Effort Estimation Model

Story

Segmentation:

Consultants whose day to day work is to visit client and gather necessary requirement and provide them with delivery details like timelines required, budget estimates, resources etc then this APP will help them with all those details after initial configuration.

Targeting:

This App is for consultants in service industry or any company which provide software solutions or any other related services to clients.

Positioning:

This App will help consultants to avoid multiple iterations of mails with teams, meetings with client and team members, while providing estimates as and when needed instead of referring to multiple documents and discussing with multiple people.

Point of View

User

Consultant with 25+ years of experience in software services industry

Needs a way to

- Quickly provide estimates for customer required developments.
- Estimates/Billing Rates that are going to be committed with the clients should be up to date with industry and company's standards.
- E-Mail option to send discussed estimates to colleagues & clients for further review or as proof of requirement.

Surprisingly/Because/But/So that

A handy App is needed because if at the time of meeting if those details are not available handy then has to take notes of client's requirements, send that notes to team, team will review and provide estimates and have to schedule another meeting with client to discuss revised estimates and for getting final approval.

A handy App can avoid these multiple iterations of meetings and reaching out to different teams and saves lot of time. This App can be updated by a separate team at company level and all one has to do is just enter the developments and App will give all the necessary details.

Persona

Name: Mr.K

"For me, I would like to ..."

make client meetings more fruitful by decreasing the responce time and by avoiding multiple iterations

Background:

25 years or experience in consulting services
85% Travelleing, Regular client visits, good communication skills

Job Title / Role:

Sr.Manager

JOB RESPONSIBILITIES

Main tasks and frequency:

1. Interacting with Clients on regular basis
2. Gather requirements related to software Projects.
3. Provide clients with the details like
   a. Implementation timelines
   b. Budget required
   c. Resources
4. Get the updated billing rates with respect to multiple factors

MAIN GOALS

Provide clients with necessary developments needed and the cost involved in implementing them and the timelines

PAIN POINTS

Have to reach out to team to get the details that has to be communicated to the client.
Get the latest billing and resourcing details.
Validate the information with company standards.
Multiple iterations with client

NEEDS

Needs a handy tool
Tool has to be up to date with latest billing rates
Should have an option of E-Mail

STAKEHOLDERS

Main persons in contact during work:

Clients
Senior Management

COMPETENCIES

Casual User	Power User
Proactive	Reactive
Work in team	Lone Fighter
Global focus	Local focus
Innovative	Conservative

User Experience Journey

Estimation Model

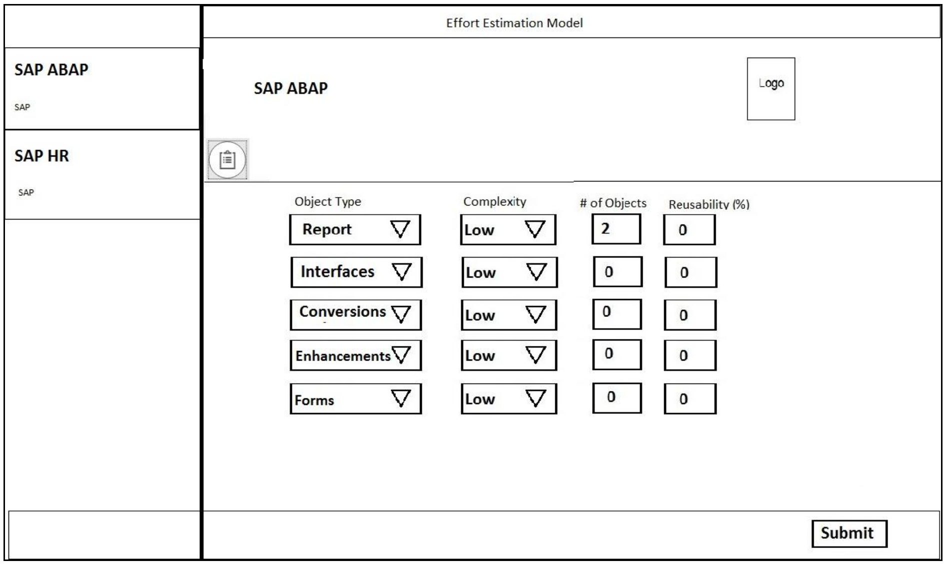
Current User Experience Journey

Duration of the Journey: 1 week

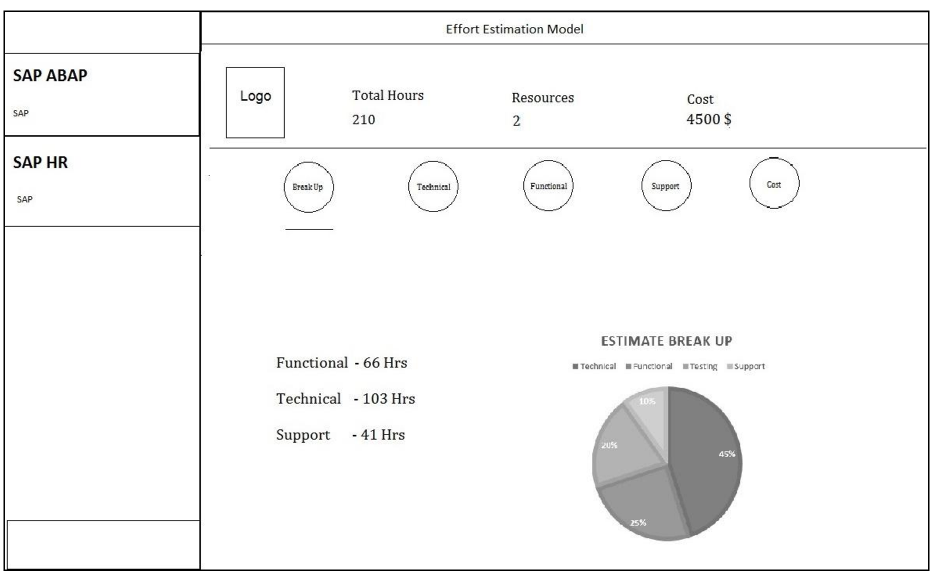
Mindset	Gather all the requirements Discuss the estimates	Another meeting with client Client adds few more requirements ☹	Send requirements to the team Another meeting ☹	Wait till the team responds back Keep the team ready	Meet client again E Mail requirements
Actions	Meet client and discuss requirements Discuss estimates and delivery dates	Take notes and email to team Take clients approval	Wait Mail the confirmation to management	Validate teams estimates Plan for resources	Schedule another meeting with client
Touch Points	End Clients Remote teams	Meetings Discounts	E-Mails Re Usability	Mobile Device	Client Approvals Management Approval

Mock Up

Screen 1:



Screen 2:



<u>Splash/Build Prototype:</u>

https://standard.experiencesplash.com:443/api/projects/9d0df56add1c1ea70ba9be20/prototype/snapshot/latest/index.html#/1458053290900_S0

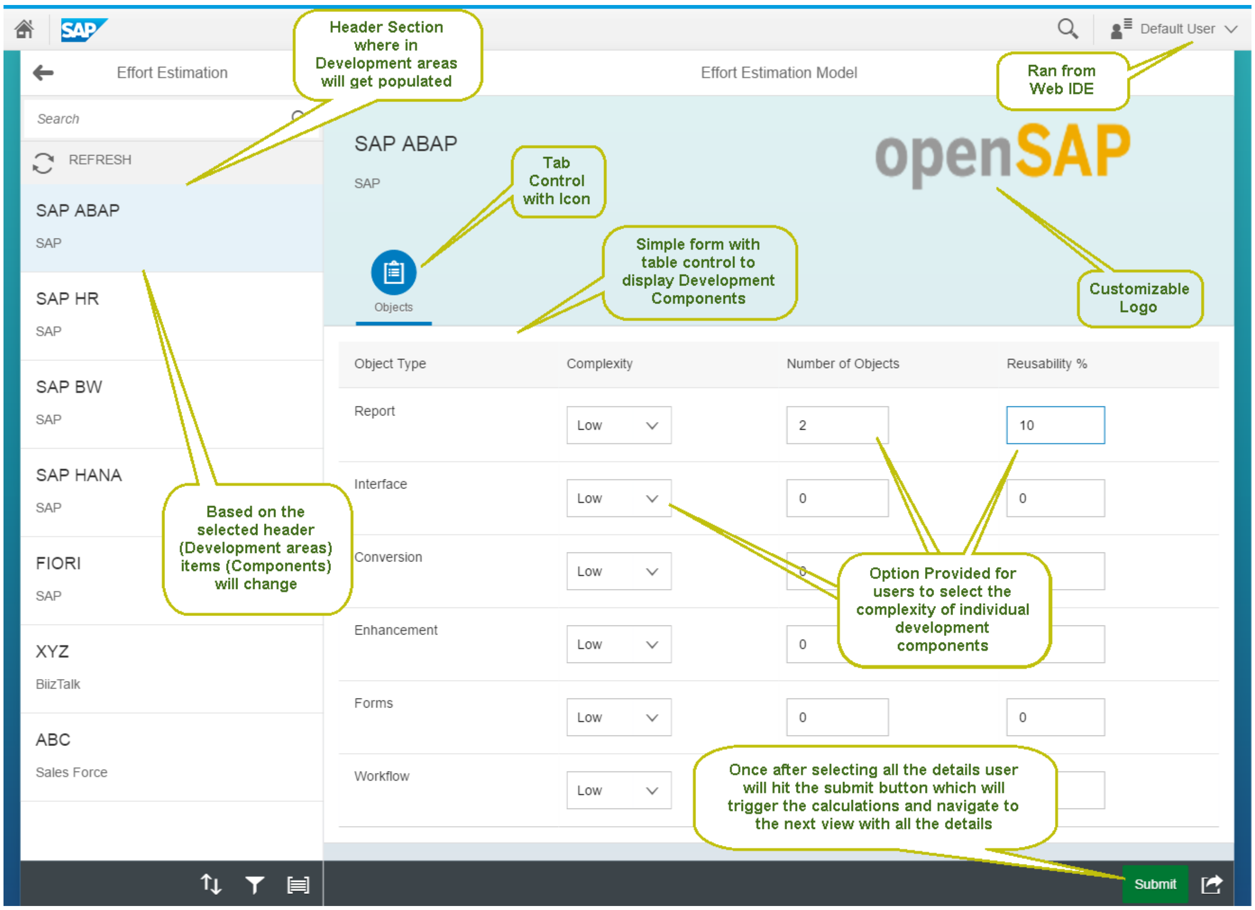
<u>Splash Study Link:</u>

https://standard.experiencesplash.com/home/projects/9d0df56add1c1ea70ba9be20/research/participant/6e29003163a128880bda9a7f

SAP Web IDE App

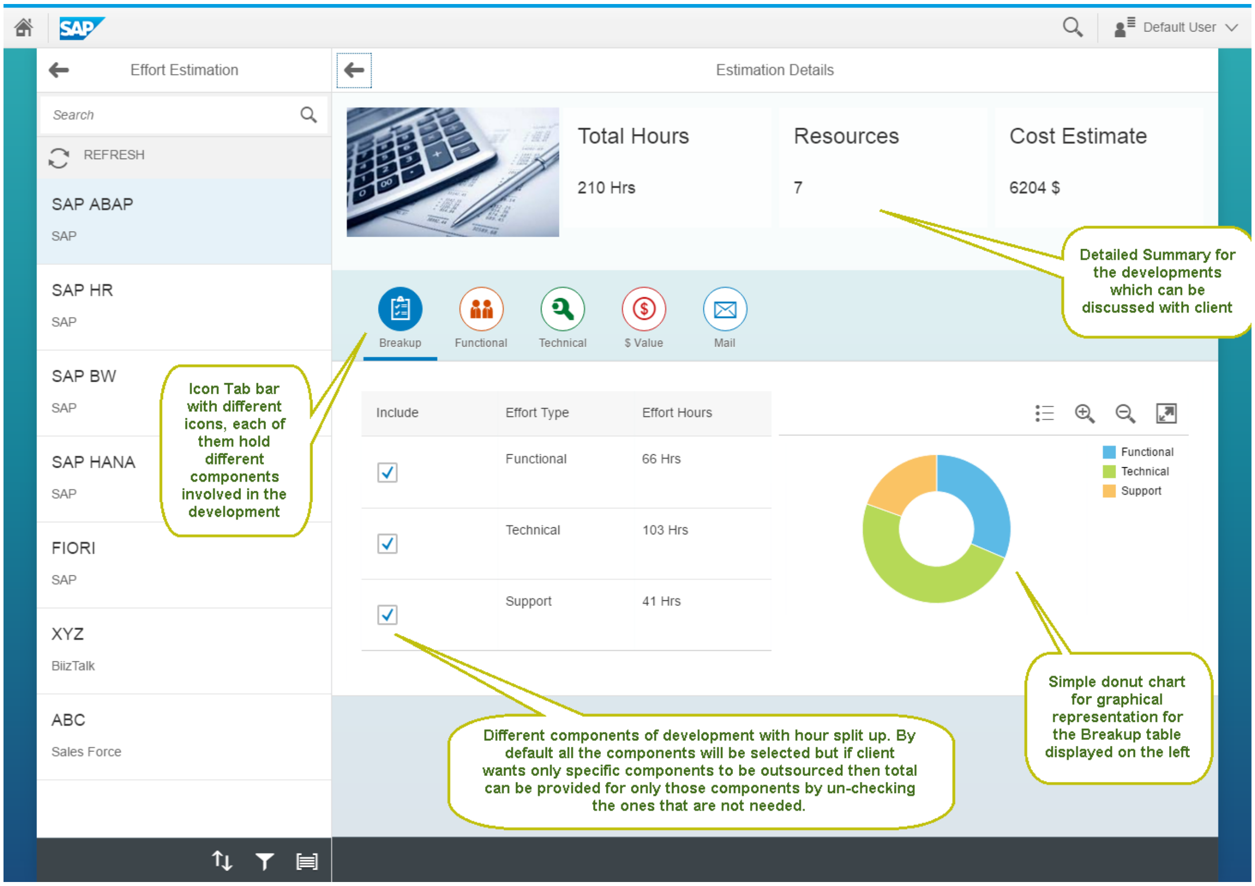
Master-Detail template has been used to achieve the design requirement.

Header table will hold different types of Development areas and Items table will hold different types of development components, along with development components Items table will also hold other parameters like Complexity, Number of Objects and Re-Usability which are used to determine the final details which will be presented in the next view.

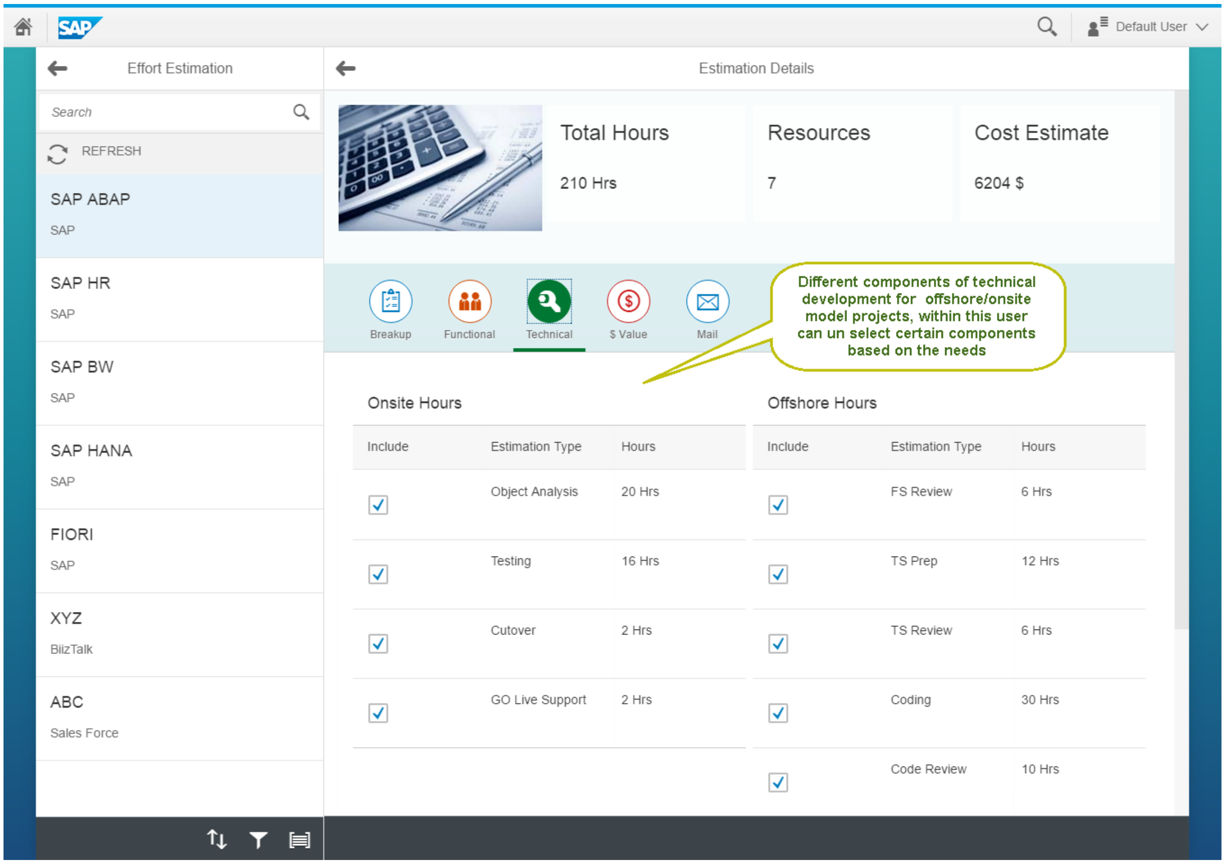


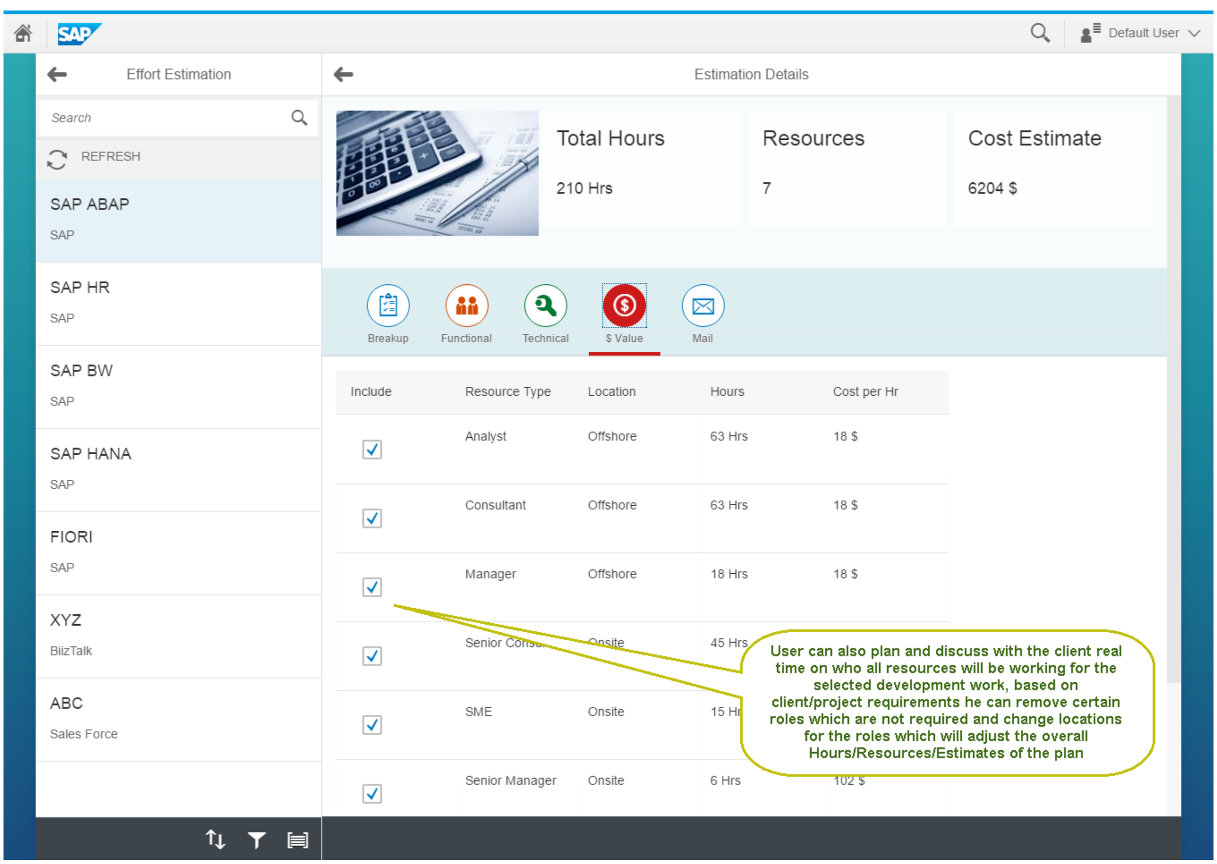
Detailed efforts of the development will be provided once after user selecting the submit button.

Detailed Efforts for the selection



User can navigate between different tabs to understand which component consumes how many hours, also user has provided with an option to un select the components that he think are not needed for the project, based on that the total hours and linked resources and cost estimates should get updated real time.


Default User
Effort Estimation
Search
REFRESH
SAP ABAP
SAP
SAP HR
SAP
SAP BW
SAP
SAP HANA
SAP
FIORI
SAP
XYZ
BiizTalk
ABC
Sales Force
Estimation Details
Total Hours
210 Hrs
Resources
7
Cost Estimate
6204 $
Breakup
Functional
Technical
$ Value
Mail
Different components of technical development for offshore/onsite model projects, within this user can un select certain components based on the needs
Onsite Hours
Include
Estimation Type
Hours
Object Analysis
20 Hrs
Testing
16 Hrs
Cutover
2 Hrs
GO Live Support
2 Hrs
Offshore Hours
Include
Estimation Type
Hours
FS Review
6 Hrs
TS Prep
12 Hrs
TS Review
6 Hrs
Coding
30 Hrs
Code Review
10 Hrs


Default User
Effort Estimation
Search
REFRESH
SAP ABAP
SAP
SAP HR
SAP
SAP BW
SAP
SAP HANA
SAP
FIORI
SAP
XYZ
BiizTalk
ABC
Sales Force
Estimation Details
Total Hours
210 Hrs
Resources
7
Cost Estimate
6204 $
Breakup
Functional
Technical
$ Value
Mail
Include
Resource Type
Location
Hours
Cost per Hr
Analyst
Offshore
63 Hrs
18 $
Consultant
Offshore
63 Hrs
18 $
Manager
Offshore
18 Hrs
18 $
Onsite
45 Hrs
SME
Onsite
Senior Manager
Onsite
6 Hrs
User can also plan and discuss with the client real time on who all resources will be working for the selected development work, based on client/project requirements he can remove certain roles which are not required and change locations for the roles which will adjust the overall Hours/Resources/Estimates of the plan

There is also an option provided to the user to email the details that has been discussed with the client or want to discuss with client or team.