

**Student Name**

**MGMT404**

**Week 6: Course Project Part 3**

## **Contents**

1.	Introduction	3
1.1	Project goals and objectives	3
1.2	Management of the project	4
1.3	Internal and external factors that may affect processes and procedure of the project	4
2	Stakeholder Engagement Plan	10
3	Communication management plan	11
4	Project Scope Statement	13
5	WBS And the Project Schedule	16
5.1	WBS	16
5.2	Project scheduling	18
6	References	20

## **1. Introduction**

### **1.1 Project goals and objectives**

The Getta Byte Software project is a mission that is formed with the main goal in mind of substituting the on-going manual online-based billing system that will enable a concise, easy, and fast data entry system. It is worth noting that the existing system has the capability of helping the company to carry out the duties in daily operations. This is quite fine, but there are a few challenges that call for an online system. The first concern is that the existing system is manual and, therefore, time-consuming and very inaccurate. A lot of time is needed in entering the information into the system, and the result is the inconsistency of the data entered and, therefore, putting the company at risk. The solution to this problem is to come up with an automated system that shall be very fast and produce accurate data. The system shall be based on the online operation, which will enhance an easy way of entering the data, conceive a dynamic update towards the receivables. The system shall have a goal of saving up to 25 % of the total labor per month since human resources to operate the billing system shall be reduced. The extra cost saved by the company shall be used elsewhere and hence, raising the total profits made by the company each month. The project focuses on working with a bunch of people to spread risks in the company. These people shall include the CFO, CEO, the billing department, and also customer care services. The success of the project shall be attributed to the fact that the billing cycles are reduced to more than 30% each month.

As per the project schedule, it is expected that the first piloting shall be done by September 1<sup>st</sup>. This shall imply that the development and testing of the software shall be done by 15th August. This shall give ample time to facilitate the first piloting study and see if the system is working correctly and in accordance to the expectations and goals of the project. The final real ease of the software shall be done by September 1<sup>st</sup>, this will be after having checked all parts that are not in a good working condition and rectify them accordingly. The project is budgeted \$ 250, 000 for the entire work. Therefore, the work shall be scheduled accordingly, and individual tasks split to enable the project team to carry out all duties with little or no friction.

### **1.2 Management of the project**

The project charter shall establish the needs of the project and the basic needs of the project. Besides, the person who shall be liable for carrying out the entire project is the project manager. The project manager shall then appoint their teams, such as the human resource manager, the software engineer, the project coordinator, and other different people who shall carry out duties assigned to them by the project manager. Each person shall be responsible in their area of operation to make sure that there is a smooth running of activities. The project manager role shall be to oversee the entire process and therefore, provide all the resources, including the human resource, material and cost that shall be used in the project. The project manager will also ensure that communication is done and there is adequate control of all the resources provided.

### **1.3 Internal and external factors that may affect the processes and procedure of the project**

As the project progresses, there is a likelihood that other internal and external factors may pose risks and hence challenging or even controlling the decisions made by the people, processes, project, and even the procedure followed when carrying out individual tasks. The first factor is understanding the risks that may come to a place or the potential risks that are likely to happen. The project team needs to understand the risks that are likely to affect the project so that they can devise a method that will ensure that the impact of all negative risks is reduced as much

as possible. The network issue has been identified as an external factor that may affect the normal operation of the project. It is worth noting that the project is online-based, and therefore, a network must be provided to ensure that everything is running smoothly as per the project objective. The network problem shall affect the rate at which data is transferred and the replacement process. Another factor is the hacking of the data and information. This is an external factor that needs to be put into consideration when building up the system and hence affecting the processes. Another factor that has to be given consideration is the budget issue. It is worth noting that the budget is a constraint. The project team should come up with procedures and processes that shall take into account the budget issue and hence, minimizing the project cost to attain the set objective. Communication is an internal factor that ensures that everything runs smoothly and in accordance with the plan put in place. The team members have to be given information regarding what is transpiring and what should be done regarding a given task. Proper communication is the main tool that shall ensure that each team member is on the same page and knows what is happening and what they are supposed to do. Communication shall help to fix all issues at the moment they happen. Therefore, all these factors have to be given consideration in terms of project operation, procedure, and processes followed in the project.

# Project Charter

<b>Project Name</b>	Getta Byte Software project	<b>Project Number</b>	199910
<b>Project Team</b>	Team Getta Byte	<b>Prioritization</b>	Medium
<b>Owner(s)</b>	Getta Byte	<b>Start Date:</b>	August 2020
		<b>Scheduled Completion Date:</b>	September 2020

**Mission/Purpose** To start an online billing system that will benefit a firm by reducing the labor cost by 25% and reducing the billing cycle by 30%. Additionally, the project shall ensure that there is a high level of accuracy in the billing system.

**Project Description and Project Product** The project shall come up with an online billing software called Getta Byte Software. The software shall reduce the overall cost of labor by 25% and increase accuracy of the data stored. The tasks shall be split into subtasks and each subtask assigned different resources and timeline. The subtasks shall be executed within the predetermined timelines. The following are high level tasks that shall be completed in the project

- a) Finalize on project requirement
  - Gathering the information required by the user
  - Gathering the requirements by the customers
- b) Purchase the software
  - Selecting the appropriate vendor
  - Negotiating the contract with the appropriate vendor
  - Executing the purchase
- c) Customize the software
  - Defining the features required
  - Setting up testing environment
  - Developing customization
- d) Transfer the data to cloud
  - Validating the data
  - Creating map fields
  - Transferring the data
- e) Train the personnel
  - Recruiting the personnel
  - Developing the training manual using vendor
  - Scheduling the training for all CSR's
  - Carrying out training
- f) Go live

# Project Charter

---

- the software shall be released into the production and go live

---

The project is scheduled to go live by 1st September.

---

**Objectives**

To set up the Getta Byte Software for online billing system, that will enhance speed and accuracy in data management the following shall be major objectives of the project:

- ❖ To work within a budget of \$ 250,000 for the entire project and ensure that the end objective is attained within the set budget
- ❖ To ensure that there is an increased benefit of serving the customers quickly and addressing the issues of inaccurate data.
- ❖ To ensure that the project go live by 1st September
- ❖ To reduce labor needs by 25% and therefore, ensuring that the company maximizes on profits earned.
- ❖ To ensure that there is loyalty to customers and users by delivering accurate information within a short period of time.

---

**Milestones**

In order to attain the overall set objectives, the following are major milestones that shall be attained with the following dates:

- a) Requirements from users gathered by 5th August 2020
- b) Appropriate vendor selected by 7th August 2020
- c) Purchase the software by 10th August 2020
- d) Customization tested by 15th August 2020
- e) Data transferred to cloud and validated by 20th August 2020
- f) Data transferred to cloud and map fields by 21st August 2020
- g) Appropriate personnel recruited by 22nd August 2020
- h) Appropriate manual for training developed in accordance to the vendor by 25th August 2020
- i) The product goes live by 1st September 2020

---

**Budget**

In order to complete the project, the budget estimation was adopted using the top-down method. The following gives budget estimation for the entire project.

Estimated Labor	\$40,000
Estimated Materials	\$120,000
Estimated Contractors	\$20,000
Estimated Equipment and Facilities	\$20,000

Estimated Travel	\$50,000
<b>Total Estimated Cost</b>	<b>\$250,000</b>

---

**User Acceptance  
Criteria**

- ❖ The software to go live by 1st September
- ❖ The software has highest level of security and protects the data from theft
- ❖ The software to reduce the labor requirement by 25%
- ❖ The software has a reduced level of being hacked.
- ❖ The project to be completed within the prescribed budget

---

**High-Level  
Project  
Assumptions**

- The project shall be completed with the prescribed budget
- The system shall be secure and it shall not be susceptible to hacking
- The project shall be live by 1st September 2020
- A reasonable vendor for software supply shall be found
- The software shall be working properly without collapsing
- Personnel shall be hired and trained appropriately
- The project shall not have struggles along the way and all risks shall be handled appropriately.

---

**High-Level  
Project  
Constraints**

- Getting a license may prove to be a challenge
- Passing data security inspection shall be a challenge
- Getting the software live may take longer than expected
- Finding the appropriate vendor for the software may prove to be a problem
- The software may not be working appropriately
- The budget might not be enough
- The subcontractors may not deliver services on time
- The time schedule may not be adequate

---

**Exclusions and  
Boundaries**

Boundaries:

- Minor changes on the software design while the project has already resumed
- Removing all unnecessary expenditures that may have big impact on the project
- Shortening and extending time if deemed
- The software may crash during installation

Exclusions:

- Major changes on the software design after the project has commenced
  - Personnel hired for training
  - Project finances
  - Product when making the software go live
  - Guarantee from the clients
-

- 
- Guarantee from the vendors
  - Profits generated from the project during operation
- 

**Major Risks**

- a) Delay in the delivery of the software by vendors
  - b) Insufficient finance to run the project
  - c) Delay in acquiring the license
  - d) Delays in mapping and transferring data
  - e) Miscalculations of project estimates
  - f) Failure or crash in the software
  - g) Inflation and hence, budget going up than expected
  - h) Lack of skilled labor
  - i) Language barrier
- 

**KEY STAKEHOLDERS**

<b>Project Manager Authority Level</b>	Ima Payne
<b>Project Core Team</b>	General contractors
<b>Subject Matter Experts (SMEs)</b> <i>(What resources will you need with special expertise?)</i>	Usage of equipment

**APPROVALS**

Type Name	Signature	Date
<b>Project Manager Approval</b>	Instructor	18 <sup>th</sup> 07,2020
<b>Customer/Sponsor Approval</b>	Getta Byte	18 <sup>th</sup> 07,2020

---



2 Stakeholder Engagement Plan									
Project Name: Getta Byte Software project						Project Manager: Ima Payne		Date: 0	
Who	What					How		Who	When
Stakeholder	Stakeholder's Role	Category	Influence High/Low	Interest High/Low	Support Neutral Against	Monitor or Inform Satisfy Manage	Method (e-mail, meetings, posting on collaborative site, etc.)	Strategy Owner	Frequency
Damiel Pishem	CEO	Key	High	High	Neutral	Inform	Meeting and Mail	Project team	Weekly
Subcontractors	Supplies	Secondary	Medium	Medium	Neutral	Satisfy	Posting and mails	Project team	Daily
Kent C. Detrees	CFO	Key	High	High	Support	Manage	Meeting and Mail	Project team	Daily
Lou Seguzi	Director Fin	Key	High	High	Against	Manage	Postings	Project team	Daily
Accounts Payable Team	Billing	Primary	High	High	Support	Manage	Meeting and Mail	Project team	Daily
Finance Department	Reporting	Primary	High	High	Against	Satisfy	Meeting and Mail	Project team	Weekly
Accounting team	Processing	Primary	High	High	Support	Satisfy	Meeting and Mail	Project team	Daily
Sales team	Sales	Secondary	Medium	High	Neutral	Monitor	Meeting and Mail	Project team	Weekly
Ima Payne	Team member	Key	High	High	Support	Manage	Meeting and Mail	Project team	Daily
Hugh Duitt	Team member	Key	Medium	Low	Support	Manage	Meeting and Mail	Project team	Daily
Nonia Bizness	Team member	Key	Low	Medium	Neutral	Manage	Meeting and Mail	Project team	Daily
Don Testit	Team member	Key	Low	Medium	Neutral	Manage	Meeting and Mail	Project team	Daily
Kurt Anser	Team member	Key	Low	Low	Against	Manage	Meeting and Mail	Project team	Daily
Hugh Alsre	Team member	Key	Low	Low	Neutral	Manage	Meeting and Mail	Project team	Daily
Don Velv	Team member	Key	Low	Low	Neutral	Manage	Meeting and Mail	Project team	Daily

3 Communication management plan

Getta Byte Software Project

		Billing software				
Communication Vehicle	Target Audience	Description/Purpose	Frequency	Sender	Distribution Vehicle	Int Ext
Weekly status meeting	Project Team	Communicate updated project status	Weekly	Project manager	Meeting	Ex
Steering Committee Review	CEO, CFO, Finance, Director sales, Prospect, Manager, Data architect	updating the team on the current status of the project	Monthly	Project manager	Meeting	Ex
Weekly status report	CEO, CFO, Finance, Director sales, Prospect, Manager, Data architect	Status updates regarding the current timelines, key accomplishments, planned works	Weekly	Project manager	E-mail	Inter
Team stand-up reports	Project Team members	Discuss on the achievements of the team members in attained in the previous day	Daily	Heads of department	Meetings	Inter
Project Review meeting	All departmental heads	To provide feedbacks regarding project deliverables and discussing the subsequent stage	Bi-Weekly	Project manager	Meetings	Inter
Project Post Mortem Report Meeting	Head of Departments	Analyzing on what was attained, the achievement and the failures after project completion	Monthly	Project manager	Meeting	Inter Ex
Daily mails	Project team	Informing all team members on the progress, work to be done, among other important information	Bi-Weekly	Project manager and project teams	Mail only	Inter Ex
Project kick-off meeting	Project team and stakeholders	introducing the project targets and goals to the team members and stakeholders	Once	Project manager	Meetings	Inter Ex
Technical meetings	Project technical team	Reviewing and discussing on various technical matters that are affecting the progress of the project	Weekly	Project Technical manager	Meetings	Inter
Stakeholder update meeting	Stakeholders	Updating stakeholders on the current status and the plan of the project	Bi-Weekly	Project manager	Meetings	Inter Ex
Board Members meeting	Board members	Discussing the financial status and progress made and solving matters related to different certification	Bi-Monthly	Project manager	Meetings	Inter Ex

Project Monthly status report	Project Team	Giving monthly updates regarding achievement and status of the project	Monthly	Project manager	Meetings	In Ex
Newsletter	Wider development	updating the wider development on various achievement and what is being offered by the project	Once	Project communication team	Meetings	In Ex
Project Documents	Entire project team	All documents related to the project	When needed	Project team members	emails	Inter

## 4 Project Scope Statement

### Scope Statement

Project Name	Getta Byte Software project	Date	18 <sup>th</sup> 07, 2020
Project Number	199910	Project Manager	Ima Payne

#### Project Description

and accessed elsewhere by the user. The system shall have a very high speed and quite accurate as compared to the current n

#### Project Requirements

The designed system must fulfill the following to prove that it is working accordingly:  
The system must have the capability of auditing all information entered and give accurate information to the users  
The system must have the capacity to generate very specific, accurate and dynamic billing reports.

#### Project Deliverables

The project has two main goals or deliverables. These goals include the following:  
the data for all customers must be as accurate as possible. Therefore, all sources of error must be eliminated  
the system should be easily accessed by all billing departments and they can be able to manipulate it as far as possible.  
The data stored in the software must be protected from hackers and theft.  
The system must have very high speed that shall enhance speedy processing of the reports and generating the billing reports  
The system must be reliable, always available to each individual in need of using it. It should not crash at any time.

#### Project Does Not Include (Exclusions)

The project will not include the following:

- a) The financial records shall be out of scope of this project
- b) Shall not include the financial statements and standing of the entire company
- c) Database regarding 10 years pay slips of employees and related information

#### Acceptance Criteria

The software to go live by 1st September

The software has highest level of security and protects the data from theft

The software to reduce the labor requirement by 25%

The software has a reduced level of being hacked. The project to be completed within the prescribed budget

Estimated Project Schedule	
Milestones	Estimated Date of Completion
<ul style="list-style-type: none"> <li>a) The project shall begin on 1st August 2020</li> <li>b) Requirements from users gathered by 5th August 2020</li> <li>c) Appropriate vendor selected by 7th August 2020</li> <li>d) Purchase the software by 10th August 2020</li> <li>e) Customization tested by 15th August 2020</li> <li>f) Data transferred to cloud and validated by 20th August 2020</li> <li>g) Data transferred to cloud and map fields by 21st August 2020</li> <li>h) Appropriate personnel recruited by 22nd August 2020</li> <li>i) Appropriate manual for training developed in accordance to the vendor by 25th August 2020</li> <li>j) The product goes live by 1st September 2020</li> </ul>	The estimated completion date shall be 1 <sup>st</sup> September 2020
<b>Total Estimated Length of Project</b>	
<b>30 days</b>	

Resource Requirements		
Role	Quantity	Estimated Length of Time
Project manager	1	30 days
IT specialists	2	30 days
Software engineer	1	30 days
Billing software	1	30 days
Complete Desktops	10	30 days
Human Resource manager	1	30 days
Laborers	10	15 days

Estimated Cost of Project		
Expense Type	Description	Estimated Cost
Labor	The labor shall include payments made to different people such as engineers, the project manager, IT	\$ 40,000

	manager for offering different services required to accomplish the project. The payments shall be made promptly to the parties delivering the services. Other payments such as payment to different services not outlined in this section shall also be termed as labor	
Material	The material cost shall include but not limited to purchase of all materials such as purchasing of Desktop, the billing software, the testing kit and other materials needed for this purpose	\$ 120,000
Contractor's payment	Different contractors hired to deliver given services such as connection, processing of licenses and other payment to external parties shall be paid under this bill.	\$ 20,000
Equipment and Facilities	All equipment hired for the purpose of installation shall be paid under this bill. The equipment shall be hired and paid on hourly basis. The facility fee shall also include payment of different venues for meeting and processing all documents required by the project.	\$ 20,000
Travel cost	The travel cost shall facilitate travelling of different parties in delivering project duties. Such travels shall include going for meetings, meeting different stakeholders among other travels as long as they are beneficial to the project	\$ 50,000
<b>Total Estimated Cost of Project</b>		<b>\$ 250,000</b>

### Project Constraints

Getting a license may prove to be a challenge  
 Passing data security inspection shall be a challenge  
 Getting the software live may take longer than expected  
 Finding the appropriate vendor for the software may prove to be a problem  
 The software may not be working appropriately  
 The budget might not be enough  
 The subcontractors may not deliver services on time  
 The time schedule may not be adequate  
 Language barrier may be a problem since the project shall have to look for different people to help in carrying out different d

### Project Assumptions

The project shall be completed with the prescribed budget  
 The system shall be secure and it shall not be susceptible to hacking  
 The project shall be live by 1st September 2020

- d) A reasonable vendor for software supply shall be found
- e) The software shall be working properly without collapsing
- f) Personnel shall be hired and trained appropriately
- g) The project shall not have struggles along the way and all risks shall be handled appropriately
- h) The software shall be perfect and shall be appropriate for this project

Ima Payne

\_\_\_\_\_  
Approver's Printed Name

\_\_\_\_\_  
Date 18<sup>th</sup> 07, 2020

Project Manager \_\_\_\_\_  
Title

\_\_\_\_\_  
Signature DP

## 5 WBS And the Project Schedule

### 5.1 WBS

Work Breakdown Structure is the way a major project can be split into different subtasks that will enhance faster performance (Baguley, 2008). It is worth noting that a project has a main aim of attaining the major goal prescribed in the project charter. However, for the goal to be attained, the tasks have to be split into individual subtask for easy performance. There are several ways through which a WBS can be prepared. This include an outline format, table format and tree format (United States. Bureau of Land Management, 2008). Other project management software such as MS Project prove to be handy in preparing WBS. In this section the WBS was prepared by both manual and using the MS project as follows:

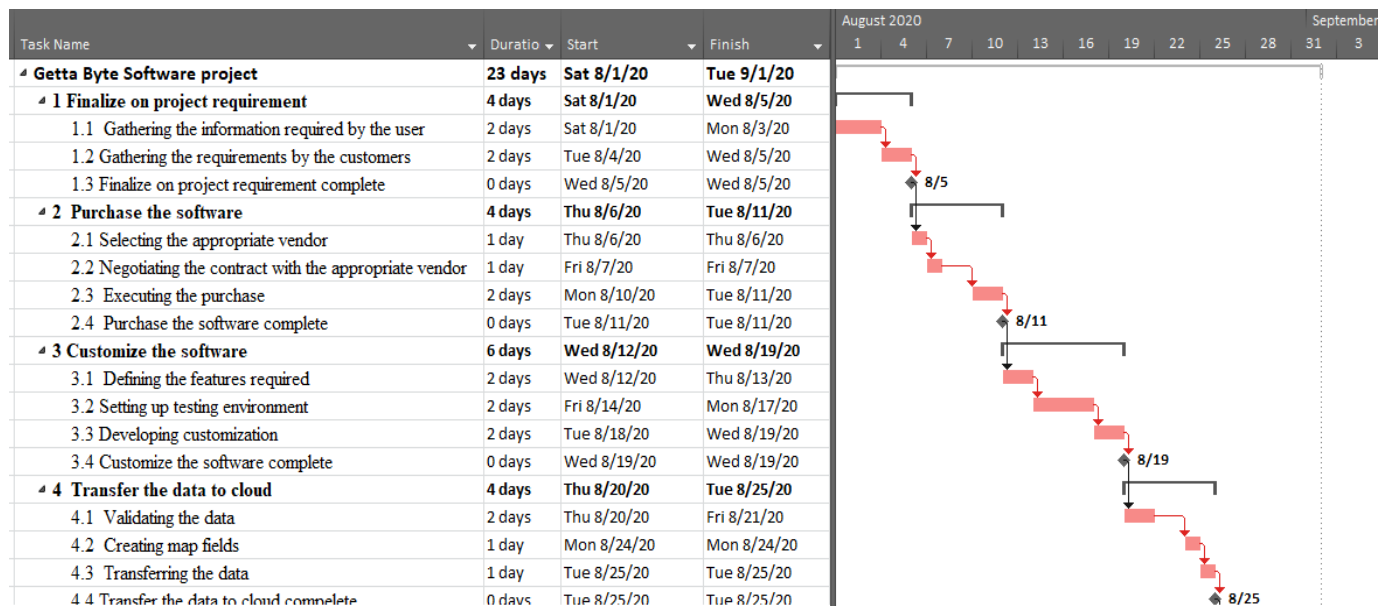
1. Finalize on project requirement
  - 1.1 Gathering the information required by the user
  - 1.2 Gathering the requirements by the customers
  - 1.3 Finalize on project requirement complete
2. Purchase the software
  - 2.1 Selecting the appropriate vendor
  - 2.2 Negotiating the contract with the appropriate vendor
  - 2.3 Executing the purchase
  - 2.4 Purchase the software complete
3. Customize the software
  - 3.1 Defining the features required
  - 3.2 Setting up testing environment
  - 3.3 Developing customization
  - 3.4 Customize the software complete
4. Transfer the data to cloud
  - 4.1 Validating the data
  - 4.2 Creating map fields
  - 4.4 Transferring the data
  - 4.5 Transfer the data to cloud complete
5. Train the personnel
  - 5.1 Recruiting the personnel
  - 5.2 Developing the training manual using vendor
  - 5.3 Scheduling the training for all CSR's
  - 5.4 Carrying out training
  - 5.5 Train the personnel complete
6. Go live
  - 6.1 Go live
  - 6.2 Project complete

## 5.2 Project scheduling

Task Name	Duration	Start	Finish	Predecessors
<b>Getta Byte Software project</b>	<b>23 days</b>	<b>Sat 8/1/20</b>	<b>Tue 9/1/20</b>	
<b>Finalize on project requirement</b>	<b>4 days</b>	<b>Sat 8/1/20</b>	<b>Wed 8/5/20</b>	
Gathering the information required by the user	2 days	Sat 8/1/20	Mon 8/3/20	
Gathering the requirements by the customers	2 days	Tue 8/4/20	Wed 8/5/20	2
Finalize on project requirement complete	0 days	Wed 8/5/20	Wed 8/5/20	3
<b>Purchase the software</b>	<b>4 days</b>	<b>Thu 8/6/20</b>	<b>Tue 8/11/20</b>	
Selecting the appropriate vendor	1 day	Thu 8/6/20	Thu 8/6/20	4
Negotiating the contract with the appropriate vendor	1 day	Fri 8/7/20	Fri 8/7/20	6
Executing the purchase	2 days	Mon 8/10/20	Tue 8/11/20	7



Purchase the software complete	0 days	Tue 8/11/20	Tue 8/11/20	8
<b>Customize the software</b>	<b>6 days</b>	<b>Wed 8/12/20</b>	<b>Wed 8/19/20</b>	
Defining the features required	2 days	Wed 8/12/20	Thu 8/13/20	9
Setting up testing environment	2 days	Fri 8/14/20	Mon 8/17/20	11
Developing customization	2 days	Tue 8/18/20	Wed 8/19/20	12
Customize the software complete	0 days	Wed 8/19/20	Wed 8/19/20	13
<b>Transfer the data to cloud</b>	<b>4 days</b>	<b>Thu 8/20/20</b>	<b>Tue 8/25/20</b>	
Validating the data	2 days	Thu 8/20/20	Fri 8/21/20	14
Creating map fields	1 day	Mon 8/24/20	Mon 8/24/20	16
Transferring the data	1 day	Tue 8/25/20	Tue 8/25/20	17
Transfer the data to cloud complete	0 days	Tue 8/25/20	Tue 8/25/20	18
<b>Train the personnel</b>	<b>4 days</b>	<b>Wed 8/26/20</b>	<b>Mon 8/31/20</b>	
Recruiting the personnel	1 day	Wed 8/26/20	Wed 8/26/20	19
Developing the training manual using vendor	1 day	Thu 8/27/20	Thu 8/27/20	21
Scheduling the training for all CSR's	1 day	Fri 8/28/20	Fri 8/28/20	22
Carrying out training	1 day	Mon 8/31/20	Mon 8/31/20	23
Train the personnel complete	0 days	Mon 8/31/20	Mon 8/31/20	24
Go live	<b>1 day</b>	<b>Tue 9/1/20</b>	<b>Tue 9/1/20</b>	
Go live	1 day	Tue 9/1/20	Tue 9/1/20	25
Project complete	0 days	Tue 9/1/20	Tue 9/1/20	27



Task Name	Duration	Start	Finish
<b>4 Transfer the data to cloud</b>	<b>4 days</b>	<b>Thu 8/20/20</b>	<b>Tue 8/25/20</b>
4.1 Validating the data	2 days	Thu 8/20/20	Fri 8/21/20
4.2 Creating map fields	1 day	Mon 8/24/20	Mon 8/24/20
4.3 Transferring the data	1 day	Tue 8/25/20	Tue 8/25/20
4.4 Transfer the data to cloud complete	0 days	Tue 8/25/20	Tue 8/25/20
<b>5 Train the personnel</b>	<b>4 days</b>	<b>Wed 8/26/20</b>	<b>Mon 8/31/20</b>
5.1 Recruiting the personnel	1 day	Wed 8/26/20	Wed 8/26/20
5.2 Developing the training manual using vendor	1 day	Thu 8/27/20	Thu 8/27/20
5.3 Scheduling the training for all CSR's	1 day	Fri 8/28/20	Fri 8/28/20
5.4 Carrying out training	1 day	Mon 8/31/20	Mon 8/31/20
5.5 Train the personnel complete	0 days	Mon 8/31/20	Mon 8/31/20
<b>6 Go live</b>	<b>1 day</b>	<b>Tue 9/1/20</b>	<b>Tue 9/1/20</b>
6.1 Go live	1 day	Tue 9/1/20	Tue 9/1/20
6.2 Project complete	0 days	Tue 9/1/20	Tue 9/1/20

