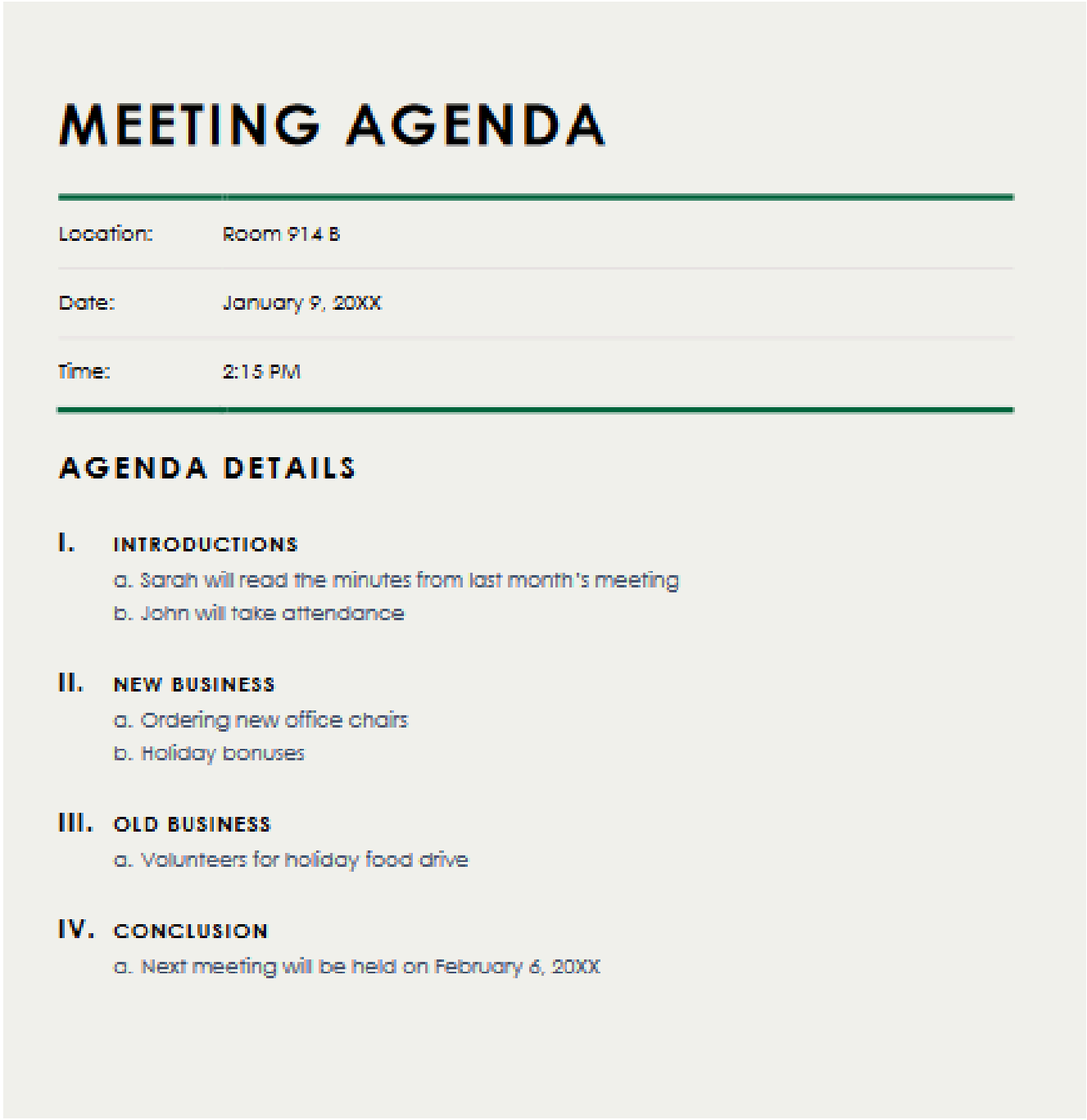
Agenda items

1. [It's easy to make this template your own. To replace placeholder text, just select it and start typing. Don't include space to the right or left of the characters in your selection.]
2. [Apply any text formatting you see in this template with just a click from the Home tab, in the Styles group. For example, this text uses the List Number style.]
3. [To add a new row at the end of the action items table, just click into the last cell in the last row and then press Tab.]
4. [To add a new row or column anywhere in a table, click in an adjacent row or column to the one you need and then, on the Table Tools Layout tab of the ribbon, click an Insert option.]
5. [Agenda item]
6. [Agenda item]

Action items	Owner(s)	Deadline	Status
[Action item 1]	[Name(s) 1]	[Date 1]	[Status 1, such as In Progress or Complete]
[Action item 2]	[Name(s) 2]	[Date 2]	[Status 2]
[Action item 3]	[Name(s) 3]	[Date 3]	[Status 3]
[Action item 4]	[Name(s) 4]	[Date 4]	[Status 4]
[Action item 5]	[Name(s) 5]	[Date 5]	[Status 5]
[Action item 6]	[Name(s) 6]	[Date 6]	[Status 6]

Figure 2.5

Monthly Status Report Meetings:



MEETING AGENDA

Location:	Room 914 B
Date:	January 9, 20XX
Time:	2:15 PM

AGENDA DETAILS

I. INTRODUCTIONS

a. Sarah will read the minutes from last month's meeting

b. John will take attendance

II. NEW BUSINESS

a. Ordering new office chairs

b. Holiday bonuses

III. OLD BUSINESS

a. Volunteers for holiday food drive

IV. CONCLUSION

a. Next meeting will be held on February 6, 20XX

Figure 2.6

Project Status Reports:

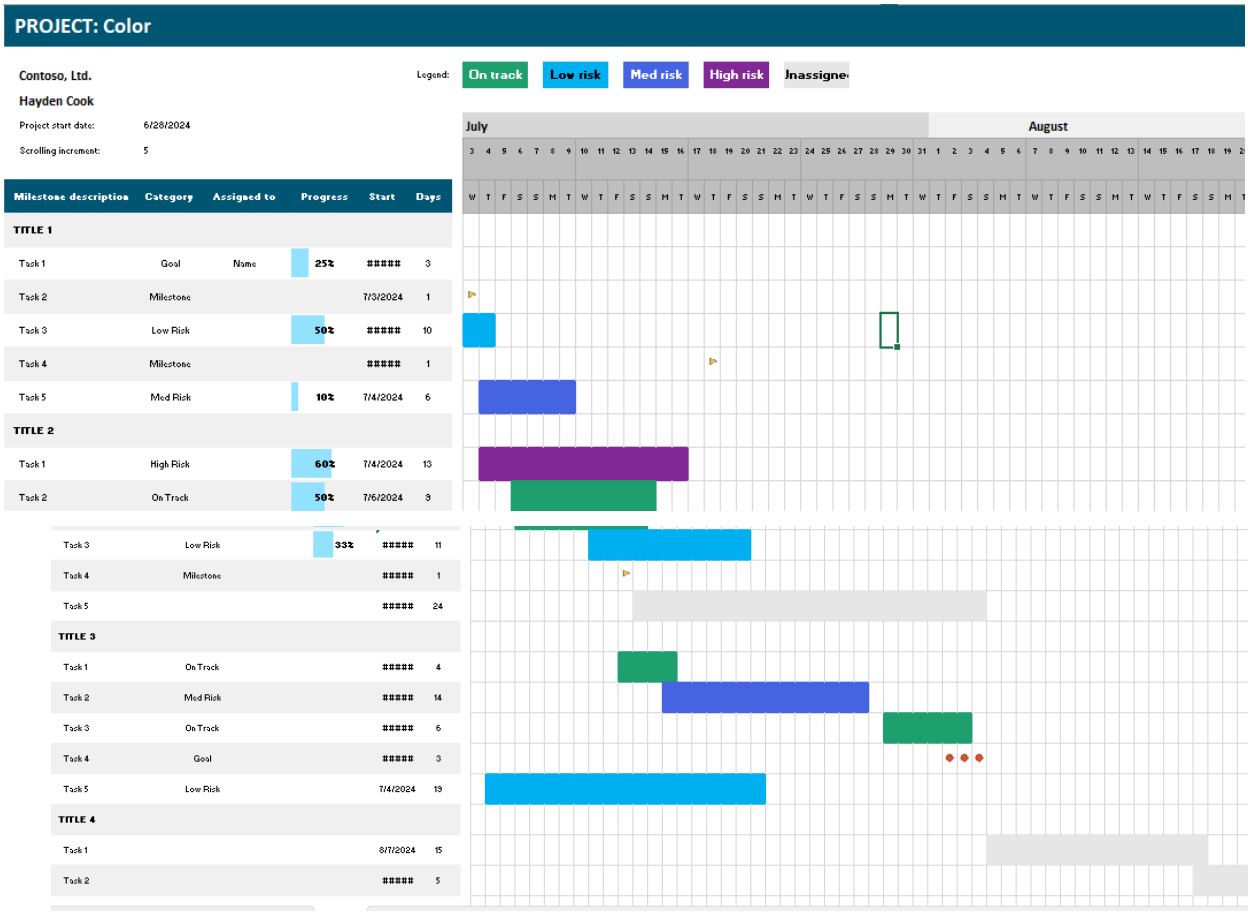


Figure 2.7

COMMUNICATION ESCALATION PROCESS

The table below defines the priority levels, decision authorities, and timeframes for resolution. It details how to properly escalate any issues in communication. This is necessary in resolving any disputes, conflicts, or discrepancies in a way that abides by the project's designated schedule.

Priority	Definition	Decision Authority	Timeframe for Resolution
Priority 1	Major impact to business or project operations. If the issue is left unresolved, there will be negative impacts on venue and/or	CEO	Within 4 hours

	schedule.		
Priority 2	Medium impact to business or project operations that can lead to negative impacts on venue and/or schedule.	Project Sponsor	Within one business day
Priority 3	Slight impact leading to scheduling difficulties. No impact on operations or revenue.	Project Manager	Within two business days
Priority 4	Negligible impact to a project but may have a better solution.	Project Manager	Work continues and any proposed changes must pass through the CCB process

Table 5.5

The different issues that need to be addressed for this communication escalation process are stated in the Risk Management Plan.

GLOSSARY OF COMMUNICATION TECHNOLOGY

Term	Definition
Communication	Efficient sending and receiving of information. In the context of the project, there is an emphasis on the sender to properly convey information.
Stakeholder	Groups or individuals involved in the project whose interests are directly affected by the project's result.
Communications Management Plan	A portion of the project's overall plan which details how communications will run: participants, methods, and frequency of communication.
Escalation	The process detailing how conflicts and issues are raised up the managerial chain and its designated timeframe.

Table 5.6

PROCUREMENT MANAGEMENT PLAN

INTRODUCTION

This Procurement Management Plan sets the procurement framework for the Event Management Software project at Sterling Soirees. It will serve as a guide for managing procurement throughout the life of the project and will be updated as acquisition needs change. This plan identifies and defines the items to be procured, the types of contracts to be used in support of this project, the contract approval process, and decision criteria. The importance of coordinating procurement activities, establishing firm contract deliverables, and metrics in measuring procurement activities is included.

PROCUREMENT MANAGEMENT APPROACH

The Project Manager will provide oversight and management for all procurement activities under the Event Management Software project. The Project Manager will work with the project team to identify all items to be procured for the successful completion of the project. The Finance Department will then review the procurement list prior to submitting it to the contracts and purchasing department. The contracts and purchasing department will review the procurement items, determine whether it is advantageous to make or buy the items, and begin the vendor selection, purchasing and the contracting process.

PROCUREMENT DEFINITION

The following procurement items and/or services have been determined to be essential for project completion and success of the Event Management Software project:

Item/Service	Justification	Needed by
SanDisk 32GB SDCZ48-032G ULTRA USB3.0 Flash Drive	● Needed to store project data ● Needed to store project management data	May 27, 2024
ASUS Laptop X515JA-EJ2124W	Needed to develop the software	May 27, 2024
MariaDB	Needed to develop the software	May 27, 2024
Ubuntu Server	Needed to develop the software	May 27, 2024
Figma Professional	Required to design an effective UI/UX	May 27, 2024

Subscription		

Table 6.1

In addition to the above list of procurement items, the following individuals are authorized to approve purchases for the project team:

- Joshua Fil Evasco, Project Manager
- Reese Anwyl Ramos, Software Developer
- Kurt Eliezer Luza, Business Analyst
- Timothy James Guela, IT Specialist

TYPE OF CONTRACT TO BE USED

All items and services to be procured for the Event Management Software project will be solicited under firm-fixed price contracts. The project team will work with the contracts and purchasing department to define the item types, quantities, services and required delivery dates. The contracts and purchasing department will then solicit bids from various vendors in order to procure the items within the required time frame and at a reasonable cost under the firm fixed price contract once the vendor is selected.

PROCUREMENT RISKS

All procurement activities carry some potential for risk which must be managed to ensure project success. While all risks will be managed in accordance with the project's risk management plan, there are specific risks which pertain specifically to procurement:

- Unrealistic schedule and cost expectations for software development vendors
- Capability and capacity of cloud hosting providers
- Conflicts with current contracts and vendor relationships
- Configuration management for software updates and improvements
- Potential delays in service activation and impacts on cost and schedule
- Questionable past performance for vendors
- Potential that final software product does not meet required specifications
- Data security and privacy concerns with cloud services

These risks are not all-inclusive and the standard risk management process of identifying, documenting, analyzing, mitigating, and managing risks will be used.

PROCUREMENT RISK MANAGEMENT

For risks related specifically to procurement, there must be additional consideration and involvement. Project procurement efforts involve external organizations and potentially affect current and future business relationships as well as internal supply chain and vendor management operations. Because of the sensitivity of these relationships and operations, the project team will include the project sponsor and a designated representative from the contracting department in all project meetings and status reviews.

Any decisions regarding procurement actions must be approved by the project sponsor or, in their absence, the CEO before implementation. Any issues concerning procurement actions or any newly identified risks will immediately be communicated to the project's contracting department point of contact as well as the project sponsor.

COST DETERMINATION

For this project, we will issue a Request for Proposal (RFP) in order to solicit proposals from various vendors which describe how they will meet our requirements and the cost of doing so. All proposals will include vendor support for items listed in the procurement definition as well as the base and out-year costs. The vendors will outline how the work will be accomplished, who will perform the work, vendors' experience in providing these goods and services, customer testimonials, backgrounds and resumes of employees performing the work, and a line-item breakdown of all costs involved.

Additionally, the vendors will be required to submit work breakdown structures (WBSs) and work schedules to show their understanding of the work to be performed and their ability to meet the project schedule.

STANDARDIZED PROCUREMENT DOCUMENTATION

To aid in simplifying procurement tasks, we will use standard documentation for all steps of the procurement management process. The following standard documents will be used for project procurement activities:

- Standard Request for Proposal (RFP) Template
- Internal source selection evaluation forms
- Non-disclosure agreement
- Letter of intent
- Firm fixed price contract
- Procurement audit form
- Procurement performance evaluation form
- Lessons learned form

PROCUREMENT CONSTRAINTS

There are several constraints that must be considered as part of the project's procurement management plan:

- Schedule:
    - Project schedule is not flexible and the procurement activities, contract administration, and contract fulfillment must be completed within the established project schedule.
- Cost:
    - Project budget has contingency and management reserves built in; however, these reserves may not be applied to procurement activities without explicit approval.
- Scope:
    - All procurement activities and contract awards must support the approved project scope statement.
- Resources:
    - All procurement activities must be performed and managed with current personnel. No additional personnel will be hired or re-allocated to support the procurement activities on the Event Management Software project.
- Technology:
    - Software specifications have already been determined and will be included in the statement of work as part of the RFP. While proposals may include suggested alternative technologies or methodologies, core functionality must match those provided in the statement of work exactly.

CONTRACT APPROVAL PROCESS

The contract approval process will follow these steps:

1. Determine items or services requiring procurement from outside vendors.
2. Conduct cost analysis on products or services which can be provided internally vs. externally.
3. Finalize the list of items and services to be procured externally.
4. Send out solicitations to outside vendors.
5. Review all vendor proposals to determine which meet the established criteria.
6. For purchases less than ₱2,500,000, approval is required from the Project Manager.
7. For purchases greater than ₱2,500,000, approval must be obtained from the Contract Review Board, consisting of representatives from the project team, purchasing and contracts department, finance, and the CEO.

DECISION CRITERIA

The criteria for the selection and award of procurement contracts under this project will be based on the following decision criteria:

- Ability of the vendor to provide all items by the required delivery date
- Quality of the proposed solution
- Cost
- Expected delivery date
- Comparison of outsourced cost versus in-sourcing
- Past performance
- Technical expertise and experience with similar projects
- Data security and privacy measures

These criteria will be measured by the contracts review board and/or the Project Manager. The ultimate decision will be made based on these criteria as well as available resources.

VENDOR MANAGEMENT

The Project Manager is ultimately responsible for managing vendors. To ensure the timely delivery and high quality of products and services from vendors, the Project Manager, or their designee will meet bi-weekly with the contract and purchasing department and each vendor to discuss the progress for each procured item. The meetings can be in person or by video conference.

These meetings will review all documented specifications for each product or service as well as to review the quality test findings. This forum will provide an opportunity to review each item's development or the service provided in order to ensure it complies with the requirements established in the project specifications.

PERFORMANCE METRICS FOR PROCUREMENT ACTIVITIES

The following metrics are established for vendor performance for this project's procurement activities. Each metric is rated on a 1-3 scale as indicated below:

Vendor	Product Quality	On-Time Delivery	Documentation Quality	Development Costs	Development Time	Cost per Unit	Transactional Efficiency
Vendor #1	2	2	2	2	1	2	2

Vendor #2	1	2	1	2	1	1	1

Table 6.2

1 – Unsatisfactory

2 – Acceptable

3 - Exceptional

In addition to rating each vendor, actual values will be noted in order to build a past-performance database for selecting vendors for future procurement activities.

COST MANAGEMENT PLAN

INTRODUCTION

This Cost Management Plan outlines the processes and procedures for effectively managing the financial resources allocated to the development of the events management software for Sterling Soirees. This plan defines the methodology for estimating, budgeting, and controlling project costs to ensure its successful completion within the established budget constraints. It details the roles and responsibilities for cost management activities, along with the strategies for monitoring and reporting on project expenditures. By adhering to this plan, we aim to deliver the project on time and within budget, maximizing the value for our stakeholders. The Project Sponsor will hold the final authority to approve any necessary changes to the project scope, schedule, or resources to ensure the project remains within its allocated budget.

COST MANAGEMENT APPROACH

Mr. Evasco, the designated Project Manager, will assume the primary responsibility for managing and reporting on project costs throughout the entire project lifecycle. The project manager will prepare and present cost performance reports at regular project status meetings, typically held weekly. These reports will be presented to management for review and discussion. The project manager will be responsible for identifying and analyzing cost deviations from the baseline budget. In the event of cost deviations, the project manager will develop and present alternative course of action proposals to the Project Sponsor. These proposals may include adjustments to project scope, schedule, or resource allocation, with the ultimate objective of bringing the project back within budget.

Earned Value Management (EVM) will be the primary methodology used to assess project cost performance. EVM allows for the comparison of budgeted costs with actual costs incurred and project progress achieved. Earned Value calculations such as Cost Performance Index (CPI) and Schedule Performance Index (SPI) will measure and manage the financial performance of the project.

- Cost variances of +/- 0.1 in the cost and schedule performance indexes will change the status of the cost to cautionary;
- Cost variances of +/- 0.2 in the cost and schedule performance indexes will change the status of the cost to an alert stage.

This will require corrective action from the Project Manager in order to bring the cost and/or schedule performance indexes below the alert level. Corrective actions will require a project change request and must be approved by the Project Sponsor before it can become within the scope of the project.

MEASURING PROJECT COST

Performance of the project will be measured using Earned Value Management. The following four Earned Value metrics will be used to measure to projects cost performance:

- Schedule Variance (SV)
- Cost Variance (CV)
- Schedule Performance Index (SPI)

- Cost Performance Index (CPI)

If the Schedule Performance Index or Cost Performance Index has a variance of between 0.1 and 0.2 the Project Manager must report the reason for the exception. If the SPI or CPI has a variance of greater than 0.2 the Project Manager must report the reason for the exception and provide management a detailed corrective plan to bring the project's performance back to acceptable levels.

Performance Measure	Cautionary	Alert
Schedule Performance Index	Between 0.9 and 0.8 or Between 1.1 and 1.2	Less Than 0.8 or Greater than 1.2
Cost Performance Index	Between 0.9 and 0.8 or Between 1.1 and 1.2	Less Than 0.8 or Greater than 1.2

Table 7.1

REPORTING FORMAT

Reporting for cost management will be included in the weekly project status report. The Monthly Project Status Report will include a section labeled, “Cost Management”. This section will contain the Earned Value Metrics identified in the previous section.

If cost variances are outside of the thresholds identified in this Cost Management Plan. An emergency report will be done based on these costs including any corrective actions which are planned. Change Requests which are triggered based upon project cost overruns and/or schedule delays will be identified and tracked in this report.

COST VARIANCE RESPONSE PROCESS

If the project reaches one of these Control Thresholds a Cost Variance Corrective Action Plan is required since the Control Thresholds for this project is a CPI or SPI of less than 0.8 or greater than 1.2.. The following steps are to be followed

- **Plan and assess options to propose:** The Project Manager will present the Project Sponsor with options for corrective actions within five business days from when the cost variance is first reported.
- **Approval and Formalization:** Within three business days from when the Project Sponsor selects a corrective action option, the Project Manager will present the Project Sponsor with a formal Cost Variance Corrective Action Plan.
- **Implementation and Documentation:** The Cost Variance Corrective Action Plan will detail the actions necessary to bring the project back within budget and the means by which the effectiveness of the actions in the plan will be measured. Upon acceptance of the Cost Variance Corrective Action Plan it will become a part of the project plan and the project will be updated to reflect the corrective actions.

COST CHANGE CONTROL PROCESS

The cost change control process will follow the established project change request process. Any and all approvals for project budget/cost changes must be approved by the project sponsor.

PROJECT BUDGET

The budget for this project is detailed below. Costs for this project are presented in various categories:

Fixed Cost	₱0.00
Material Cost	₱44,187.80
Incentive/Honorarium	₱200,000.00
Training, Testing, and Implementation	₱75,000.00
Total Project Cost	₱319,187.80

Table 7.2

*Detailed breakdown is attached.

LIST OF REQUIREMENTS FOR THE PROJECT

Particular	Qty	Rate (PHP)	No. of Hours	Cost
Incentive/Honorium				
Project Manager	1	₱50,000/ Project	Regular Office Hours	₱50,000.00
Software Developer	1	₱50,000/ Project	Regular Office Hours	₱50,000.00
IT Specialist/ Database Specialist	1	₱50,000/ Project	Regular Office Hours	₱50,000.00
Business Analyst	1	₱50,000/ Project	Regular Office Hours	₱50,000.00
Sub-total:				₱200,000
Material Cost				
MariaDB	1	₱0.00	N/A	₱0.00
Ubuntu Server	1	₱0.00	N/A	₱0.00
ASUS Laptop X515JA-EJ2124W	1	₱39,995.00	N/A	₱39,995.00
SanDisk 32GB SDCZ48-032G ULTRA USB3.0 Flash Drive	2	₱345.00	N/A	₱690.00
Figma Professional Subscription	4 (1 per user)	₱875.70	1 month	₱3,502.80
Sub-total:				₱44,187.80
Training, Testing and Implementation				
Training, Testing and Implementation			₱75,000	
Sub-total:				₱75,000
Total Project Cost				₱319,187.80

Table 7.3

COMPUTATION REFERENCE:

Legend:

Earned Value (EV) - the actual value earned in the project
Planned Value (PV) - the value our project plan says we should have earned at this point
Actual Cost (AC) - the actual costs incurred to date
Schedule Variance (SV) - a measurement of the schedule performance for a project
Cost Variance (CV) - a measurement of the budget performance for a project
Schedule Performance Index (SPI) - measures the progress achieved against that which was planned
Cost Performance Index (CPI) - measures the value of the work completed compared to the actual cost of the work completed

EV = Total Project Budget x % of Completed

SV = EV – PV

- if SV == 0, the project is perfectly on schedule
- if SV > 0, the project is ahead of schedule
- if SV < 0, the project is behind schedule

CV = EV – AC

- if CV == 0, the project is perfectly on budget
- if CV > 0, the project is under budget
- if CV < 0, the project is over budget

SPI = EV / PV

- If SPI == 1, the project is on schedule
- If SPI > 1, the project is behind schedule
- If SPI < 1, the project is ahead of schedule

CPI = EV / AC

- If CPI == 1, the project is on budget
- If CPI > 1, the project is under budget
- If CPI < 1, the project is over budget

EARNED VALUE COMPUTATION

	Description	Planned Value	Actual Cost	% Completed	Earned Value	Cost Variance	Schedule Variance	CPI	SPI
Kick-Off	**Mobilization of project team to Develop Feasibility Study and Business Management proposal through thorough research and studies.(4/5-5/5/16**	**75,000**	**75,000**	**100%**	**75,000**	**0.00**	**0.00**	**1**	**1**
Stage 2	**Feasibility Study and Business Management Proposals made will be presented to the stakeholders and seek approval. (5/5-16/16)**	**100,000**	**100,000**	**100%**	**100,000**	**0.00**	**0.00**	**1**	**1**
Stage 3	**This phase includes both orientation and OHMS Software Designing for leveling of expectations and Collaboratively make OHMS Design based on best future state model workable for Sterling Soirees**	**104,187.80**	**104,187.80**	**100%**	**104,187.80**	**0.00**	**0.00**	**1**	**1**
Stage 4	**This stage is a regular monthly evaluation of the OHMS project for a year by the IT Department in active participation of the Department Head and end-users**	**40,000**	**40,000**	**100%**	**40,000**	**0.00**	**0.00**	**1**	**1**
		319,187.80	**319,187.80**	**100%**	**319,187.80**	**0.00**	**0.00**	**1**	**1**

Table 7.4

Appendix A