

# **Client Charter**

**Prepared for: Andrew Huot**

**In support of project: AI-Powered Validation**

**Date: 01/29/24**

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## **Contact Information**

Client Name and Email: Andrew Huot (andrew.huot@microsoft.com)

Student Team Leader / Project Manager and Email: Sriman Goel, sgoel83@gatech.edu

Course Instructors' Name and Emails: Ronnie Howard ([rhoward46@gatech.edu](mailto:rhoward46@gatech.edu)), Matt Haim (halm@gatech.edu)

## **Acknowledgement**

Client Signature: \_\_\_\_\_

Student Team Leader Signature: \_\_\_\_\_

Course Instructor Signature(s): \_\_\_\_\_

## **Purpose**

This client charter documents and tracks the necessary information to establish a shared understanding between the client and the students for the AI-Powered Validation Service project. This charter includes information about the students' responsibilities to the client and the limits of their participation, as well as the client's responsibilities during the course of the project.

The intended audience of the client charter is the client, course instructors and the student team.

## **Client Responsibilities**

The client agrees to review students' work at various stages in the semester and provide the team with feedback on their requirements and other deliverables as well as their communication with the team. The instructors will request feedback on student performance once or twice during each semester; this feedback will be factored into part of the students' course grade.

There is no charge to participate as a client; however, any special requirements for development, equipment, and web hosting costs, for example, will be borne by the client. Most projects do not incur a cost.

## **Student Responsibilities**

The students are responsible for working with the client to establish the requirements for the project and to scope the project appropriately for two semesters. Table 1 presents the deliverables for the project.

Students will be evaluated on their performance as a team according to the following categories: professionalism, communication, timeliness, quality of deliverables, assessment of prototypes (first semester), and assessment of final product (second semester).

**Table 1. Project Deliverables**

<b>Deliverable Item</b>	<b>Approximate Delivery Date</b>
Product Vision	Semester 1, Week 6
Prioritized User Stories (Initial Set. These will be refined with the client throughout the project).	Semester 1, Week 6
Preliminary User Interface Mockups	Semester 1, Week 7
Usability Evaluation	Semester 1, Week 12
Initial Prototype	Semester 1, Week 14
Iteration Plan	Semester 2, Week 2
Sprint 1 Functions	Semester 2, Week 3
Sprint 2 Functions	Semester 2, Week 6
Detailed Design	Semester 2, Week 9
Sprint 3 Functions	Semester 2, Week 9
Sprint 4 Functions	Semester 2, Week 12
Final Source Code Delivery (GitHub)	Semester 2, Week 15
Client Release Notes (GitHub Readme)	Semester 2, Week 15
Final Product Handoff	Semester 2, Week 15

Table 2 presents additional deliverables agreed to by the client and the students.

**Table 2. Project Specific Deliverables**

<b>Deliverable Item</b>	<b>Approximate Delivery Date</b>
Review of Detailed Design	Semester 2, Week 9
Demo of Sprint 1 + 2 Functionality	Semester 2, Week 6
Demo of Sprint 3 Functionality	Semester 2, Week 9
Review of AI Component	Semester 2, Week 9
Demo of Sprint 4 Functionality	Semester 2, Week 12
Demo of Sprint 5 Functionality	Semester 2, Week 14

## **Disclaimer of Liability & Limitations**

1. The software is delivered as-is at the end of the semester. There is no warranty or guarantee provided. The students make a best-effort to scope the client

requirements within the limitations of available time. The students, Georgia Institute of Technology, and the University System of Georgia are not responsible for software failures or misuse of the delivered system.

2. There is no maintenance or service provided after software delivery. The client may request the project be continued by a new team.
3. In the process of developing software, students may conduct research using human and/or animal subjects. This research may include, for example, user surveys, usability tests, interviews, etc. Per a memo of understanding between course instructors and the GT Office of Research Integrity Assurance, this data is collected as part of a class exercise or assignment, and therefore may not be disseminated to the public. If the client needs to disseminate that data -- through publication, conference presentation, etc. -- please contact the course instructor as soon as possible, so that appropriate IRB protocols can be followed and approval obtained.

## Intellectual Property

The IP for software developed by students remains with the students unless specified elsewhere in a separate IP assignment form. All other IP, including client-provided code, business ideas, and processes, remain with the client. The intellectual property rights to the software are handled between clients and students. Georgia Tech claims no ownership.

Questions regarding IP should be directed to Amanda Girard at [amanda.girard@lmc.gatech.edu](mailto:amanda.girard@lmc.gatech.edu).

## Project Status

The Project Status briefly describes the features implemented by the team in Part 1 as well as features implemented by a former team if this is a continuation project.

(a) Briefly describe the artifact implemented by your team at the end of Part 1.

- upload file to application from local device
- enter type of form
- view validation window after requesting validation

## Iteration Plan

The following iteration plan (Table 3) is finalized by students and clients during the first two weeks of the **second** semester. The iteration plan prioritizes user stories that the students will complete in each sprint. Clients should be aware that this plan is a living document, and may be subject to change as the sprints follow a time-boxed strategy.

**Table 3. Iteration Plan**

Sprint	Weeks	Sprint Goal	Relevant User Stores/Features
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1	1-3	Dashboard, Upload Documents, and Account Storage	<ul style="list-style-type: none"> <li>● As a verifier, I want to upload a document from my local storage so I can initiate the verification process.</li> <li>● As a registered user, I want to be able to log in to the app so I can view information specific to me.</li> <li>● As a registered user, I want to be able to log out of the application so I can ensure that nobody else can access my personal information.</li> <li>● As a registered user, I want to be able to view my most recently uploaded documents so I can begin to validate them.</li> </ul>
2	4-6	Run Validation and Administrator Privileges	<ul style="list-style-type: none"> <li>● As a verifier, I want to automatically validate the document so I can get a preliminary validation without manual work.</li> <li>● As a verifier, I want to view the validation results so I can ensure that they are accurate.</li> <li>● As an administrator, I want to be able to view all accepted documents so I can classify registered users as cleared personnel if necessary.</li> </ul>
3	7-9	Override or Accept Validation Outputs	<ul style="list-style-type: none"> <li>● As a registered user, I want to view the validation results for a selected document so I can know whether it was rejected or accepted.</li> <li>● As a verifier, I want to be able to accept documents that are inconclusive from the automatic validation so I can make sure that they can be manually verified by a verifier.</li> <li>● As a verifier, I want to override and update any validation results so I can ensure that the document is correctly classified.</li> </ul>
4	10-12	Filtering Dashboard, Document Type, Document Deletion	<ul style="list-style-type: none"> <li>● As a verifier, I want to select the department or type of form for the document so I can ensure that the documents are organized appropriately.</li> <li>● As a verifier, I want to be able to filter the dashboard based on document type so that I can verify multiple similar documents at the same time.</li> <li>● As a verifier, I want to be able to delete documents in case I accidentally upload the wrong document.</li> </ul>

5	13-15	Annotations on Documents, Administrator Access	<ul style="list-style-type: none"> <li>As an administrator, I want to be able to add new registered user accounts to my organization so I can initiate their document validation processes.</li> <li>As a verifier, I want to be able to make annotations/highlights to a document so I can let registered users know why any documents did not pass.</li> <li>As an administrator, I want to be able to remove any registered users from my organization so that my list of authorized users can be updated in case one of my employees decides to leave.</li> </ul>
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**Table 4. Stretch Goals**

User Stories/Features to be completed	Probability of Completion (High, Medium, Low)
Drag and drop file upload functionality	High
Batch upload option	High
Digital signature	Medium
Notification system for validation status	Medium
AI-powered document summary	Medium
AI-powered auto-suggestions and insights	Low

**Table 5. Future Work**

User Stories/Features that will not be completed
Real-time collaboration on document validation
Cross-validation between other validation systems
Allow for integration with existing data privacy and retention systems
Integration with video conferencing software for validation
Predictive analysis for proactive issue identification in documents

## Client Feedback

At the end of the semester, the instructors will request feedback from the client on the student team's progress. This assessment is treated as official feedback which factors into the students' final grades. The client's feedback on the team's performance will address the following areas:

- Professionalism
- Communication
- Timeliness
- Quality of deliverables
- Assessment of prototype (first semester only)
- Assessment of final product (second semester only)

Instructors may ask for a midterm assessment to allow the instructors and clients to monitor student participation, and if needed, provide corrective action. *If the client is concerned about the team's performance, the client may contact the instructors at any time.*