

## Team Project Charter

**Submission Date/Time:** Due in Blackboard by EOD 11:59 PM, Friday, September 22<sup>nd</sup>

**Objective:** To initiate an information technology project

**Product Guidelines:** The final product should include (but not limited to) the following components:

- GUI, Web, or System interface.
- Create Read Update Delete (CRUD) Database functions.
- Data Analytics feature (Ex. Report, or Dashboard).
- Security feature (Ex. Login, Data Masking, or Encryption).

**Written Deliverable Guidelines:**

- Complete all project documents (**Appendices A - E**) in Microsoft Word
- Name the MS Word file: **Team Name\_Initiation**
- Attach all Meeting Minutes
- Submit all written deliverables in Blackboard Assignment section by the Due Date/Time

**Grading:**

- **30 Maximum Points**
- Team and Individual grading based on the Grading Rubric
- Individual grades also based on Additional Individual Grading Considerations and Self-Peer Evaluation
- Quality Standards: Deliverables should be correct, complete, relevant, consistent, organized, meet guidelines
- Write N/A, Not Applicable, or None for any required section that does not apply to your project. Any section omitted or left blank will be graded as missing.
- Each Missing Guideline Item: Less 5 Points
- Each day late: Less 5 Points
- Grade of Zero after 5 days late

## Grading Rubric

**Analytic Rubric:** Assess students' work and their strengths and weaknesses in each area of the BBA Program Learning Goals.

Criteria (Weight = x1)	Fail 1	Below Average 2	Average 3	Above Average 4	Outstanding 5
<b>Analytical Skills: Perform Strategic and Feasibility Analyses (Max Points = 5)</b>	<ul style="list-style-type: none"> <li>▪ Poorly:               <ul style="list-style-type: none"> <li>○ Identifies, explains, analyzes, and shows the relationships between less than half of the strategic and feasibility factors relevant to the organization and the project.</li> <li>○ Analyzes 1 information/method(s) needed to choose among solutions.</li> <li>○ Analyzes 1 alternative solution.</li> <li>○ Determines and justifies that the proposed solution is feasible and addresses all aspects of the problem.</li> </ul> </li> <li>▪ Strategic and Feasibility Analysis had 20 or more quality issues.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Inadequately:               <ul style="list-style-type: none"> <li>○ Identifies, explains, analyzes, and shows the relationships between less than half of the strategic and feasibility factors relevant to the organization and the project.</li> <li>○ Analyzes 1 information/method(s) needed to choose among solutions.</li> <li>○ Analyzes 1 alternative solution.</li> <li>○ Determines and justifies that the proposed solution is feasible and addresses all aspects of the problem.</li> </ul> </li> <li>▪ Strategic and Feasibility Analysis had 15 - 19 quality issues.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Adequately:               <ul style="list-style-type: none"> <li>○ Identifies, explains, analyzes, and shows the relationships between half of the strategic and feasibility factors relevant to the organization and the project.</li> <li>○ Analyzes 2 information/method(s) needed to choose among solutions.</li> <li>○ Analyzes 2 alternative solutions.</li> <li>○ Determines and justifies that the proposed solution is feasible and addresses all aspects of the problem.</li> </ul> </li> <li>▪ Strategic and Feasibility Analysis had 10 - 14 quality issues.</li> </ul>	<ul style="list-style-type: none"> <li>▪ More than adequately:               <ul style="list-style-type: none"> <li>○ Identifies, explains, analyzes, and shows the relationships between most of the strategic and feasibility factors relevant to the organization and the project.</li> <li>○ Analyzes 2 information/method(s) needed to choose among solutions.</li> <li>○ Analyzes 2 alternative solutions.</li> <li>○ Determines and justifies that the proposed solution is feasible and addresses all aspects of the problem.</li> </ul> </li> <li>▪ Strategic and Feasibility Analysis had 5 - 6 quality issues.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Fully, clearly, consistently, and correctly:               <ul style="list-style-type: none"> <li>○ Identifies, explains, analyzes, and shows the relationships of all the strategic and feasibility factors relevant to the organization and the project.</li> <li>○ Analyzes 3 or more information/method(s) needed to choose among solutions.</li> <li>○ Analyzes 3 or more alternative solutions.</li> <li>○ Determines and justifies that the proposed solution is feasible and addresses all aspects of the problem.</li> </ul> </li> <li>▪ Strategic and Feasibility Analysis had 4 or less quality issues.</li> </ul>
<b>Technological Skills (Max Points = 5)</b>	<ul style="list-style-type: none"> <li>▪ Far below average technological skills.</li> <li>▪ Applies appropriate technology correctly in far less than half the instances.</li> <li>▪ 0 technology approaches identified</li> </ul>	<ul style="list-style-type: none"> <li>▪ Shows below average technological skills.</li> <li>▪ Applies appropriate technology correctly in less than half the instances.</li> <li>▪ 1 technology approaches identified</li> </ul>	<ul style="list-style-type: none"> <li>▪ Shows average technological skills.</li> <li>▪ Applies appropriate technology correctly in half the instances.</li> <li>▪ 2 technology approaches identified</li> </ul>	<ul style="list-style-type: none"> <li>▪ Shows above average technological skills.</li> <li>▪ Applies appropriate technology correctly in most instances.</li> <li>▪ 3 technology approaches identified</li> </ul>	<ul style="list-style-type: none"> <li>▪ Shows advanced technological skills.</li> <li>▪ Correct and consistent use of appropriate technology</li> <li>▪ 4 or more technology approaches identified</li> </ul>
<b>Civic Awareness and Ethical Decision-Making (Max Points = 5)</b>	<ul style="list-style-type: none"> <li>▪ Displays Little or no knowledge and analytical skills to guide ethical decision-making, and the awareness and responsibilities affecting business.</li> <li>▪ 1 or 0 factor identified, analyzed, or action recommended.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Displays insufficient knowledge and analytical skill to guide ethical decision-making, and the awareness and responsibilities affecting business.</li> <li>▪ 2 factors identified, analyzed, and action recommended.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Displays average knowledge and analytical skill to guide ethical decision-making, and the awareness and responsibilities affecting business.</li> <li>▪ 3 factors identified, with 2 or less analyzed, and action recommended.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Displays very good knowledge and analytical skill to guide ethical decision-making, and the awareness and responsibilities affecting business.</li> <li>▪ 3 factors identified, analyzed, and action recommended.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Displays great knowledge and analytical skill to guide ethical decision-making, and the awareness and responsibilities affecting business.</li> <li>▪ 4 or more factors identified, analyzed, and action recommended.</li> </ul>

<b>Global Awareness (Max Points = 5)</b>	<ul style="list-style-type: none"> <li>Specifies 0 relevant differences in perspectives and cultures affect business practices globally</li> </ul>	<ul style="list-style-type: none"> <li>Specifies 1 relevant differences in perspectives and cultures affect business practices globally</li> </ul>	<ul style="list-style-type: none"> <li>Specifies 2 relevant differences in perspectives and cultures affect business practices globally</li> </ul>	<ul style="list-style-type: none"> <li>Specifies 3 relevant differences in perspectives and cultures affect business practices globally</li> </ul>	<ul style="list-style-type: none"> <li>Specifies 4 or more relevant differences in perspectives and cultures affect business practices globally</li> </ul>
<b>Project Management Discipline (Max Points = 5)</b>	<ul style="list-style-type: none"> <li>Shows little or no Project Management (PM) knowledge and understanding</li> <li>PM knowledge, skills, tools, and techniques applied far below expectation</li> </ul>	<ul style="list-style-type: none"> <li>Below average Project Management (PM) knowledge and understanding</li> <li>PM knowledge, skills, tools, and techniques applied below expectation</li> </ul>	<ul style="list-style-type: none"> <li>Shows average Project Management (PM) knowledge and understanding</li> <li>Adequate PM knowledge, skills, tools, and techniques applied meet expectation</li> </ul>	<ul style="list-style-type: none"> <li>Shows above average Project Management (PM) knowledge and understanding</li> <li>PM knowledge, skills, tools, and techniques applied above expectation</li> </ul>	<ul style="list-style-type: none"> <li>Shows advanced Project Management (PM) knowledge and understanding</li> <li>PM knowledge, skills, tools, and techniques applied far above expectation</li> </ul>
<b>Written Communication Skills (Max Points = 5)</b>	<ul style="list-style-type: none"> <li>20 or more writing errors</li> <li>Written communication, Citation, and/or Integrity Statement far below expectation</li> </ul>	<ul style="list-style-type: none"> <li>15-19 writing errors</li> <li>Written communication, Citation, and/or Integrity Statement is unsatisfactory</li> </ul>	<ul style="list-style-type: none"> <li>10-14 writing errors</li> <li>Written communication, Citation, and Integrity Statement is satisfactory</li> </ul>	<ul style="list-style-type: none"> <li>5-9 writing errors</li> <li>Written communication, Citation, and Integrity Statement meets expectation</li> </ul>	<ul style="list-style-type: none"> <li>4 or less writing errors</li> <li>Written communication, Citation, and Integrity Statement exceeds expectation</li> </ul>

**Additional Individual Grading Considerations:** Individual team member scores will be based on the rubric below

0 No Work Grade = 0	1 Poor Grade 4 or more below Team Score	2 Fair Grade 1 - 3 points below Team Score	3 Average Grade = Team Score	4 Very Good Grade = 1 - 3 Points above Team score	5 Excellent Grade 4 or more points above Team Score
<ul style="list-style-type: none"> <li>Performs no work</li> </ul>	<ul style="list-style-type: none"> <li>Performance far below expectations</li> <li>Delivered far below average quality work.</li> <li>Attended little or no team meetings.</li> <li>Completed little or no assigned tasks.</li> <li>Self-Peer Evaluation is 9 Points or less.</li> <li>OR Workload is 9% or less.</li> </ul>	<ul style="list-style-type: none"> <li>Performance below expectation</li> <li>Delivered below average quality work.</li> <li>Attended less than half the team meetings.</li> <li>Completed less than half assigned tasks.</li> <li>Self-Peer Evaluation is between 10-14 Points</li> <li>OR Workload between 10-14%</li> </ul>	<ul style="list-style-type: none"> <li>Performance meets expectation.</li> <li>Delivered average quality work.</li> <li>Attended about half the team meetings.</li> <li>Completed half the assigned tasks.</li> <li>Self-Peer Evaluation is between 15-20 Points</li> <li>OR Workload between 15-20%</li> </ul>	<ul style="list-style-type: none"> <li>Performance meets expectation.</li> <li>Delivered very good quality work.</li> <li>Attended most team meetings.</li> <li>Completed most assigned tasks.</li> <li>Self-Peer Evaluation is between 21-30 Points</li> <li>AND Workload between 21-30%</li> </ul>	<ul style="list-style-type: none"> <li>Performance is above expectations.</li> <li>Delivered excellent quality work.</li> <li>Attended all group meetings.</li> <li>Completed all assigned tasks.</li> <li>Self-Peer Evaluation is 30 Points</li> <li>AND Workload is above 31% or more.</li> </ul>

# Cuts & Slices Project Charter

CIS 5800 EMWA

9/22/23

## **Group 3**

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## **Executive Summary**

The project aims to enhance the customer experience and operational efficiency of Cuts & Slices, a prominent black-owned pizza restaurant with two locations in New York City. Currently, the restaurant faces extended waiting times for both in-person order placement and pickups. This project seeks to implement an online ordering system to mitigate these challenges while aligning with the restaurant's mission and vision.

The project will utilize HTML, CSS, and Javascript for website development, databases for customer data management, and APIs to enable seamless cart operations for online ordering. The anticipated benefits from this project include an improved customer experience through reduced wait times, potential increase in revenue, and improvement in operational efficiency. The potential risks for this project are time constraints, technical limitations, and inadequate risk management. Overall, this project represents a significant step forward in modernizing Cuts & Slices' services while reinforcing its position as a neighborhood favorite and a proud black-owned establishment.

## APPENDIX B

### ANALYSIS

**Strategic Analysis** For the organization needing the system, provide the following:

- a. The organization's mission and vision.

Mission: To provide our community with delicious, high-quality hand tossed pizzas that have an array of inventive toppings and exceptional service in a welcoming and family-friendly atmosphere.

Vision: To become the go-to neighborhood pizza restaurant, known for having the most diverse selection of pizzas made using the finest ingredients, delivering outstanding customer experiences, and contributing positively to the local community while proudly maintaining our status as a black-owned establishment.

- b. The organization's Business and Technological Strategies.

Business Strategy: Focus on customer satisfaction by offering a diverse menu of pizza options with high-quality ingredients. Provide an inviting and lively takeout experience that ensures our customers feel welcomed and immersed from the moment they step through our doors.

Technological Strategy: Implement a user-friendly online ordering system for convenient and efficient ordering.

- c. Create a High-Level Organizational Chart.

Information to support the organizational chart is not available. The following chart was created based on the little information that could be found and also draws from a general understanding of the typical structure of a pizza restaurant



- d. Determine whether the organization has the right mix of employees, skills, life/work balance.

The actual numbers to support the mix of employees are not available. However, the restaurant's website indicates that they are closed on Wednesdays for staff training. Based on this weekly training, our assumption is that the restaurant has trained and developed its staff into the right mix of employees with the skill sets needed for the business.

This practice of dedicating a day for employee training not only demonstrates the restaurant's commitment to skill enhancement but also suggests a strategic approach to maintaining the desired workforce composition. By consistently investing in employee development, the restaurant ensures that its staff is well-prepared to meet customer expectations, provide exceptional service, and maintain high food quality standards.

Also, the decision to close on Wednesdays for training reflects a commitment to work-life balance for employees. This dedicated time off allows staff to recharge and avoid burnout, contributing to a more satisfied and motivated workforce. While specific data may not be available, the restaurant's commitment to training and balance strongly indicates efforts to maintain the right mix of skilled employees.

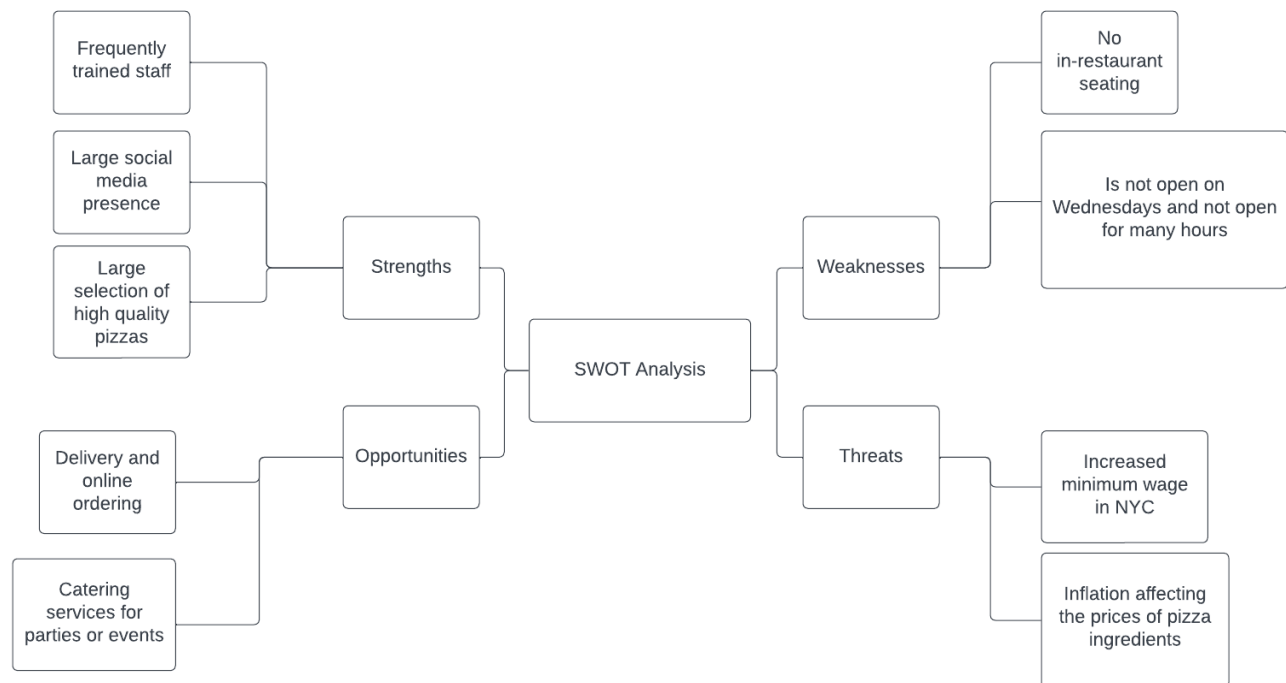
- e. List one or more political factors in the organization that might impact the project.

Cashiers or employees who take in-person customer orders may feel their jobs are in jeopardy. As a result of adding online ordering to the website, there may be less in-person orders and therefore a lesser need for cashiers.



Some workers may not understand the technology used to handle online orders. These workers may find the new system difficult to use and may get frustrated at the change.

- f. Using a Mind Map, do a SWOT Analysis of the organization, showing two or more items for each area.



- g. Indicate how the project will address one or more factors in each of the Three Sphere of System Management.

#### Organization

Workers will need to be trained on using the new online ordering system. Some workers may struggle with technology and find that it may affect their job security.

Customers can order more conveniently, by ordering on the website from their computer or phone. They can also grab their orders without waiting in line, improving customer convenience.

Workers may handle more total orders than usually with the additional online orders.

#### Business

Implementing and maintaining the new website will incur extra costs. Paying for developers to build the ordering system will be a large 1 time cost, and maintaining the system may require hiring a developer.

The restaurant may see increases in its profits with the potential increases in customer orders.

#### Technology

The restaurant may need to update their computer and network infrastructure to handle online orders, by purchasing new equipment and training its staff.

## Feasibility Analysis

**Technical Feasibility:** Show that the technology and technical resources are available to develop the solution.

Technical Feasibility Criteria	1 Low	2	3 Moderate	4	5 High	Justification
<i>To what degree does the project team know and understand the System functionality?</i>				✓		The project team understands the system and the requirements but still need to look at the current system in place and assess what is needed to integrate this new system
<i>To what degree does the project team know and understand the Technology?</i>					✓	The team knows and understands the technology very well and have experience creating and implementing it
<i>To what degree is the technology available to implement the solution?</i>					✓	All of the necessary technology required to create and implement the solution is widely available and accessible
<i>How compatibility is the system with the existing technology?</i>				✓		The system will most likely be very compatible since the company already has an existing call order system, therefore, an online system wouldn't be too difficult to integrate

**Economic Feasibility:** Show whether the solution is financially viable costs compared to other alternatives.

Option	Description	Estimated Costs (\$)	ROI (%)	Opportunity Cost (\$)	Justification
Solution	Include Product Characteristics and Requirements & Project Deliverables	200,000	20%	25,000	The total cost of the project is high considering that a whole new system is being created and implemented, however once the system is integrated, there will be no fees from third parties and will increase efficiency as well as the range with which they are able to reach customers. Opportunity cost is low because this is the best option.
Alternative 1	Delivery Services (e.g. Uber Eats and Doordash)	160,000/ year	10%	40,000	This alternative is subscription based and therefore will be an ongoing cost for as long as it is being used. A lot of overhead and extra cost will be avoided through this option but having an internal system will be more profitable as there won't be an extra cost once the initial cost to create the system is paid for.
Alternative 2	Self-Ordering Kiosks	5,000/kiosks + additional subscription based costs	8%	60,000	The initial cost will be costly to purchase the machines and push a system with their personal menu. Additionally, it might requires some kind of monthly or annual cost to maintain the system and keep up with updates and new menus. This might improve efficiency but still require customers to physically come to the location to make their purchase instead of having delivery.

**Organizational Feasibility:** Show that the organization can implement the solution.

Criteria	1	2	3	4	5	Justification
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## **APPENDIX C**

### **AWARENESS**

#### **Civic/Ethical/Legal Decision-Making**

For each of the following, identify one or more issues, analyze alternatives and consequences, and choose an Action:

▪ **Civic:**

The access to online order on websites like ensuring accessibility for customers

**Issue:**

- Some customers may not have access to the internet
- Some people may not understand how to use the online platforms

**Solutions:**

1. Enhance the customer experience
2. Reduce order mistakes during online orders
3. Making sure the online more reliable for customer and easy to use

▪ **Ethical:**

Keeping the customer data and their privacy safe

**Issue:**

- Keeping the customer data information safe and making sure the data is secured

**Solutions:**

1. Keeping the Customer Information safe and private
2. Encryption
3. CRM tools (Customer Relationship Management) to make sure it safe

▪ **Legal:**

Online third-party food delivery services and third-party courier services in NYC are governed by NYC law ("restaurant delivery apps" or "apps"). It also establishes consumer, delivery worker, and restaurant rights.

**Issue:**

- Reviewing the rules and regulation of Delivery food and depending on the state laws.

**Solutions:**

1. Minimum Pay Rate

2. Making sure the delivery worker are protected and safe travel
3. Making sure delivery worker are safe with weather conditions

### **Global Considerations**

Describe three or more relevant factors such as:

- Geo-Political/ Legal Issues
  - Local government regulates restaurants to ensure it meets sanitary standards/requirements.
- Economic/ Financial
  - The delivery system can create local jobs for NY residents.
- Social/ Cultural
  - Our system of being able to set a pick up time fits into the Ny lifestyle of convenience.

### **Appendix D**

#### **PROJECT MANAGEMENT DISCIPLINE**

##### **Project Charter**

<b>Project Title:</b>	Cuts and Slices Website
<b>Team Number/Name:</b>	Group 3
<b>Project Start Date:</b>	09/13/23
<b>Project End Date:</b>	12/08/23
<b>Budget Information:</b>	\$200,000
<b>Project Manager:</b>	Tiffany Tran
<b>Project Objectives:</b>	Create a functioning website capable of online ordering for Cuts and Slices
<b>Main Project Success Criterion:</b>	Online Ordering System functions successfully Customers are able to receive their orders placed online
<b>Project Sponsor/Approver:</b>	Morgan Porsche

**Constraints** [List three or more major project limitations that would result in project failure.]

- **Inadequate Risk Management-** By inadequately assessing potential risks, an unexpected drawback could bring the entire project to a halt
- **Technical Limitations-** Errors running the server or database could result in the entire project failing outright, with the website not even being able to run
- **Time Constraints-** The deadlines might be too tight to have proper communications between all parties involved (stakeholders, project team members, analysts), leading to the project not being completed on time

**Assumptions** [List three or more assumptions used for the proposed project.]

- Customers want to have the ability to order ahead
- There are long wait times when ordering in person
- The business could handle an online ordering system

**Identify Stakeholders** [Create a Stakeholder Register of five key stakeholders. Do not include the project team members and external customers.]

## Stakeholder Register

Name	Title/ Position	Project Role	Internal/ External	Level of Interest	Level of Influence	Management Strategies
Randy McLaren	CEO	Owner	Internal	High	High	Randy will be leading operations, so frequent discussions and updates with Randy is best.
Morgan Porsche	CFO	Project Sponsor	Internal	High	Medium	Morgan will approve of all funds, so giving Morgan a plan of proposed operations is best.
Tony Honda	Customer	Customer	External	Low	Low	Tony is a loyal customer, can consult with him on what the customer interests are on the website.
Tesla Williams	Cashier	Employee	Internal	Medium	Low	Tesla will be the primary user of the product on the client-side, so getting ideas from him is useful
Cooper Martin	Supplier	Supplier	External	Low	Low	Cooper is the main supplier for all items on the menu, giving him an estimate for the new influx of orders from the website would be ideal.

**Identify High Level Risks** [List five or more key risks to implementing the solution. Exclude operational, production, or maintenance risks.]

- Inadequate Planning- Will lead to poor resource allocation and organization of tasks
- Time Error- Mismanaged time needed for each task and delayed entire schedule
- Communications- Careless communication amongst members relaying task statuses and delaying collaboration
- Stakeholder- Lack of consultation with the key stakeholders
- QA- Ignoring quality of the product and disregarding outlined product standards

## Risk Register

Rank	Risk	Probability	Impact	Potential Responses	Risk Owner	Status
1	Inadequate Planning	Medium	Medium	Revise SWOT analysis and redraft plans	Tiffany	Open
2	Time Error	Medium	High	Reorganize Work Schedule	Arif	Open
3	Communications	Low	Low	Hold more frequent meetings	Andy	Open
4	Stakeholder	Low	Low	Contact and consult stakeholders more often	Shaneil	Open
5	QA	Low	High	Uphold Quality Assurance Standards	Nabil	Open

## TECHNOLOGICAL APPROACH

[Describe three or more types and ways in which technology will be used to analyze the problems; design, develop, and implement the solution; and deliver the project.]

- We'll be making use of HTML, CSS, and Javascript to develop a functioning website for Cuts and Slices Inc., displaying all relevant information on the company as well as menu and location details
- Databases will be used to create and retain customer information relevant to account information and shopping services
- APIs will be used to integrate microservices involved with performing cart operations to order ahead on the website

## **Appendix E**

### **Reference/Integrity/Signatures**

#### **Citation/Reference**

<https://www.cutsandslicesnyc.com/>

Giwa, Cynthia. "Cuts & Slices ." *Cuts & Slices - Black-Owned Brooklyn*, Black-Owned Brooklyn, 22 Aug. 2020, [www.blackownedbrooklyn.com/stories/cuts-and-slices](http://www.blackownedbrooklyn.com/stories/cuts-and-slices).

Mathis, Sandra. "How Do Companies Protect Customer Data?: TechTarget." Customer Experience, TechTarget, 26 July 2023, [www.techtarget.com/searchcustomerexperience/answer/How-do-companies-protect-customer-data](http://www.techtarget.com/searchcustomerexperience/answer/How-do-companies-protect-customer-data). Accessed 21 Sept. 2023.

<https://www.nyc.gov/site/dca/workers/workersrights/Delivery-Workers.page>

Zou, Nick. "Pros and Cons of Offering Food Delivery Service." TouchBistro, 5 July 2023, [www.touchbistro.com/blog/pros-and-cons-of-offering-food-delivery-service/](http://www.touchbistro.com/blog/pros-and-cons-of-offering-food-delivery-service/).

#### **Integrity Statement**

We, the members of Group 3, hereby affirm that the work submitted by our team is our own original work, was not outsourced, provided by a third party, or written using artificial intelligence, and the team complied with the college's "Academic Honesty" policies. We also affirm that our work is accurate and truthful and does not contain any false information.

#### **Project Team Members Names and Signature:**

#	Team Member Name	Project Role	Signature	Date
1	Shaneil Webley-Roberts	Systems Analyst	Shaneil Webley-Roberts	9/22/23
2	Andy Leon	Programmer Analyst	Andy Leon	9/22/23
3	Tiffany Tran	Project Manager	Tiffany Tran	9/22/23
4	Christian Sierra Perez	Business Analyst	Christian Sierra Perez	9/22/23
5	Nabil Fayak	Programmer Analyst	Nabil Fayak	9/22/23
6	Arif Ahmed	Quality Assurance Analyst	Arif Ahmed	9/22/23