Project description

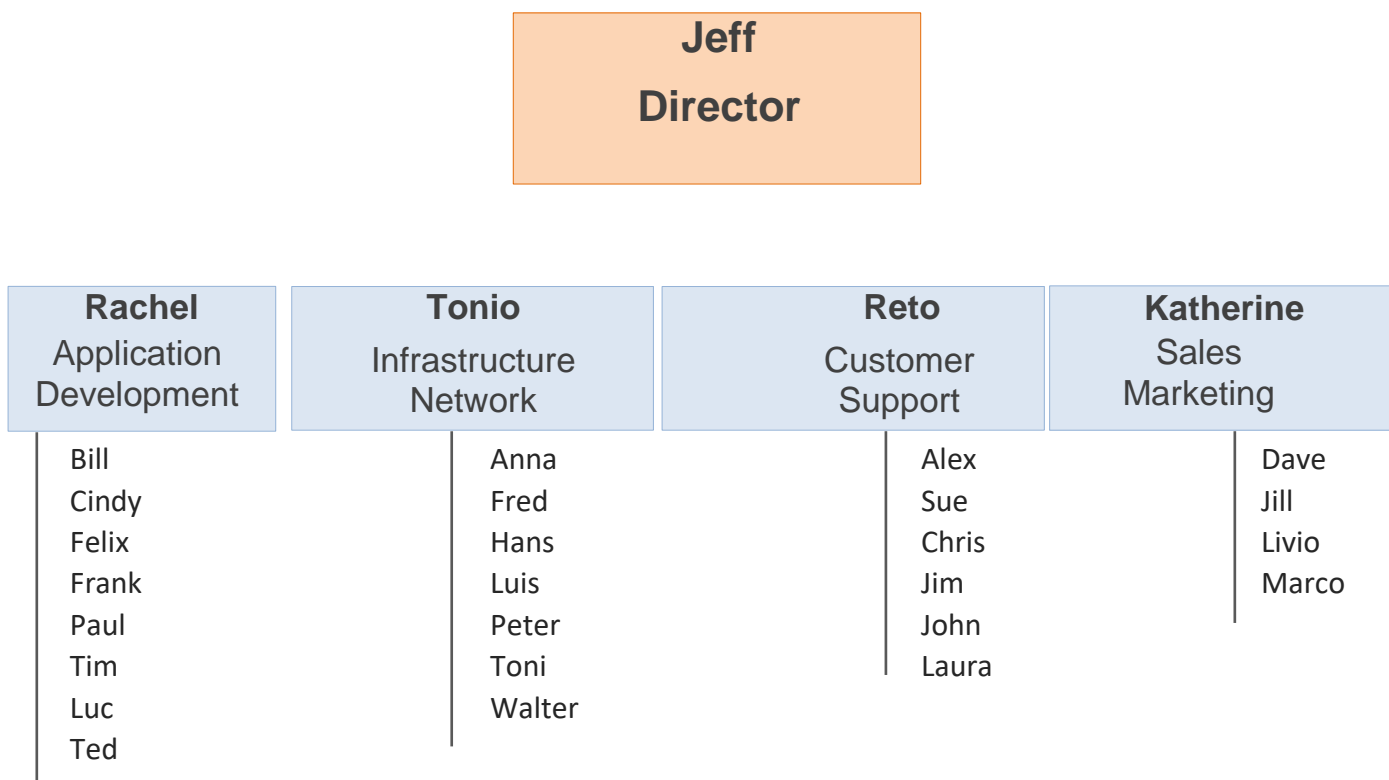## Agile

SimulTrain

Project description

Project name	**Customer Service Update**
Estimated duration	12 weeks
Sprint	1. Features requirements / design 2. Critical system features 3. User-valued features
Team	You choose 7 team members at the beginning of the project. The team does not change during the project.
Description	Management wishes to provide costumers' account managers of major customers with an update of the online interactive services. This will allow them to follow-up and control orders without the intervention of either the customer service or the accounting departments. The head of the Customer service department is the Product Owner. The list of Product Backlog items / features and a budget for the first stage have been defined. The project is considered as a success if 300 or more story points are obtained in the given period.

Organization Chart

Jeff **Director**

Rachel Application Development	**Tonio** Infrastructure Network	**Reto** Customer Support	**Katherine** Sales Marketing
Bill	Anna	Alex	Dave
Cindy	Fred	Sue	Jill
Felix	Hans	Chris	Livio
Frank	Luis	Jim	Marco
Paul	Peter	John	
Tim	Toni	Laura	
Luc	Walter		
Ted			

	Backlog Features	Story points	Required skills				
			Development	Network	Design	Business	Sales + Marketing
1	Concept design	10	2	1	2	4	2
2	Customers survey analysis	12				2	4
3	Hardware performance update	20	2	5	2		
4	Data backup capacity	24	1	6	3		
5	System capacity	16	3	4	3		
6	Data flow integrity	26	3	6	2		
7	User interface update	60	2		5	2	2
8	Integration accounting data	42	4		2	3	
9	Apps and servers metrics	25	2	5	2		
10	Fool-proof layer	16	3		3	2	1
11	Marketing campaign	22				4	6
12	Reserve services deployment	24	3	5	2		
13	Art design implementation	40	2		2	3	4
14	Response time optimization	20	3	4	1		
15	Search Implementation	12	2	2	3	2	
16	AI-powered Help	16	3		3	2	2
17	Support deployment	15	1		4	3	2
	Total	400					

Resources	Hourly rate	Availability for the project	Skills				
			Development	Network	Design	Business	Sales + Marketing
Alex	86	100%	3	1	2	2	
Anna	160	100%	6	5	6	3	
Bill	102	100%	3	2	4		2
Cindy	87	80%	2	3	3		
Felix	89	100%	1		4		1
Fred	89	90%	2	4	2		
Hans	135	80%	6	3	5	2	
John	125	100%	4	6	5		
Livio	97	100%	1	1		4	6
Luc	70	70%	2		4		
Marco	89	100%	1			5	5
Paul	175	100%	5	5	6	3	1
Peter	128	80%	6	4	4	1	
Sue	151	80%	5	3	4	5	3
Ted	58	100%	3		3		
Tim	97	100%	2		4	3	