

team document

by Lingling Liu

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Project Management House of Music Wales

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Content

Background.....	3
OCSAR.....	3
Project Objective.....	3
Project Scope	3
Project Constrains	4
Project Authority	6
Project Resources.....	7
Cost Benefit Analysis	8
Setup Costs.....	8
Development Costs	8
Operational Costs.....	9
Cash Flow	9
Return On Investment(ROI)	10
Discounted Factor	10
Project Controls.....	11
Project Plan	11
Team Monitoring	13
Meeting Minutes	13
Quality Plan	14
Project Overview	14
Project Objectives	14
Website Functions.....	14
Software & Hardware.....	16
Organization.....	16
Setup of Organization.....	16
Responsibilities of Project Management.....	16
Testing & Verification Requirements.....	17
Testing	17
Improvements and Advices from Users	18

Human Issues	19
Group Structure.....	19
Skills of The Project Manager	19
Human Factors	21
Risk Analysis	23
Environmental Risk	23
Business and Financial Risk	24
Market Risk.....	25
Organizational Risk	26
Appendix.....	27
Appendix A.....	27
Appendix B	30
Appendix C	30

Background

House of Music Wales (HMW) are a small chain of independent record shops that sell vinyl and CD to the public and independent DJs. In order to remain competitive, they need to enter the e-commerce arena, so they need a store online.

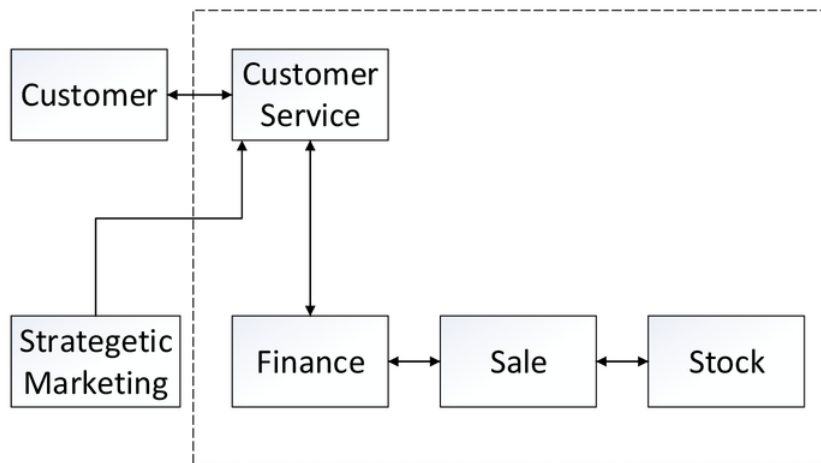
OCSAR

Project Objective

1. Database from the stock department.
2. Website for saling records.
3. Order management.
4. Evaluation of customers.
5. Delivery information.
6. Return and replacement.

Project Scope

1. Information float diagram of the company



2. Improvement & Requirement
 - a. We need database from stock and data from stores.

- b. Customer Service need people to do online service.
- c. We need information from Finance. And Finance need a new part to manage the online income and expend.
- d. Sale need a new part to manage the online shop, like the manager of the physical shop.

Project Constrains

1 Budget

There are very clear budgetary constraints set out by HMW. We need to evaluate and suggest the cost for internet services and network requirements for the company and we are given 100,000 pounds as a set-up for this section.

There are also other budgets:

- It costs 38,000 pounds to employee website manager to design and maintain website;
- The HW maintenance could incur a cost of 15,000 per year and it will last for next five years;
- The cost of project needs is 280pounds per project day.

2 Timescale

The project covers the creation of website to help HMW become more competitive in e-commerce markets. The whole project is expected to be completed by January 2023.

The timescale details are as follows:

- Project Set-Up means preparing work that makes project to begin. It will last for 3 months (from January 2018 to March 2018). In this stage we have three tasks to be done:
 - Appoint project manager.
 - Agree reporting and documenting with Mr. Techno who is the Managing Director of HMW.
 - Buy and build hardware and software, for example, server which can host the website and database.
- Design and develop a website. It costs 1 year from March 2018 to March 2019. Three things are going to be done:
 - Build or buy an effective server.
 - Connect the website to the database.
 - Complete the functions of website.
- Test project. Testing will cost a half year from March 2019 to

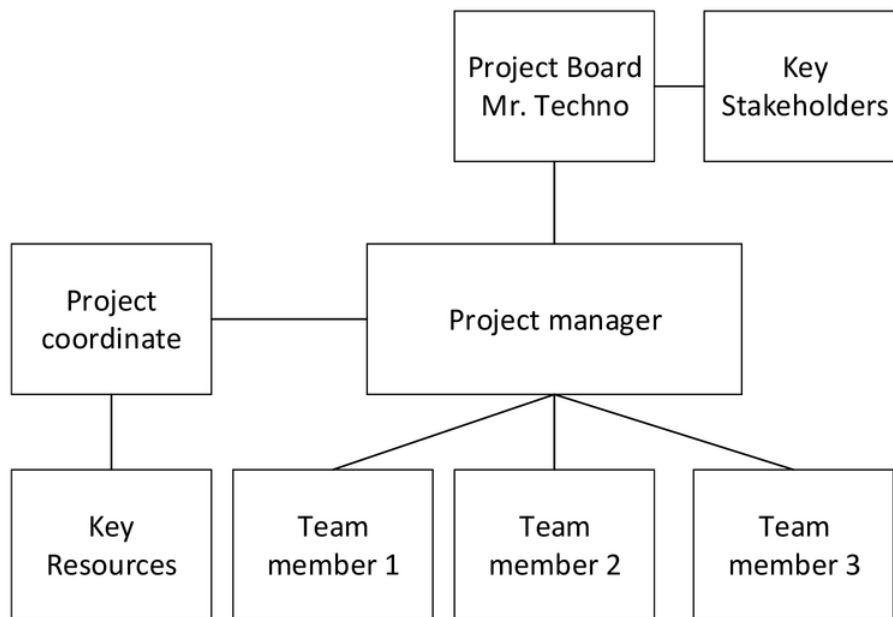
August 2019. We have to ensure the website, server and database can work well before delivering to public.

- Maintaining website lasts all the time after testing from August 2019 to the end of project.

3 Methods

We need to consider the real problems about building a website. Different situations require different solutions. In this study, the speed of connections has been given that the speed should be faster than 50Mbps connections per staff. The quality of server is also given, the server must be able to host the database and website. So these problems of technology should be considered at the beginning of the project.

Project Authority



We work for 'GetitrIT' IT specialists and we have been employed by HMW records to prepare project management plans. During the initial investigations, it has now been established that we need to look further at the project as a whole and produce a comprehensive Project Initiation Document which should be presented to Mr Techno, the Managing Director of HMW. Mr. Techno represents the key stakeholders and Mr. Techno is our customer too. The project manager is alternative and the remaining three are team members. The project coordinator is in charge of the key resources.

Project Resources

People:

From initial investigations it has now been established that you need to look further at the project as a whole teamwork and produce a comprehensive Project Initiation Document to present to Mr. Techno, the Managing Director of HMW.

There are 4 people working on this project: Zhen Liu, Lingling Liu, Xiangyu Liu, Zhongyu Xia.

Zhen Liu looks up resources online to provide solution for technical and managing problems in the project.

Lingling Liu writes documents for how the project is conducted.

Xiangyu Liu and Zhongyu Xia work mainly on how to build the server and the web.

Equipment:

There are needs for new hardware and software if the project is to be a success. It has been estimated that a server is required to accommodate the daily running of a stock for controlling the database that would link to the e-commerce website. The server should also be able to host a website. The cost of the server and additional HMW item i.e. terminals, printers and communication hardware should also be included in the cost analysis for the project.

Finance:

Overall Expenditure:

The overall budget is £100,000 as start-up for this section of the project.

HMW maintenance could incur a cost of £15,000 per year fixed for the next 5 years. Design and Maintenance of the website will require employment of Website manager at £38,000 per year. However, there may be other staff consideration which need documenting. Also, the cost of the project needs to be calculated, assuming that most projects cost £280 per project day.

During the research it was estimated that internet sales could generate between 300 – 600 sales per month. Each web order could account for £35.00 in sales.

Design and Maintenance of website@ £15,000 per year	£75,000
Revenue of website manager@ £38,000 per year	£190,000
Cost of the project@ £280 per project day	£511,000 (5 years, 365 days per year)
Internet sales@ £10,500-£21,000 per month	£630,000-£1260,000

Cost Benefit Analysis

Setup Costs

This project should be started on several hardware and software. A server is required to accommodate the daily running of a stock control database that would link to the e-commerce website. This server should be able to host several websites. The cost of the server and additional HMW item i.e. terminals, printers and communication hardware should also be included in this section for the project. But considering costs, some hardware which was already bought in the shop we do not buy a new one. Table 1 is shown hardware in the setup. You can see the software costs in table 2.

Hardware

Stuff	Quantity	Unit cost	Sum
Router	1	30	30
Server	1	280	280
Personal computer	4	350	1400
			1710

Table 1: The cost of hardware

Software

Stuff	Quantity	Unit cost	Sum
Wamp	10	0	0
Visual Studio	2	174.99	349.98
Office	5	59.99	299.95
			649.93

Table 2: The cost of software

Development Costs

At the beginning of the project, the costs which are used on employing crucial staff are called development costs. It should consider staffing like projects database analysts and website designers. It is estimated that the project will take 2 months to complete a well-designed website.

The cost of staff in this period is in table 3.

Job title	Salary per month	Time	Sum
database analysts	2072.5	2	4145
website designers	1672.5	2	3345
			7490

Table 3: The cost of staff in the development

Operational Costs

The overall budget is £100,000 as start-up for this section of the project.

HMW maintenance could incur a cost of £15,000 per year fixed for the next 5 years. Design and Maintenance of the website will require employment of Website manager at £38,000 per year. However, there may be other staff consideration which need documenting. Also, the cost of the project needs to be calculated, assuming that most projects cost £280 per project day.

During the research it was estimated that internet sales could generate between 300 – 600 sales per month. Each web order could account for £35.00 in sales. The costs are shown in table 4.

Unit costs	Overall costs
Design and Maintenance of website@ £15,000 per year	£75,000
Revenue of website manager@ £38,000 per year	£190,000
Cost of the project@ £280 per project day	£511,000 (5 years, 365 days per year)
Internet sales@ £10,500-£21,000 per month	£630,000-£1260,000 (£945,000 in average)

Table 4: The cost of operation

Cash Flow

According to setup costs, development costs and operational costs, and the equation:
Cash-flow=Income – Outgoing.

Assuming that the internet sales are in average £945,000 for 5 years.

Year	Income	Outgoing	Cash-flow	Accumulated
0	0	-9849.93	-9849.93	-9849.93
1	189,000	-155,200	33800	23950.07
2	189,000	-155,200	33800	57750.07
3	189,000	-155,200	33800	91550.07
4	189,000	-155,200	33800	125350.1
5	189,000	-155,200	33800	159150.1

Return On Investment(ROI)

Average annual profit=Net profit/number of years = 31830.02

ROI=(Average annual profit/ Total investment) × 100% = 343.5%

Average annual profit	Total investment
33830.02	9849.93
ROI	343.5%

Discounted Factor

Discount factor= $1 / (1 + r)^t$, r is the interest rate (e.g. 12% is 0.12), t is the number of years. It is useful to see such information as a discounted cash flow using a 7% rate over say 5 years.

Year	Cash-flow	Discount factors	Discount Cash-flow
0	-9849.93	1	-9849.93
1	33,800	0.9346	31589.48
2	33,800	0.8734	29520.92
3	33,800	0.8162	27587.56
4	33,800	0.7629	25786.02
5	33,800	0.7130	24099.4
		NPV	128733.5

Project Controls

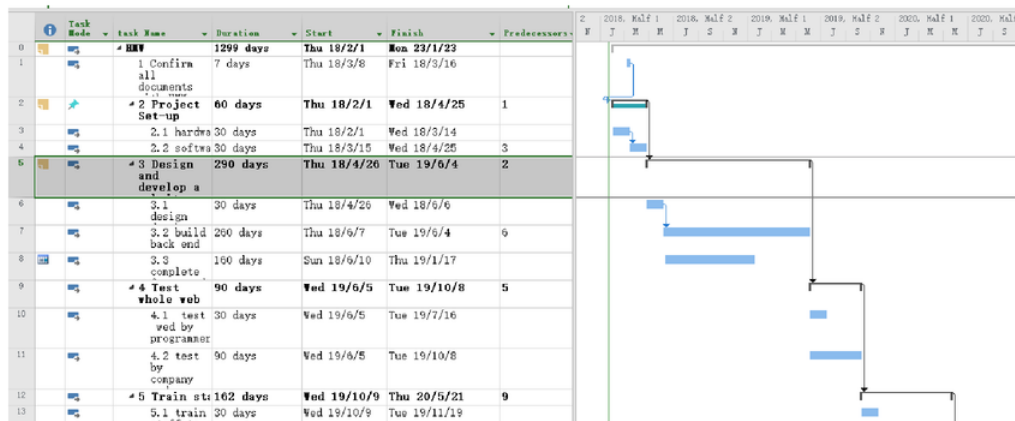
Project controls are the data gathering, management and analytical processes used to predict, understand and constructively influence the time and cost outcomes of a project. Through the communication of information in formats that assist effective management and decision making. Project controls are the tools that help you save time and cutting costs. Project controls are all-encompassing for project definition, planning, execution, and completion; assisting in the entire lifecycle of your project. However, the use of controls will vary according to individual project demands. Hence, project plan, team monitoring and minutes are included in this project control. Following are detailed project plan, team monitoring and minutes.

Project Plan

House of Music Wales (HMW) is a chain record shop selling different kinds of vinyl and CDs. People in Swansea even South Wales can buy vinyl and CD in physical stores of HMW from late 80's. And also independent DJs also can buy goods they need in physical stores.

As we know, shopping online has become more and more popular for the last several decades. Online shops are trusted by a lot of people so there is no doubt that these shops can get relatively more profits from orders online and people can buy things easily whenever and wherever they want.

Considering all the things including stock selling and changing in market. HMW decides to take part in e-commerce and the company wants to sell their stock online. So HMW employs GetitIT, an IT company to prepare project management plans. The company will build a website for HMW to sell their items.



As a team of computer specialists, we developed the following project plan:

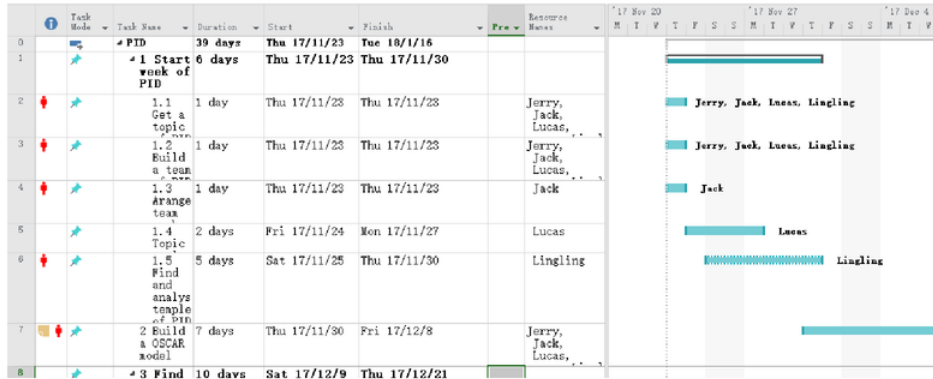
The Gantt chart of HMW

Here are details about the gantt chart of HMW:

- Confirming all documents with HMW, it will start on 23rd September 2018 and end on 31st September 2018.
- Project Set-up, it will start on 1st February 2018 and ends on 25th April 2018 and there are two small sections in Project Set-up: hardware from 1st February 2018 to 14th March 2018; software from 15th March 2018 to 25th April 2018.
- Designing and developing a website from 26th April 2018 to 6th June 2019, which has three small sections:
 - a) Design the database from 26th April 2018 to 6th June 2018.
 - b) Develop backstage from 7th June 2018 to 4th June 2019.
 - c) Complete the website development from 10th June 2019 to 6th June 2019.
- Testing the whole web from 7th June 2019 to 10th October 2019, the web should be tested internal IT team and the external: testing web in IT team from 7th June 2019 to 18th July 2019; testing by company and the public from 7th June 2019 to 10th October 2019.
- Training staff from 11th October 2019 to 21st May 2020, it has three sections: training staff to sale online from 11st October 2019 to 21st November; training staff to do customer service online from 22nd November 2019 to 2nd January 2020; training staff to maintaining whole web from 3rd January 2020 to 21st May 2020.
- Maintaining web from 22nd May 2020 to 23rd January 2023.

Team Monitoring

We did this PID as a project team before we started to work. We have made a plan as



follows:

Gantt chart of PID team

Following words are the details of the Gantt chart:

- Start week of PID from 23rd November 2017 to 30th November 2017, the total work includes get a topic of project, build a team, arrange team work, analyse topic and find and analyse templates of relative topic.
- Build an OSCAR model from 30th November 2017 to 8th December 2017.
- Find other primary sections of PID from 9th December 2017 to 21st December 2017, the whole work including analyze risks, project control and finance issues.
- Complete the Whole document of project from 21st December 2017 to 1st January 2018.
- Improve and modify team work from 1st January 2018 to 16th January 2018.

Meeting Minutes

Every week we have a meeting together.

Our team has four people: Zhongyu Xia, Zhen Liu, Xiangyu Liu and Lingling Liu. We change team manager every week. The person who becomes the manager will assign tasks to every team member. Our meeting minutes are in the Appendix D.

Quality Plan

Project Overview

House of Music Wales (HMW) are a small chain of independent record shops that sell vinyl and CD to the public and independent DJs. In order to remain competitive, they need to enter the e-commerce arena, so they need a store online.

In this case, the Managing Director of HMW, Mr. Techno, interviewed our team to complete a website for selling CD and vinyl. We will need new hardware and software if the project is to be a success, so we need to analyze the project and implement the website.

Project Objectives

Website Functions

1. Browsing Function

➤ Browse products

Firstly, the website will show some discount items and some advertisement, especially the new goods.

Secondly, users can choose their favorite type of records or CDs released by their favorite star.

Thirdly, users can select the record name by some key words.

Fourthly, users can adjust the price range.

➤ Collect products

Users can collect the products which they are interested in, and they can manage their own favorites.

➤ Footprint function

Users can browse the history products which they have browsed.

➤ Recommend products

The backstage will analyze the data about browsing items of one user and recommend relevant products to him or her.

2. Purchasing Function

- **One click buying & add to Shopping Cart**
Once a user has chosen his/her own delivery address and fills the payment information, he/she can generate the order using “one click buying” function instead of filling a lot of information again.

Users can add their different products to their shopping cart and buy them together instead of buying them one by one.
- **Payment function**
Now we support three different ways of payment: Bank Account Card, Paypal, cash on delivery.

3. Order Function

- **Generate orders**
After one user completes to fill all the information and clicks the button to generate the order, the backstage will automatically generate it which will be stored in the database and sent to the user.
- **Order management:**
History order

Incomplete orders

Completed order

Unpaid order.

4. Customer Service Function

- **Online manual consultation function**
Users can consult or make a request to the artificial customer service online to get some information about the products which they are interested in.
- **Return & replacement.**
If users are not satisfied with the product or find any problems, they can choose to return the product or replace a new one by click the “return” or “replacement” button. Then they need to fill out the form about the reason. The result and the feedback will be sent to the user in 3-5 working days.
- **Evaluation function.**

Software & Hardware

Software

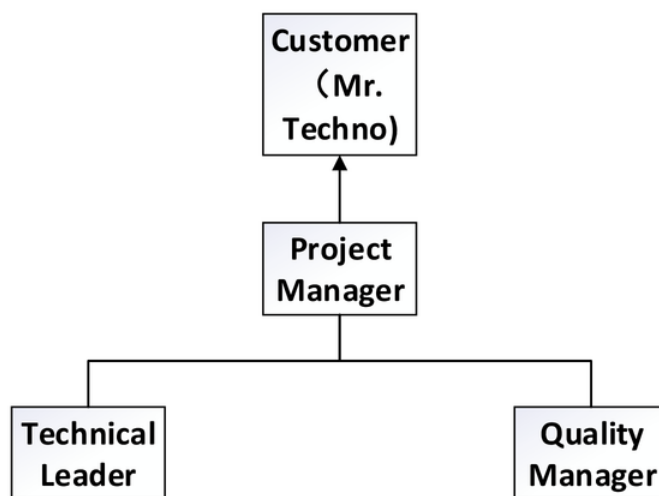
- Database management software: SQL Server\
- Website: Contains 4 main functions which are mentioned above—Browsing, Purchasing, Order and Customer Service function.
- Payment Software: Bank Account Card Payment web page extension, Paypal software.

Hardware

- One server: To deploy the website and store the database.

Organization

Setup of Organization



Responsibilities of Project Management

- **Project Manager**

Main responsibilities of project manager: To carry out the contract on behalf of the project, organize and coordinate all parties to realize the overall objective of the project, control costs and ensure the time limit and quality.

According to our project team rules, we need to rotate our project managers weekly. Every week the project manager need to assign the tasks, held the regular meeting, supervise and inspect the work.

➤ **Technical Leader**

To be responsible for project technical manage, and implement or relevant technical standards, specifications, etc.

- (1) Take charge of the websites, and implement of relevant technical standards, specifications etc.
- (2) Responsible for organizing the quality inspection work, quality incident handling and so on. Give the specific details of the website functions and functional assignment of tasks and check the progress of work every week.
- (3) Responsible for organizing the website designing, developing, testing and improvement work.
- (4) After the website is deployed, organize and assign the tasks of the website maintenance and improvement.

➤ **Quality Manager**

- (1) Strictly carry out acceptance standard, quality inspection and acceptance criterion, implement quality surveillance and control to entire process of construction.
- (2) Monitor the website development, especially make sure the website matches the user needs with no bugs.
- (3) Participate in the quality inspection and evaluation, be responsible for the quality assessment of every task.

Testing & Verification Requirements

Testing

We need to do a lot of testing before we deploy the website, and the testing table template is in the Appendix E.

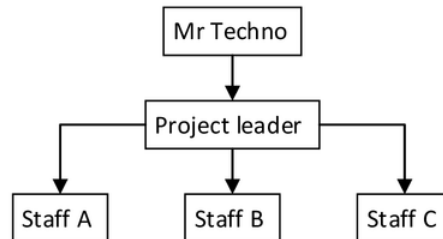
Improvements and Advices from Users

Customer test satisfaction and suggestions for improvement. We will give a lot of improvements questionnaire to website users and get some feedback about our website. The questionnaire template is in Appendix F.

Human Issues

Group Structure

We use project structure to complete this project. Department header is Mr Techno and Zhen Liu, Zhongyu Xia, Lingling Liu and Xiangyu Liu manage the project team in turn. The structure is shown as follows.



Skills of The Project Manager

- Commercial Awareness

Commercial awareness can be summarised as an interest in business and an understanding of the wider environment in which an organisation operates: its customers, competitors and suppliers.

- Business Partnership

In a partnership, you and your partner (or partners) personally share responsibility for your business. This includes:

- 1) any losses your business makes
- 2) bills for things you buy for your business, like stock or equipment

- Information Gathering

Information gathering helps the individual and the organization to undertake complicated tasks that would otherwise be extremely hard to accomplish if not outrightly impossible without the benefit of gathered information.

- Self Confidence

Managers who have no basis for their confidence are doom to failure. Unbridled confidence is often a sign of someone who is lacking the Whole Package.

Self-aware managers base their confidence on their experiences. Similar to a musician, entrepreneurial skills are honed and refined over time by putting them into practice. Legitimate entrepreneurial confidence is derived from one's ability to execute, just as a musician gain self-assurance by practicing their instrument.

- **Concern for Credibility**

Think about the start-up manager who is trying to convince a team of stakeholders and investors to pursue a new and innovative idea without a proven concept. Or the manager who runs into production problems and needs his business partners to extend credit for a few days, weeks or even months.

Sure, there are many great characteristics that can be attributed to successfully maneuvering these situations, but having the reputation as an manager who gets things done, stays true to his or her word, and has a history of successes creates credibility "currency" that can be cashed in instantly.

- **Organizational Awareness**

Organizational awareness is a level of understanding different aspects of the organisation including workings, structure, and culture of the organization. It also consists of the understanding of political, social, and economic issues affecting the organization

- **Motivating Others**

Give People Responsibility. If there are certain tasks that you're allowed to delegate to others, by all means choose someone to take responsibility for that task. When people are fully responsible, they'll be more likely to find the motivation to complete the task. This is because, as a part of a group, they may not feel like their hard work matters, but when they're responsible it certainly matters. They also know that they're being held accountable for the success or failure of the project.

Be a Good Listener. No one likes to feel like they don't matter. Just because you have final say doesn't mean that you can't get some help with important decision making. People enjoy feeling like they're making a difference. Always keep an open ear and you'll be motivating your team to come up with solutions and creative ideas.

- **Monitoring/Controlling**

Managers have to monitor the activities of their team and the external forces. Without that monitoring, you won't know whether your plan is working or if it needs to be adjusted. Then, managers must control those elements that

they can control to keep everyone moving toward the goal. In the control task, you monitor the work being done, you compare the actual progress to the plan and you verify that the organization is working as you designed it.

One of the major difficulties for a project manager is getting people to cooperate and perform. This is a major issue in a matrix organization. The different types of power for the project managers include:

- **Formal (legitimate):** This power is based on the position of the project manager
- **Reward:** This power stems from giving rewards
- **Penalty (Coercive):** This power comes from the ability to penalize team members
- **Expert:** This power comes from being the technical expert or even the project management expert
- **Referent:** Referent is the power of charisma and fame. This power comes from another person liking the project manager, respecting him, or wanting to be like him.

Human Factors

Process-related human factors - how the people involved in the software development process contribute to the efficiency of the process and the quality of the product.

Managers beware: in many cases the greatest factor in the impediment of creativity and innovation is leadership. We find this often when completing our CDQS analysis and providing feedback to organisations. This stifling of creativity and innovation always initially shocks managers, who in reality have developed an environment that is quite the opposite of what they think it is. Rather than consider leadership as the root of their organisation's creativity and innovation problems, they first look to employees and ask why they no longer function as they should.

Addressing the problem and allowing innovation to flourish only requires organisations to develop the right conditions for it to do so. Human factors are at the very heart of creating those conditions and improving creative performance for the benefit of both the workforce and the bottom line.

The following are human factors that commonly play a role in projects.

Cognitive dissonance is a sense of stress that results from inconsistent ideas or actions. It is commonly described as a desire for internal consistency. Cognitive dissonance is

considered a common type of motivation that can be used to describe a wide range of behaviors.

- Divergent thinking is a process of creative thinking that questions and probes to challenge assumptions and established ideas. It is often compared with convergence thinking, a logical process of finding the "correct" answer.
- The heliotropic effect is the hypothesis that societies, cultures, organizations, groups and individuals work towards the most positive images they hold of themselves. The term heliotropic describes the ability of plants to move or grow towards the sun. It effect explains why organizations that have a compelling mission and vision for their future may outperform. When individuals believe in an exciting mission they tend to be fully awake. This likely has significant value.
- Hygiene factors are a type of expectation that impact a person's motivation. They are a type of basic condition that don't increase motivation if they are met but may dramatically decrease motivation if they are not met. For example, a worker may expect to be provided with a comfortable chair. If they are given a cheap plastic lawn chair by a new employer, it may decrease motivation.
- Intuition, or intuitive reason, is the ability of the mind to acquire knowledge without logical processes such as inference. In other words, the brain's method of arriving at intuitive judgments are unknown to the thinker. Intuition is generally understood to be the result of perception via the unconscious.

Risk Analysis

Risk analysis is the process of defining and analyzing the dangers to the individuals, businesses and government agencies posed by potential natural and human-caused adverse events. Through risk analysis, we make a range of informed decisions about our environment, health, safety, systems and social and economic wellbeing.

Environmental Risk

1. Natural risks: such as typhoon, the natural disasters will not only affect the sales profit in the store, but also damage the equipment and facilities outside the store.

Risk Assessment: a) Risk likelihood: low. b) Potential scale of impact: large.

Risk Management: follow the weather forecast and plan for the emergency work.

2. Environmental Impact Risk: Problems that may have an adverse impact on the surrounding ecological environment during site selection, such as road construction, vegetation deforestation and land levelling, may damage existing vegetation and cause soil erosion and other negative impacts.

Risk Assessment: a) Risk likelihood: low. b) Potential scale of impact: Large

Risk Management: Familiar with the city's short-term planning plan and understanding the surrounding terrain.

Risk Map:

		Likelihood of occurrence		
		High	Medium	Low
Potential scale of impact	Large			
	Moderat			
	Small			1, 2

Business and Financial Risk

1. Equipment maintenance: in the process of team operation, the efficiency of the equipment will become slowly due to the depreciation of the equipment. Equipment damage may occur in the later period. The maintenance and equipment renewal will also be expensive.

Risk Assessment: a) Risk likelihood: medium. b) Potential scale of impact: large.

Risk Management: a) Good equipment maintenance b) cost control.

2. Updating of the information: the continuous advertisement of products in the store with the releasing of the new products will increase the cost.

Risk Assessment: a) Risk likelihood: medium. b) Potential scale of impact: small.

Risk Management: a) make a good budget e b) leave some money for the extra expenses.

3. Location risks: HMW is located in the most central bustling city Swansea, since the store opened here, the rent is very high, the early profit is not very optimistic.

Risk Assessment: a) Risk likelihood: medium. b) Potential scale of impact: moderate.

Risk Management: a) make a good budget. b) Familiar with the city's short-term planning plan

4. Budgetary. The development of the system may go over budget if the cost increases past the original agreed amount. Project loss may become a possibility; the customer could cancel the project the basis that it is not more cost; Loss of reputation.

Risk Assessment: a) Risk likelihood: Medium. b) Potential scale of impact: Moderate.

Risk Management: a) Risk avoidance and reduction: Early planning; Constant project monitoring. b) Risk transfer and retention: Constant project monitoring.

		Likelihood of occurrence		
		High	Medium	Low
Potential scale of impact	Large		1	
	Moderate		3, 4	

	Small		2	
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Market Risk

1. Inflation: the rise in prices will cause the cost forecast to be inconsistent with the actual situation, the false increase in profit and the loss of capital. The changing of the price of the goods also affects the mood of the new and old customers when they are purchasing.
Cost will rise due to the price of raw materials, the loss of team will be larger.

Risk Assessment: a) Risk likelihood: Low. b) Potential scale of impact: Small.

Risk Management: a) Risk avoidance and reduction : Appropriate attention to economic change. Risk transfer and retention: b) set aside additional money for the changes.

2. Sales team don't know the product. Product information update so quickly that salesman cannot catch up with it. Project failure will become more likely, Possible loss of profits.

Risk Assessment: a) Risk likelihood: Low. b) Potential scale of impact: Small.

Risk Management: a) Risk avoidance and reduction: Staffs training.

b) Risk transfer and retention: Staffs continue to learn products information.

3. Out-of-date. Business information may be out-of-date. This will leads to the possible loss of profits.

Risk Assessment: a) Risk likelihood: Low b) Potential scale of impact: moderate.

Risk Management: a) Risk avoidance and reduction: Increase staffs training.

b) Risk transfer and retention: Staffs continue to study new information and new knowledge.

4. Market is changing too fast to find business skills.

Risk Assessment: a) Risk likelihood: Low. b) Potential scale of impact: moderate.

Risk Management: a) Risk avoidance and reduction: Before starting project, we must have many surveys about market.

b) Risk transfer and retention: Increase the number of surveys and modifying it.

		Likelihood of occurrence		
		High	Medium	Low
Potent	Large			

	Moderate			3, 4
	Small			1, 2

Organizational Risk

Organizational risks mainly refers to that the project organization design is not suitable for the operation of the project, the management team cannot qualified for the risk of the organization and management. The wrong decision of management's team can sometimes affect business and even bring loss to the project team.

Risk assessment: a) Risk likelihood: Moderate. b) Potential scale of impact: Large.

Risk Management: a) Build a good team culture. b) Implement the responsibility system.

Appendix

Appendix A

Phase 1	Week 1
Date	23-11-2017
Place	MH312, Mount Pleasant Campus
Participants	Zhongyu Xia, Zhen Liu, Xiangyu Liu and Lingling Liu
Manager	Zhen liu
Time	11:10AM-11:30AM
Contents	Find three templates of PID: Lingling Liu; Build a folder for sharing: Zhongyu Xia; Analyse requirements of project: Xiangyu Liu

Phase 2	Week 2
Date	30-11-2017
Place	MH312, Mount Pleasant Campus
Participants	Zhongyu Xia, Zhen Liu, Xiangyu Liu and Lingling Liu
Manager	Zhongyu Xia
Time	11:30AM-12:00AM

Contents	Quality Plan: Zhongyu Xia Risk Analysis: Xiangyu Liu Project Plan & Monitoring: Lingling Liu People & Finance : Zhen Liu
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Phrase 3	Week 3
Date	10-12-2017
Place	WeChat online
Participants	Zhongyu Xia, Zhen Liu, Xiangyu Liu and Lingling Liu
Manager	Lingling Liu
Time	8:00PM-8:10PM
Contents	Complete Objective and scope in Word: Zhongyu Xia; Complete resource in Word: Zhen Liu; Complete constraints and in Word: Lingling Liu; Complete Authority in Word: Xiangyu Liu

Phrase 4	Week 4
Date	10-14-2017
Place	MH312, Mount Pleasant Campus
Participants	Zhongyu Xia, Zhen Liu, Xiangyu Liu and Lingling Liu
Manager	Xiangyu Liu
Time	11:30AM-12:00AM
Contents	Put up with more ideas on technical issues: Zhongyu Xia; Do more researches on cash flow:

	Zhen Liu; Improve the gantt chart based on the templates the teacher recommended: Lingling Liu; Exam teammates' works: Xiangyu Liu
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Phrase 5	Week 5
Date	21-12-2017
Place	WeChat online
Participants	Zhongyu Xia, Zhen Liu, Xiangyu Liu and Lingling Liu
Manager	Zhen Liu
Time	3:00PM-3:20PM
Contents	Improve documents on software: Zhongyu Xia; Improve description on human factors: Zhen Liu; Continue on building gantt chart: Lingling Liu; Improve templates about risks: Xiangyu Liu

Date	11-01-2018
Place	Flat 8 160 St Helen's road
Participants	Zhongyu Xia, Zhen Liu, Xiangyu Liu and Lingling Liu
Manager	Zhen Liu
Time	8:00PM-9:20PM
Contents	Complete objectives and scope:

	Zhongyu Xia; Build a catalogue for whole PID: Zhen Liu; Help team think about modify structure of PID: Lingling Liu; Modify details in risks: Xiangyu Liu
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Appendix B

No.	Main Testing Steps	Testing Content & Requirements	Principal	Record	Remarks
01	Website portability	In different terminal equipment, the display of the website content and typographic format is appropriate or not.			
02	Website basic functions	The test results exactly match the functional design with no bugs or not.			
03	Recommended function	The recommended items are consistent with the user's interests or not.			

Appendix C

Function need improvement or suggested	Function details & reference	Reasons	Proportion of all test users with the same or	Remarks
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function			similarly improvement	

team document

GRADEMARK REPORT

FINAL GRADE

/100

GENERAL COMMENTS

Instructor

PAGE 1

PAGE 2

PAGE 3

PAGE 4

PAGE 5

PAGE 6

PAGE 7

PAGE 8

PAGE 9

PAGE 10

PAGE 11

PAGE 12

PAGE 13

PAGE 14

PAGE 15

PAGE 16

PAGE 17

PAGE 18

PAGE 19

PAGE 20

PAGE 21

PAGE 22

PAGE 23

PAGE 24

PAGE 25

PAGE 26

PAGE 27

PAGE 28

PAGE 29

PAGE 30

PAGE 31

PAGE 32
