

Global Products Inc.

Project Summary Report

E-Commerce Web Site

Project Manager Malenke, Monte

Priority HIGH

Status ACTIVE

% Complete 95

Project Start Date 03/20/2001

Project Due Date 02/19/2003

Project Complete Date

Sorted By: Priority, Status

Project Charter**Description**

The project will build the web site to support the new E-Commerce sales initiative. This site will be the primary retail sales channel within 2 years according to the business plan.

Project Goal

The goal of this project is to support all client sales and support activities so our customers can conduct business with us without having to wait for customer service or support reps, and conduct business 24 x 7, except in special cases.

In Scope

Functionality to support all Tier I and II commercial accounts and federal government accounts.

Out of Scope

State government and Tier III accounts will not be supported specifically, but will as far as the in-scope functionality will allow.

Business Case

Due to the rapid growth of the market and our customer base, especially federal government and our Tier I and II customers, we can not keep up with the demand for sales and support with live support personnel only.

In fact, a recent study indicated that we are losing 14% of our new potential customers due to excessive wait times to our competition who have fully automated systems. These potential clients also indicated they prefer dealing on-line when possible instead of having to work over the phone.

Because of the loss of potential customers, and the expanding market, we project a loss of revenue of \$4.7 million per year if we don't provide a way to eliminate wait times and allow for 24x7 business activities.

Project Constraints

PRIMARY CONSTRAINT

Time is the primary constraint, as the new system must be online before the start of the busy season which begins about July 1. We cannot miss this timeframe.

SECONDARY CONSTRAINTS

Cost is next most critical, but quality cannot be compromised so that our customers don't find the system a reason to go elsewhere.

Project Phases

<u>Phase</u>	<u>Target Date</u>	<u>Hard Date</u>	<u>Actual Date</u>	<u>Est Days</u>	<u>Est Labor \$</u>	<u>Est Non-Labor \$</u>	<u>Comments</u>
Kickoff	11/15/2002	Y		1	1000	250	Kickoff will occur at the Pizza Junction as a little celebration and project initiation.
Discovery	11/20/2002			30	22000		
Requirements & Design	12/15/2002			75	60000	12000	No design will occur until 80% of the requirements are complete. Will be purchasing specialized design tools.
Development	04/15/2003			215	212000	25000	
Deployment	05/05/2003			15	10000		
Implementation	06/01/2003			15	10000	2500	
Totals				351	315000	39750	

Project Team

<u>Team Member</u>	<u>Role</u>	<u>Status</u>	<u>Subject Area</u>	<u>Comments</u>
Morrison, Jack	PROJECT MA	FULL TIME		Jack will be providing overall project m
Williams, Bob	TEAM LEAD	FULL TIME		
Ranner, Sandy	QA / CM	AS NEEDED	QA testing, configuration m	
Johnson, Jeff	DEVELOPER	FULL TIME	Java, J2EE	Jeff will be the primary middle tier deve
Peterson, Fred	DEVELOPER	FULL TIME	UI, HTML, J2EE	Fred will design the UI and update the
Johnson, Dan	DATABASE	PART TIME	Data modeling, stored pack	Dan is a database expert and can do d
Ranner, Sandy	TRAINING			

Blackburn, Henry

PROJECT SP

FULL TIME

TASKS											TASKS		
Task ID	Task	Assigned to	Priority	Status	Start	Due	% Comp	Comp	Est Hrs	Est Hrs Left	Actual Hrs	Earned Value	
9891	System must allow for customer email feedback (Requirement 614)	Johnson, Jeff	VERY HIGH	NEW	10/07/2002	10/11/2002	90		8	1.5	7	1.06	
12229	Review QA test procedures manual for E-commerce site.	Malenke, Monte	VERY HIGH	NEW	01/02/2003	01/03/2003	0		8	8	0	1.00	
2230	Hardware - analyze requirements ISSUE 76 Requirement 5045	Malenke, Monte	HIGH	ACTIVE	06/08/2001	11/04/2002	25	11/12/2001	45	15	25	0.89	
2231	Software - analyze requirements	Malenke, Monte	HIGH	ACTIVE	06/20/2001	11/29/2002	10		45	25	30	1.22	
2885	Install HW ISSUE 6994	Malenke, Monte	HIGH	ACTIVE	08/29/2001	11/18/2002	0		25	23	5	1.12	
2886	Install and configure SW task 2	Malenke, Monte	HIGH	ACTIVE	09/05/2001	11/25/2002	99		30	30	0	1.00	
11506	Research proper environment for computer room	Malenke, Monte	HIGH	PENDING	12/16/2002		0		30	20	12	1.07	
11852	Confirm CSS link to app server is complete and integrated everywhere	Peterson, Fred	MEDIUM	NEW	12/21/2002	12/31/2002	0		4	4	0	1.00	
12228	Confirm proper function of webform notify	Ranner, Sandy	MEDIUM	NEW	01/02/2003	01/03/2003	0		8	8	0	1.00	
11951	Review software requirements template	Ranner, Sandy	MEDIUM	NEW	12/23/2002	12/31/2002	0		2	2	0	1.00	
11855	Task ONE from MS Project	Malenke, Monte	MEDIUM	NEW	12/21/2002	12/22/2002	0		8	8	0	1.00	
12772	task2 from MS Project	Malenke, Monte	MEDIUM	ACTIVE	01/20/2003	01/20/2003	0		20	8	0	0.40	
12773	task3 from MS Project	Peterson, Fred	MEDIUM	ACTIVE	01/21/2003	01/23/2003	0		24	24	0	1.00	
12774	task4 from MS Project	Bowman, Jack	MEDIUM	ACTIVE	01/24/2003	01/27/2003	0		16	16	0	1.00	
12775	Procure HW and SW ISSUE 6995	Malenke, Monte	MEDIUM	ACTIVE	01/28/2003	01/28/2003	0		8	8	0	1.00	
2884	Budgeted amount for HW/SW is a little short of what is needed	Morrison, Jack	NEW	NEW	08/01/2001	08/08/2001	15		16	0	13	0.81	
2887	Define and establish DEV, TEST and PROD environment	Malenke, Monte	NEW	NEW	07/31/2001	09/05/2001	25		25	3	17	0.80	
11505	Task 123	Malenke, Monte		ACTIVE	12/16/2002		0		35	15	2	0.49	
11507	Task3	Malenke, Monte		ACTIVE	12/16/2002		0		5	4	3	1.40	
Task Count 19									362	222.5	114	0.96	

ISSUES**ISSUES**

<u>Issue</u>		<u>Assigned To</u>	<u>Assigned By</u>	<u>Date</u>	<u>Status</u>	<u>Priority</u>
2270	Budget for s/w purchase needs to be defined ASAP	Malenke, Monte	Malenke, Monte	12/13/2001	NEW	MEDIUM
6993	Should Product list page display show quantity on hand?	Malenke, Monte	Malenke, Monte	10/04/2002	NEW	MEDIUM
6994	Exact location for HW install needs to be determined	Malenke, Monte	Malenke, Monte	10/04/2002	NEW	MEDIUM
6995	Budgeted amount for HW/SW is a little short of what is needed	Malenke, Monte	Ranner, Sandy	10/04/2002	NEW	MEDIUM
7034	Need to make sure Operations personnel available for UA test1	Malenke, Monte	Malenke, Monte	01/02/2003	NEW	MEDIUM
6855	Need to link to enterprise product repository rather than product update tables	Ranner, Sandy	Malenke, Monte	07/29/2002	ON-HOLD	MEDIUM
76	Where to locate the server	Johnson, Dan		07/20/2001	NEW	