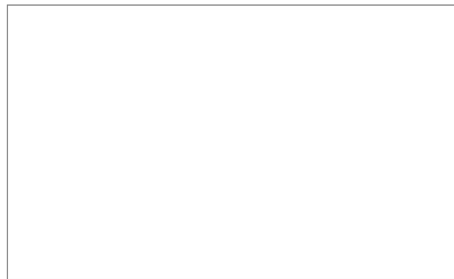# Project Charter

&

Scope of work

Juliana Project

34 Soft Interactive Pvt Ltd

E 196 Phase 8B Industrial Area

Mohali, Punjab, 160055

01 October 2014

Vivek Mahajan

Table of Contents

1. Executive summary

The projects contribution to our organisations mission

bnmnbmbn

The projects contribution to our organisations current goals

bnmbnm

Return on Investment

During the process of project scoping we have estimated the target yearly return on investment (ROI). For each feature and function we have estimated the time and cost savings.

The total ROI assumes a successful project, it is: **$ 5223**

Project Scope

The full project scope contains functional areas and features within each of these functional areas. Each of the features can present operational improvements (captured in ROI), or benefits to stakeholders. A breakdown of these features and functions is provided below , this table provides a summary.

Number of functional areas	7
Number of features to be implemented	93
Number of expected stakeholder benefits or improvements	1
Number of cost saving features	7
Estimated yearly cost savings (ROI)	$ 5223

Costs & Budget

We are going to market to finalise pricing, however we are suggesting allocating a provisional project budget of **76676**.

The project will also require the involvement of the following team members:

Vivek Mahajan
Kimti

Timeline & milestones

The project duration is expected to be **25** days.

- The intended start date is: **04 September 2014**

- The target completion date is: **29 September 2014**

2. Project objectives and benefits

Introduction

This section presents the motivations for the project. These include project our objectives, how these fit with our organisational strategy and other benefits.

Our mission

fdsfds

Our goals

jhgjh

The projects contribution to our organisations mission

bnmnbmbn

The projects contribution to our organisations current goals

bnmbnm

3. Return on investment

This section presents the estimated return on investment (ROI) that can be achieved from a successful project implementation.

The section totals the ROI by the functional area, supporting details of ROI at the feature level is provided below.

Functional area	Features in area	Total yearly savings (ROI)
Membership management	1	$ 528
Membership renewal	1	$ 524
Marketing Communications	1	$ 875
Events Registration	1	$ 176
Event Administration	1	$ 2149
Continuing Professional Development	1	$ 704
Resource Library	1	$ 267

4. Roles, Responsibilities and Effort

Successful execution of the project will require the input and participation of a number of team members, these are listed below along with the anticipated level of effort and their roles and responsibilities.

Team member	Responsibility / contribution	Estimate effort
Vivek Mahajan	dfdf	43
Kimti	dfdsfds	43

5. Process and timelines

We are expecting the project to be delivered during the following period; the project is broken into key milestones shown below.

Timeline & milestones

The project duration is expected to be **25** days.

- The intended start date is: **04 September 2014**

- The target completion date is: **29 September 2014**

The project will include key milestones, these will help us monitor and keep the project on time and budget. The milestones are not finalised, but are likely to include:

Milestone No.	Milestone name	Date
1	Project Commencement	04 September 2014
2	Supplier engaged	12 September 2014
3	Scoping and planning complete	15 September 2014
4	Interface design complete	18 September 2014
5	Development complete	21 September 2014
6	User testing complete	24 September 2014
7	Training complete and system live	27 September 2014
8	Project Completion	29 September 2014

6. Supplier evaluation criteria

We will be selecting a supplier based on the following criteria in the priority order shown.

Evaluation criteria	Weight
Match to functional requirements	10
Value for money	10
Organisational fit	10
Team (technical & relationship)	10
Strength of project process	10
References (track record)	10
Referees (your current clients)	10
Locations and logistics	10
Warrantees (products & services)	10
Company history and stability	10

These criteria will be published to all suppliers intending to be involved in the RFQ process.

7. Scope: Features and functions

Functional areas : Priority score, ROI & Benefits

Each of the functional areas may provide a return on investment (through operational efficiency), and/or a benefits (e.g. a service improvement) to stakeholders. These are presented here by functional area; supporting detail at the feature level is provided below.

Membership management	
Description Members are the lifeblood of the organisation, delivering services to them and enhancing their lives is a key priority. Membership Management is therefore an essential function for Associations and many other other non-profits groups. The level of functionality required to support the management of your membership data and membership interactions will vary with the complexity of your membership structures and the overall level of automation and interaction you require. Closely tracking and growing membership numbers is often a primary goal and key revenue generator, so storing and (quickly and flexibly) accessing information on them is essential. Key Membership Management features include: - Membership cycles can be defined (calendar year, pro-rater etc) - Membership levels and pricing can be configured - Membership reporting tools	**Number of features** 1 **ROI** $528/YR **Priority** 0 mandatory, 0 important, 1 nice to have, **Benefit to:**
Notes: ddsfds	

Membership renewal

Description	Number of features
Allowing members to renew through your website in a simple and intuitive way will also create significant cost savings. It also represents improved service and convenience to many who are happy using the internet to make payments. It allows members to renew any hour of the day or night from anywhere. This convenience can be the difference between the renewal and a lapsed member. Key features include: - Automated notifications of membership expiry - Members can modify their membership types, interests and settings - Online payments processed for renewals	1 **ROI** $524/YR **Priority** 0 mandatory, 0 important, 1 nice to have, **Benefit to:**

Notes:
 test notes 2222

Marketing Communications

Description	Number of features
Moving your communications from the traditional posting of letters also represents significant savings and flexibility. Many organisations are in-fact being pushed by there members and constituents to stop sending letters, in preference to email. Whilst for many the transition from letters to email can take some time, even moving 50% of your communications will save money and benefit the environment. A list of functional line items are provided below for you to include or exclude and to provide a ranking of importance for your project. Key features include:	1 **ROI** $875/YR **Priority** 0 mandatory, 0 important, 1 nice to have, **Benefit to:**

- Newsletters (as well as notifications to individuals) can be sent from the system - Subsets of database can be chosen based on a range of profile information and/or custom segments - Statistics are available to allow analysis of success of communication	

Notes:

Events Registration

Description	**Number of features**
The management of events is a common activity and therefore requirement for Associations and non-profit systems. Its automation often represents dramatic savings because of the high level of manual processing required for each ticket and attendee for every event. A list of functional line items relating to Event Registration are provided below for you to include or exclude and to provide a ranking of importance for your project. Key features include: - Events can be quickly and easily published onto the website - Members receive different event pricing to non-members - Registrants can purchase tickets to all events in a suite of events or purchase in groups	1 **ROI** $176/YR **Priority** 0 mandatory, 0 important, 1 nice to have, **Benefit to:**

Notes:

Event Administration

Description	**Number of features**
The 'back-office' activities required when running an event can be extensive and time consuming. Many however can be automated to some extent, which	1 **ROI** $2149/YR **Priority**

represents a significant saving of time and money. Key features include: - Seating allocation can be done automatically but with manual override as required - Name tags can be automatically generated for event - Follow up emails can be sent to both attendees and non-attendees after event	0 mandatory, 0 important, 1 nice to have, **Benefit to:**
Notes:	

Continuing Professional Development	
Description Many Associations focus on assisting in improve industry standards by providing, monitoring and rewarding members for undertaking ongoing professional development activities. The steps and actions required to be taken by members in this process vary between industries, but many are based on points systems that require tracking. A list of functional line items are provided below for you to include or exclude and to provide a ranking of importance for your project. Key features include: - CPD goals and points can be set-up flexibility in the system - Members can be prevented from renewing their membership if CPD goal(s) have not been met - Members can track and manage their own CPD record e.g. to add external activities that qualify for CPD recognition	**Number of features** 1 **ROI** $704/YR **Priority** 0 mandatory, 0 important, 1 nice to have, **Benefit to:**
Notes:	

Resource Library	
Description	**Number of features**
Many membership organisations have accumulated a considerable library of resources that need to be readily accessible to either to the public or, more often, available only to members as a benefit of membership. The usefulness of this library is predicated on it being easily browsed or filtered via a variety of meta data relevant to the resources and their application. Key features include: - Resources within the resource library can be publicly available or restricted to members - Metadata to be assigned to resources can be configured - The resource library can be browsed by category or search/filtered by metadata	1 **ROI** $267/YR **Priority** 0 mandatory, 0 important, 1 nice to have, **Benefit to:**
Notes:	

ROI & Benefits by feature

Each functional area is made up of a number of common and related features, each has been rated by importance and has an associated ROI estimate. Below is provided the feature list grouped into their functional areas.

Membership management

Membership pricing can be configured including early bird discounts, joining fee, late fee	
Notes:	**Priority**
sdsdsa	Nice to have

	ROI
	$528/YR
	Benefit to:

Membership renewal

Automated communications to member through renewal workflow are supported -e.g. renewal reminder, renewal acknowledgement	
Notes:	**Priority**
1232222222222222222222	Nice to have
	ROI
	$524/YR
	Benefit to:

Marketing Communications

Both members can non-members can be targeted	
Notes:	**Priority**
	Nice to have
	ROI
	$875/YR
	Benefit to:

Events Registration

Events can be quicklyand easily published onto the website	
Notes:	**Priority** Nice to have **ROI** $176/YR **Benefit to:**

Event Administration

The details to be captured for an event can be configured and presented to the end user in a consistent layout	
Notes:	**Priority** Nice to have **ROI** $2149/YR **Benefit to:**

Continuing Professional Development

Any number of different CPD goals can be defined to reflect different requirements for different types of members	
Notes:	**Priority** Nice to have **ROI**

| | $704/YR

Benefit to: |
|---|---|
| | |

Resource Library

Resources within the resource library can be publicly available or restricted to members	
Notes:	**Priority**

Nice to have

ROI

 $267/YR

Benefit to: |