

# Good example of business plan on alexanders deli

[Business](#), [Company](#)



## **“ Deli Online” Project Plan**

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### **Executive Summary**

Purpose of the Report

The report is to describe how to undertake the Deli Online case study which is intended at improving the business processes of the current business. It will describe what Alexander Deli will have to have in place to be able to achieve their objective. It will also describe the budget and a timeline for the entire project.

### **Key Findings**

One of the findings is that the franchise operators will be able to access their business transactions online and in a secure manner. With a web-based technology, the franchise operators and individual customers will get faster services in terms of access to the services that they seek from Alexander Deli Company.

Also, another finding is that the customers will be more satisfied with Alexander Deli services than they are at the moment. Another finding is that Alexander Deli will be able to save on costs as they will be able to undertake transactions and business processes without any costs that will impact on the profits. With web based technology, the company will be able to save on costs as the costs that they have been spending on customers who visit the premise will be saved.

Another finding is that there will be improved staff productivity. It will be

achieved because of the new systems and improved business processes. It will enable staff to work on their routine with simplified processes. They will access the data they need online without having to get the physical documentation. They will also be able to access the services from any location without having to travel from a given location to get the services.

### **Key Issues or Impacts**

There are negative findings that will be experienced while working on the project. One of the impacts is that it will bring security issues with the use of the internet. Moving to online services and way of doing business will affect the company in that they will not be able to control the security and the privacy of their information. They will have to hire third-party players to manage their security. Customer data will be compromised. Also, there will be a compromise of corporate information that will now be shared online. With the use of web technologies in business processes, it will be hard to achieve and own all the processes. It will be hard to manage the online and offline business processes. It is important to understand the security issues that will be met with the introduction of web based technologies for Alexander Deli case.

Another impact is that the reliability might be compromised. In the case there will be disasters as a result of information systems; it will be hard to control. Unlike traditional way of undertaking business, it will be hard to manage the disaster because many customers might be affected. What this means is that the customers will also be affected if there will be disasters that will affect the web technologies that shall have been installed. It will be important to have ways in which the systems will be enabled and enhanced.

Another impact is that there will be a need to have new skills to the company. Alexander Deli will have to have new skills, and the skills will be hard to get because of the new technologies that have not yet been popular in the market. It is important to understand the skills and the expertise that will be needed in the market and how to achieve these skills. Keeping tabs with the new skills that will be used in the management of the systems that have been installed will be a toll order for Alexander Deli Company.

## **Recommendations**

I would recommend that Alexander Deli go on with the project, but they should be in tandem with the technologies that will be required for the different business processes. It is important for a company to understand the business processes and how they will align with the technologies that have been proposed.

## **Signatory Page**

[Include a signatory page]

- Document Purpose

This document is a project plan which will be used in the management of the project. The project plan will describe the intention of the project and the tasks that will be achieved while undertaking the project. The document also describes the budget that will be used to achieve the project. The details of the online software applications that will be required in the project are detailed. The human resource who will be involved in the project will also be included in the project where the tasks and the responsibilities that they have towards the project will be known and detailed.

The document will act as a reference to the requirements for the technologies that will be used in the project. The human resources will be listed, and the roles that they will play in the project will be listed.

#### - Project Background

Alexander Deli are doing this project because they want to improve their business processes and enhance the satisfaction that they give to their customers. The company wants to reach newer markets that are not reached by the traditional methods of doing business. They have been expanding to newer markets, but they have had to be there physically in order to reach these new markets. With the use of web technologies, they will be able to achieve the reach to new markets without having to be physically there.

The company, Alexander Deli, intends to develop an online presence so that it will enable the clients and customers to undertake their transactions from the internet. It will enable the clients to be able to view their transactions online. It is a way in which the clients will be able to manage their portfolio online. This report describes the business requirements that will be needed for the web base technology project.

#### 2. 1 Project Goals or Objectives

### **In undertaking this project, Alexander Deli intends to achieve the following goals:**

- Another goal is to reduce the cost of doing business. With the introduction of web-based technologies and a platform to reach new clients, Alexander Deli will cut on costs. Alexander Deli intends to achieve this through cutting costs that are associated.

- Another goal of Alexander Deli is to enhance the productivity of the staff

and employees. The employees will now have new ways of working that will be reliable and effective (Kerzner, 2013).

- Alexander Deli also intends to improve their supply chain process so that the order and supply process will be managed reliably. The inventory of the company will be managed so that there will be efficiency and reliability that will not cause any interruptions to service delivery.

- Project Stakeholders

### **The project stakeholders will be as follows:**

- Alexander Deli CEO, who will be the sponsor of the project.

- Deli Franchise operators who will be the owners of the different franchise that have been opened in Alexander Deli.

- Corporate units of Alexander Deli. These include:

- IT Operations - they will be interested in the project because of the role that they will play in making the project successful. For Alexander Deli Online to be successful, the input of IT operations, in terms of enhancing the critical success factors and the requirements is important (Heagney, 2011).

- Logistics - will be concerned on the way the different entities will be aligned to have a successful business. It will be important to understand the various issues that will be integrated with the project and how they will be aligned together.

- Customer services - they are a stakeholder because they will be concerned about the attitude of the current customers. They will have to be concerned about the take of the current customers.

- Marketing - they will be a stakeholder because of the role they will play in the online marketing aspect. They will be concerned about the way the new

systems will be marketed while there will be done online (Schwalbe, 2013).

- Finance - they will be involved in the whole project because of the role they will play in the financing aspect of the project. The finance stakeholders will be significant in the project because of the role they will play in different tasks and processes that will be required to be financed.

- The Measureable Organizational Value

The project will be successful if after ten months, Alexander Deli will be able to make orders online, serve customers faster, enhance staff productivity and will be able to do business online, and in a secure manner.

- The Project Scope

The web technology will be developed that will enable customers to place orders online. It should also enable Alexander Deli staff to collaborate between the different business processes. The web technology should be enabled Alexander Deli to manage their supply chain processes in a secure manner.

#### 5. 1 Scope Goals or Objectives

#### **The scope of the project include:**

- The web technology should enable staff to carry out their usual duties with efficiency. They should be able to access their profiles and update content of the clients that they are working.

- The system should be secure in that the transactions that are carried out should not be hacked and damaged.

#### 5. 2 In Scope Items

The web technology should be able to achieve the desired aspect of connectivity and reaching new horizons and customers. Alexander Deli

should be able to manage the different business transactions using the technology. The following items should be achieved after getting the system working and running:

- Feasibility study
- Requirements elicitation
- Source for software consultant
- Source for database consultant
- Source for website development consultant
- Have a website that will be functional
- Develop a database for the company
- Develop and improve on existing hardware and network infrastructure of the company
- Develop security architecture
- Develop interface
- Develop mobile interface
- Integrate the different items together - Have different components of the web technology being used so that the different transactions will be autonomous to the whole company.

### 5. 3Constraints

#### **The constraints that will be met with the carrying out of Alexander Deli Online project will include the following:**

- Time constraint - it is a constraint because of the need to get the project working and operational on time. The project has been scheduled to run for eight months. It will be a constraint because of the many things that have to be achieved within such a short period.



- Budget constraints - it will also be a constraint because technology keeps on changing. From the scope, it is evident that the company has not put much thought to security of the web technology. From the current trends that are seen in web technologies, there is a need to have a budget, a big one for that case, to ensure that there is a security (Leach, 2014).
- Security constraints - although it is more of a technical aspect of the project, it has not been lauded in the project. The developers will find it hard to develop sophisticated security systems without seeing the commitment from the company.
- Technological skills constraints. There will be constraints due to the technical skills that will be required to develop the project. Most of the web technologies are emerging, and there is a need to have experts who will link the business requirements with the technical requirements. It will enable the company to align well with the requirements.
- Project Time Estimate  
The time estimate of the project will be ten months. It has been stipulated that the project will take eight months. It might not be possible to achieve this because of the many components that will be required in the project. There are different franchise that need to be partners in the project. All the franchise will have to be included into the project. The owners of the different franchise will have to be well aligned in the project. It is required so that there will be able to work together with the project development to have one goal (Meredith, & Mantel Jr, 2011).
- Project Budget
- Activity on Node Diagram

#### - Risk Management Process

The project will have risks that will have to be managed. Risk identification will be the first step of risk management. The identification of risks will be identified before and after the project is implemented. The risks will be identified by interviewing and researching from other web technology projects that have been undertaken in the past.

There will also be prioritizing of the risks that have been identified. It will be a process where the risks that have been identified will be prioritised in order to have ways in which to deal with the different risks that will be identified in the project.

There will be a contingency fund, which is included in the budget that will be used to manage the unexpected events in the course of the project.

#### - Project Monitoring and Control

The project will be monitored through meetings and reporting. The heads of the different technical teams will present their reports to the sponsor. This way, there will be an effective project monitoring process. There will also be change management strategy which will be used in the course of the project. It will enable the project to be achieved and enhanced with the required requirements even if there will be changes that will be experienced in the course of the project.

#### - Implementation Strategy

The project will be implemented in a pilot strategy. Some departments will be used as a pilot case where they will start using the web technology to undertake their business transactions.

#### - Summary

The project is to integrated web technologies to the business processes of Alexander deli. It will enable the company to have online transactions, thus, making them have a faster way of reaching new markets. The company intends to overhaul the business processes so that they are now done online.

#### - Recommendations

I recommend that the business and technical requirements be understood first, by the company. It will enable the company to understand and work to integrate the two together for effective technology and business amalgamation.

## **References**

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