DIARY - SALE WEB APPLICATION

PROJECT CHARTER

Version *1.3*
03/28/2020

Date: **03/28/2020**
Author: **PRUTHA KOTHARI**

DOCUMENT CONTROL

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	Scrum Team*	04/09/20	Prutha Kothari	04/11/20	Initial Draft
1.1	Scrum Team*	05/01/20	Prutha Kothari	05/03/20	Addition of user authentication
1.2	Scrum Team*	05/16/20	Prutha Kothari	05/18/20	Addition of payment gateways and bug fixes
1.3	Scrum Team*	05/29/20	Prutha Kothari	05/31/20	Addition of some additional features and bug fixes
*Scrum Team: Hikansh Kapoor, Prutha Kothari, Yash Patel, Harshit Singh, Vishnu Bhatt, Karan Chevli					

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1 PROJECT PURPOSE

"The purpose of a **diary** is to express your feelings and thoughts through writing". We know that different people have different uses of the diary such as institutional, personal or industrial. From a student going to school to an old man sitting at home, everyone has their different purpose of using a diary. But one thing which can bother everyone is not getting the diary according to their need. It is very important to keep a diary to write all the significant events and information in one place. Most of the diaries in the market comes with default design or the one selected by the manufacturer. Hence we planned to design an online application for selling and customizing the diary. It would be a one stop place for everyone to get a dairy according to their need. This website will allow users to customize their diary with different colors, front/back covers, design and type of page.

Not only that, we also would provide a home delivery option for people i.e. it would be a double bonus. They would get the diary as they like while sitting at home. This would also create employment opportunities for drivers. This website will not only satisfy customer demands but would also save their time. The future ability for people would also meet by taking the wholesale and retail orders from the local market to increase the production. Also for the educational purpose, for the children who cannot afford buying multiple books for different subjects, this diary would provide multiple sections to make it convenient for them to use.

Our main strategy is to start the business with different options available to customers and then expand it as per their needs and feedback. We expect to account for almost 40-60 % profitability per sale (depending on the type of diary and customizations).

The scope of this project is intended to be national at the initial stages i.e. we want our market to grow in Australia only. But once we are sound enough and make much profit, we expect to expand the market internationally as well. By doing so, we can establish a really strong market worldwide.

The major competitors in the business are other Ecommerce platforms that sell diaries along with other products as well. we tend to surpass them by giving our users the power of customization while making a purchase.

2 PROJECT OBJECTIVES

For customers who want to order customized diaries online, the Diary - Sale Web Application is an easy and convenient way that saves both time and money. Customers can now order a diary and get it delivered to them sitting at home. Unlike big e-commerce websites where customers spend hours searching for a perfect diary, now customers can go to our one stop solution where they can get a fully customized diary. The duration of this project was 4 months.

2.1 OBJECTIVES AND SCOPE

The objectives of the Diary - Sale Application are as follows:

- ***BO-1:*** *Reduced the time of searching a particular diary online on big e-commerce websites and directly getting a fully customized diary delivered directly to doorstep.*
- ***BO-2:*** *Reduced average cost of customized diary by 20%.*
- ***BO-3:*** *Decrease the use of cash transactions by providing option of online payment*
- ***BO-4:*** *Generating reports for trend analysis*
- ***BO-5:*** *Feedback from customers*

The scope of the Diary - Sale Application is as follows:

System access: Web application accessible on all browsers.

In this website users can order and customize a dairy with the option of online payments and home delivery as well as can also rate the dairy and provide feedback for further reference.

Feature ID	Feature Name	Feature Description
F-1	User Authorization	Allow user to login with their credentials
F-2	Choosing Customization	Allow user to customize diary
F-3	Accepting Payments Online	Allow user to make online payments
F-4	Generation of Invoice	Generation of Invoice after successful payment
F-5	Delivery Options	Allow user to choose from different delivery options
F-6	User Feedback and Ratings	Allow users to give their feedback and ratings
F-7	Monthly/weekly report generation	Allow admin to generate reports (Monthly/weekly)
F-8	Modifying customization options	Allow admin to modify customizations and availability.
F-9	Accounts Management	Allow admin to manage user and admin accounts
F-10	Generate User transaction history	Allow admin to access user transaction
F-11	Moderate User feedbacks	Allow admin to moderate feedbacks provided by users
F-12	Prioritizing customers	Allow admins to list and prioritize the customers
F-13	Updates and notifications	Allow users to receive notifications for new updates in customization
F-14	Delivery Tracking	Allow user to track the delivery of their order

The boundaries of the project is as follows:

Limitations:

● Website doesn't provide any functionality like a cart so a particular user can only purchase one diary at a time.
● Website doesn't allow any other supplier to list their diaries for sale.

2.2   MAJOR DELIVERABLES

The following table presents the major deliverables that the project's product, service or result must meet in order for the project objectives to be satisfied.

Major Deliverable	Deliverable Description
Web-based Application	Features F-1, F-2, F-3, F-5, F-9, F-10 implemented

3 OVERVIEW

Diary - Sale Application is basically an online website made for customers to buy and customize the diary as they like. This application also has features like online payments, home deliveries, generation of reports for customer orders and feedback mode where customers can write about their shopping experience. We have some major deliverables like User authorization, choosing their own customization. Not only that, we have special features for Admin such as account management, generation of user transaction history and moderation of user feedback and ratings. With the help of customer feedbacks

Feature	Release 1	Release 2	Release 3
F-1 User Authorization	User authorization and database implemented	Fully implemented	Fully implemented
F-2 Choosing Customization	Customize diary	Fully implemented	Fully implemented
F-3 Accepting Payments Online	Not implemented	User can make online payment for chosen diary using payment gateway	Fully implemented
F-4 Generation of Invoice	Not implemented	Not implemented	Not implemented
F-5 Delivery Options	Not implemented	Not implemented	Fully implemented
F-6 User Feedback and Ratings	Not implemented	Not implemented	Not implemented
F-7 Monthly/weekly report generation	Not implemented	Not implemented	Not implemented
F-8 Modifying customization options	Not implemented	Not implemented	Not implemented
F-9 Accounts Management	Not implemented	Admin panel to implemented to handle user accounts	Implemented partially

F-10 Generate User transaction history	Not implemented	Not implemented	User can view previous purchases and transaction
F-11 Moderate User feedbacks	Not implemented	Not implemented	Not implemented
F-12 Prioritizing customers	Not implemented	Not implemented	Not implemented
F-13 Updates and notifications	Not implemented	Not implemented	Not implemented
F-14 Delivery Tracking	Not implemented	Not implemented	Not implemented
System access	Web application	Web application	Web application

4 SCHEDULE

ID	Name	Predecessor	Due Date
1	**Web application- Version 1**		1st May 2020
1.1	User login and logout		
1.2	User can customize diary		
2	**Web application version 2**		14th May 2020
2.1	User can pay online and order diary		
2.2	Admin panel to handle user accounts		
3	**Web application version 3**		28th May 2020
3.1	User can choose delivery options		
3.2	User can view order history		
3.3	Admin authentication	2.2	

5 PERSONNEL AND STAKEHOLDERS

5.1 ROLES AND RESPONSIBILITIES

This section describes the key roles supporting the project.

Name & Organization	Project Role	Project Responsibilities
Prutha Kothari	Project Sponsor/Owner	Providing Resources Funds management Unit and Integration testing
Hikansh Kapoor	Scrum Master	Facilitating Daily Scrum Full Stack Development
Vishnu Bhatt	Developer	Front end Development
Yash Patel	Developer	Backend Development
Harshit Singh	Developer	Backend Development
Karan Chevli	Developer	Front end Development

5.2 STAKEHOLDERS (INTERNAL AND EXTERNAL)

Internal stakeholders:

Product Owner, Scrum Master, and development team.

Product Owner: Prutha Kothari

Scrum Master: Hikansh Kapoor

Development Team:
- Hikansh Kapoor
- Karan Chevli
- Prutha Kothari
- Harshit Singh
- Vishnu Bhatt
- Yash Patel

External stakeholders:

Customers, Production team, Delivery partners

Stakeholders	Major value	Attitudes	Major Interest	Constraints
Users	Customizing diaries, convenience	Could be very useful because of lots of customization options and home delivery	Simplicity of use, reliable delivery, more customization options	Internet access and mobile/computer device is needed
Delivery Staff	Better delivery opportunities	Concerns about delivery locations	Job preservation	Delivery staff and vehicles needed
Payroll Department	No benefit; needs to set up payroll system for employees	Not happy about the required work, but recognize the value to the company and employees	Minimal changes in current payroll applications	Commitment to make changes for payroll system
Production Team	increase sales, high quality work	Receptive but cautions	Concerns about resources and cost for manufacturing diaries	Manufacturing equipment and labor needed

6 RISK MANAGEMENT

6.1 ASSUMPTIONS

This section identifies the statements believed to be true and from which a conclusion was drawn to define this project charter.

- **Assumptions:**
  - **AS-1:** The manufacturer is able to make a customized diary according to the customer's preference while making an order
  - **AS-2:** The chosen delivery partner provides the tracking functionality for allowing users to see the live status of their order.
- **Dependencies:**
  - **DE-1:** If the manufacturer has its own order management system the website should be able to communicate with it bi-directionally.

6.2 RISKS

Risk	Contingency Plan
Customized Dairy's cost could be higher than the local sellers	Meet the marketing team and come up with a creative idea to attract customers.
Delay from manufacturer's side for making the diary.	Plan a notification functionality to notify customers about such possible delays.
Low confidence among the users for a website might stop them from buying diary from website	Discuss with the team to improve customer experience for the website including making a plan for good post sale service.
Reliance on external courier service might cause trouble for delivery times	Go through the different providers and choose the best delivery partner according to their past performance.
The team's less experience for this type of project might cause some underestimation for the task difficulties resulting in incomplete tasks in some planned sprints	Regularly have a sprint planning meeting with all team members to evaluate each task and discuss the recovery options for delays.

7 PROJECT CHARTER APPROVAL

The undersigned acknowledge they have reviewed the project charter and authorize and fund the Diary – Sale web application project. Changes to this project charter will be coordinated with and approved by the undersigned or their designated representatives.

Signature:	prutha kothari	Date:	30/05/2020
Print Name:	PRUTHA KOTHARI		
Title:			
Role:	PRODUCT OWNER		

Signature:		Date:	
Print Name:			
Title:			
Role:			

Signature:		Date:	
Print Name:			
Title:			
Role:			