**Project Team Charter**

**<Queen of Apostles Website>**

**<Partner Organization (if any)>**

|  |  |
| --- | --- |
| Industry Partner | Queen of Apostles |
| Primary Instructor | Anjana Shah |
| Team Member | Siam Hasan |
| Team Member | Jason Gunawan |
| Team Member | Deigo Tsukayama |
| Team Member | Riyad Youssef |
| Team Member | Bilal Youssef |

Document Revision History

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| Revision # | Date |
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**1. Executive Summary**

The following describes the project to be executed.

|  |  |
| --- | --- |
| Objective | To design and implement a software system that automates guest registration, room assignments, departmental scheduling, and payment processing for the Queen of Apostles Renewal Centre, improving both operational efficiency and guest experience. |
| Corporate Goals Addressed | Operational Efficiency: Reducing time on manual tasks (registration, billing, scheduling).  Enhanced Guest Experience: User-friendly registration and payment interface.    Better Internal Communication: Improved coordination between departments.    Data Management: Reliable database for guest records and historical data. |
| Planned Start Date | October 7th, 2024 |
| Planned End Date | April 30th, 2025 |

**2. Project Approvers, Reviews and Distribution List**

Approvers, reviewers and distribution list

|  |  |  |  |
| --- | --- | --- | --- |
| Project Role | Name | E-mail | Date |
| Project Manager | Siam Hasan | 101464651@georgebrown.ca | 10/07/2024 |
| Frontend Developer | Bilal Youssef | 101462321@georgebrown.ca | 10/07/2024 |
| Backend Developer | Deigo Tsukayama | 101472085@georgebrown.ca | 10/07/2024 |
| Developer | Jason Gunawan | 101465525@georgebrown.ca | 10/07/2024 |
| Team Leader | Riyad Youssef | 101462289@georgebrown.ca | 10/07/2024 |

**3. Scope**

Define the sum total of all of its products and their requirements or features.

|  |  |
| --- | --- |
| In Scope | Out of Scope |
| Guest Registration and Management: Development of an automated system for individual and group registrations. | Lobby Display Integration: Integration with Yodeck Dashboard for lobby displays. |
| Scheduling and Room Assignments: Tools for managing conference rooms, dining schedules, and room cleaning tasks. | Third-party Software Compatibility: Compatibility with other hotel or booking software. |
| Pricing and Discounts: Calculation of stay costs based on room type and Director’s Discount for regular clients. | Legacy Data Migration: Migration of data from the existing system into the new software. |
| Departmental Communication: Streamlined task assignments for housekeeping, kitchen, and administrative departments. | Non-digital Booking Methods: Managing reservations that do not utilize the digital platform. |
| Payment Processing: Integration of a secure payment gateway for processing deposits and payments, with invoicing and email receipts. |  |
| Database and Reporting: Creation of a database to store guest information, reservation history, and generate reports for management purposes. |  |

**4. Deliverables**

This project will deliver the following.

|  |  |
| --- | --- |
| **Deliverable** | **Description** |
| Automated Registration System | A user-friendly platform allowing guests (individuals and groups) to register for retreats online. |
| Scheduling Tools | Tools to manage conference rooms, dining schedules, room cleaning tasks, and other operational needs. |
| Pricing and Discounts Module | Automated pricing calculation, including options for discounts like the Director’s Discount. |
| Payment Processing Integration | Secure gateway for deposits and payments, with automated invoicing and email receipts. |
| Central Database and Reporting | A database for guest information and historical records, with reporting capabilities. |
| User Interface Design | Intuitive, age-friendly interface with accessible navigation and clear instructions. |
| Departmental Communication Tool | Real-time task assignment and coordination for Housekeeping, Kitchen, and Reception departments. |

**5. Assumptions**

* Staff will have basic technical skills and will receive training on using the software.
* Guests and staff will rely primarily on the software’s web interface for booking, managing reservations, and communicating needs.
* The Centre will provide access to necessary resources, like devices for on-site staff to access the system.

**6. Dependencies**

1. Payment Gateway API: The payment functionality relies on successful integration with a secure payment gateway API.
2. Server and Infrastructure Support: Hosting requirements, including server maintenance and security measures, are critical for system uptime.
3. Inter-departmental Coordination: Smooth operation depends on the alignment between departments (Reception, Housekeeping, Kitchen) and effective system use.
4. Stakeholder Engagement: Continuous feedback from the center’s staff and directors will be essential throughout the project lifecycle to ensure alignment with organizational needs.

**7. Risk Management**

|  |  |  |  |
| --- | --- | --- | --- |
| Potential Risk | Severity (H/M/L) | Likelihood (H/M/L) | Management Strategy |
| Delays in software development due to scope complexity | High | Medium | Set clear milestones, conduct regular progress reviews, and allocate additional resources if needed to stay on schedule. |
| Technical issues with payment gateway integration | Medium | Medium | |  | | --- | |  | | Test the integration thoroughly in a sandbox environment and have a backup payment option ready if issues arise. | |
| Data security and privacy concerns | High | Low | |  | | --- | |  | | Implement secure authentication, data encryption, and regular audits to ensure data security and compliance. | |
| System downtime affecting guest registrations | High | Low | |  | | --- | |  | | Ensure a robust infrastructure with regular backups, and set up a support plan for quick troubleshooting. | |

**8. Communication**

**Reporting**

The following reports will be produced;

|  |  |  |
| --- | --- | --- |
| Report | Audience | Frequency |
| Weekly Progress Reports | All members of Project Team | Every Week |
| Updates from specific roles | Targeted roles | As soon as it needs to be addressed |

**Meetings**

The following meetings/communication will be established;

|  |  |  |  |
| --- | --- | --- | --- |
| Meeting | Purpose | Attendees | Frequency |
| Direction of project | to discuss the progression of project and what’s next | All Team members | Every week |
| Check-ins | to provide information regarding any updates or news with certain individual’s roles | Relevant team members | As often as it requires |
| Sprints Completion | to assess and brainstorm potential new ideas to incorporate into project | All Team members | As frequent as they’re given out |
|  |  |  |  |

**9. Task Listing (WBS- Work Breakdown Structure)**

The following resource proposal template summarizes the resource hours committed to this project, upon final approval of this document.

|  |  |  |  |
| --- | --- | --- | --- |
| Reference | Tasks | Duration | Dependency |
| A | Initial Project Creation | 1-2 days | N/A |
| B | Gathering/Researching information | 2 weeks | A |
| C | Creation of Wireframe | 1-2 weeks | B |
| D | Front-End Development | 8-10 weeks | C |
| E | Back-End Development | 8-10 weeks | C |
| F | Combining and connecting both sides of development | 1-2 weeks | D,E |
| G | Testing/Feedback | 1-2 weeks | F |
| H | Deployment | 1 week | G |

**10. Gantt Chart**

Create a detailed Gantt Chart from your Task Listing(Use any software tool and paste the image or upload as a separate file that can be opened as pdf/doc/xls)

|  |  |  |  |
| --- | --- | --- | --- |
| **Task** | **Duration** | **Start Date** | **End Date** |
| Initial Project Creation | 1-2 days | 10/07/2024 | 10/08/2024 |
| Gathering/Researching Information | 2 weeks | 10/08/2024 | 10/21/2024 |
| Creation of Wireframe | 1-2 weeks | 10/22/2024 | 11/04/2024 |
| Front-End Development | 8-10 weeks | 11/05/2024 | 01/14/2025 |
| Back-End Development | 8-10 weeks | 11/05/2024 | 01/14/2025 |
| Combining and Connecting Development | 1-2 weeks | 01/15/2025 | 01/28/2025 |
| Testing/Feedback | 1-2 weeks | 01/29/2025 | 02/11/2025 |
| Deployment | 1 week | 02/12/2025 | 02/18/2025 |

**11. Milestones**

|  |  |  |
| --- | --- | --- |
| Major Activity or Milestone | Estimated Milestone Target date | Owner/Reviewer Team Members |
| Project Approval and Kickoff | 10/07/2024 | Project Team, Instructor |
| Completion of Information Gathering | 10/21/2024 | Project Team |
| Approval of Wireframe and Design | 11/04/2024 | Project Team, Industry Partner |
| Completion of Front-End Development | 01/14/2025 | Front-End Developer |
| Completion of Back-End Development | 01/14/2025 | Back-End Developer |
| Integration of Front-End and Back-End | 01/28/2025 | Project Team |
| Initial Testing and Feedback Loop | 02/11/2025 | Project Team, Stakeholders |
| Final Deployment | 02/18/2025 | Project Team, Industry Partner |

**12. RAM – Responsibility Assignment Matrix**

Create a RAM from your Task Listing. A sample is shown below:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Task** | **Siam** | **Bilal** | **Diego** | **Jason** | **Riyad** |
| Initial Project Creation | X |  |  |  |  |
| Gathering/Researching Information | X | X | X | X | X |
| Creation of Wireframe |  | X |  |  | X |
| Front-End Development |  | X |  |  |  |
| Back-End Development |  |  | X |  |  |
| Combining Frontend and Backend | X | X | X |  |  |
| Testing/Feedback | X | X | X | X | X |
| Deployment | X |  |  |  | X |

**13. Approval**

The signatures below indicate their approval of the contents of this document.

|  |  |  |  |
| --- | --- | --- | --- |
| Project Role | Name | Signature | Date |
| Project Manager | Siam Hasan | Siam | 2024-10-07 |
| Frontend Developer | Bilal Youssef | Bilal | 2024-10-07 |
| Backend Developer | Deigo Tsukayama | Diego | 2024-10-07 |
| Developer | Jason Gunawan | Jason | 2024-10-07 |
| Team Leader | Riyad Youssef | Riyad | 2024-10-07 |