

# **Project Outsource**

Project Management (PM) Plan

### Connecting People with Solutions

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### **Executive Summary**

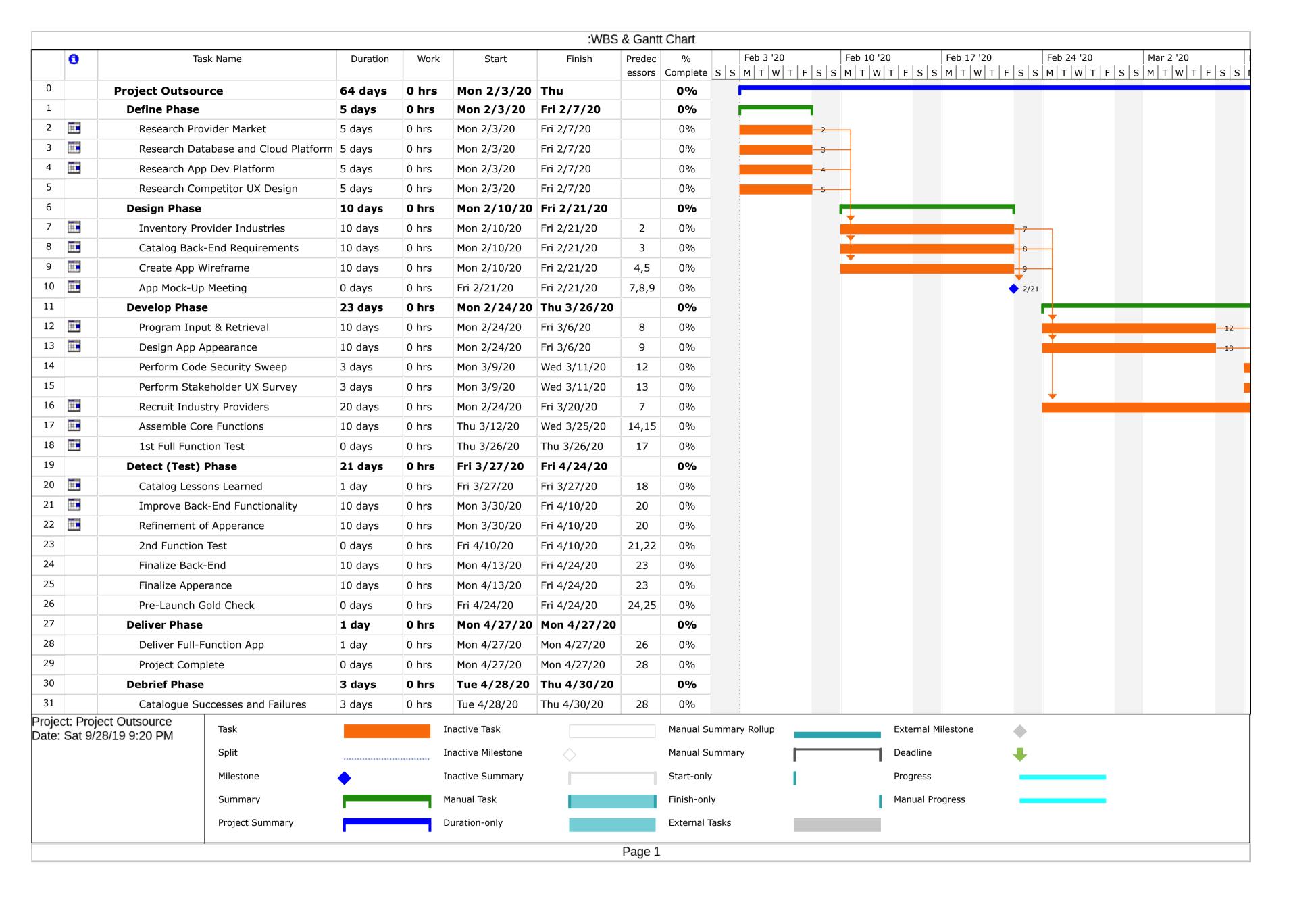
This Section was deleted as it involved a real world business plan which is not approved for public posting at this time. The following is from the MS Word template directions on Executive Summaries:

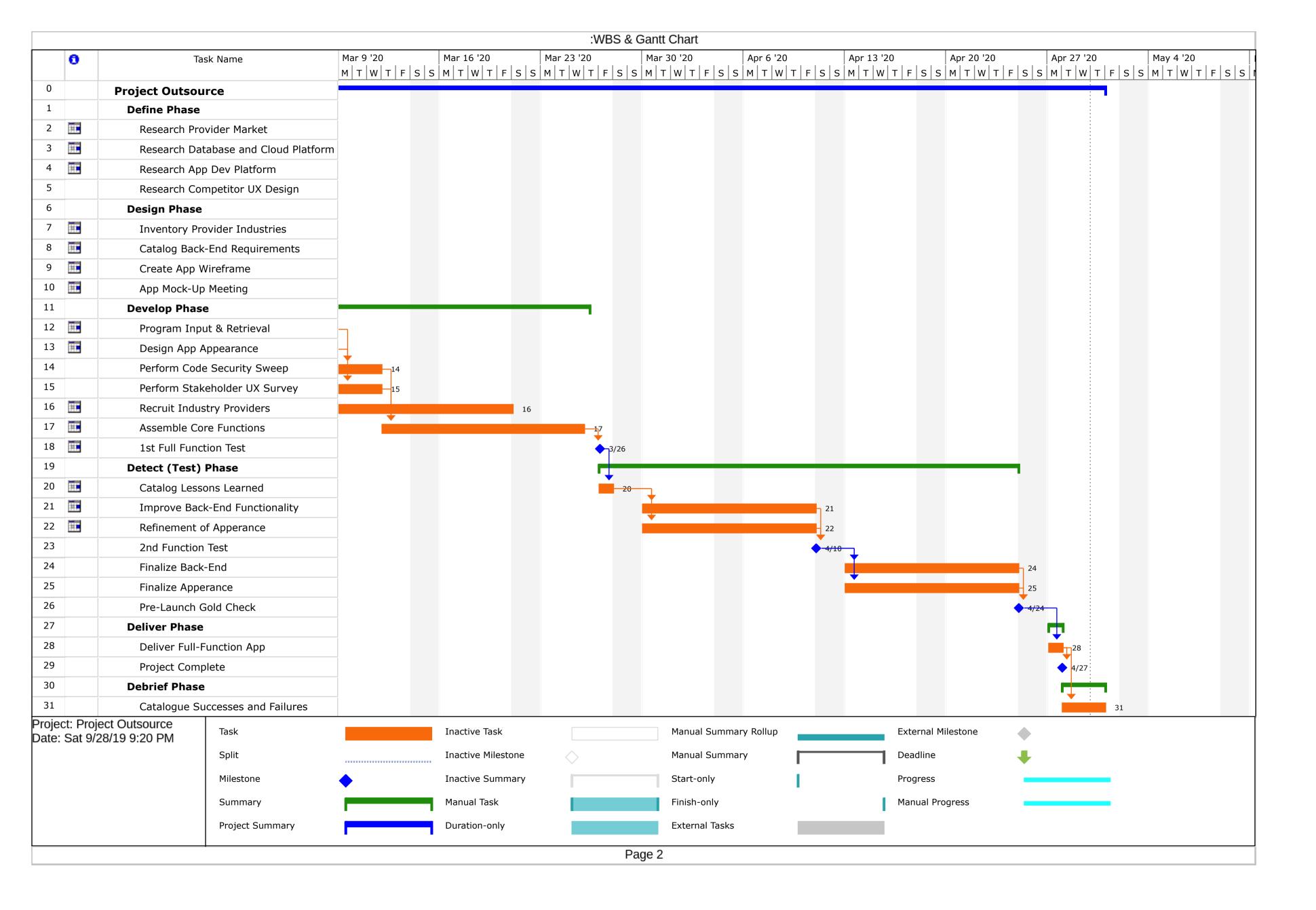
If the business requires outside investment or external investors, include how much is needed, how it will be used, and how it will make the business more profitable. Think of this section as the first thing a potential investor reads, thus, it must capture their interest quickly. Suggested headings to organize this business plan include the following.

- Opportunity: What problem will the business solve?
- Mission: What problem will the business solve?
- Solution: How will the service uniquely solve the problem identified?
- Market focus: What market and ideal customers will the business target?
- Competitive advantage: How does the business intend to succeed against its competitors?
- Ownership: Who are the major stakeholders in the company?
- Expected returns: What are the key milestones for revenue, profits, growth, and customers?

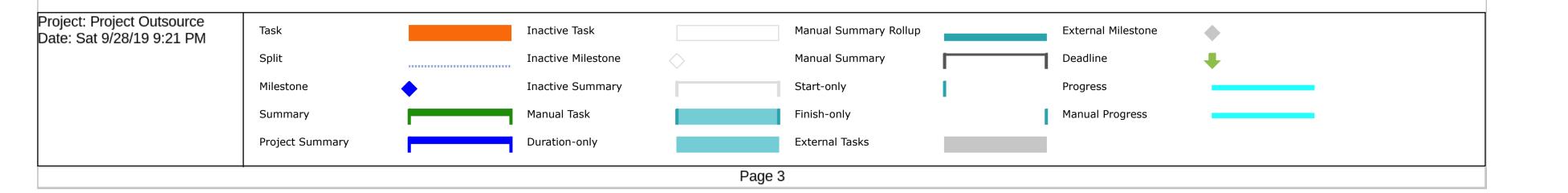
Greifeneder, R., Scheibehenne, B., & Kleber, N. (2010). Less may be more when choosing is difficult: Choice complexity and too much choice. Acta Psychologica, 133(1), 45–50. https://doiorg.oc/lc.fullsail.edu/10.1016/j.actpsy.2009.08.005

Frustration finding services to solve problems					_ /	Budget, salaries, and cloud
riustration finding services to solve problems	4.01: 1:			8. Constraints		Service provider cooperation
Connect consumers with providers	1. Objective					User and platform quality
Alleviate frustration, reduce miscommunication	n				,	Provider proactivity
Low overhead cost & fast ROI				9. Assumptions		Cloud platform uptime
Website compatibility & easy implementation	4. Description & Requirements					Not involved in contracts
(Greifeneder, 2010)						Platform Guidelines
Continual user and client benefit				10. Industry Standards		Design and UX
Volume based profit with expansion	5. Value					Concrete Dev Method
(Maxwell, 2018, p.213)	Propositions	2.	finition Mind Map Outsource g people with solutions		/	100 4-Star reviews in 6 mo.
Sean Austin Davis: PM				11. Success		1000 App purchases Y1
Front-End Developer				Criteria		200 solved problems 4 mo.
Back-End Developer	6. Stakeholders (Core Team)					(Verzuh, 2016). [Chapter 4]
Database-Engineer						Base function framework
\$120,000 Budget			By: Sean Davis 9-7-2019	12. Deliverables		Full featured release
4 Month development cycle	7. Scope		PTM	40.0		
(Mazareanu, 2019)	Statement			13. Project Start & Finish Dates		2/1/2020 - 6/10/2020

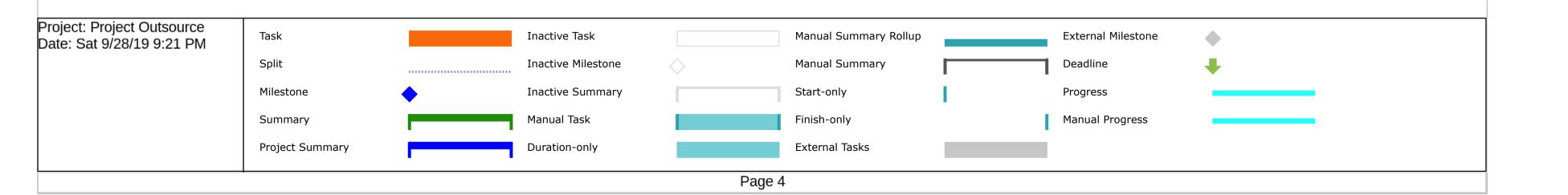




	:WBS & Gantt Chart												
0	Task Name	Duration	Work	Start	Finish	Predec	%		Feb 3 '20	Feb 10 '20	Feb 17 '20	Feb 24 '20	Mar 2 '20
						essors	Complete	s s	M T W T F S S	M T W T F S S	MTWTFS	S   M   T   W   T   F   S	S M T W T F S S
32	Project Management	64 days	0 hrs	Mon 2/3/20	Thu 4/30/20		0%						
33	PLOMing	64 days	0 hrs	Mon 2/3/20	Thu 4/30/20		0%						
34													
35													



				:WBS &	Gantt Chart					
ð	Task Name	Mar 9 '20 M   T   W   T   F   S   S	Mar 16 '20   M   T   W   T   F   S   S	Mar 23 '20   S   M   T   W   T   F   S	Mar 30 '20   S   M   T   W   T   F   S   S	Apr 6 '20 M   T   W   T   F   S   S	Apr 13 '20   M   T   W   T   F   S   :	Apr 20 '20   S   M   T   W   T   F   S   S	Apr 27 '20   M   T   W   T   F   S   S	May 4 '20   M   T   W   T   F   S   S
32	Project Management									
33	PLOMing								33	
34										
35										

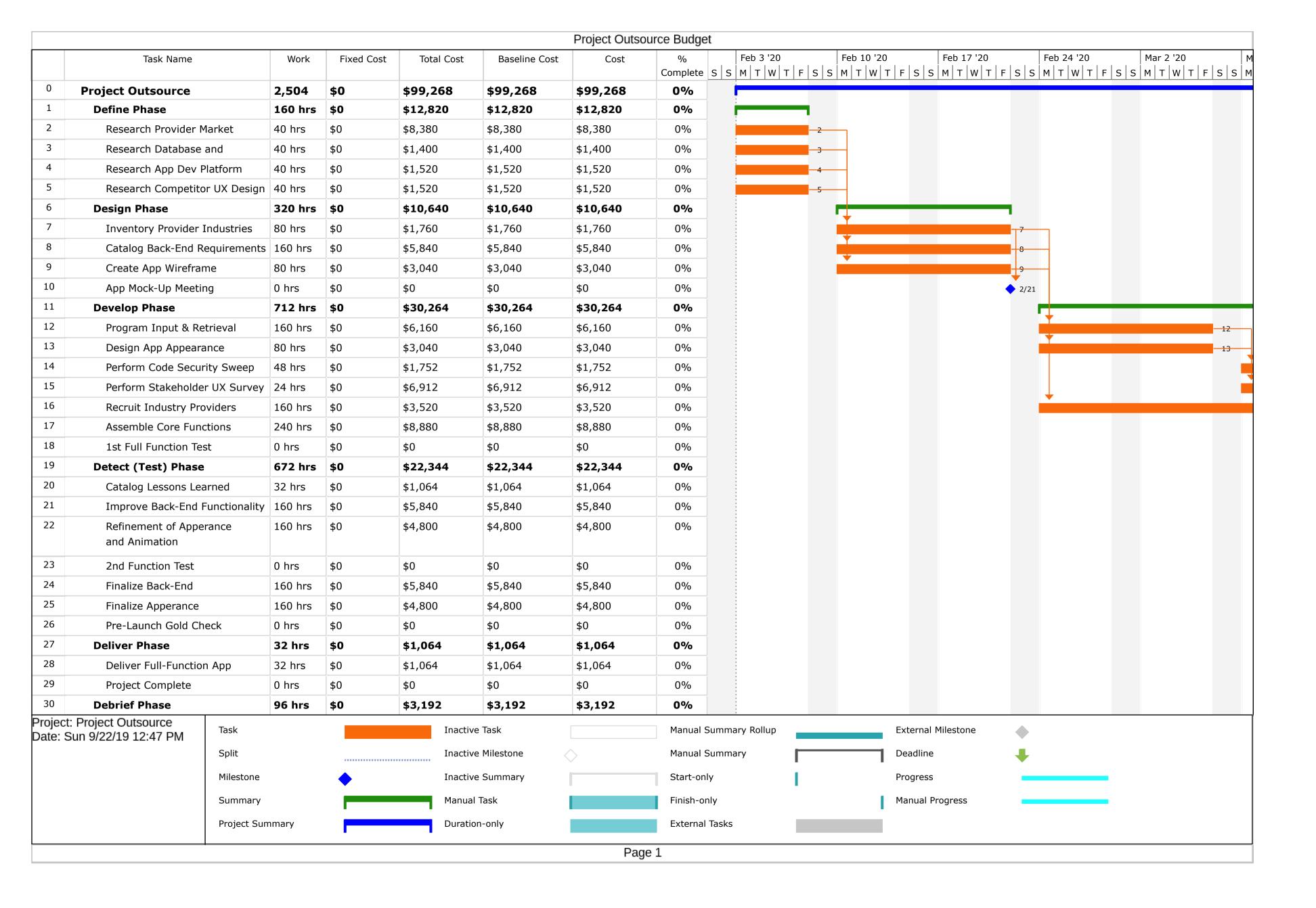


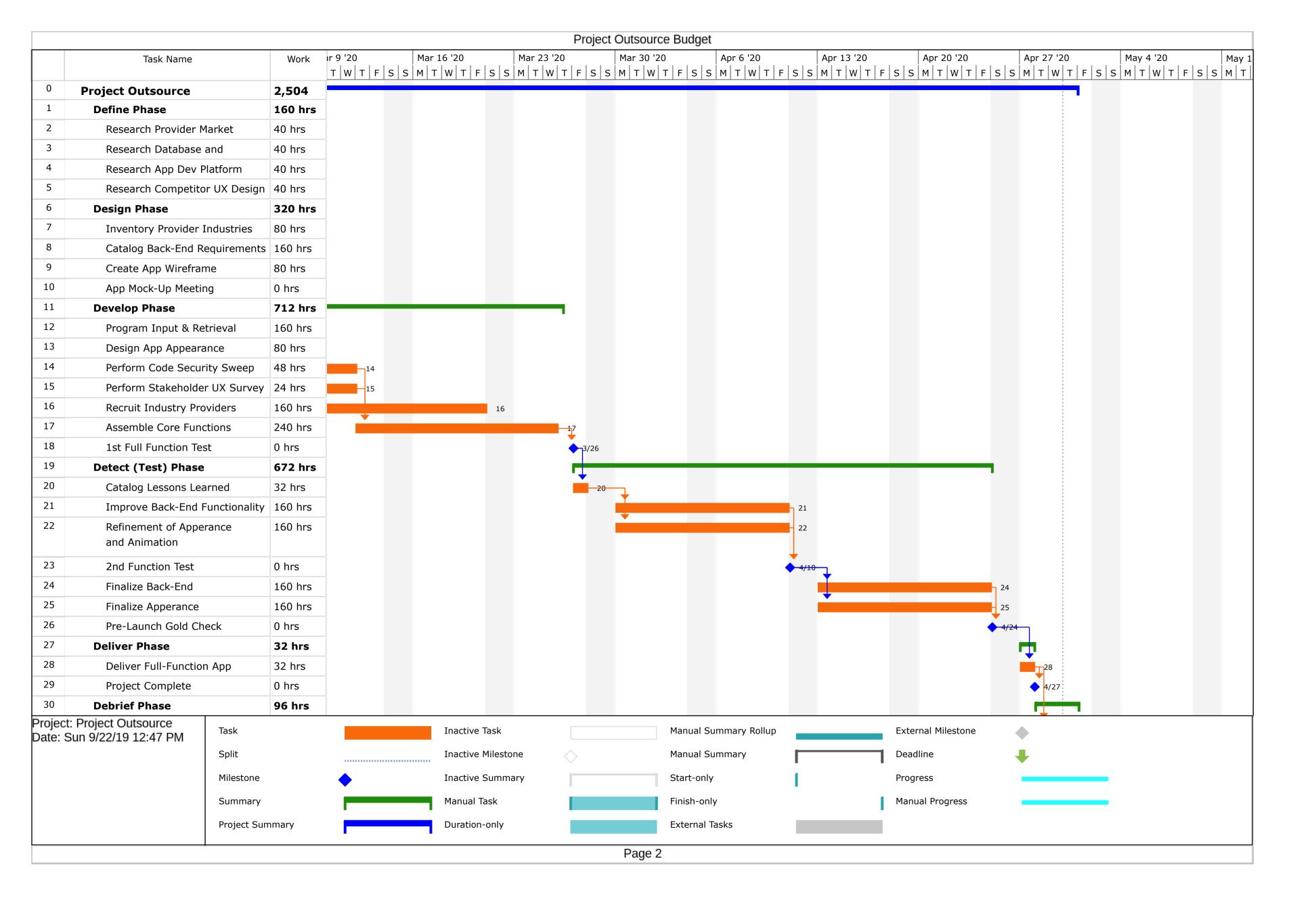
### **Project Outsource Risk Management Plan**

ID#	Risk	Assigned To	<b>Likelihood</b> Select from dropdown	<b>Severity</b> Select from dropdown	Timeframe
1	Security Leak	Back-end Developer, Database Administrator	Medium	Catastrophic	Deliver Phase
2	Cloud Platform Unavailability	Sean: PM	Low	Catastrophic	Entire Project Length
3	Late-Stage Catastrophic Bug	Back-end Developer, Database Administrator	Medium	Catastrophic	Detect Phase
4	Severe Weather	Sean: PM	Medium	Critical	Entire Project Length
5	Multiple Simultaneous Hardware Failure (Environmental)	Sean: PM	Medium	Critical	Entire Project Length
6	Physical or Digital Theft	All Personnel	Low	Critical	Entire Project Length
7	En-Masse provider migration or competitor interference	Sean: PM, Marketing Technician	Medium	Moderate	Deliver Phase
8	Employee Sabotage / Corporate Espionage	Sean: PM	Low	Moderate	Entire Project Length
9	Long-Term Disability	Sean: PM	Medium	Moderate	Entire Project Length
10	App Store Violation	Sean: PM	Low	Moderate	Deliver Phase

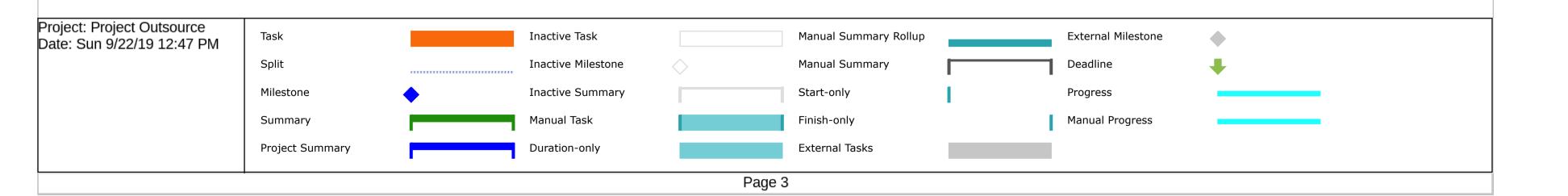
### **Project Outsource Risk Management Plan**

					Contingency Plan		
ID#	Risk	$\triangle$	Warning Sign	<b>Plan A</b> Prevention	Plan B Reduce Impact	Plan C Worst-Case Scenario	Track Risks & Remedies Status & Dates
1	Securit	ty Leak	Signs of or a report of a data breach or security flaw	Information Security and Code Obfuscation should be practiced throughout	Hire external penetration test before product launch	Acquire Information Security and Privacy Liability Insurance	
2	Cloud Platform	n Unavailability	Cloud systems unresponsive and offline.	Select Cloud Platform with 99.9% uptime with solid corporate future	Outline information retrieval in Service Level Agreement (SLA)	Keep local offline backups of configuration and script recreation on	
3	Late-Stage Ca	tastrophic Bug	QA Inspections or hands- on tests report system crashing errors	Perform regular operational tests and code QA inspection	Utilize appropriate revision control making reversion seemless and	Hire additional programmers / quality control personnel	
4	Severe <sup>v</sup>	Weather	Hurricane, Tornado, Blizzard, or other evacuation style weather	Reserch weather patterns plan timeframe and job location accordingly	Make work terminals mobile and allow remote work	Relocate development to new location.	
5	•	neous Hardware vironmental)	Multiple pieces of hardware failing at the same time	Invest in Surge Protectors and elevate all machines off ground level	Maintain a single set of backup equipment off grid and location	Purchase commercial off the shelt (COTS) replacements	
6	Physical or	Digital Theft	Hardware or code being reported as stolen	Machines given locks to desks, mandatory physical and digital	Add BIOS security, Computer LoJack, and encryption to machines	Remote wipe stolen equipment and change all variables/passwords	
7		ider migration or interference	Previously signed providers opting out of service.	Start with target city and ensure matchmaking fee is competitive	Spread out provider industries to scope beyond competitors	Migrate to alternate test city less prevalent with competition	
8		tage / Corporate onage	System shows signs of sabotauge coinciding with employee quitting or	Employ "Least- Priviledge" security method and give	Maintain read-only revision control backups	Revert to latest stable revision and sense employee satisfaction	
9	Long-Tern	n Disability	Employee reports or gives forewarning of lengthened absence		Ensure project does not rely upon any one individual	Hire Temp from agency	
10	App Store	e Violation	The Application being denied store access or removed due to terms	All programming staff should use Store Guidelines throughout	Allow time for internal  QA and revision depending upon store	Rely on alternate store (IOS/Android) until code can be brought up to spec	

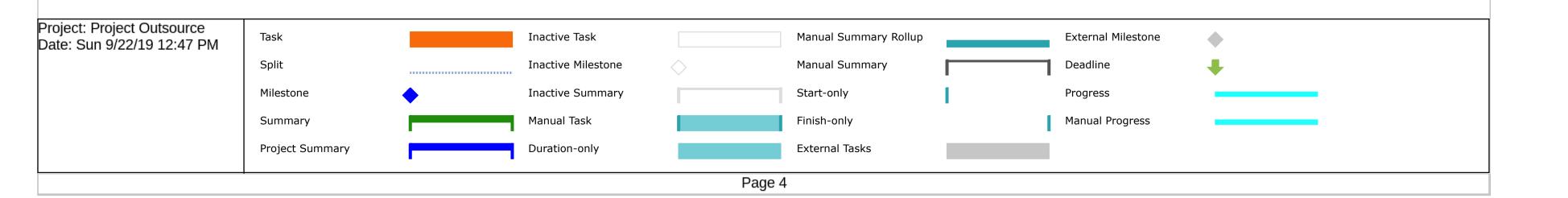




						Project Outso	ırce Budget					
	Task Name	Work	Fixed Cost	Total Cost	Baseline Cost	Cost	% Complete S	Feb 3 '20 S M T W T F S S	Feb 10 '20 M   T   W   T   F   S   S	Feb 17 '20 M T W T F S S	Feb 24 '20 M T W T F S S	Mar 2 '20   M   T   W   T   F
31	Catalogue Successes	96 hrs	\$0	\$3,192	\$3,192	\$3,192	0%					
32	Project Management	512 hrs	<b>\$0</b>	\$18,944	\$18,944	\$18,944	0%					
33	PLOMing	512 hrs	\$0	\$18,944	\$18,944	\$18,944	0%					
34												
35												



					Proje	ect Outsource Bud	jet				
	Task Name	Work	r 9 '20 T   W   T   F   9	Mar 16 '20   S   S   M   T   W   T   F   S	Mar 23 '20   S   M   T   W   T   F   S	Mar 30 '20   S   M   T   W   T   F   S	Apr 6 '20   S   M   T   W   T   F   S	Apr 13 '20 S M T W T F S S	Apr 20 '20   M   T   W   T   F   S   S	Apr 27 '20 M T W T F S S	May 4 '20
31	Catalogue Successes	96 hrs								31	
32	Project Management	512 hrs			_	_		_			
33	PLOMing	512 hrs								33	
34											
35											



### **Project Outsource Team Performance Improvement Plan (TPIP)**

Teammates <b>(a)</b>	Position	Skills & Knowledge	Motivated By	DiSC	MBTI	Conflict Resolution Style	Communication Preference
Sean Davis	Project Manager	BS - Cloud Technologies MS - Business Management	Project Milestones	DSCI	ESTJ	Collaborating Owl	Face-to-face / Slack
		D0 M L 11 D L L L L L L L L L L L L L L L L					
Aparna Sinha	Back-End Developer	BS Mobile Development / React, Swift, Java, JS	Challenge / Pay	IDCS	INTP	Compromising-Fox	Slack
Scott Guthrie	Front-End Developer (UX)	BA Digital Art and Design MS Mobile Development	User Feedback	ICDS	ENTJ	Collaborating Owl	Face-to-face
Arun Gupta	Database Administrator	BS Cloud Technologies / AWS, NodeJS, Java, JS	Compatibility and Communication	DSCI	ISTJ	Competing-Shark	Slack
Brandon Phillips	Marketing Technician	AS Marketing	Executive Growth / Entrepeneur	CISD	ESFJ	Accomodating- T.Bear	Email

### **Project Outsource Team Performance Improvement Plan (TPIP)**

Teammates 🌡	Perceived Strengths	Possible Weaknesses	Time Management	Promote & Measure Performance Improvement With Leadership Styles	Teammate's Performance
Sean Davis	Great Organizer	Controlling	Overloads Schedule	Authoritative (Visionary)	
Aparna Sinha	Efficiency	Quality Control	Task Oriented	Coaching	
Scott Guthrie	User Experience Focus	Disdain for Regulatory Process	Loses Track of Time	Affiliative	
Arun Gupta	Technical Proficiency	Controlling / Lack of Emotional Intelligence	Self-Regulated	Coercive (Commanding)	
Brandon Phillips	Emotional Intelligence	Technical Skills / Time Management	Loses Track of Time	Affiliative	

### **Project Outsource Quality Management Plan (QMP)**

Quality Planning	<ul> <li>Phase 2: Design - In the Design Phase each department: Back-end, Front-End, and Marketing will come up with quality standards for each wire-framed page of the application. These will be used and built upon as a start point in subsequent phases as the PDCA (Plan Do Check Act) quality management methodology. This method allows for continuous improvement of quality rather than a set standard. (Dimitrescu, 2018)</li> <li>Phase 3: Develop - In the Development Phase a bug tracking spreadhseet will be created and no bug shall go without an update to the log for more than 5</li> </ul>
	<ul> <li>Phase 4: Detect (Test) - Our quality requirements during the Test Phase are that 80% of our stakeholders give positive responses while using the prototype outsource app. This number should increase during subsequent test rounds to show improvement in quality.</li> </ul>
Quality	<ul> <li>Phase 5: Deliver - During the Delivery phase our quality requirement is passing both the IOS and Android approval process. Customer access must be maximized.</li> </ul>
	Phase 2: Design - In the Design Phase Sean Davis the PM will act as the PDCA director refining and approving each departments PDCA plan.
	• Phase 3: Develop - During development Aparna Sinha the Back-End Developer will act as Quality Supervisor in charge of code review and the accountability for the bug spreadsheet.
Assign Quality Roles	• Phase 4: Detect (Test) - Througout the Test phase Scott Guthrie will be the Quality Officer responsible for the collection of all user feedback and accountable for collating all the info into improvement deliverables for each subsequent round of user tests.
	<ul> <li>Phase 5: Deliver - In the Delivery Phase Arun Gupta the Database Administrator will be the Information Assurance Security Officer in charge of double checking all user, account, and system security to meet both our standards and that of our targeted platforms of Android / IOS.</li> </ul>
	• Phase 2: Design - Sean Davis the PM will solidify each departments PDCA plan to ensure they have specific, timebound, and measurable goals for their plan. This ensures the start of the quality process has a set standard rather than generic ideals. Additionally it will be easier to build upon a set process rather than attempting new PDCA plans every phase.
Quality Assurance	<ul> <li>Phase 3: Develop - Aparnha Sinha will employ and enforce a code standardization policy of their choosing. An example of such is the PEP-8 python code standard. This will ensure all code is legible to other members of the team for the tracking and troubleshooting of code quality and bugs. The bug documentation and enforced timeline ensures no bug constantly gets delayed due to its pernicious nature.</li> </ul>
(QA)	• Phase 4: Detect (Test) - In this phase Scott Guthrie will employ the Agile elements of our business plan where we get stakeholder feedback on the prototypes as early as possible allowing for direct iterations based upon user feedback. The collation of the user feedback and creation of deliverables will be used as a start point for daily work in this phase. This follows the wisdom outlined by Verzuh "Focusing on the most important features and getting early feedback helps development teams zero in on the most important functions that are needed." (Verzuh, 2016)
	• Phase 5: Deliver - Arun Gupta will get the entire team thinking retrospectively about the security of the code and any vulnerabilities that may exist. He will perform code inspections ensuring code integrity, variables are both constant and obfuscated, and certificates and tokens are secure.
	• Phase 2: Design - Each team will perform peer reviews on the others PDCA plan which will be turned in to Sean Davis the PM. He will combine each departments plan, the peer reviews, and his own polish to the PDCA outline to ensure it meets the criteria. The changes suggested by peers will be communicated as if from the PM to faciliatate team cohesion and avoid conflict.
Quality	• Phase 3: Develop - Aparnha Sinha will keep the bug tracking sheet up to code and all team members will be annotating all bugs, anomalies, and missing features in the spreadsheet during the development phase. Aparna Sinha will delegate bugs that approach the 5 day limit to their respective departments to avoid any one bug being procrastinated. Sometimes this may be at the cost of more severe bugs but the log does not require that the bug be fixed merely addressed with the current status.
Control (QC)	• Phase 4: Detect (Test) - Scott Guthrie will be in charge of and coordinate with the marketing department to get stakeholders testing the product. The feedback gained and collated will directly change the PDCA plans going forward for each department. No department may disqualify stakeholder feedback as untenable or unrealistic without the approval of Mr Guthrie. Escalation of conflict will go through Sean Davis the PM
	• Phase 5: Deliver - In the security phase Arun Gupta will assign any issues found with a threat level which will then be addressed in the same manner as the Risk Management Plan. If any issues cannot be rectified external Pen Testers will be contracted by the PM Sean Davis who will better outline and communicate how to fix the hole.

# Team Project Agreement (TPA)

	(11.1.4)		
Team Name	<u> </u>		
Project Name	:		
<b>Team Member's Contact In</b>	ıformation		
Member's Name	Personal and Alternative Emails	Social Media, Discord, Trello, Skype	Phone Number(s)
<b>Communication and Acco</b>	untability		
Member's Name	Best Available Days & Times (Be specific)		State or Country & Time Zone
Conflict Resolution			
Possible (Future) Conflicts	What are the specific steps to res	solve the problem?	
(e.g.) Teammate not responding	(e.g.) Contact teammate multiple time	s via multiple platformsemail, phone, Twit	ter, Facebook, Google Hangouts,
If true, sign	or initial that you helped with and agre	ee with this TPA. (e.g. L.F., R. S., B.N., F	F.S., D.C.)
I helped my team with this Tear	m Project Agreement (TPA) and I agree with	it	
I will do my best to abide by this TPA and $\ensuremath{\text{t}}$	the Work Breakdown Structure for this project	ct	
<b>Meeting Management Bas</b>	ics		
	a		
	1		
	3		
Minutes			

## **Project Outsource Resources**



Week 1 References	Week 1 (in-text) Citations
Verzuh, E. (2016). The fast forward MBA in project management. John Wiley & Sons.	Success Criteria: In this way, we tangibly increase our client's profit, while intangibly increasing user satisfaction and experience, all while earning a solid financial return. (Verzuh, 2016). [Chapter 4]
Greifeneder, R., Scheibehenne, B., & Kleber, N. (2010). Less may be more when choosing is difficult: Choice complexity and too much choice. <i>Acta Psychologica</i> , 133(1), 45–50. <a href="https://doi-org.oclc.fullsail.edu/10.1016/j.actpsy.2009.08.005">https://doi-org.oclc.fullsail.edu/10.1016/j.actpsy.2009.08.005</a>	<b>Project Description</b> : Studies have shown that when people are presented with a saturation of options, they are less likely to be satisfied with any result. (Greifeneder, 2010)
Hallberg, C. (2019, May 14). Why Business Growth is Important to the Longevity of Your Company. Retrieved from http://info.tractioninc.com/blog/business-growth-important-company	Value Proposition(s): It is important to have room for growth, an article from Traction Inc. showed that over 70% of small businesses fail which can be attributed to complacency and not willing to take risks which are required for growth. (Hallberg, 2019)
Mazareanu, E. (2019, April 8). Angie's List: annual revenue 2018. Retrieved from https://www.statista.com/statistics/750862/angies-list-annual-revenue/	<b>Model Project (Scope)</b> : With Angie's List pulling in constant growth and a >\$1 Billion in revenue all while sticking to a single industry of home improvement (Mazareanu, 2019).

Week 2 References	Week 2 (in-text) Citations
Yarmosh, K. (2019, July 23). How Long Does it Take to Make an App? Retrieved from https://savvyapps.com/blog/how-long-does-it-take-to-make-an-app	<b>Duration</b> : "The goal with the feature list should be to cut as much upfront as possible. Look for that key feature or key features that will help you find the uncontested market for your app. This approach will have the greatest impact helping you stay within the 4-6 month target." (Yarmosh, 2019)
Verzuh, E. (2016). The fast forward MBA in project management. John Wiley & Sons.	Task: [Milestone reasonings] "If a defect caused by incorrect requirements is fixed in the construction or maintenance phase, it can cost 50 to 200 times as much to fix as it would have in the requirements phase." (Verzuh, 2016)
LAUFER, D. (2014). What Makes a Successful Mobile User Experience? CRM Magazine, 18(9), 12. Retrieved from	Resource (Work/Labor/Stakeholder): [Front-End Developer UX] We will be hiring an experienced UX

### **Project Outsource Resources**

http://search.ebscohost.com.oclc.fullsail.edu:81/login.aspx?direct=true&db=a9h&AN=102570978&site=ehost-live	Designer/Front-End Developer because "The best mobile experiences provide users with immediate value, from the second they download and open the application. Throughout the experience, they prioritize core functionality relevant to need and perform reliably" (Laufer, 2014)
Aggarwal, S. (2018). Modern Web-Development using ReactJS. <i>International Journal of Recent Research Aspects</i> , <i>5</i> (1), 133–137. Retrieved from http://search.ebscohost.com.oclc.fullsail.edu:81/login.aspx?direct=true&db=a9h&AN=129311347&site=ehost-live	Resource (Material or Equipment): [React Studio] "React basically enables development of large and complex web based applications which can change its data without subsequent page refreshes. It targets to provide better user experiences and with blazing fast and robust web apps development. "(Aggarwal, 2018)

Week 3 References	Week 3 (in-text) Citations
Verzuh, E. (2016). The fast forward MBA in project management. John Wiley & Sons.	Risk Management (Risk): The risks tracked here are things that affect the outcome and our stakeholders not necessarily the project itself. Verzuh wrote: "Selecting the right project is business risk. Managing uncertainty to meet the stakeholders' objectives is project risk." (Verzuh 2016)
Kafol, C. (2015). Project Risk Management Methodology in Practice. <i>Annals of DAAAM &amp; Proceedings</i> , 26(1), 0445–0452. https://doi-org.oclc.fullsail.edu/10.2507/26th.daaam.proceedings.059	Risk Management (Severity or Warning Sign): The severity is not merely what the individual risk can do on a project but is a combination of likelihood and effect on the project, which is more eloquently stated as "Risk equals consequence multiplied by probability" (Kafol, 2015).
Glassdoor. (n.d.). Salary: Mobile Front End Developer. Retrieved from https://www.glassdoor.com/Salaries/mobile-front-end-developer-salary-SRCH_KO0,26.htm	Budget (Work/Human Resource Cost): After performing research the cost for an experienced Mobile Front-End Developer is \$38 an hour. While we could have saved money on less experience UX is integral in the mobile market. (Glassdoor, n.d.)
Amazon. (2019, September 1). RDS: Amazon Web Services RDS Pricing. Retrieved from https://aws.amazon.com/rds/postgresql/pricing/?pg=pr&loc=3	<b>Budget (Material or Equipment Resource Cost)</b> : The Cloud Database suitable for our needs will cost \$.073 per hour translating to \$53 a month to which we have added a 6 month budget of \$320. (Amazon, 2019)

**Project Outsource Resources** 

Week 4 References	Week 4 (in-text) Citations
Burke, E. (2011, January 1). Executive Personality. Retrieved September 28, 2019, from https://www.16personalities.com/estj-personality.	<b>MBTI Position Fit</b> : It is advantageous that the PM for the project has the ENTJ or "Executive" personality. Research shows "people with the Executive personality type are valued for their clear advice and guidance, and they happily lead the way on difficult paths" (Burke, 2011)
Schneider, A. K., & Brown, J. G. (2013). Negotiation Barometry: A Dynamic Measure of Conflict Management Style. <i>Ohio State Journal on Dispute Resolution</i> , <i>28</i> (3), 557–580. Retrieved from <a href="http://search.ebscohost.com.oclc.fullsail.edu:81/login.aspx?direct=true&amp;db=a9h&amp;AN=88395114&amp;site=ehost-live">http://search.ebscohost.com.oclc.fullsail.edu:81/login.aspx?direct=true&amp;db=a9h&amp;AN=88395114&amp;site=ehost-live</a>	Conflict Resolution Style: Adopting a "Negotiating" style has its advantages as one may consider or work towards a superior product than if one tried to only do it one-person's way or the others. An article from the Ohio State Journal stated: "Integrative negotiation generally refers to an opportunity to add or subtract elements to and from the negotiation. The goal is to find a way to have a more mutually beneficial outcome" (Schneider, 2013).
Dimitrescu, A., Babis, C., Alecusan, A. M., Chivu, O., & Faier, A. M. (2018). Analysis of Quality Problems in Production System Using the Pdca Instrument. <i>Fiability &amp; Durability / Fiabilitate Si Durabilitate</i> , (1), 286–292. Retrieved from http://search.ebscohost.com.oclc.fullsail.edu:81/login.aspx?direct=true&db=a9h&AN=129950288&site=ehost-live	Quality Requirements: These will be used and built upon as a start point in subsequent phases as the PDCA (Plan Do Check Act) quality management methodology. This method allows for continuous improvement of quality rather than a set standard. (Dimitrescu, 2018)
Verzuh, E. (2016). The fast forward MBA in project management. John Wiley & Sons.	Quality Assurance: The collation of the user feedback and creation of deliverables will be used as a start point for daily work in this phase. This follows the wisdom outlined by Verzuh "Focusing on the most important features and getting early feedback helps development teams zero in on the most important functions that are needed" (Verzuh, 2016).

(Source: Adobe stock)

Warning: Names and Portraits have been deleted as this is intended for portfolio example only

**Our Team** 

The Magic Behind Outsource

**Sean Davis**Project Manager



You



**Name Deleted** 

Back-End Developer

Name Deleted

Marketing Technician **Name Deleted** 

Front-End UX Developer

### **Name Deleted**

Database Administrator

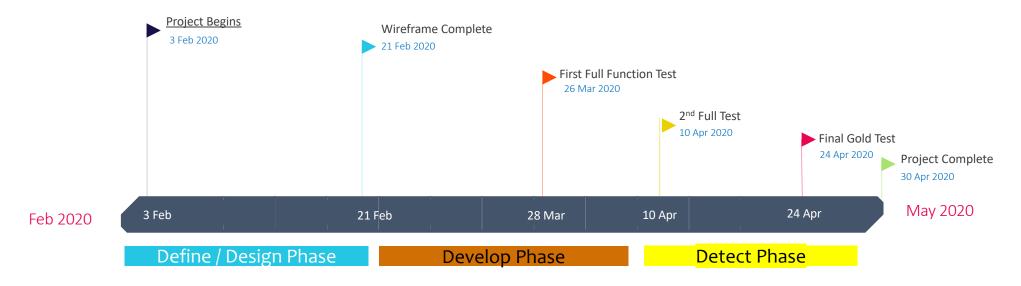


### **Outline**

Waterfall

Agile





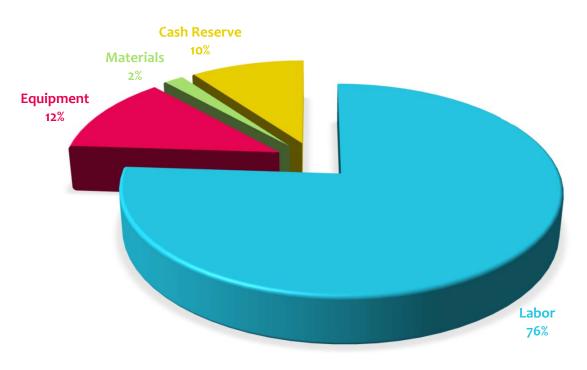


### Outsource

\$110,268

(Yarmosh, 2019)

### **BUDGET**





## **Project Outsource**

Project Management (PM) Plan



Connecting People with Solutions

### Thanks for your time and consideration!

Created By:	Sean Davis
Email:	email@email.com
Phone:	555-55-5555
Linkadla	coan a davis