# Introduction

Our project “All-In-One Support Software For Microsoft Components” aims to provide an integrated and instant support for revolutionary user experience. For this purpose, it is requested to our honorable sponsor Adam Schulz, Head Finance Department, Microsoft to review our project scope and limitations for better facilitation of successful development of our project.

When planning and scheduling the project, we ensured its completion on time. However, the unscheduled Audit of the project delayed the completion by one week. However, it must be understood that this Audit is inevitable and beneficial for the project in long term. It helped us in reassessing our performance and resource utilization efficiency. The Audit is conducted right after we finished the Phase 3. Therefore, our Phase 4 had to be rescheduled. But we used our team’s rapid decision making skills to re-plan and re-schedule Phase 4 tasks while Phase 3 is being conducted. This helped us stay focused and determined to successfully completing our project.

# Project Scope

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| --- | --- |
| **In Scope Results/Deliverables** | **Out of Scope Results/Deliverables** |
| 1. Gather Information and Data regarding the Usability of Software. | 1. training and post-sell maintenance. |
| 1. Successful development of support software . | 2. Post-purchase services |
| 1. Deployment of Support Software at Target Location/company. | 3. Upgradation of Support Sostware. |
| 1. Gather User feedback and assessment results. |  |

# Control Measures

Following control measures and checks will be implemented for ensuring total quality:

* Completeness checks - controls that ensure all records were processed from initiation to completion.
* Validity checks - controls that ensure only valid data is input or processed.
* Identification - controls that ensure all users are uniquely and irrefutably identified.
* Authentication - controls that provide an authentication mechanism in the application system.
* Authorization - controls that ensure only approved business users have access to the application system.
* Input controls - controls that ensure data integrity fed from upstream sources into the application system.
* Forensic controls - control that ensure data is scientifically correct and mathematically correct based on inputs and outputs

# Goals and Objectives of Project

Following will be the goals and objectives of the project:

* Our project “All-In-One Support Software For Microsoft Components” aims to provide an integrated and instant support for revolutionary user experience. The project is scheduled to be completed in 2020.
* to develop an automated and instant all-in-one support software that is compatible with multiple Microsoft Components such as Microsoft Access, Microsoft Publisher, Microsoft Project, and Microsoft Vision. I
* to enhance customer support service for regular users of Microsoft.
* The developed application will be successful to address the user support issues being faced by the users.
* The application is expected to manage to generate significant revenue by membership within the first month of its formal release.
* The stakeholders have assessed the ROI and current income generation rate.

# Cost Analysis of Project

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| --- | --- | --- | --- | --- | --- | --- |
| **Project: Support Software** | **Operating Expense Category** | **Cost ($) of Operating Expenses** | **List of Resource Expenses: By Function** | **Resource Expenses” by FTE/Duration** | **Cost ($) of Resource Expenses** | **Line Totals ($)** |
| **Phase 1: Planning**  **Result #1:** Planning the trial implementation of software during its assessment period and planning to generate feasible feedback. | Planning Room, IT Resources, Human Resources | $20k | Project Supervisor, Project Developers, Project Marketers, Project Analysts | 4 FTE/2 Months | $20K | $40K |
| **Phase 2: Design**  **Result #2:** designing the assessment and feedback methodology. | Design Resources, Design Analysts, IT Resources | $35K | Project Supervisor, Project Developers, Project Marketers, Project Analysts, Design Analysts | 4 FTE/3 Months | $50K | $85K |
| **Phase 3: Trial Implementation**  **Result #3:** successful deployment of the software at the targeted location for trial and assessment purposes | Project Human Resources, Project Developers, Project Marketers | $25K | Project Supervisor, Project Marketers, Project Analysts | 4 FTE/1 Month | $50K | $75K |
| **Phase 4: Feedback/Assessment**  **Result #4:** The users of the software will be assessed for their experiences and recommendations once the trial period is over. | Project Human Resource, End Users | $50K | Project Supervisors, Training Officer, End User | 4 FTE/1 Month | $50K | $100K |
| **Phase 5: Sell**  **Result #5**: Once the trial period successfully ends, the software will be considered sold to the user company/agent. | Project Supervisor, Project Analysts, Purchase Company | $100K | Project Supervisor, Project Analysts, Buying Company | 4 FTE/1 Month | $100K | $200K |
| **TOTAL** |  | **$180k** |  |  | **$245** | **$500K** |

The most critical thing that an organization can do verify that their estimates are good is to give however many details as could be allowed for the individuals who are doing the estimations. This is presumably a well-known thought to most individuals, yet now and then this can't be accomplished because of different components, for example, another venture for the organization or enormous measures of unknowns. Again, it is vital to have whatever number details as could reasonably be expected, then costs might be registered for materials and work and an estimate might be more exact.

Counteracting cost overruns might be not difficult to say yet hard to do. Sticking to a budget and controlling the costs are good approaches to control costs. Sometimes cost overruns in one zone must be adjusted out in an alternate territory by having lessened financing. While this could be a huge issue, it normally helps venture mangers get progressing and make them into cost control specialists. Towards the end of the cycle, and intermittently all around the cycle, we take a seat and see where we are and make projections of what we have seen generally and what we see occurrence or what patterns are about. This normally helps us forestall cost overruns.

To guarantee an estimate is good there are a few devices and methods that might be utilized. Some accessible instruments are similar to cost estimating, base up estimating, parametric displaying, the cost of value, undertaking management estimating programming, merchant offer investigation, and store dissection.

# Competitive Advantage and Feasibility

**Goal:** The Goal of the project is to develop an automated, all-in-one Support Software for multiple Microsoft Components for better user support experiences.

**Proposed Net Profits 1 Year After Project Completion**

The aim of this project is to generate major revenue through after sales membership. Therefore, the proposed Net Profit after 1 year of Project Completion will is expected to be $100K.

**Proposed Net Process Improvements 1 Year After Project Completion**

The proposed net process improvements after 1 Year will be moderately high as this will include maintenance, upgradation and troubleshooting. Expected Process Improvement cost within 1 year of project completion will be $50-75K.

**Total Cost of Project - Materials, Equipment, Facilities, Resources, etc.**

The total cost of the project is estimated to be $500K including the prices of all resources, materials, operating cost, etc.

**Proposed ROI Calculations**

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| --- | --- | --- | --- |
| **Proposed Net Profits 1 Year After Project Completion** | **Proposed Net Process Improvements 1 Year After Project Completion** | **Total Cost of Project** | **ROI** |
| $100K | $75K | $ 500K | $((100+75)-500))/500 = -0.65 |

**Summary: Project Benefits**

As is observed from the above ROI table, the Support Software is not expected to make any significant profits or revenues to overcome the investment in first year. However, estimations have shown that in First 3 years of deployment, the project is expected to overcome the expense as well as generate some profit as well that will continue to grow with successful services, efficient processing and proper marketing management.

# Conclusion

The project will successfully accomplish the specified goal that is to develop an automated and instant all-in-one support software that is compatible with multiple Microsoft Components such as Microsoft Access, Microsoft Publisher, Microsoft Project, and Microsoft Vision. Once the project is successfully implemented, it will be high time that we must consider moving forward and planning to enhance the quality, performance, scope and efficiency of our current project. One of my immediate recommendations is to broaden the scope of the project. This will involve integrating more support facilities that are compatible with more Microsoft Domains including Microsoft Visio, MS Word, etc. The broadening of the scope will ensure that we are targeting more of the consumer base that can generate more revenues and profits. Furthermore, in order to improve the efficiency and reliability of the service, we can integrate Artificial Intelligence within the Application that is capable to developing customized solutions and guides according to the level, demand and previous trends of support taken up by the user. Another module that can be added within the Support Software is the facility to have face-to-face or voice over chat with the customer service representative in a hassle free manner. This will further enhance the services being offered by our application. The application will have a global scope as well.

# Implementation Project Plan

The project is completed four Phases – Planning, Design, Trial Implementation, and Feedback/Assessment. Once successfully accomplished, the project membership is granted to interested users – individual and company-based. The Phase 1 focused on Planning the trial implementation of software during its assessment period and planning to generate feasible feedback. Phase 2 involved designing the assessment and feedback methodology. Phase 3 focused on successful deployment of the software at the targeted location for trial and assessment purposes. While Phase 4 ensured that the users of the software will be assessed for their experiences and recommendations once the trial period is over.

Each of this phase is specifically focused and completed by modularly focusing on sub-components. The modularization of the project helped in focusing on the specific problems that were identified in Problem Statement, and addressing them in most optimized manner. Furthermore, modularization also helped in enhancing the performance efficiency of our team.

**References**