*Human Resource Web Application*

*Draft Project Charter*

*for*

*Rochester Riverside Convention Center*

*Team Pearl:*

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**Initial Version 3/8/18**

Acknowledgments



Team Pearl would like to give a special thanks to Team Garnet’s Project Manager Brianna Jones for her outstanding work and participation in making sure our team is fully prepared for each major deliverable. She has assisted us with our WBS and Project Charter. We are proud to be in an alliance with her.

**Table of Contents**

**Table of Contents**

[***Basic Information 1***](#_2et92p0)

[**Project Information: 1**](#_tyjcwt)

[**Stakeholder Information: 1**](#_3dy6vkm)

[***Purpose 2***](#_1t3h5sf)

[***Goals and Objectives 2***](#_4d34og8)

[**Goal: 2**](#_2s8eyo1)

[**Objectives: 2**](#_17dp8vu)

[***Communication 3***](#_26in1rg)

[***Success Criteria 4***](#_1ksv4uv)

[***Project Context 5***](#_44sinio)

[***Project Dependencies 6***](#_3j2qqm3)

[**Scope 7**](#_2xcytpi)

[***Assumptions 8***](#_2bn6wsx)

[**Constraints 8**](#_qsh70q)

[***Schedule Milestones 9***](#_1pxezwc)

[***Risks 10***](#_2p2csry)

[***Cost Estimates 11***](#_3o7alnk)

[***Appendix: Requirements 12***](#_32hioqz)

[**Functional Requirements 12**](#_1hmsyys)

[**Performing Requirements 13**](#_41mghml)

[**Business Requirements 13**](#_2grqrue)

[***Appendix: Use Cases 14***](#_vx1227)

[**1.0 Login 14**](#_3fwokq0)

[**2.0 Forgot password 15**](#_28h4qwu)

[**3.0 Create Account 16**](#_111kx3o)

[**4.0 Authorize Account 17**](#_3ygebqi)

[**5.0 Sending a notification 18**](#_2r0uhxc)

[**6.0 Viewing notifications on phone/desktop 19**](#_1jlao46)

[**7.0 Watching Training Videos 20**](#_4h042r0)

[**8.0 Delete Old Post 21**](#_39kk8xu)

[**9.0 Modify User Accounts 22**](#_3mzq4wv)

[**10.0 Viewing User Acknowledgement Report 23**](#_2fk6b3p)

[**11.0 Modify Personal Account 24**](#_2szc72q)

[**12.0 Compare Payroll Employees to Active List of Employees 25**](#_1ljsd9k)

[***Appendix: Diagrams 26***](#_1yyy98l)

[**Use Case Diagram 26**](#_4iylrwe)

[***Acceptance Statement and Signatures 27***](#_3x8tuzt)

[***Revision History 28***](#_rjefff)

# Basic Information

## Project Information:

|  |  |
| --- | --- |
| **Project Name** | Rochester Riverside Convention Center (RRCC) Human Resource Web Application |
| **Project Manager** | Datoria Harvey |
| **Project Customer** | All current Employees working for the Rochester Riverside Convention Center |
| **Project Sponsor** | Robin Antill |

## Stakeholder Information:

|  |  |  |
| --- | --- | --- |
| **Stakeholders** | **How are they affected by the project?** | **How can they affect the Project?** |
| Project Customer | The Project Customer’s interactions with the company website will be through the web application. | If Project Customer is not satisfied with the web application design or functionality, this will require the project to be refactored in a favorable way for the Project Customer. |
| Project Sponsor | The Project Sponsor’s management of Project Customers will be presented through the web application. | Project Sponsor creates the requirements for Pearl to achieve. |
| Team Pearl | Team Pearl is responsible for the implementation and design of the project based on the requirements designated from the client. | Team Pearl creates the web application based on the project requirements from the Project Sponsor. |
| Rochester Institute of Technology (RIT) | RIT’s reputation is dependent on Pearl’s success. | RIT provides insight and criticism on Team Pearl’s interactions between the client and team members. If Team Pearl strays off the intended path, then RIT will provide extra guidance to ensure project success. |

# Purpose

The purpose of the project is to streamline communication between the HR department and employees of Rochester Riverside Convention Center. The current problem is that it is difficult to reach all employees in a timely manner in order to make them aware of things like a change in policy or an emergency situation. The project is low priority for RRCC because it is not business critical.

# Goals and Objectives

## Goal:

The end goal is a fully functional web application, that allows users to login through either a desktop/mobile device, to view notifications, be able to view training videos, and to take surveys created by the HR departments.

## Objectives:

* Send notifications, text messages, emails, and surveys to employees or departments via web application.
* Receive user acknowledgements from surveys and notifications.
* Display training videos for employees.
* Maintain synchronized employee roster between the payroll roster and application roster.
* Navigating with ease throughout the entire website
* Website should display proper layout on desktop and/or mobile devices
* Create/update/delete of user accounts
* Easier communication flow
* Ability to learn the system with ease
* Ability to keep track of new employees with ease

# Communication

Team Pearl’s external communications will be coordinated by the designated Sponsor Facilitator. After the team meetings the Sponsor Liaison will primarily use emails to contact the RIT Stakeholder, who will relay all questions to the Project Sponsor and return the feedback Team Pearl. These emails will be sent only when we have important questions that’ll need to be answered. Should the Project Sponsor be met in a face to face meeting, typically any member of Team Pearl can ask or answer questions. Another person Team Pearl will have communication with is John Simonson, RIT’s System Administrator (SysAdmin). We will have our team’s SysAdmin communicate with him by way of email, or in person meetings.

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# Success Criteria

This project will be considered a success when we provide Rochester Riverside Convention Center with a Human Resources application that meets the expectations and desire of the sponsor. Specifically, this requires that Team Pearl stay on schedule and produce a working application which satisfies the sponsor’s requirements.

The web application is developed for the ease of the Project Customer, information is provided to them in a way that is easily accessible and can be updated quickly. Due to this, the different types of information that must be relayed to them, or the way that they need to receive the information, directly impacts the design of the web application.

In order for this application to be successful it will properly allow employees to receive notifications via web application (desktop/mobile), text and email. Employee should be able to take surveys and respond to user acknowledgements. As well, as be able to watch employee training videos. Lastly, the HR administrator will be able to maintain consistency between the payroll and web application rosters.

* User should be able to receive notifications, text messages, emails, and surveys to employees or departments via mobile application 95% of the time
* User should be able to receive user acknowledgements from surveys and notifications 95% of the time
* User should be able to view training videos 95% of the time.
* User should be able to view the synchronized employee roster between the payroll roster and application roster 95% of the time.
* User should be able to navigate to all web pages with ease 95% of the time
* User should get a different application view on desktop and mobile
* User should be able to create/update/delete of user accounts 95% of the time

*Note: The 95% guarantee was chosen due to potential situations out of our control which may impact the functionality/reliability of the user’s capabilities.*

# Project Context

This application will allow the HR department as well as department heads to effectively communicate with their employees. They will be able to send out notifications, surveys, and documents through text and/or email to a group of employees. This will improve their current communication system of a physical bulletin board. When developing this we will keep in mind technological capabilities of users as well as ease of use. This application should be easily integrated into their current system to allow for better productivity.

# 

# Project Dependencies

This project has many dependencies that all must be accounted for in order to get the best experience possible out of our application. For the application to be possible we first and foremost must have internet access. Without the internet there is no way to test or view anything that is developed.

With an internet connection available we need a device to utilize that connection, in this case we need either a computer or a smartphone. With internet and a device, we will at least be able to view the application and have most of the functionality.

The rest of the dependencies allow the application to have more functionality than just a viewable page. One of the most crucial dependencies is a text messaging service. This will allow for mass texts to be sent out, this is the basis for the entire application. Another dependency that we have for the application is a CSV file from the client containing active users. This CSV will be checked against the application user list to make sure employees are up to date.

The last important dependency is having email accounts already created for its employees. The email accounts will need to be a personal email that the employee provides during the onboarding process. This is required when sending out mass notifications via email, without an email address we cannot fulfil this main functional requirement.

Scope Specifications

## Scope

The Scope of this project is to deliver a web application that allows the HR department to effectively communicate with all RRCC Employees. The main features to be focused on are as follows:

* Notifying all RRCC Employees of emergencies (ex. office closures due to bad weather), policies (ex. new policies, updated policies), surveys, etc.
* Seeing who has read and acknowledge policies
* Allowing all Employees to watch training videos
* Allow employees to enter personal emails and phone numbers into the application upon starting work
* Several Admin functions
  + Ability to create, delete, and modify notifications
  + Ability to create, delete, and modify user accounts
  + Ability to create, delete and modify surveys
  + Ability to create, delete and modify user acknowledgements
  + Ability to compare payroll employee roster to web applications employee roster
  + Ability to view who has seen a survey, or user acknowledgement

**Out of Scope Specifications**

Below is a list of things Team Pearl will not be implementing during any phase of the overall project. These will also not be implemented as extra/bonus features during any phase of the overall project.

* An email client will not be built during any phase of this project

# Assumptions

* Employee’s personal email accounts will be used during the onboarding process
* The third-party IT company will be responsible for any maintenance of the web application post-deployment
* The application will be designed using a basic LAMP stack

## Constraints

* The Project Sponsor would prefer the budget is as close to $0 as possible
* Time: Code completion is required to be satisfied by the end of December
* Color blind accessible
* RIT Network: Each member needs to be connected to the RIT Network in order to access the development environment (This will require that member to setup and use RIT’s VPN in order to work on the virtual machine)
* Gate Reviews:
* Hardware and Software Requirements: Making sure that we have the correct Hardware and Software, so that deployment can be a smooth transition
  + Examples:
    - AYS needs WAMP or XAMPP, while RIT is using LAMP on CentOS

# 

# Schedule Milestones

* **Phase Gate 1** - *Interfacing with other systems (Mon Sept. 10, 2018)*
  + Technical Interfacing
  + Organization Interfacing
  + Written Report
  + Presentation
* **Phase Gate 2** - *Primary Functionality Completion (Mon Oct. 1, 2018)*
  + The main requirements code complete
  + Written Report
  + Presentation
* **Phase Gate 3** - *Code Complete (Mon Nov. 12, 2018)*
  + All code has been completed
  + Written Report
  + Presentation
* **Project Presentation** - *Demo Day (Mon Nov. 26, 2018)*
* **Deployment Presentation** - *Deployment Explanation (Mon Dec. 3, 2018)*

# Risks

* **Non-employee is able to access the site**
  + **Probability:** low
  + **Impact:** Public can see potentially sensitive information
  + **Management:**  We will sanitize the data and conduct user authentication
* **Text messaging service has an error. Not able to send texts**
  + **Probability:** low
  + **Impact:** Employees are not able to receive/send notifications through text.
  + **Management:** Must contact third-party texting service to notify them of problem.
* **Hosting Service is down**
  + **Probability:** low
  + **Impact:** Site will not be accessible
  + **Management:** Hosting service must be contacted and notified of the problem.
* **Development Environment Breach**
  + **Probability:** low
  + **Impact:** Information could be viewed/touched by a non-certified user
  + **Management:** Update security and change login information. Restore database from most recent backup.

# Cost Estimates

* Texting Service
  + Name: Twilio
  + Cost: $0.0075 per text

* Hosting Service for Deployment
  + Name: AYS Technologies
  + Cost: Free

# Appendix: Requirements

## Functional Requirements

**Functional Requirements** - *what the system will do*

1. Login authentication/authorization happens every time the user logs in.
2. Unique accounts for each independent user
3. Accounts able to be organized by department (column in database, allows for admin to send notifications to accounts under specific departments)
4. Database storing account information (password, Fname, Lname, email, phone number, department, job title)
5. Redirection to landing page, after login is verified
6. Notifications display alert in drop down (dropdown displays signal that there is a new notification)
7. Can click on notification alert to redirect to page displaying full content of notification
8. Newest posts shown top-down on landing page
9. Admin console - Ability to send notifications directly to email, phone, and to the landing page
10. Admin console - Only allow accounts with admin permissions to access this panel
11. Admin console - Allow admin account to create notification
12. Admin console - Allow admin to choose mail, phone, department and landing page posting location (landing page will always be sent the post by default, options of mail and phone are determined by the admin and if the user chooses to use phone, then attaching files will generate an error)
13. Admin console - Allow admin to delete a previous post
14. Admin console - Ability to soft delete accounts
15. Admin console - Ability to deactivate accounts for designated amounts of time (Time off - part time employees)
16. Ability to track who has viewed or not viewed a notification (can be used to see which users responded to a survey and which have not).
17. Ability to acknowledge a notification (e.g. user action that says that they have seen a new policy)
18. Ability for a user to modify their account
19. Employees have the ability to watch all training videos

## Performing Requirements

**Performing Requirements** *- how quickly or how well the system will execute the functional requirements*

1. The workload must be able to support 400+ employees using the app simultaneously without any lag.
2. Lightweight: the app takes fewer elements to load relative to the current website
3. Whenever an account is created, code will perform a “CREATE” statement in the database table for accounts
4. Whenever an account is modified, code will perform “UPDATE” statement to the entry in the database table for accounts
5. When a notification is viewed by a user, a column in the database will update to display that the user has seen it.
6. When a text/email notification is sent it will reach all users within minutes
7. Routine autonomous backups of the database
8. After a crash, the database needs to be restored from the last saved point.

## Business Requirements

**Business Requirements***- constraints or policies that must be enforced, include any software and hardware restrictions and any security needs*

1. HR has the ability to send alerts/notifications to all Employees
2. HR has the ability to send alerts/notifications to specific departments
3. Department Heads has the ability to send alerts/notifications to all Employees within their Department
4. All alerts/notifications must be sent to the current Employees (full time and part-time)
5. The application must be available on all devices in a web-based format
6. The final solution has to be free for the users to view, as well as for the business to host
7. Updating system has to be easy for non-technical person(s)
8. The system has to be user-friendly for legally/color blind employees
9. Part-time employees should have the same access as full-time employees
10. Display provided videos to employees for training purposes

# Appendix: Use Cases

## 1.0 Login

This use case shows the step-by-step for a regular login

**Primary Actors:**

1. Employee(s)
2. Department Head
3. HR

**Pre-Conditions:**

1. Network Connection is available
2. Primary Actor has a smartphone
3. Primary Actor has an authorized account dependent on HR Actor

**Basic Flow of Events:**

1. Primary Actor opens mobile website
2. Primary Actor inputs login credentials for their account.
3. Primary Actor is redirected to landing page.

**Alternate Flows:**

2a. Incorrect username or password.

2a1. Alert displayed saying incorrect username or password

2a2. Primary Actor must re-submit form

# 

## 2.0 Forgot password

This use case covers a Primary Actor resetting their password

**Primary Actors:**

1. HR
2. Department Head
3. Employee(s)

**Pre-Conditions:**

1. Primary Actor does already have an account created
2. Internet Access

**Basic Flow of Events:**

1. Primary Actor clicks forgot password button
2. Primary Actor enters email address
3. Temporary password is sent to Primary Actor’s email
4. Primary Actor uses the temporary password to login
5. A popup appears asking the Primary Actor to change their password
6. The Primary Actor enters their new password into two separate boxes
7. The Primary Actor password has been changed and they can now access their account

**Alternate Flows:**

2a. Wrong email

2a1. System will send out an error message

7a. Primary Actor enter the wrong password into box 1 or 2

7a1.The system will notify the user that the passwords do not match

# 

## 3.0 Create Account

This use case covers the initial creation of an account

**Primary Actors:**

1. HR
2. Department Head
3. Employee(s)

**Pre-Conditions:**

1. Primary Actor does not already have an account created
2. Internet Access

**Basic Flow of Events:**

1. Primary Actor clicks create account button
2. Primary Actor enters required credentials (such as username and password)
3. An email is sent to the HR Actor’s email
4. HR Actor confirms account in the administrator console
5. The Primary Actor’s account is authorized by the HR Actor
6. Primary Actor now has complete access to the web application

**Alternate Flows:**

2a. Credentials already exist (email)

2a1. Primary Actor will be notified to re-enter a new email address before allowing them to submit form.

## 4.0 Authorize Account

This use case covers the initial authorization for the creation of a new account

**Primary Actors:**

1. HR

**Pre-Conditions:**

1. User has an account that exists or is waiting for the account to be verified from HR.
2. Internet Connection

**Basic Flow of Events:**

1. HR enters administrator console
2. Administrator console stores a table of accounts and their information
3. A Column in the administrator table shows the authorization rights of each account
4. HR Actor will give the Primary Actor the appropriate authorization
5. HR Actor updates the account information
6. The Primary Actor now has an authorized account

**Alternative Flows:**

1a. No accounts are waiting on authorization

1a1. Message saying no accounts will be displayed instead of table

4a. HR Actor enters invalid information into the administration table

4a1. A warning is displayed, and the Primary Actor’s account cannot be updated until this is fixed

# 

## 5.0 Sending a notification

This use case covers how HR and the Department Head(s) will send a notification

**Primary Actors:**

1. HR
2. Department Head(s)

**Pre-Conditions:**

1. Device Access
2. Internet Connection
3. Primary Actor is part of HR or Department Head
4. Primary Actor logged in
5. (optional) A document that needs to be sent out has been created
6. (optional) Has a survey link to send

**Basic Flow of Events:**

1. Primary Actor navigates to page with the notification form
2. Primary Actor first clicks checkboxes to choose how people will be notified
3. The Primary Actor chooses which departments will receive the notification
   1. If it is a Department head, they can only send to their department
4. Primary Actor must input notification text into a text box and has the optional ability to choose a file
   1. The Primary Actor has the ability to send out a survey link. It is not recommended to send out a survey over text.
5. After the form is filled out the Primary Actor can press the send notification button
6. There is a small summary of the notification with an “are you sure” prompt the user must click before the notification is sent
7. The Primary Actor gets a confirmation the notification has been sent
8. The Primary Actor is then returned to the notification form

**Alternate Flows:**

4a. If the HR Actor is sending the notification from a smartphone the option to add a file will not be there

5a. Primary Actor tries to send notification that only contains a file

5a1. System will send an error message stating they need to add text before sending the notification

## 6.0 Viewing notifications on phone/desktop

This use case covers how all Primary Actors will view a notification

**Primary Actors:**

1. HR
2. Department Head(s)
3. Employee(s)

**Pre-Conditions:**

1. Device access
2. Internet Connection
3. Account is logged in
4. HR/Department Head(s) has or have sent out a notification

**Basic Flow of Events:**

1. Employee(s) will select the notification icon within Convention Center web application
2. A list of summaries of the notifications will be displayed
3. When the Employee(s) selects one of the summaries they will be shown the entire message (including files)

**Alternate Flows:**

1a. No notification to view

1a1. System will display a message stating that there are currently no notifications to display

# 

## 7.0 Watching Training Videos

This use case covers how all Primary Actors will watch training videos

**Primary Actors:**

1. Employee(s)
2. HR
3. Department Head(s)

**Pre-Conditions:**

1. Device access
2. Internet Connection
3. Primary Actor is logged in and validated
4. There are training videos to watch

**Basic Flow of Events:**

1. Primary Actor clicks on “Training Tab”
2. All training videos will be displayed
3. The Primary Actor selects the video they want to watch
4. Once selected, the video will be shown, and the Primary Actor will be able to play it.

**Alternate Flows:**

2a. No videos to show

2a1. System will display a message stating that there are no videos to display at this time

4a. Video does not load

4a1. System displays an error message

## 8.0 Delete Old Post

This use case covers how HR and the Department Head(s) will delete old notifications

**Primary Actors:**

1. Department Head(s)
2. HR

**Pre-Conditions:**

1. Device Access
2. Internet Connection
3. There is a pre-existing post to delete
4. Primary Actor is logged in and authorized

**Basic Flow of Events:**

1. Primary Actor chooses the desired post to delete
2. Primary Actor opens settings for the post
3. Primary Actor chooses Delete
4. Primary Actor confirms Post Deletion
5. The post is deleted

**Alternate Flows:**

None

## 9.0 Modify User Accounts

This use case covers how HR can change or modify a Primary Actors account

**Primary Actors:**

1. HR
2. Employee(s)
3. Department Head(s)

**Pre-Conditions:**

1. Device Access
2. Internet Connection
3. Primary Actor is logged in and authorized
4. Primary Actor has HR authorization
5. Primary Actor who wants/needs their account to be modified has an account

**Basic Flow of Events:**

1. HR navigates to “users” tab/page
2. HR is show a list of accounts that can be modified
3. HR selects which account to modify
4. Page displays all available information that can be changed
   1. HR can change name of user
   2. HR can change email of user
   3. HR can change phone number of user
   4. HR can select admin status of user
   5. HR can set a temporary password
   6. HR can change department of user
   7. HR can change authorization privileges of user
5. HR can select the users “state”
   * 1. To deactivate the account:
        1. Select to deactivate account indefinitely OR
        2. Can select to deactivate for a time period
     2. To activate the account, the admin will select the “activate” option listed in the user state section
6. HR saves any changes made to account
7. HR is returned to account list

## 

**Alternate Flows:**

3a. Information (phone, email, password, etc.) entered is invalid

3a1. System displays an error message

## 10.0 Viewing User Acknowledgement Report

This use case covers how HR can review who has or has not acknowledged a notification

**Primary Actors:**

1. HR
2. Department Head(s)

**Pre-Conditions:**

1. Device access
2. Internet connection
3. Account access for web app
4. Logged in and authorized
5. Notifications have been acknowledged

**Basic Flow of Events:**

1. HR will navigate to a page that displays acknowledgment reports
2. The page will display all reports that required acknowledgement
3. HR will select a report type to view who has or has not acknowledged a notification

**Alternate Flows:**

2a. No Acknowledgments

2a1. System displays a message stating that there are no reports currently available to view

## 11.0 Modify Personal Account

This use case covers how Primary Actors can change or modify their personal account information

**Primary Actors:**

1. HR
2. Department Head(s)
3. Employee(s)

**Pre-Conditions:**

1. Device Access
2. Internet Connection
3. Primary Actor has an account
4. Primary Actor requires change of personal information
5. Primary Actor logged in

**Basic Flow of Events:**

1. Primary Actor navigates to account page
2. Account page displays all account information for the Primary Actor
3. Primary Actor clicks indicator to “edit account”
4. Primary Actor inputs new information into form (that is prefilled with current information)
5. Primary Actor clicks confirm changes
6. Changes are confirmed
7. Primary Actor is taken back to account page and the new changes are displayed

**Alternate Flows:**

5a. User inputs information that does not pass validation

5a1. A warning is displayed (for that field) and change does not go through

# 

## 12.0 Compare Payroll Employees to Active List of Employees

This use case covers how HR will compare the payroll list of Employees to the active list of Employees

**Primary Actors:**

1. HR

**Pre-Conditions:**

1. Device Access
2. Internet Connection
3. Primary Actor has an account
4. Primary Actor has a CSV file of all active Employees from the payroll company

**Basic Flow of Events:**

1. HR navigates to the compare accounts page
2. Compare accounts page will display a box to import an Employee CSV file
3. HR will import the Employee CS file, then select the submit button
4. System will process the imported file
5. HR will get a popup that states there are no discrepancies between the Accounts database and the Employee CSV file

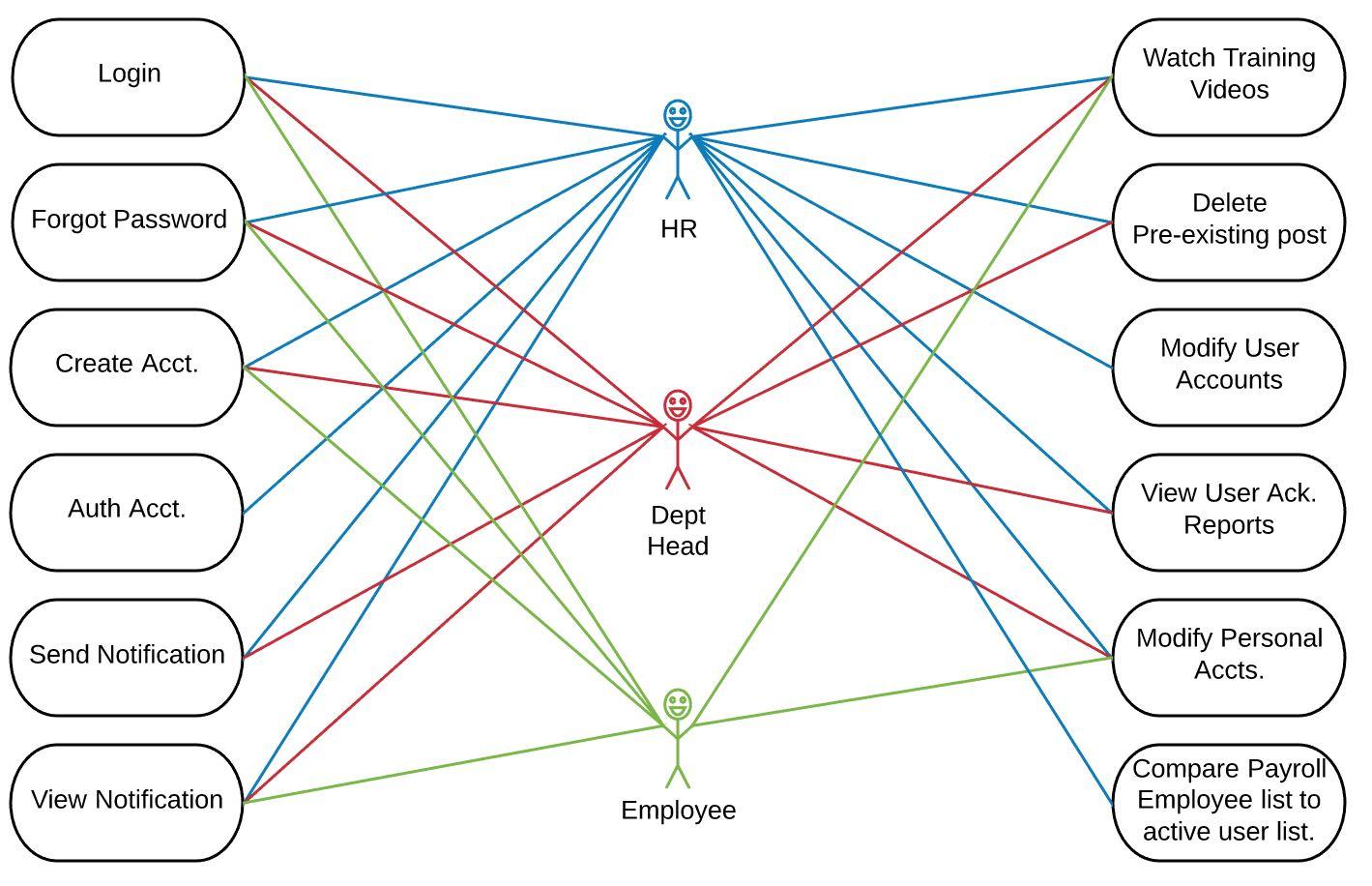
**Alternative Flows:**

5a. Discrepancies between CSV file and Accounts database

5a1. System will display that there are inconsistent accounts

# Appendix: Diagrams

## Use Case Diagram

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# Acceptance Statement and Signatures

In signing this document, you are giving your approval and acceptance of all activities related to the Rochester Riverside Convention Center Web Application creation throughout Senior Development I and Senior Development II of 2018 for Team Pearl.

**Team Pearl Team Signatures**

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Project Sponsor Signatures**

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# Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Title:** Human Resource Web Application Draft Charter for Rochester Regional Convention Center | | | |
| **Revision Version** | **Date Changed** | **Revisor(s)** | **Comment(s)** |
| Initial | 3/8/2018 | Team |  |