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1.0 Introduction

What is the EOP Report

The end of project (EOP) report is an essential tool that gives an overview of what has been done in the new software development project in easing customer satisfaction. As the project manager with my team members through the end of project report, it is essential as it helps in determining how we have performed and achieved in our project. Thus, the end of the project report is of necessity as it provides the evaluation of what work quality in developing the new software that eases with customer satisfaction in a firm. It helps in evaluating the project budget and schedule performance. It also helps in documenting what the project team has been able to deliver when it comes to developing the new software in the industry. It is through the

end of a project report that it is possible to inform the senior stakeholders who may not actively be engaged during any stage of new software that eases customer satisfaction development that the project is complete. Secondly, notify other departments within the firm the development of the new software has come to an end and that no extra resources will be required as it allows funding as well as team members availability for other chores within the firm. Next, is that it enables documenting of variances from the planned budget. Lastly, recognize the effort of the team members who took time in ensuring the development of the new software in easing satisfaction is of success.

2.0 Introductions to the project

As the increase in demand for new technology arises, so does the need for digital marketing through efficient service delivery. To be able to cover a broad market as a business firm, the projected on devising a new software development that will be able to reach a broader market to quality service delivery (Elgabry, 2017). It is with concern customers of the firm are majority online based and that the world has shifted in the way it does it customer satisfaction. Approximately over eighty-five percent of customers try to get access to the products or services online, making it an actual purchase. It implies the online presence is critical to our firm's profitability and continuity in harsh market conditions.

3.0 Objectives

Smart Technique

In developing our new software that will ease customer satisfaction utilized a goal setting technique which is SMART, it is with concern that the technique comprises setting our project

goals using a filter five criteria. These SMART criteria were essential in the facilitation of goals setting and its achievement as they transform a desire and dream to reality, well focused and attainable objectives (Porter, and Heppelmann, 2015). By SMART technique it implies the project will be specific, measurable, attainable, relevant and time-bound.

Objectives being specific implies that the objectives were detailed, well-defined, concrete and focused. Objectives are required to be straight forward and communicate how through the new software development will easy in customer satisfaction.

Objectives were measurable in it was possible to track the actions and have a comparison as we progressively continued with the development of new software, measures of the project were motivating and encouraging as the change was progressively witnessed throughout the project.

Objectives being attainable implies objectives, unlike project visions and aspirations, need to be achieved purposely to keep the team members motivated. The possibility of other objectives challenging but through achieving it is possible for not feeling frustrated or losing motivation.

For objectives to be attainable, they were relevant in that the resources in need for developing new software to easy in customer satisfaction were well planned. Objectives being relevant it implied that resources needed were available in developing the new software as well as knowing its implication.

The project was time bound as it was not only setting deadlines but also time frames for the attainment of the development of new software that will ease with customer satisfaction in the firm. Presence of timeframes created was of significance in creating the necessary urgency as well as promoting actions.

a. Objective of Achieving

It was possible in achieving the objectives as it resulted in the development of the project that facilitated the ease of serving customers to satisfaction. The smart technique objectives were of great significance as the objectives were time-bound, relevant, specific, measurable and achievable.

4.0 Benefits of the New Software Development

As a new software developed in easing customer satisfaction has facilitated brand awareness of products of the company regarding service delivery. Having the latest software developed has increased the number of customers in terms of coverage. In the process, the majority of the consumers have shifted in its way of doing things which were expected benefits.

The new software developed has helped in setting new goals of the firm as it was an unexpected benefit. Even though the company operating in B2B, it has drawn the attention of the firm by bringing a digital marketing strategy accomplishing at the end of developing the new software. For instance, the company has attracted more customers and promoted the new software which has been designed. The model is of significance in that through it new goals are defined and outlined in writing that alters positively in the company operation success despite being an unexpected benefit.

The company has defined its market effectively as it was an expected benefit. The company has determined its market in the industry to who its products or services will have the most relevant and who have a high percent of benefiting from the new software which is in place. Hence, based on the target market through the new software, the firm has chosen the right

tactics in driving more traffic to its sells funnel. The firm defining its market has greatly assisted the firm in increasing its sales and profit maximisation in the process.

New software developed in easing customer satisfaction is seen as a way of diversification regarding what the company is operating its activities. The company has focused on multiple channels to take advantage of what the new software developed has in offer. As a B2B firm, the company has paid attention to which platform the company's audience seek brand advice from.

Lastly, the development of the new software is regarded as a robust website which is useful in showcasing the company's business, its unique selling options, testimonials, and videos. Customers are highly encouraged to access the new online software regarding the company and offerings and provide feedback on what they expect to be improved in due course of operation as this was expected benefit of developing the new soft in easing customer satisfaction.

5.0 Project Scope

Work Breakdown Structure

Through the work breakdown, it has been possible in demonstrating all work done to create a realistic period inclusive of cost approximations. The work breakdown structure has showcased tasks which have been taken into consideration in developing new software that eases customer satisfaction in our firm.

1	WBS	Task Name	Duration	Start	Finish
2	Code 1	Analysis	4 days	Mon12/09/2018	Thur 16/09/2018
3	code 1-1	1.1 Document Current Nalaysis	2 days	Wed12/09/2018	Thur 13/09/2018
4	code1-2	1.2 Analysis Complete	2 days	Frid 14/09/2018	Sat 15/09/2018
5	Code 2	Design	30 days		
6	Code 2-1	2.1 Design database	8 days	Sun 16//09/2018	Sun23/09/2018
7	code 2-2	2.2 Software Design	7 days	Mon24/09/2018	Sun30/09/2018
8	code 2-3	2.3 Interface Design	9 days	Mon1/10/2018	Tue9/10/2018
9	code 2-4	2.4 Creating Specification	6 days	Wed10/10/2018	Mon15/10/2018
10	Code 3	Testing	20 days		
11	code 3-1	3.1 Perform System Testing	5 days	Tue16/10/2018	Sat20/10/2018
12	code 3-2	3.2 Document problems Found	6 days	Sun21/10/2018	Fri26/10/2018
13	code 3-3	3.3 Correct Problems Found	4 days	Sat27/10/2018	Tue30/10/2018
14	Code 3-4	3.4 Final Test	5 days	Wed31/10/2018	Sun4/11/2018
15	Code 4	Handling	1 day	Mon5/11/2018	Mon5/11/2018

Time is one of the essential factors for organizing all the activities scheduled to take place in the whole of the new software development process that eases customer satisfaction. If it is used effectively in that it is properly planned, and all the work was done as stipulated by it, then it was used as a determinant of the project success. Time also was a significant aspect of new software development as project management. It involved the use of various skills such as prioritizing what to do in a logical order, planning on how the activities should be done when objectives of the new software were developed so that at the end of the day it was easy in realizing the project is successful by achieving its goals or not. When all of these were done, there was a positive impact on the project. The presence of small misappropriation of time resulted in deviation in the scope and the cost of operation. Excellent time management does not mean that you work extra hours in delivering success of the project, but it entails working within the stipulated time and achieving more in easing customer satisfaction.

Budget and Tolerance

The estimated cost was of significant when it comes to the [project cost management. The development of new software to facilitate easy in providing services to customers, we utilized numerous types of cost estimates which included costs of programming, development, software, hardware and marketing campaigns. Each cost estimate was done during the different phases of the project cycle, and the table below indicates the cost of each implementation needed in the development of the new software which will easy in customer satisfaction and how the project has demanded to completion.

1	WBS Items	Units/hr	Cost/Unit/hr	Subtotal
2	1. Project Management			\$20
3	1.1 Project Manager	1	\$10	
4	1.2 Project Team Members	5	\$2	
5	2. Interface deign			\$20
6	2.1 Programmers	10	\$2	
7	3. Hardware			\$42
8	3.1 Handhel devices	8	\$2	
9	3.2 Servers	8	\$3	
10	4. Software			\$40
11	4.1 Licensed Software	10	\$2	
12	4.2 Software Development	20	\$1	
13	5. Marketing			\$12
14	5.1 Advertising	6	\$2	
15	6. Labour Estimates			\$16
16	6.1 Employees	8	\$2	
17				
18	Total Project Cost			\$150

6.0 Changes made in the Project and their impact

Changes Made

There were tremendous changes which took place while developing new software which facilitated the easy in customer satisfaction in terms of services delivery in our firm. For

instance, there was change in software planning. The old software planning was replaced by the new software plan which was created to bring services and products that were in existence before therefore making it unique in terms of dealing with products which are never precisely to what others do (Giardino et al., 2016). The channels which were used in offering service delivery to customer resulted in serving one purpose; consequently the design and market of the models became unique to the project as opposed to the initial one. There were changes in software verification and validation so that it can conform to the needs of the customers and the market requirement changes. There were also changes in some of the project functionalities and specifications so that it could do away with the constraint which was around it in terms of cost, durability, desirability and the schedule of operating them thereby making it easy for its operation.

The possibility of changes made

It was possible in making the changes in the project as we the project team members were able to develop new software that eases customers' satisfaction in our firm. All these were done to achieve quality assurance by introducing more advanced technology, tools, standardization to promote diversification in the software process and these lead to three significant benefits to the general public in that their requirements were reduced through the analysis and documentation that was redone.

Effects of Change

Customer's feedback was also to be received, tested and delivered making them satisfied and finally, there was rapid delivery of useful software's with its full functionality which the customers were able to reuse again and again so that they can appreciate its value.

7.0 Lesson learned during the project

One of the main lessons learnt is the project was successful. Having planned effectively the work breakdown structure and having necessary resources it was possible in obtaining success of the project. All that was needed in developing the new software were essential in that they facilitated in making success realisation fruitful.

There is a different lesson which came out during the process of developing new software management systems. It was clear that the system was of great benefit to many people in terms of developing new markets where the consumers would have gotten the necessary services faster and even through online. It enabled us to save a lot of money since we do not need to go to the market to purchase them, but they can be delivered to us at our project station. Therefore, it promotes saving. Because it was easy to use, it attracted a substantial number of users and buyers thereby helping good profits and booming business since the online marketing created an excellent link between the company and the customers thus it created diversification and changes in terms of market strategies.

Due to proper planning put in place, all the schedule plans went well, and even the customers' needs were satisfied (Noe et al., 2017). Therefore the project was able to achieve its objectives, and the strategy was well implemented since all relevant factors and challenges were taken into account. The project worked within its scope active essentials in terms of quality

management taking account of all the cost and workforce to be put in place but surprisingly time management will be rescheduled and its use by worked on for effective operations.

To improve the function ability of the project we should employ the software engineers so that they can manage and monitor our websites. It is with concern that the mistakes will be corrected as first as possible, and the customers' needs are met without any excuse. Additionally, the ordered goods are delivered in time without any delay so without delay the company should be able to open its branches in various regions due to the number of customers they server online so that they can boost their profits.

8.0 The risk felt in the Project

During the building and maintaining of the new software, a lot of challenges were realized such as the occurrence of extra cost which was brought about by the rescheduling of the original thought. Which demands to purchase of new products and labor thereby consuming a lot of finance as compared to the initially planned budget. It also results in delay since the work was not completed at the stipulated time as the work had to be stopped at the rethought stage there for wasting of time and resources and this one portrayed poor organization of the project managers even though it results in high quality services.

In managing the risks as a manager, there was avoiding risks through rescheduling of the original thought. It was of significant as minimum errors were occurring in the process of new software development. Backing up of resources was also a way in which risk was managed. It is with concern that resources which were required there was surplus which showed a smooth flow of

the project process. There was a reduction of the project functionality of the software as the manager I aimed to achieve maximum functionality of the software and peak performance.

During the initial integration phase and coding, the requirements were conflicting in attaining the strategic intent of project plan thereby causing lack of required management skill necessary in ensuring refinement, changes, elicitation, and documentation needed to deal with the new software (Dingsøyr, and Lassenius, 2016). These always give developers complicated tasks as they still find specification incomplete or even unclear there for the cannot work appropriately since there is no clear guideline on where to start from and where to finish working on and even at times they are always being disturbed by government officials.

Conclusion

For success to prevail in developing new software that eases customer satisfaction, there is much required. For instance, there is a need for acquiring all that is required, effectively planning, strategizing goals to be achieved and devising proper management of the project as the project manager. Attaining success in developing the new software will assist the firm to raise the number of customers it serves in a day as it will increase efficiency on how customers will be served. Lastly, there is minding of project team members who are goal minded in easing of attaining the goals of developing the new software as there will be maximum avoidance of risks from taking place.

References

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