*University of Phoenix Material*

**Project Name or Identification: *St. Ours E-doc Implementation***

**Project Stakeholders**

* Chris, Jack, & Erik
* Sales Team
* www.stours.com

**Project Description**

* Sales have been lost due to inconsistent communication
* Migration from paper-based order fulfillment to cloud-based e-documentation system using Google Docs format via tablet. Sales team has limited technology knowledge and have concerns about learning curve
* Real-time running tally of orders placed from customers with a confirmation email. Contact info for each customer and an up-to-date inventory.

**Measurable Organizational Value (MOV)**

* Improved customer service and accurate inventory control.
* Wholesale purchase of Android tablets for sales team with training
* Our customers demands vary due to season, holidays, and other social events. Seeking to increase repeat customers based on their reliance on the delivery of our product whenever needed.

**Project Scope**

* The scope will include providing Sales team with the technology and training they need to remain competitive in the highly competitive food service industry.
* Social media updates are handled in-house and not the responsibility of Sales team. However, they will provide IT team, (responsible for Social media content generation) with information they obtain while out in the field.
* The project aims to increase rate at which product is delivered to customers based on the time of their order and to increase repeat customers.
* St. Ours & Company has lost customers, (especially first time customers) because the Sales team has zero online presence. We want to demonstrate to our customers that we have the technological know-how to meet their needs. This, we hope, will demonstrate to them our dedication to their success as well as our own. We feel we can accomplish this at a reasonable cost. This is because of our reliance on our dedicated and competent IT staff. They are responsible for purchasing the hardware and creating the training content for the Sales team to learn the products.

**Project Schedule Summary**

* Project start date: July 1, 2013
* Project end date: August 1, 2013
* Week One: IT team purchases all necessary equiptment
* Week Two: IT team develops training materials based on specific type of equipment purchased.
* Week Three: Sales team receives tablets and to take with them and learn to their capabilities.
* Week Four: IT team and sales team meet to begin training. Sales team should have questions ready from previous week to deliver to IT team.

**Project Budget Summary**

* Total project budget: $2000.00
* Budget broken down by phase: Equipment - , Training materials -

**Quality Issues**

* Specific quality requirements: Tablets which are durable and intuitive, effective training materials.

**Resources Required**

* People: Sales and IT teams
* Technology : iPadking bought from alibaba.com
* Facilities: Training will occur on-site at our home office.
* Resources to be provided: tablet pc’s and training materials.
  + Resource: tablet pc’s
  + Name of resource provider: ipadking
  + Date to be provided: 3rd week in July

**Assumptions and Risks**

* Assumptions used to develop estimates: The reliability of the manufacturer is key to the timely delivery of the tablets. Once in hand, the Sales team will learn how to use the tool.
* Key risks, probability of occurrence, and impact: Risk losing customers due to disconnected Sales team and incorrect orders from the paper-based system in place now and poor inventory management.
* Organizational or time constraints: We have announced to our customers we will go live by August 1, 2013.
* Risks of not doing this project: Losing solid but fickle customer base with substantial buying power.
* Assess dependencies on other projects or areas within or outside the organization
* Assessment project’s impact on the organization: Satisfaction surveys will be sent to customers to assess how we’ve handled the biggest complaint about us.
* Outstanding issues: Insurance for devices and copyrighting training materials.
* Formulation of key project risk mitigation strategies

**Project Administration**

* Communications plan: Sales team will have their email accounts linked to their new devices and are to check them whenever a notification occurs.
* Scope management plan
  + The change control process: Sales team will not use paper system in place any longer. Customers can either call sales person. Subsequently, they will enter sale information into our cloud based order-tracking database. This database is temporary and handled daily by our accounting department. It will consist of a spreadsheet via Google Docs platform. Otherwise a customer can fill out an order form on our Website which will automatically update spreadsheet database and send a push notification to appropriate Sales team member.
* Quality management plan
  + Testing procedures related to the implementation: IT team will ensure all devices are linked appropriately and fully functional.
* Change management plan
* Human resources plan

**Implementation and Continued Maintenance and Project Closure Plan**

* What data or existing format will need to be changed? Data input changed from once a day from one individual to a collaborative effort from the sales team and cusotmers.
* What production systems will be handled? Electronic order generation and notifications will replace out-dated voice mail system currently in place.
* What downtime will be needed? Minimal. Orders will still be received until system goes live.
* How will the integration be communicated? Meetings with IT and Sales dept’s and online training and communication.
* How will the new system be deployed (pilot, phased, parallel, plunge, and so on)? The systems will be phased in over the course of one month.
* Support and maintenance : IT department will handle hardware and software issues. Then will communicate resolutions with Sales team and upper management. IT will have extra devices on-hand in case of breakdowns.
  + Technical, user, and system training documentation: The documentation are online training videos which team member will indicate completion on our YouTube site by checking off watched videos.
* Project closure: ongoing. A new technology culture will exist which will consist of consistent learning by IT and Sales departments.

**Acceptance and Approval**

* Names, signatures, and dates for approval
* The implementation plan approval processes associated with sponsors and stakeholders: Owner Fred St. Ours has signed off on this project as it ensures company can meet demand of fast paced economy. The Sales team is a key stakeholder as it will provide more opportunity for commissions. Of course, a better served customer is they key stakeholder.

**References**

http://www.alibaba.com/product-gs/912573756/Nexus\_7\_Tablet\_pc\_supplier\_manufacturer.html