BLG448E Project Management in Eng.

Homework 2



Customer Relationship Management

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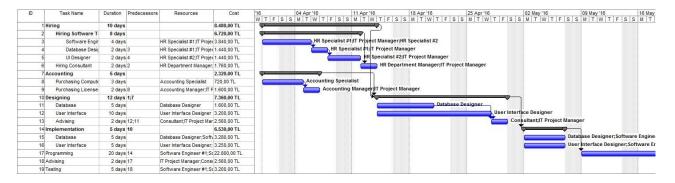
Project Definition

Customer relationship management (CRM) is an approach to managing a company's interaction with current and future customers. The CRM approach tries to analyze data about customers' history with a company, in order to better improve business relationships with customers, specifically focusing on retaining customers, in order to drive sales growth. In this project, customers' relationship of a specified bank will be investigated and processed.

Project Scope

The project will take 77 days and cost exactly 53.250 TL. HR Department, IT Department and Finance Department are the main departments who are take part in this project. 2 specialists and 1 manager from HR, 1 specialist and 1 manager from Finance and 2 engineers, 2 designers, 1 manager and 1 consultant from IT Department will be work as the parts of the project.

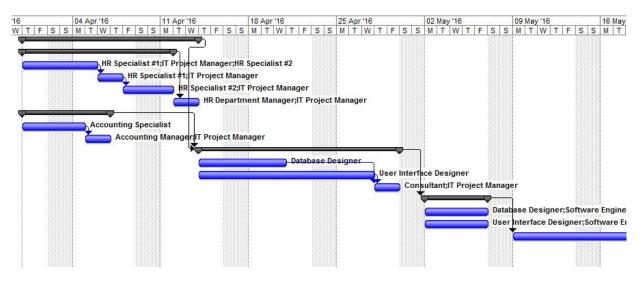
Project Schedule



Gantt Chart

ID	Task Name	Duration	Predecessors	Resources	Cost
1	Hiring	10 days			8.480,00 TL
2	Hiring Software T	8 days			6.720,00 TL
3	Software Engir	4 days		HR Specialist #1;IT Project	3.840,00 TL
4	Database Desig	2 days	3	HR Specialist #1;IT Project	1.440,00 TL
5	UI Designer	2 days	4 HR Specialist #2;IT Pro		1.440,00 TL
6	Hiring Consultant	2 days	2	HR Department Manager;	1.760,00 TL
7	Accounting	5 days			2.320,00 TL
8	Purchasing Compute	3 days		Accounting Specialist	720,00 TL
9	Purchasing License	2 days	8	Accounting Manager; IT F	1.600,00 TL
10	Designing	12 days	1;7		7.360,00 TL
11	Database	5 days		Database Designer	1.600,00 TL
12	User Interface	10 days		User Interface Designer	3.200,00 TL
13	Advising	2 days	12;11	Consultant;IT Project Mar	2.560,00 TL
14	Implementation	5 days	10		6.530,00 TL
15	Database	5 days		Database Designer;Softv	3.280,00 TL
16	User Interface	5 days		User Interface Designer;	3.250,00 TL
17	Programming	20 days	14	Software Engineer #1;So	22.800,00 TL
18	Advising	2 days	17 IT Project Manager;Co		2.560,00 TL
19	Testing	5 days	18	Software Engineer #1;So	3.200,00 TL

Schedule



Gantt Chart

Project Resources

Resource Name	Туре	First Letter	Department	Normal Salary	Extra Salary	Work Calendar
HR Specialist	Work	H	HR	50,00 TL/sa	100,00 TL/sa	Standart
IT Project Manager	Work	I	IT	90,00 TL/sa	170,00 TL/sa	Standart
HR Department Manager	Work	Н	HR	70,00 TL/sa	130,00 TL/sa	Standart
Accounting Specialist	Work	А	Fin. Dep.	50,00 TL/sa	100,00 TL/sa	Standart
Accounting Manager	Work	А	Fin. Dep.	50,00 TL/sa	100,00 TL/sa	Standart
Database Designer	Work	D	IT	40,00 TL/sa	70,00 TL/sa	Standart
User Interface Designer	Work	U	IT	35,00 TL/sa	60,00 TL/sa	Standart
Consultant	Work	С	IT	50,00 TL/sa	100,00 TL/sa	Standart
Software Engineer	Work	S	IT	30,00 TL/sa	50,00 TL/sa	Standart
Testing Engineer	Work	Т	IT	25,00 TL/sa	50,00 TL/sa	Standart
Project Manager	Work	Р	IT, Fin. Dep.	200,00 TL/sa	500,00 TL/sa	Standart
Manager Assistant	Work	М	HR, Fin. Dep.	60,00 TL/sa	100,00 TL/sa	Standart