PLANNING AND BUDGETING 2016

VERSION 1.0

PREPARED BY :

IT DEPARTMENT

KL SENTRAL OFFICE

15TH NOVEMBER 2015

SPS Sales & Marketing Planners

Our Vision

→To be a preferred Business Solutions Software House in Malaysia

Our Mission

→We develop Business Software, share the skill, develop networking and lead Malaysian business community for the benefit of the country.

Our Guiding Principles

→· We believe social media is a key communications tool that enables it to work forwards. Therefore we will participate actively in the society.

→· We believe that quality and business networking will drive to sales. Therefore we will proactively engage more right partners to serve business community.

→· We believe support and after sales service are vital for our business existence. Therefore we will reengineer and rejuvenate the business process.

Our Goals

A. Dealership	• To extent SPS dealership program to every state and major township.
B. Education	• To integrate and incorporate SPS in the learning process directly (embedded curriculum module) or indirectly (learning tool).
C. New Media	• To increase the number of likers / followers / subscribers in social media by 100%.
D. Media Partnership	• To collaborate with 1 media partner for each segment exclusively. i.e.: newspaper, television and radio.
E. Business Collaboration	• To engaged with at least 3 government agencies / business community.

Objectives

Our Goals	Our Objectives	Baseline	First Year	Third Year
A. Dealership	1. To increase the number of SPS dealer.	9	14	28
	2. To increase dealers participation in SPS monthly training.	1	2	2.5
	3. To increase SPS licensed sold from the dealership program.			
B. Education	1. To increase the number of SPS education engagement program with local university.	1	3	5
	2. To kick start the Train-The-Trainer program.	0	3	9
	3. To commence the SPS courses for accounting based student.	0	150	450
C. New Media	1. To increase the number of visitors/ followers / likers /	Web Visitor:4,287 Facebook: 817 Instagram: 51	Web Visitor:8,574 Facebook: 1634 Instagram: 102	Web Visitor:25,722 Facebook: 4902 Instagram: 306

	subscribers by 100% per year.	Twitter: 10 LinkedIn: 194 YouTube: 7	Twitter: 100 LinkedIn: 388 YouTube: 50	Twitter: 300 LinkedIn: 1164 YouTube: 150
	2. To maintain social media posting on weekly basis.	Once a week	Twice a week	2.5 times a week
	3. To increase the number of acknowledge user (share/repost).	0.25	2	8
	4. Increase Search Engine Optimization (SEO), page ranking & web visitor.	Google : Pg.4 (GST)	Google : Pg.2 (GST)	Google : Pg.1 (GST)
D. Media Partnership	1. To engaged printed media partner.	0	1	1
	2. To engaged TV media partner.	0	1	1
	3. To engaged radio media partner.	0	1	1
E. Business Collaboration	1. To increase bilateral relationship with Malaysian business council.	0	1	2
	2. To become a prominent partner with government related agency.	0	1	3
	3. To increase SPS partnership with business centric.	0	1	2
	4. To engaged 2, 500 entrepreneur in SPS special scheme.	0	833	2, 500

A. Dealership

Our CSF's (Critical Success Factors) & Barriers		Our Strategies
CSF's	• Higher compensation plan. • Dedicated pre-sale and after sale support. • The strength of SALIHIN brand.	**A1**. To organize monthly visit. **A2**. To organize an annual gathering for dealers. **A3**. Review and re-structure dealership compensation plan. i.e.: multi-tier basis. **A4**. To impose mandatory training program for dealer. **A5**. To impose a mandatory participation from dealer in any event organized by SPS. **A6**. To officiate a structured affiliate program in the dealership management. i.e.: Dealers are able to appoint sub-dealer with the approval from SPS management. **A7**. Review and improvise training kits and equipment for the dealers.
Barriers	• Lack of dealership commitment. • In effective and unstructured dealership channel management & program.	

B. Education

Our CSF's & Barriers		Our Strategies
CSF's	• Good bonding with the accounting faculty • Our GST, Zakat and Waqf comply with the university program. • Certain university starts to adapt multiple software to enrich student experience. • Urgency in up scaling student capacity to compete in the open job market.	• Create a module that is suitable with the student syllabus (embedded curriculum) • Implement an awareness campaign campus wide. • To hold an outreach program to provide a more in depth and practical session with the student.
Barriers	• SPS has minimal/no experience conducting the university program. • Lack of concrete preparation of physical material, i.e.; Reference book, user manual, software package for student version • Insufficient man power in conducting the university program	

C. New Media

Our CSF's & Barriers		Our Strategies
CSF's	• Keeping content fresh and relevant • Enhance the Development of a Positive Image • Shift in marketing thinking	• Send particular personnel for proper new media training. • To acquire compulsory followers/likers from the SPS/SALIHIN staff.
Barriers	• Lack of Expertise and adequate training of media relations department personnel. • Insufficient support from the	

	whole team.	

D. Media Partner

Our CSF's & Barriers		Our Strategies
CSF's	• Loyal readers/subscriber • Long lasting penetration • New business strategy	• Forming a win-win partnership basis with attractive revenue sharing proposition • Gain trust via exclusivity from each media segment • Provide extensive pre and after sales support • On time commission re-imbursement within 7 days upon receive full payment
Barriers	• Conventional minded management • SPS is relatively small and new to the industry	

E. Business Collaboration

Our CSF's & Barriers		Our Strategies
CSF's	• A large number of existing clientele • Establish branding and business network • Highly potential for cross sell	• To correlate our business propositions align with their needs and objectives. • Position our product as a value added services to the business community • Provide extensive pre and after sales support
Barriers	• Difficult to penetrate • Time consuming business process • Bureaucratic type of organization	

Our Positioning Statement

→ We believes that good product, adoption of new media technology and right business partner will drive our existence in years ahead. Therefore, we must improve and always re-assess our business strategies to ensure we didn't miss the track.

Who	Our Priority Strategies	Deliverables
HR	**C1)** Send particular personnel for proper new media training.	• To acquire and study type of training requirement for new media/social media.
Marketing Team	**A5)** To impose a mandatory participation from dealer in any event organized by SPS. **A6)** To officiate a structured affiliate program in the dealership management. i.e.: Dealers are able to appoint sub-dealer with the approval from SALIHIN top management. **D1)** Forming a win-win partnership basis with attractive revenue sharing proposition.	• To structure events calendar. • To review and propose mechanism of affiliate program. • Structured a partnership master plan and compensation plan. • Monthly assessment report.
Support Team	**B1)** Create a module that is suitable with the student syllabus (embedded curriculum).	• Review and enhance current support business process.
Partners Office	**C2)** To acquire compulsory followers/likers from the SPS/SALIHIN staff.	• Initiate emails and instruction. • Monthly participation

		report.

When	Our Monitoring Plan
Monthly	**Are we doing what we said we were going to do?** • Prepare performances report. • Monthly update status of action plan. • Post-mortem and recommendation.
Quarterly	**Are we getting the results we want to get?** • Review quarterly strategies and progress. • Access strategies impact. • Prepare the outcome status and recommendation.
Annually	**What adjustments do we need to make to our targets and our priorities?** • Review annual strategies and process. • Post-mortem and recommendation. • Change objective and re-establish priorities and action plans for incoming year.

Action Plan

Strategy:
C1) Send particular personnel for proper new media training

Objective Supported:	**1.** To increase the number of followers / likers / subscribers by 100% per year. **2.** To maintain social media posting on weekly basis. **3.** To increase the number of acknowledge user (share/repost).
Owner:	HR
Deliverables:	To acquire and study type of training requirement for new media/social media.

Due Date:		**Person-Days:**	**3**	**Total Costs:**	**RM 36, 000**

Action Step	Who	Due	Person-Days	Costs
1. Assemble training information	HR Dept.	31 Jan.	1	-
2. Send for training	New Media Team	15 Feb.	3	3 = RM 6, 000
3. Create new media promotion program	New Media Team	1 Jan.	3	RM 30, 000
4. Assessments	Marketing	Monthly/Quarterly	2	-
5. New media performance report	Marketing / Partners Office	Monthly/Quarterly	1	-

Strategy:
A5) To impose a mandatory participation from dealer in any event organized by SPS

Objective Supported:	1. To increase SPS licensed sold from the dealership program.
Owner:	Marketing Team
Deliverables:	To structure events calendar.

Due Date:		**Person-Days:**	**3**	**Total Costs:**	**RM 28, 800**

Action Step	Who	Due	Person-Days	Costs
1. Create study planning	Marketing Team	15 Jan.	1	-
2. Table list of events and costs	Marketing	31 Jan.	1	-

	Team			
3. Execute programs	Marketing Team	Whole year	3	RM 28, 800
4. Assessments	Marketing Team	Monthly/Quarterly	1	-
5. Dealership programs report	Marketing Team	Monthly/Quarterly	2	-

Strategy:
A6) To officiate a structured affiliate program in the dealership management.
i.e.: Dealers are able to appoint sub-dealer with the approval from SALIHIN top management.

Objective Supported:	1. To increase the number of SPS dealer.
Owner:	Marketing Team
Deliverables:	To review and propose mechanism of affiliate program.

Due Date:		**Person-Days:**	**3**	**Total Costs:**	**-**

Action Step	Who	Due	Person-Days	Costs
1. Information gathering	Marketing Team	15 Jan.	1	-
2. Develop affiliate programs	Marketing Team	20 Jan.	1	-
3. Propose to management	Marketing Team	1 Feb.	3	-
4. Implement affiliate strategy	Marketing Team	Monthly/Quarterly	1	-
5. Produce report of results	Marketing Team	Monthly/Quarterly	2	-

Strategy:
D1) Forming a win-win partnership basis with attractive revenue sharing proposition

Objective Supported:	1. To engaged printed media partner. 2. To engaged TV media partner. 3. To engaged radio media partner.
Owner:	Marketing Team
Deliverables:	• Structured a partnership master plan and compensation plan. • Monthly assessment report.

Due Date:		**Person-Days:**	**3**	**Total Costs:**	**-**

Action Step	Who	Due	Person-Days	Costs
1. Create study planning	Marketing Team	10 Jan.	1	-
2. Table list of potential accounts and business strategy	Marketing Team	25 Jan.	1	-
3. Execute programs	Marketing Team	Whole year	3	-
4. Assessments	Marketing Team	Monthly/Quarterly	1	-
5. Dealership programs report	Marketing Team	Monthly/Quarterly	2	-

Strategy:
B1) Create a module that is suitable with the student syllabus (embedded curriculum)

Objective Supported:	1. To increase the number of SPS education engagement program with local university. 2. To commence the SPS courses for accounting based student.
Owner:	Support Team
Deliverables:	To prepare student syllabus and structured exam questions.

Due Date:		**Person-Days:**	**15**	**Total Costs:**	**RM 30, 000**

Action Step	Who	Due	Person-Days	Costs
1. Study and cross reference with other modules	Marketing and Development Team	10 Jan.	8	-
2. Assign each particular module to each department	Development / Support and Marketing Team	15 Jan.	15	-
3. Consolidate and present to management for approval	Development and Marketing	1 Feb.	8	RM 30, 000
4. Review and assessment based on the feedback either internal or external	Marketing Team	Monthly/Quarterly	1	-
5. Reports	Marketing Team	Monthly/Quarterly	1	-

Strategy:
C2) To acquire compulsory followers/likers from the SPS/SALIHIN staff

Objective Supported:	1. To increase the number of followers / likers / subscribers by 100% per year. 2. To increase the number of acknowledge user (share/repost). 3. Increase Search Engine Optimization (SEO) and page ranking.
Owner:	Partners Office
Deliverables:	• Initiate emails and instruction. • Monthly participation report.

Due Date:		**Person-Days:**		**Total Costs:**	**-**

Action Step	Who	Due	Person-Days	Costs
1. Information gathering on SALIHIN staff new media account	Marketing Team	10 Jan.	4	-
2. Develop a structure plan	Marketing Team & Partners office	15 Jan.	4	-
3. Present and get approval	Marketing Team & Partners office	1 Feb.	2	-
4. Execute	Marketing Team & Partners office	Monthly/Quarterly	4	-
5. Monitor, access and reporting	Marketing Team &	Monthly/Quarterly	4	-

	Partners office			

SPS Software Development Planners

OUR GOALS

a. SPS customization (POS, masjid, student version, cashbook, micro business etc)	To customize existing SPS for selected customers.
b. Mini ERP (SAGA compliance software)	Develop new modules to expand SPS into bigger market client in the area of SAGA compliance accounting software
c. Mini ERP (Manufacturing account and Bill of Material software)	Develop new modules to expand SPS into bigger market client in the area of manufacturing account
d. SPS new enhancements	To continues develop fresh new enhancement in maintaining warm relation with users.
c. Maintain and support and customize existing Salihin Software (SPS)	Maintain good relation with the existing customers through good technical support and continues development for a better look and feel user friendly software.

OUR OBJECTIVES

CRITICAL SUCCESS FACTOR

POSITIONING STATEMENTS

ACTION PLAN 1

	Goal	A. SPS Customization				
	Objective	A-1 to customize SPS for TEKUN.				
	CSF	High volume of macro business under TEKUN, Amanah Ikhtiar, Mara and BSN.				
	Barriers	Close sector with very minimum software player. Very high volume of users.				
No	Strategies	Deliverables	Who	Equipment / Tools	Duration	Cost
1	Feasibility study To study the macro business accounting software requirements. To study the parent company requirements To study the implementation plan	System Requirement Specification	Support			
2	Develop prototype of	Prototype	Support and			

	Tekun macro business Accounting Software.		Developers			
3	Database design and User manual	Entity Relationship Diagram (ERD) and User Manuals	Support and Developers			
4	Coding	Source Code	Developers			
5	Testing and Fixing	Test result	Business Expert, Support and Developers			
6	Implementation	Implementation plan	Support and Developers			
7	User Acceptance Test	Project commissioning				
8	Support		Support and Developers			
	Totals					

ACTION PLAN 2

	Goal	**A. SPS Customization**				
	Objective	A-2 to customize SPS for student version.				
	CSF	Potential growth together with local university.				
	Barriers	Close sector with very minimum software player.				
No	**Strategies**	**Deliverables**	**Who**	**Equipment / Tools**	**Duration**	**Cost**
1	Feasibility study To study the students requirements and win-win licensing approach. To study a prevention of illegal copies. To study the requirements of set basic data for student and online exam.	System Requirement Specification	Developers			
2	Develop prototype of student version Accounting Software.	Prototype	Support and Developers			
3	Database design and User manual	Entity Relationship Diagram (ERD)	Support and Developers			

		and User Manuals				
4	Coding	Source Code	Developers			
5	Testing and Fixing	Test result	Business Expert, Support and Developers			
6	Implementation	Implementation plan	Support and Developers			
7	User Acceptance Test	Project commissioning				
8	Support		Support and Developers			
	Totals					

ACTION PLAN 3

	Goal	A. SPS Customization				
	Objective	A-3 to customize SPS for masjid.				
	CSF	Potential growth together with Usim in local and international masjid.				
	Barriers	Close sector with very minimum software player.				
No	Strategies	Deliverables	Who	Equipment / Tools	Duration	Cost
1	Feasibility study To study the masjid requirements and develops masjid financing expert within the firm	System Requirement Specification	Support			
2	Develop prototype of Fund Accounting Software.	Prototype	Support and Developers			
3	Database design and User manual	Entity Relationship Diagram (ERD) and User Manuals	Support and Developers			
4	Coding	Source Code	Developers			
5	Testing and Fixing	Test result	Business Expert, Support and Developers			
6	Implementation	Implementation plan	Support and Developers			
7	User Acceptance Test	Project commissioning				
8	Support		Support and Developers			
	Totals					

ACTION PLAN 4

	Goal	B. Accounting Software for Government Agencies				
	Objective	B-1 to develop SAGA compliance software				
	CSF	Our findings shows that 600 government agencies are still using non SAGA compliance software.				
	Barriers	Minimal budget for accounting software range around RM50k per annum. Knowledge competencies in accounting software for government agencies.				
No	Strategies	Deliverables	Who	Equipment / Tools	Duration	Cost
1	Feasibility study To study the industry requirements and develops industry expert within the firm	System Requirement Specification	Support			
2	Develop prototype of SAGA compliance accounting software.	Prototype	Support and Developers			
3	Database design and User manual	Entity Relationship Diagram (ERD) and User Manuals	Support and Developers			
4	Coding	Source Code	Developers			
5	Testing and Fixing	Test result	Business Expert, Support and Developers			
6	Implementation	Implementation plan	Support and Developers			
7	User Acceptance Test	Project commissioning				
8	Support		Support and Developers			
	Totals					

ACTION PLAN 5

	Goal	C. Manufacturing Accounting Software				
	Objective	C-1 to develop Bill of Materials (BOM) software				
	CSF	Our findings shows that 80 companies under DRB Hicom groups are still using excel to produce costing and project financing.				
	Barriers	Close sector with very minimum software player. Knowledge competencies in manufacturing accounting software and Bill of Quantity (BOM) costing method.				
No	Strategies	Deliverables	Who	Equipment / Tools	Duration	Cost
1	Feasibility study To study the industry requirements and develops industry expert within the firm	System Requirement Specification	Support			
2	Develop prototype of Bill of Material software.	Prototype	Support and Developers			
3	Database design and User manual	Entity Relationship Diagram (ERD) and User Manuals	Support and Developers			
4	Coding	Source Code	Developers			
5	Testing and Fixing	Test result	Business Expert, Support and Developers			
6	Implementation	Implementation plan	Support and Developers			
7	User Acceptance Test	Project commissioning				
8	Support		Support and Developers			
	Totals					

ACTION PLAN 6

	Goal	D. SPS new enhancements To continues develop fresh new enhancement in maintaining warm relation with users.				
	Objective	D-1. To reduce system problems due to human errors.				
	CSF					
	Barriers	Knowledge competencies among IT graduates.				
No	**Strategies**	**Deliverables**	**Who**	**Equipment / Tools**	**Duration**	**Cost**
1	Feasibility study A-1-1 collect and study human errors, patterns and factors.	System Requirement Specification	Support			
2	Develop prototype A-1-2 design a new mechanism to detect human errors. A-1-3 develop an artificial intelligent module that is able to assist suggestion of input.	Prototype	Support and Developers			
3	Database design and User manual	Entity Relationship Diagram (ERD) and User Manuals	Support and Developers			
4	Coding A-1-4 develop a module to check and balance between data entry and report produced.	Source Code	Developers			
5	Testing and Fixing	Test result	Business Expert, Support and Developers			
6	Implementation	Implementation plan	Support and Developers			
7	User Acceptance Test	Project commissioning				
8	Support		Support and Developers			
	Totals					

ACTION PLAN 7

	Goal	D. SPS new enhancements To continues develop fresh new enhancement in maintaining warm relation with users.				
	Objective	D-2. To develop a new module to communicate with other POS or accounting system.				
	CSF					
	Barriers	knowledge competencies among IT graduates.				
No	Strategies	Deliverables	Who	Equipment / Tools	Duration	Cost
1	Feasibility study Feasibility study to import data from GAF file.	System Requirement Specification	Support			
2	Develop prototype	Prototype	Support and Developers			
3	Database design and User manual	Entity Relationship Diagram (ERD) and User Manuals	Support and Developers			
4	Coding	Source Code	Developers			
5	Testing and Fixing	Test result	Business Expert, Support and Developers			
6	Implementation	Implementation plan	Support and Developers			
7	User Acceptance Test	Project commissioning				
8	Support		Support and Developers			
	Totals					

ACTION PLAN 8

	Goal	**E. SPS Maintenance and support**				
	Objective	E-1 Continues SPS development and support				
	CSF					
	Barriers					
No	**Strategies**	**Deliverables**	**Who**	**Equipment / Tools**	**Duration**	**Cost**
1	Programming and software problem fixing activities	Software Updates	Developers			
2	Monthly update	Compiled Software Update	Developers			
3	Support					
	Totals					

MONITORING

When	Our Monitoring Plan
Monthly	Make notations within a checklist accomplishing tasks is it complete or pending.
Quarterly	Manager Do proper dateline to make sure person in charge success with the plan
Annually	Identify the barriers and critical success, provide customer extreme value and serve over everything

OUR GOALS	
A. AFTER SALES SUPPORT	Provide a warranty, guarantee, upgrade and support on maintenance of the software product. Meet the customer demand and satisfaction. Awareness on how important of each SPS modules.
B. SOFTWARE	To ensure the software run smoothly. Every modules is properly function. To ensure the quality of the product.
C. TRAINING	Provide a product knowledge training for staff and also for a customers.

A. AFTER SALES SUPPORT

OUR OBJECTIVES	OUR CSFs	BARRIERS		OUR STRATEGIES
1) Achieve target on problem solving based on "targeted time".	We are good in time management skills.	• Lack of understanding on the issues arises.	A1 A2	• Proper documenting in problem activity log. • Support team need to upgrade the product knowledge level.
2) Achieve target to minimize the volume on arising matters.	Wide understanding of the product/software.	• Lack of understanding & communication	A3 A4	• Development team and support need to communicate & supporting each other's. • Multiple communication channel.
3) Achieve target in improving response time to customer complaints.	Committed in serving customer request.	• Limited of the expert person to handle some of the main topic such as GST. • Lack of understanding on decision making.	A5 A6 A7	• To identify the problem indicator. • Logging and keeping records of customer/employee queries • Prepare a response time schedule.
4) Reorganize documenting troubleshooting and problem resolution steps.	Wide understanding of the product/software.	• No troubleshoot script to be referred. • No user manual book.	A8 A9	• Preparing the user manual book • Preparing the troubleshoot script

B. GOALS: SOFTWARE

OUR OBJECTIVES	OUR CSFs	BARRIERS		OUR STRATEGIES
1) Upgrade skills in testing & fixing faulty equipment.	• Qualified team in various of knowledge	• No testing schedule • No user acceptance test (UAT FORM)	B1 B2	• Prepare schedule for testing purpose. • Prepare UAT Form to testers.
2) To ensure the product installer is installed by latest version.	• Product packaging with latest version	• SPS Installer need to be reinstalls due to the ad-hoc changes in upgrade version	B3	• Cooperate with development team to ensure the schedule release of latest folder

C. TRAINING

OUR OBJECTIVES	OUR CSFs	BARRIERS		OUR STRATEGIES
1) Increase average participation in product training.	• Provide training twice a week	• Lack of training participant.	C1 C2 C3	• Training schedule must be publish in website • Do cross-checked the client details either they have come for training or not • Presenter/Speaker profile
2) To be a professional trainer of the product.	• Wide understanding of the product/software.	• Lack of product trainer. • Some of the questions sometimes need an expertise to backup	C4	• Provide training to staff in order to increase the number of professional trainer.
3) Provide an effective training.	• Strategic place and exclusive training room. • Flexible training schedule.	• Poor internet connection. • Different background knowledge among customers	C5 C6	• Dynamic presentation skills • Need to upgrade our internet connection.

OUR POSITIONING STATEMENT

We believes that good product, adoption of new media technology and right business partner will drive our existence in years ahead. Therefore, we must improve and always re-assess our business strategies to ensure we didn't miss the track.

Who		Our Priority Strategies	Deliverables
Support & development	B1 B2	Preparing a proper schedule for testing purpose. Preparing the UAT Form to testers.	Testing Schedule & Reports
Support & Development	A7 A5 A1	Preparing a response time schedule. To identify the problem indicator. Preparing proper documenting in problem activity log.	Support Strategy & Plan Report
Support	C3 A2 C4 A3 A4	Provide training to staff in order to increase the number of professional trainer. Support Team need to upgrade the product knowledge level. Need to upgrade our internet connection. Development team and support need to communicate & supporting each other's. Multiple communication channel.	Assign mentors Training Syllabus Networking Plan
Support & Development	A8 A6 A9	Preparing the user manual book Logging and keeping records of customer/employee queries Preparing the troubleshoot script	Study group sessions Support Strategy & Plan

When	Our Monitoring Plan
Daily	• Support team are required to check an email and check the problem log status daily. • Support team also need to update the daily record of SPS Installer and error log in SPS Helpdesk. • Login helpdesk daily.
Weekly	• Support team will conduct the Brainstorming/meeting to discuss and plan immediate action plan needed. Its will be implemented to make sure that all the arising matters is solved. • Keep update the SPS Dealer on any new enhancement.
Monthly	• Support team will documenting all the reports of SPS Installer Report, Latest Customer Details (Manual Filing & System) and also all the problem log. • Support team also need to conduct a meeting with development team to ensure all the enhancement updates and discuss on any arising matters.
Annually	• Review progress for the year and restructure action plan for the next year. • Check and update clients for SPS Support Renewal.

ACTION PLAN 1

Strategy	B1: Preparing a proper schedule for testing purpose. B2: Preparing the UAT Form to testers.

Objectives Supported	Software: Upgrade skills in testing & fixing faulty equipment. Software: To ensure the product installer is installed by latest version.
Owner	Software Development Team & Support Team
Deliverables	Testing Schedule & Reports

Due Date		Person-Days	5	Total Cost	RM 300

Action Step	Who	Due	Person-Days	Costs
1. Develop User Acceptance Test Form	Software & Support Team	October 2015	1	
2. Approval from Software Leader	HOD (IT)	Every month	1	
3. Implement Testing Phase to End Users	Support Team	Every month	3	RM300
4. Produce testing report of results	Support Team	Every month	1	

ACTION PLAN 2

Strategy	A7: Preparing a response time schedule. A5: To identify the problem indicator. A1: Preparing proper documenting in problem activity log.

Objectives Supported	After Sales Support: Achieve target in improving response time to customer complaints. After Sales Support: Achieve target on problem solving based on "targeted time".
Owner	Support Team
Deliverables	Support Strategy & Plan

Due Date		Person-Days	3	Total Cost	

Action Step	Who	Due	Person-Days	Costs
1. Identify the types of support	Software & Support Team	End of November	3	NA
2. Plan for the response time schedule	Software & Support Team	October 2015	1	NA
3. Approval from HOD & Software Team	HOD	December 2015	1	NA
4. Implement the response time (publish in website)	Support Team & Multimedia Team	December 2015	1	NA
5. Produce report & summarize of results	Support Team	Every week	1	NA

ACTION PLAN 3

Strategy	C3: Provide training to staff in order to increase the number of professional trainer. A2: Support Team need to upgrade the product knowledge level. C4: Need to upgrade our internet connection. A3: Development team and support need to communicate & supporting each other's. A4: Multiple communication channels.

Objectives Supported	After Sales Support: Achieve target to minimize the volume on arising matters. Training: Increase average participation in product training. Training: To be a professional trainer of the product. Training: Provide an affective training
Owner	Support Team
Deliverables	Assign mentors, Training Syllabus , Networking Plan

Due Date		Person-Days		Total Cost	

Action Step	Who	Due	Person-Days	Costs
1. Restructure Training Module	Software & Support Team	End of November 2015		
2. Conduct SPS Product Knowledge for staff and client (Internal & External)	Support Team and Management	1st week of December 2015	30	
3. Re-schedule Training & Publish (website)	Support & Multimedia	End of November 2015		
4. Upgrade and backup internet connection.	Management	End of December		RM3,000.00
5. Approval to buy an internet broadband for SPS , portable projector for demo/training	Management	December		RM 3,500.00

ACTION PLAN 4

Strategy	A8: Preparing the user manual book A6: Logging and keeping records of customer/employee queries A9: Preparing the troubleshoot script

Objectives Supported	After Sales Support: Reorganize documenting troubleshooting and problem resolution steps.
Owner	Support Team
Deliverables	Study group sessions , Support Strategy & Plan

Due Date		Person-Days		Total Cost	

Action Step	Who	Due	Person-Days	Costs
1. Outline the user manual topic	Software & Support Team	End of November	5	
2. Outline the FAQ for troubleshoot script	Support Team	Quarterly	1	NA
3. Close monitor the SPS Helpdesk system	Software & Support Team	Every day	1	NA
4. Study the pattern of question and problem occurs	Support Team	On-going	4	
5. Upgrade knowledge and skills	Software & Support Team	Every week	7	