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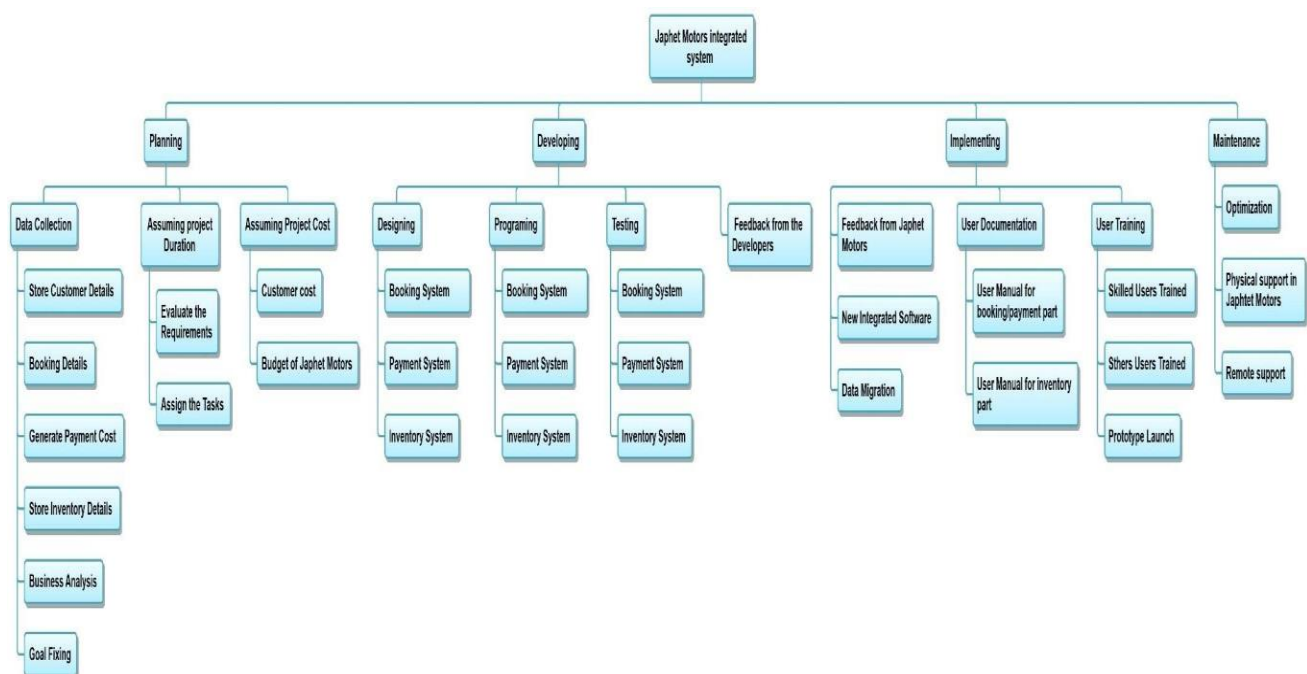
Introduction

The report is based on the development of a new software-based IT system for Japher Motors for enhancing and integrating business processes and meeting business's current demands for efficient customer service and effective handling of customers' information. The report will discuss the methods used in the integrated system and its evaluation. Risk management for the integrated system project will be discussed in the report. The quality assurance for the issues present in the integrated system project will be discussed for the performance calculations about the system usage by the Japher Motors for recording the client's information regarding the services used from the company. The various aspects of the integrated system for the convenience and increasing processing speed for Japher Motors will be included in the report. The risks and issues will be discussed for the project report along with the recommendations for the project report of integrated system implementation in the Japher Motors business.

Explaining Project Plan

The project is to implement a new software-based IT system for enhancing and integrating the business processes for meeting the demands of the business. The new system will be efficient and effective for dealing with the client's information for Japher Motors. The new system will be used for storing information about customers such as history visits in the company, accepting booking details and printing out confirmation ticket for booking, generating payment cost-based service and storing inventory details about spare parts sales or purchase according to the current needs of the business. The project will replace the manual directory-based system which is being used since the start of the Japher Motors business [4] (Kivilä, et. al., 2017). The new system will be more efficient and effective with low chances of data loss and redundancy in the data stores about the customer's information. The chances for any kind of frauds or stealing can also be controlled using the new system for the Japher Motors and will be efficient for dealing the accounts of the business using limited manpower for the handling and maintenance of the system. The new system will be very helpful as it will be easy, reliable, effective, and informative for the storing of information about the clients.

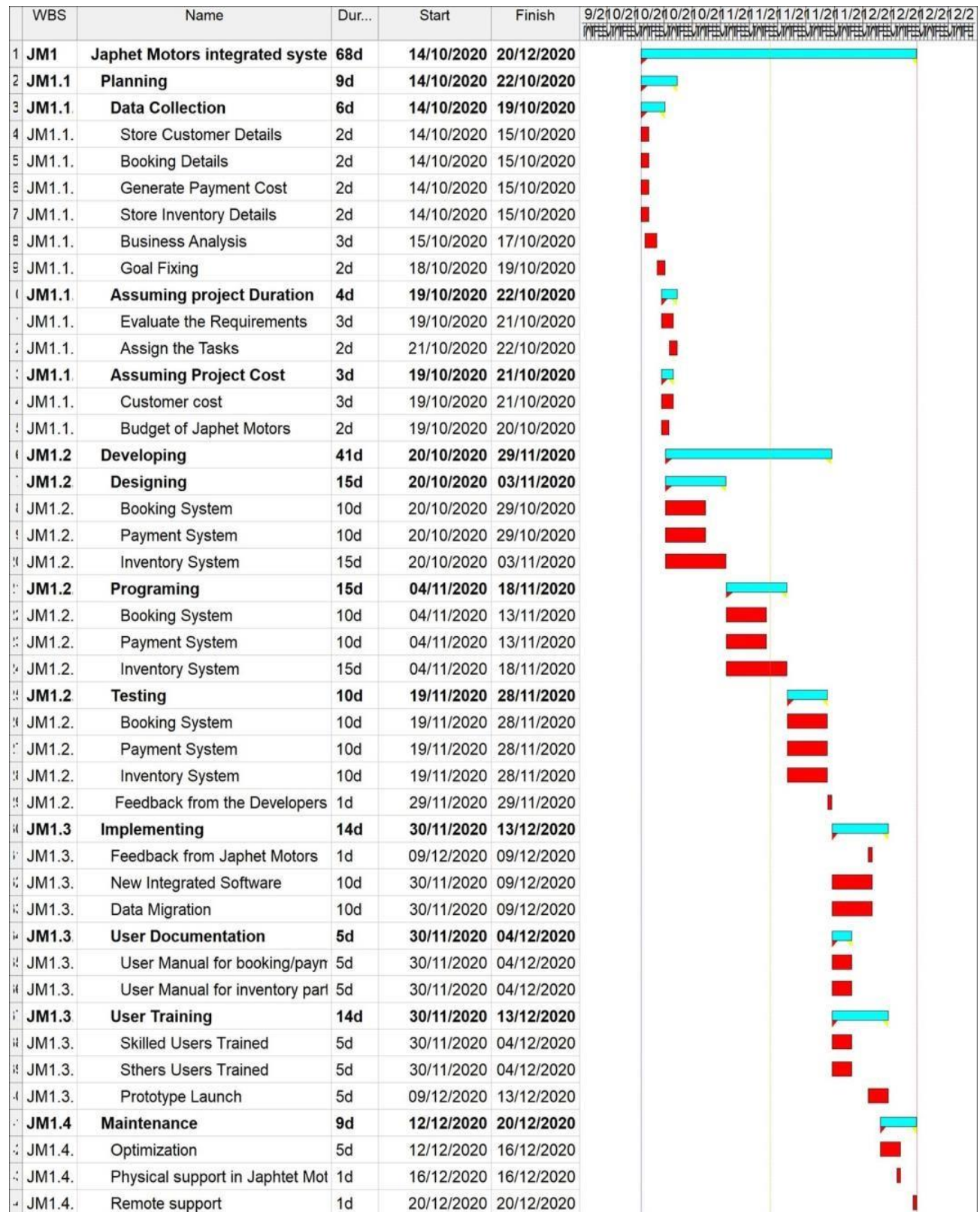
Work breakdown structure



Communication plan

Role	Information	Timeframe	Communication Method
Project Manager	• Detail of project • Risks arise in introducing IT system • Different suppliers and resources	Weekly	Formal meeting
Project Sponsor	• Critical issues and risks • Project budget • Summary and project status	Monthly	Formal meeting or email
IT manager	• Technological issues • Progress • Resourcing	Weekly	Formal meeting or email

Gantt chart



Methods used and an evaluation of how this worked

The integrated system project will be implemented using the methods in which the new system will be finalized with data from the manual system and the information and balances will be transferred to the new system. The manual system will be running parallel with the new integrated system project. The Japher motors will use both the systems for a temporary period for ensuring the expected performance is obtaining from the new software-based IT system for Japher Motors. The manual system will be discontinued after a trial period and the software-based system will be regularized for the daily activities in the business. This method will be used for the implementation of the new software-based IT system as an upgrade for the existing system which is a dairy system. The method will help find out the expected performance criteria for the new system to fulfill the demands of the business operations. At the starting point of the implementation method, the existing system and new system will be used parallel to each other for checking of the methods used in the upgrading is effective or not [1] (Bjorvatn, et. al., 2018). The method will be useful for checking of effectiveness of the new system for storing the various information regarding payments, booking, spare parts evaluation, etc. the method will define the usage of the new system in the business activities as the working speed and performance will increase with the use of the new system. This should be efficient to record all the details regarding accounting and financial status of Japher Motors.

After the successful implementation of the new system, the evaluation of the working and performance criteria of the new system will be done. The new integrated software project will be evaluated under the effectiveness criteria for the system. The efficiency in storing the information about customers' visit to the company, recording booking details and printing out the conformation ticket about booking information, generation of the payment cost as per the services used by the customers and storing of inventory details about the spare parts sales or purchases based on the moving current trends in the motor business market. The method used for the implementation process of the new system will be very helpful in various ways [3] (Ika, et. al., 2020). The parallel use of both the new and existing system will be helpful in the evaluation of the speed and performance of work using both the systems. The new system will be faster and more accurate as machines are less prone to make mistakes than human beings. The rate of falsification in entering data and information will be low in the computerized based system. The working of the new system can be evaluated based on the desired expectation from the system.

The new system will be replaced on the evaluation of the system as per the desired activities to be performed by the rules of implementation. The method used for the implementation will be effective as if any issue occurs during the trial period then the working of the business will not be affected by the process as the existing system is working parallel [11] (Silvius, 2017). And if no issues occur, then the existing system can be discontinued from the Japher Motors business.

Risk management for the Integrated System project

Risk management is the process of the project life cycle in which the risks are identified, analyzed and then responded appropriately for helping the project to be completed successfully and meeting the desired goals and objectives. A risk can be defined as a potential issue arising in the project life cycle which can adversely impact on the performance, timeline or budget of the project. Risk management for the integrated system project is very useful in which the risks arising in the performance of the system can be resolved using the risk management process. There are various ways for risk management such as avoidance, reduction, retention, and sharing. In avoidance, the risky situation in the integrated system project will be avoided to be included in the project which will deduct the chances of arising risks in the project [8] (Papke-Shields, et. al., 2017). The reduction process will mitigate the chances of risk occurrence in integrated system project for Japher Motors. The sharing process will transfer the conditions of risk occurrence to insure its elimination from the integrated system project. The retention process will accept the risks and resolve the risks appeared in the integrated system project which will be important for the risks management for the integrated system project. The risk management process will be used for resolving the issues and risks arising in the integrated system project in which the performance and accuracy can be disturbed in the project which will impact the business activities of Japher Motors who requires the system for feeding data and information regarding clients who will receive services from the Japher Motors business. The integrated project system should be effective and efficient for recording the clients' information like booking receipts, service payments and many more [13] (Zuo, et. al., 2018). The risks will be resolving using the risks management process in the integrated project system.

Risk Exposure calculations

Risk exposure is the combination of risk's impact on the project and the probability of materialization of risk in the system process. Risk exposure can be defined as the measurement of potential loss in the upcoming future for a particular system or project due to a specific activity or event. The risk exposure can be calculated using multiplication of risk impact and its probability.

$$\text{Risk exposure} = \text{Loss due to risk (Risk impact)} * \text{Probability of an event}$$

The new integrated system project can have risk exposure in the whole process of upgrading of the system used in Japher motor company to new integrated system project. The risk exposures are of different kinds such as transaction exposure, economic exposure, translation exposure and operating exposure.

The transaction risk exposure can occur when the exchange rate is in foreign currency. The Japher motor company can expose to such risk if they are working with international companies for the integrated system project. The economic exposure can occur if the rate of exchange is changed in between the process of transaction which will induce the risk exposure for the company [10] (Sanchez, et. al., 2017). The operating and translation risks are occurred due to the operating hurdles in the company and change in assets and liabilities in the balance sheets of the company, respectively. The risks exposure can occur in any step of the project which is required to be managed and calculated to be handled with care in such a way that the impact of risks on the project will be minimized. The risk exposure needs to be calculated to be prepared from the expected results in the project due to the exposure of risks in the new integrated system project of the Japher Motor Company.

The risks need to be handled using the risk management process for mitigation of impacts of risks on the system in form of timeline mismanagement, budget disturbance and hurdles in the expected deliverables from the new integrated system project for the Japher Motor Company. The new integrated system project is very useful for the delivery of the expected results from the system. The risk exposure will show the expectant rate for risk occurrence which is very useful in mitigation and management process for the system [2] (Bond-Barnard, et. al., 2018). The risk exposure will define the expected rate of risk exposure for the new integrated system project for

the Japher Motor Company. this will provide the chance for pre-risk management activities which will reduce the impact of the risks on the system project and the expected deliverables will be low impacted from the risks as the management of risks will be done from the arrival of the risks in the new integral system project which will be used in the Japher motor company to record the client's information and details of visits in the company for using services offered to them.

Quality Assurance Issues for the Integrated System project

Quality assurance is the system of ensuring project outcomes is meeting the planned and desired quality standards. The quality assurance is the process of analyzing and auditing of the systems which delivers outcomes for improving the overall quality of the project. Quality assurance is a very important and integral function which coordinates and monitors the quality of the project using evaluation processes and procedures in the integrated system project. Quality assurance is necessary for the integrated system project which will ensure the quality standards of the system according to the desires of Japher Motors for the recording of data and information regarding the customers visiting the company for using the services offered to them [7] (Padalkar, et. al., 2016). The information of clients will be stored using the integrated system project which will enhance the effectiveness and efficiency of the working culture in Japher Motors Company in dealing with information and data factors. There are different kinds of quality assurance issues which can appear in the integrated system project for the Japher Motors Company such as lack of quality assurance guidelines, lack of standardized tools for quality assurance, testing absent from development processes, setting wrong expectations, having wrong reward structure, etc. these are some of the quality assurance issues which can arise in the process of quality assurance of integrated system project of Japher Motors company.

The quality assurance guidelines are very important for the quality assurance process as the guidelines will set the criteria for successful quality achievement for the integrated project for Japher Motors Company. The system should record a large number of information regarding clients of the company without any hanging of system [12] (Tereso, et. al., 2019). There can be a lack of standardized tools for quality assurance process which is an important issue. The quality of the integrated system project will be checked using the standardized tools which are necessary for effective outcomes of the quality assurance process. Japher Motors Company's system

should meet the objectives of feeding booking information and printing receipts for the same. Some developmental process of the system does not include the testing procedure for the system which is necessary for the system to access quality assurance which is very important for the project to be of desired attributes and functionality. If the Japher Motors company set the wrong expectations from the system in which the desired results are not defined specifically or are wrong expectations then, the quality assurance process will suffer from issues in which the system will not provide the deliverables which are desired by the Japher Motors company to deal with the client's information and data about the visits or booking for the services of the company. The quality assurance is very important for the integrated system project in which the desired deliverables will be fulfilled from the given system and this will be ensured by the quality assurance process [6] (Mavi, et. al., 2018). The quality assurance should be decided for the integrated system project. The quality assurance issues in the integrated system project of Japher Motors company will ensure the quality of the system which will deliver the desired attributes and functioning of the system will be as desired by the company for storing information and data related with the clients of the company.

Conclusion and Recommendation

The report concludes the explanation of the project plan for the Japher Motor Company. The report also concludes the various aspects of the new system's method used for the project and evaluation of the method used in the system implementation. The risk management for the integrated system project is being concluded with the risk exposure and risk evaluation for the integrated system project. The quality assurance issues for the integrated system project are concluded in the report which will remove the quality assurance issues in the integrated system project to deliver the best outcomes of the project for Japher motor company.

The Japher motor company is required to maintain the integrated system project regularly to maintain the condition of the system and assuring the quality outcomes from the system. The company needs to train the employees for using the new integrated system for the betterment of the company's functioning areas and the employees will work efficiently with the use of a new integrated system project [5] (Martens, et. al., 2017). The company can collect feedback from the clients regarding the improved services from Japher motor company after the implementation of

the new integrated system. The feedback will be used for the improvement in the issues which are being faced by the clients of the company during the whole process of the usage of the new integrated system in the company. The company should update the software system regularly which will help in keeping the results up to date according to the diversifying technology in the modern world. The company needs to follow the latest technological changes in the company for improving the impact of the new integrated system used for the deliverable of the desired outcomes for the whole process.

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