

LONGHORN BANK

PROJECT CHARTER

Version 1.0

2/9/2017

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Project Charter

Applicable Processes/Procedures: Identify the process for creating a project charter

1. General Information:

| | | | |
|-------------------------------------|---|------------------------------------|-----------|
| Project Title: | LongHorn Bank Web Application Consolidation | Project ID: | 123456 |
| Sponsoring Organization: | LongHorn Bank Cornor Hirt, Parvez Rafi, Pulin Kulshrestha | Sponsor Representative: | Tim Hanks |
| Prepared by: | | Version: | V1.0 |

2. Project Stakeholders:

List all applicable project stakeholders.

| Position | Title/Name/Organization | Phone | E-mail |
|-----------------------------------|---|--------------|---------------------|
| Sponsor Representative | Director of IT Tim Hanks Longhorn Bank | 972-654-7899 | TH@Longhornbank.com |
| Project Manager | Project Manager Mattis Daemon Longhorn Bank | 972-987-6543 | MD@Longhornbank.com |
| Technical Project Lead | Technical Project Lead Tommy Cruz Longhorn Bank | 469-321-6549 | TC@Longhornbank.com |
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3. Executive Summary

Provide a brief overview of this project.

Longhorn bank has around 50 web applications for their internal employees who provide banking services to customers. These applications lack consistent and mobile-responsive designs. Also, lack of single-sign on (SSO) service across these applications is a concern for Longhorn bank. They strategize to consolidate the internal web systems to improve process efficiency and security. This project will help Longhorn Bank in this strategy.

This project will migrate all internal web applications of the bank to a web content management (WCM) platform to organize content and structure of applications. These applications will be redesigned to make them compatible with mobile devices as well. This project will also update authentication system of these application to implement a single-sign on (SSO) service. Additionally, a web dashboard will be developed to integrate all these applications and track employees' performance.

The cost is not to exceed \$120,000 for the project. This cost includes the infrastructure upgrades and web implementation. The time duration of the project will be 7 months.

The Director of IT is the Project Sponsor and must sign off on all major deliverables. A new Project Manager will be hired for this project. The various company departments will provide experienced staff resources.

4. Project Purpose

Explain the reason(s) for doing this project.

4.1. Business Need / Problem

The Business Need / Problem is an issue or opportunity pertaining to the business which needs to be resolved / acted upon. State in specific terms the issue or opportunity this project will address. Often, the Business Need / Problem is a critical business issue or initiative in the Sponsoring Organization's Strategic Plan.

- Turnaround Time(TAT) for bank web applications on mobile devices is very high and reduces efficiency.
- Different web application sign in for employees increase resource utilization and decrease the work output.
- Multiple sign-ins across applications also lead to security threat for the organization.
- Non-uniform UI for web application causes bank to use more resources to train employees.
- Manual effort to create dashboards for services requests and cases resolved on ad-hoc basis reduces the resource output, reducing organization business.

4.2. Business Objectives

Define the specific Business Objectives of the project that correlate to the strategic initiatives or issues identified in the Sponsoring Organization's Strategic Plan. Every Business Objective must relate to at least one strategic initiative or issue and every initiative or issue cited must relate to at least one project business objective.

| Strategic Plan Element | Project Business Objectives |
|--|--|
| Consolidate web application | Increase internal security and increase process efficiency |
| Create responsive solution for different devices | Web application should reduce TAT |
| Develop automated dashboards reports | Reduce manual effort to create dashboards. |

5. Project Overview

5.1. Project Description

Describe the project focus, approach, customer(s), and the boundary limits of the project.

Project team will learn about the current legacy systems to decide on which UI to implement and get connected through a single sign on.

For mobile and dashboard development, project team will meet with stakeholders frequently to gather additional requirements that were not foreseen before the start of development.

The project will only work with the internal applications for employees. If bugs are encountered on current system applications out of our scope then we can notify the Longhorn QA team

5.2. Scope

The Project Scope addresses the who, what, where, when, and why of a project.

The scope of the project includes all employee internal applications for Longhorn Bank and development of additional mobile implementation to improve total TAT. The project should be completed by the beginning of September 2017.

5.3. Assumptions

Assumptions are statements taken for granted or accepted as true without proof. Assumptions are made in the absence of fact. List and describe the assumptions made in the decision to charter this project.

- Current Longhorn Bank IT team has working knowledge of legacy systems
- Management has outlined the specific requirements for their mobile and dashboard development
- Each business unit is aware of the internal application change
- Business units will be available to meet with project team
- TAT will be decreased
- Additional infrastructure only needed for mobile and dashboard development
- Stakeholders fully support project
- Project team will be notified of any new internal applications being

developed during transition period

5.4. Constraints

Constraints are boundary conditions that the project must stay within. List and describe the constraints applicable to this project.

- All current internal systems must have the same UI and same single sign-on. This login has to be the same for accessing their email.
- Prototype must be delivered to stakeholders to gather feedback before final development and implementation
- The project must be completed within 7 months and kept within the budget of \$120,000

6. Project Requirements / Deliverables

The Project Requirements / Deliverables define what the project must accomplish, including the customer/ user requirements and products / services to be provided by the project.

- Develop single sign on authentication for web applications
- Redesign consistent UI for all the applications
- Develop responsive solution for mobile devices
- Train user to use new portal
- Automate dashboards for employee performances

7. Project Management Milestones and Deliverables

Provide a list of Project Management Milestones and Deliverables. This list of deliverables is not the same as the products and services provided by the project, but is specific to the management of the project. An example of a Project Management Milestone is the Project Plan Completed.

| <i>Milestone / Deliverable</i> | <i>Estimated Date</i> | <i>Responsible Individual</i> |
|---|------------------------------|--------------------------------------|
| Develop Single Sign on authentication on applications | 3/1/2017 | Maggi Ryan, Mattis Daemon |
| Redesign UI for existing applications | 3/1/2017 | Maggi Ryan, Mattis Daemon |
| Develop responsive solution for mobile devices | 5/1/2017 | Maggi Ryan, Mattis Daemon |
| Create automated dashboard solution | 5/15/2017 | Maggi Ryan |
| UAT/SIT Testing | 6/1/2017 | Tommy Cruz |
| Train User | 6/15/2017 | Julie Roberts |
| Project Implemented | 7/1/2017 | Mattis Daemon |

8. Costs / Budget

Identify the initial funding required by the project and/or committed to this project by the project sponsor. Additional funding may be requested / committed upon completion of the detailed project plan.

The project fund has been sourced by Longhorn Bank for infrastructure and web development.

| <i>Purpose</i> | <i>Amount</i> |
|-----------------------------|----------------------|
| Employee salaries | \$ 80,000 |
| Software and hardware costs | \$ 15,000 |
| User training cost | \$ 7, 000 |
| Other logistics | \$ 15,000 |
| TOTAL | \$ 117,000 |

9. Personnel & Other Resources

Identify the personnel and other resources required by the project and/or committed to this project by the project sponsor. Additional resources may be committed upon completion of the detailed project plan.

| <i>Resources</i> | <i>Description</i> |
|-------------------------|---|
| <i>Project Team</i> | 8 to 10 project team members |
| <i>Support</i> | IT support for remote access |
| <i>Facilities</i> | Conference rooms for team meetings |
| <i>Equipment</i> | Computers for each project participant, presentation material for meeting |
| <i>Software Tools</i> | Atlassian PM software, SharePoint, Visual Studio, SQL Server 2016 |
| <i>Other</i> | |

Project Risks

Risks are statements of issues or problems that have the potential to arise but have not yet occurred. List and describe the initial risks for this project.

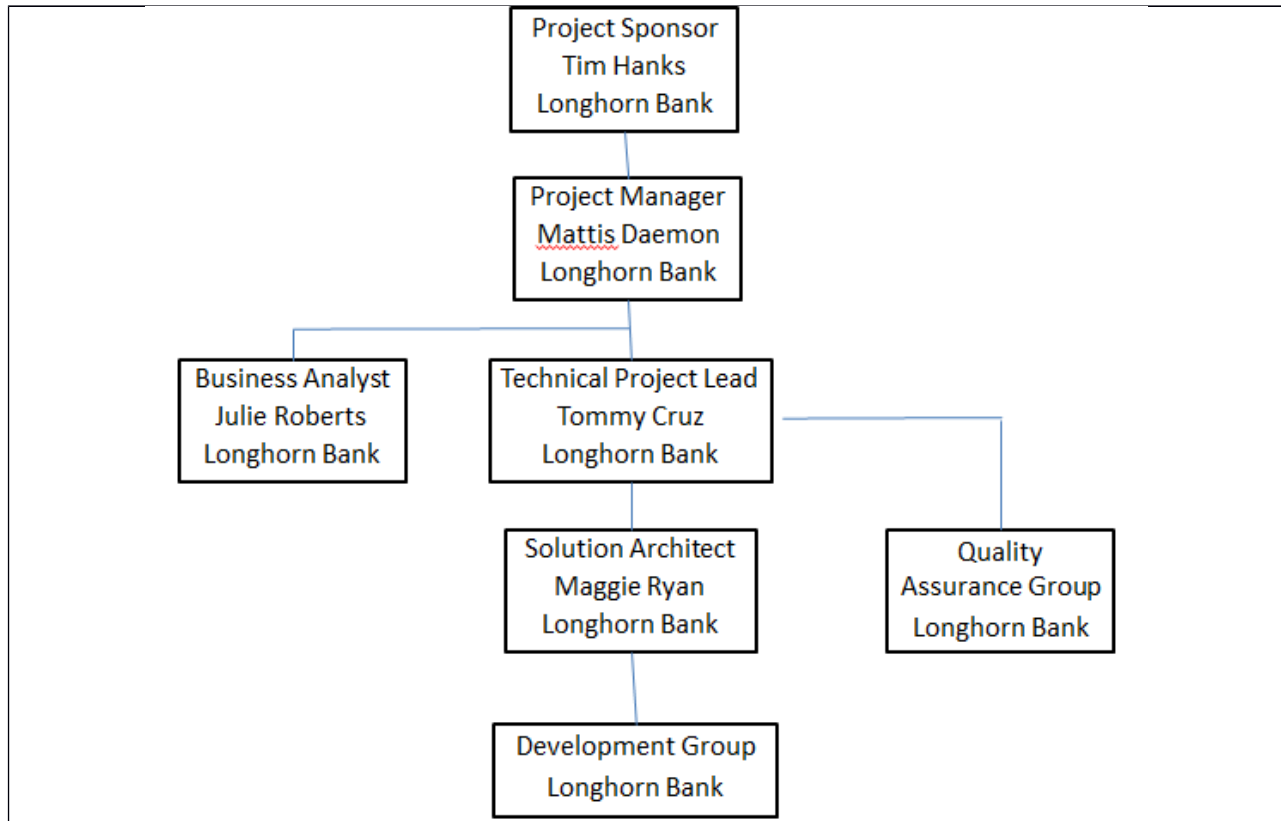
- Bugs within current systems preventing UI makeover or single single-on to be implemented properly
- Stakeholders constantly changing requirements to mobile and dashboard development which leads to the project running over time
- Uncooperative business units who do not see the benefit of an internal application revamp and are difficult to work with
- Current infrastructure of company is inadequate after months of development and additional costs are incurred to update

10. Project Organization

Section 602 – Group 11
Hirt, Rafi, and Kulshrestha
Project Charter
2/9/2017
Version 1

10.1. Project Organization Chart

Provide a graphic depiction of the project's organizational structure. The project's hierarchical diagram begins with the project sponsor and includes all project stakeholders.



10.2. Roles & Responsibilities

Describe the Roles and Responsibilities of all project stakeholders identified for this project.

| Stakeholder Title | Name | Roles & Responsibilities |
|-------------------|---------------|--|
| Project Sponsor | Tim Hanks | <ul style="list-style-type: none">• champions the project• accountable for planned benefits of the project.• Resolves issues escalated by Project Manager.• guides the Project Manager and oversee project activities• reviews/approves draft project organization chart• ensures timely financial backing of the project |
| Project Manager | Mattis Daemon | <ul style="list-style-type: none">• liaison to Project Sponsor• develops and maintains project plan (resource |

| | | |
|-------------------------|---|--|
| | | <p>management, implementation, etc.)</p> <ul style="list-style-type: none"> • monitors project progress • ensures project delivery on time, to budget and to the required quality standard |
| Business Analyst | Julie Roberts | <ul style="list-style-type: none"> • analyzes and documents project requirements • guides in planning, monitoring and designing use cases, test cases as well as acceptance testing criteria • provides support in development of training material |
| Technical Project Lead | Tommy Cruz | <ul style="list-style-type: none"> • reviews and approves entire technical design and architecture of the project • ensures compatibility between the technical solution and architectural standards of the organization • takes technical decisions (technology stack to be used for web redesigning, server architecture and single sign on (SSO) technology) • technical sign-off |
| Solution Architect | Maggi Ryan | <ul style="list-style-type: none"> • develops technical design of the project • Reports Technical Project Lead for review and approval of technical designs/solutions • guides core development group through technical challenges |
| Development Group | Michael Jackson Mitchell Johnson Tanner Smith | <ul style="list-style-type: none"> • implements modules charted out in the technical plan • deploys implemented modules on servers |
| Quality Assurance Group | Donald Thump Kelly Conway | <ul style="list-style-type: none"> • ensures module implementations from Core Development Group meet quality standards • has knowledge of end user |

| | | |
|--|--|----------------------|
| | | needs and test-cases |
|--|--|----------------------|

11. Approval Signatures

The Signatures of the people below document acceptance and approval of the formal Project Charter. The Sponsor Representative must have the authority to commit the organization's resources to the project. The Project Manager is empowered by this charter to proceed with the project as outlined in the charter.

| <i>Position/Title</i> | <i>Signature/Printed Name/Title</i> | <i>Date</i> |
|--------------------------------------|--|--------------------|
| <i>Sponsor Representative</i> | | |
| <i>Project Manager</i> | | |
| <i>Technical Project Lead</i> | | |
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