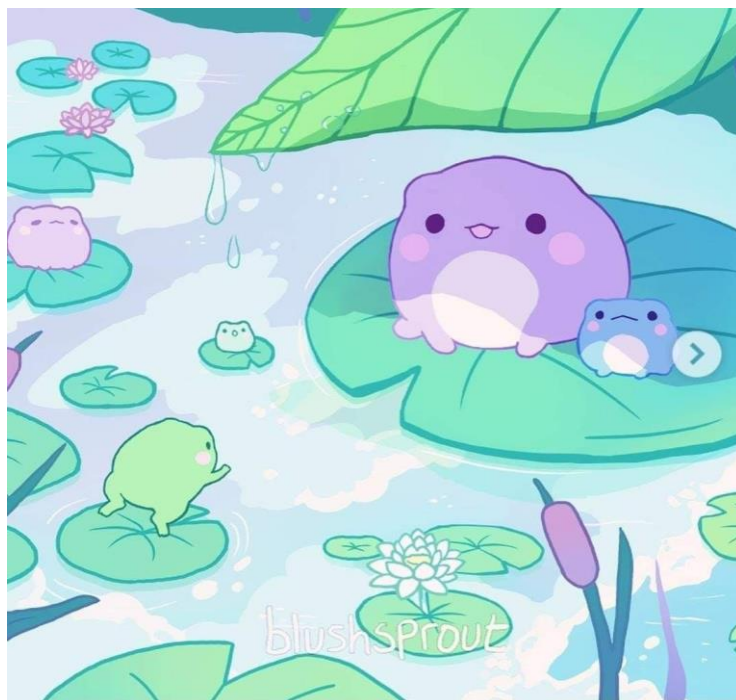




PROJECT CHARTER

RESOURCE HARMONY

03-04-2024



LILYPAD PROGRAMMERS
PARQUE GRUTA DA LOMBA

Lista de Conteúdos

<i>Executive Summary</i>	<i>Erro! Marcador não definido.</i>
<i>Project Justification</i>	<i>Erro! Marcador não definido.</i>
Business Case.....	4
Business Objectives	4
<i>Project Description</i>	5
Stakeholders	6
Success Criteria and measurable project objectives	7
Requisites.....	8
Restrictions	10
Asumptions.....	10
Preliminar Scope Definition	11
<i>Risks</i>	11
<i>Project Deliverables</i>	11
<i>Project Marks Calendar</i>	12
<i>Project Budget</i>	13
<i>Project Approval</i>	13
<i>Project Manager</i>	13
<i>Authorization</i>	14

EXECUTIVE SUMMARY

The company Critical Techworks has been facing challenges in **employee management**, from attendance control to internal communication. In an attempt to address this issue and strengthen future efficiency in employee management within the company, our team proposes the development of the Harmony Resources application (HR for short).

PROJECT JUSTIFICATION

Critical Techworks as before mentioned has been facing multiple problems when it comes to managing their employees. **Communication between branches and employees is often subpar** and has to be supported by unnecessary amounts of works in the part of the HR department, furthermore there's **been multiple occasions of employees being flagged as skipping a day while having been at work.**

We, at Lilypad Programmers believe that these kinds of problems only contribute to creating a **chaotic environment that impacts employee satisfaction significantly**; And with the intent of correcting these wrongs we're proposing an indoors management application.

HR ought to help solve the issues mentioned above, by implementing:

- a simple to use, card-based attendance control system;
- Implementing systems of messaging between employees in-app;
- Controlling Salary based reports per employee;
- Controlling employee's documentation easily within the app as to provide simpler tools for HR work;
- Allowing employees to submit any kind of documents they might have to otherwise hand in person to HR, like sick leaves;

We believe the development and use of this application would provide the workers a **much simpler bureaucracy** when it comes to dealing with management, that way **increasing worker satisfaction across the entire company.**

While this application of course comes at a cost, the team believes that it will be profitable in the future by means of decreasing work hours it'd take multiple employees to solve current issues, one case at a time.

BUSINESS CASE

The team believes the benefits of this project to be innumerable and that **the necessity for this application is of the highest concern**. Among the many benefits, **the most important** could be listed as such:

- Improving communication between branches and between colleagues through an integrated message system;
- Reducing the workload for the HR department by simplifying processes such as managing documentation and sending out reports;
- Increasing transparency and accuracy in employee attendance tracking, reducing the risk of errors and false flagging;
- Increasing employee satisfaction by providing a more efficient and organized work experience;
- Long-term cost savings due to increased efficiency within the company.

We argue that **this project should be in the front line of advancements** for the Critical techworks organization due to its **strategic importance in improving multiple processes**. **The need for the modernization of these processes is recognized as essential by most companies** and seen as vital for maintaining a good level of competitiveness in the current market.

BUSSINES OBJECTIVES

In this section, the team will state objectives and how they ought to be measured.

1. Improved Communication:

- Objective: Implementing an integrated message system to facilitate communication between branches and coworkers;
- Metric: Percentage increase in the number of messages exchanged between employees via the Harmony resources application compared to the period before the application implementation.

2. Reducing HR Department Workload:

- Objective: Simplifying administrative processes such as documentation management and report distribution to reduce the workload of the Human Resources department.

- Metric: Percentage reduction in the amount of work hours spent by the HR team on administrative tasks after the application implementation.

3. Increasing Transparency and Accuracy in Attendance Tracking:

- Objective: Enhance accuracy and transparency in employee attendance tracking, reducing the risk of errors and false flagging.
- Metric: Percentage decrease in the number of errors or discrepancies in employee attendance records after the application implementation.

4. Increasing Employee Satisfaction:

- Objective: Provide a more efficient and organized work experience to increase employee satisfaction.
- Metric: Percentage increase in the average employee satisfaction score, as measured by engagement surveys or internal feedback.

5. Long-Term Cost Savings:

- Objective: Achieve long-term cost savings due to increased efficiency within the company.
- Metric: Quantification of the total amount of cost savings achieved after the application implementation, for example, in saved work hours or reduced operational expenses.

PROJECT DESCRIPTION

The product our team is proposing, aims to improve efficiency and reduce costs and time wastage in various areas such as human resources, interactions with employees that could only happen in person if the application did not exist. To achieve this, the Harmony Resources software will include features designed to:

- Store employee data;
- Store expense data;
- Store data related to interactions between the employee and human resources;
- Provide various bridges between human resources and employees, simplifying administrative work;
- Provide employees with an interface that makes any work-related request simple and quick;
- Allow the company to quickly collect relevant data through a database or create and send forms to any employee;
- Reduce administrative workload;
- Ensure compliance with labor laws by depersonalizing various interactions.

STAKEHOLDERS

1. Management Team:

- Role: Providing overall strategic direction and support for the project. Responsible for approving project milestones and allocating resources to the development of the project.

2. Human Resources Department:

- Role: Highest importance users of the Harmony Resources software. Responsible for providing input on requirements, testing the software, and ensuring it meets the needs of the HR department.

3. Dev Team:

- Role: Responsible for implementing and maintaining the software infrastructure. Will provide technical support and ensure that the software integrates seamlessly with existing systems.

4. Employees:

- Role: End-users of the Harmony Resources software. Will interact with the software on a daily basis for tasks such as submitting requests, accessing information, and communicating with HR.

5. Legal Department:

- Role: Provides guidance on legal requirements related to employee data privacy, labor laws, and compliance. Ensures the software meets regulatory standards.

6. Finance Department:

- Role: Provides input on cost-benefit analysis and budgeting for the project. Ensures the software aligns with financial goals and objectives.

7. External Consultants:

- Role: Provides expertise and guidance on best practices in HR software development and implementation. Assists in project planning and strategy.

8. Training Team:

- Role: Responsible for training HR staff and employees on how to use the Harmony Resources software effectively. Ensures a smooth transition to the new system.

9. Quality Assurance Team:

- Role: Conducts testing and quality assurance checks on the software to ensure it meets performance standards and user requirements.

10. End Users (Employees):

- Role: Provide feedback on usability and functionality of the software during testing phases. Their input is crucial for ensuring the software meets their needs and expectations.

SUCCESS CRITERIA AND MEASURABLE PROJECT OBJECTIVES

1. Increase in Operational Efficiency:

- Objective: Reduce the time spent on HR-related administrative tasks by at least 20% within six months after the implementation of Harmony Resources.

- Measurable: Measure the amount of work hours spent by HR department employees on administrative tasks before and after the software implementation.

2. Improvement in Internal Communication:

- Objective: Increase the response rate to internal messages by at least 30% within three months after the implementation of Harmony Resources.
- Measurable: Compare the response rate to internal messages before and after the software implementation.

3. Cost Reduction:

- Objective: Reduce operational costs related to HR administrative tasks by at least 15% within one year after the implementation of Harmony Resources.
- Measurable: Compare HR-related operational costs before and after the software implementation.

4. Accuracy in Attendance Control:

- Objective: Reduce the error rate in employee attendance tracking by at least 50% within three months after the implementation of Harmony Resources.
- Measurable: Compare the error rate in attendance tracking before and after the software implementation.

5. Employee Satisfaction:

- Objective: Increase the average employee satisfaction score by at least 20% within six months after the implementation of Harmony Resources.
- Measurable: Conduct employee satisfaction surveys before and after the software implementation.

REQUISITES

- **Employee Management:**
 - **Employee Record:**
 - Implement access control methods for adding employees.
 - Define mandatory fields to prevent incomplete records.
 - Implement duplicate prevention methods.
 - **Update Employee Information:**
 - Implement access control for updating employee information.
 - Ensure robust error handling for data inconsistencies.
 - **Employee Search:**
 - Implement access control for searching employee information.
 - Allow customization of search results.
 - Ensure data integrity in search results.
- **Integration System:**
 - **Welcome Resources:**
 - Automatically detect new employees and provide welcome packages.
 - Track integration progress.
 - **Employee Handbook and Company Policies:**
 - Provide access to employee handbook and policies.
 - **Position-Based Training:**
 - Allow assignment of position-based training.
 - Implement access control for position assignment.

- **Request Processing:**
 - **Submission of Request:**
 - Allow employees to create requests through the interface.
 - Enforce mandatory fields for request completion.
 - **Human Resources Inbox:**
 - Store requests in a centralized database accessible only to HR.
- **Training Management:**
 - **Training Scheduling:**
 - Allow authorized employees to create training sessions.
 - Implement robust error handling and privacy control.
 - **Tracking Training Progress:**
 - Allow viewing of employee training information.
 - Implement access and privacy controls.
- **Absenteeism Management:**
 - **Recording Entries and Exits:**
 - Integrate with card reader system for employee clock-in/clock-out.
 - Ensure all employees have assigned cards.
 - **Request for Absence Justification:**
 - Allow employees to request absence justifications within specified timeframes.
 - **Approval of Absence:**
 - Enable HR to approve or deny absence justifications.

- **Insertion of Absence Information:**
 - Allow HR to fill out absence justifications and upload required documents.
 - Enforce access and privacy controls.
- **Salary Processing:**
 - **Update Payment Information:**
 - Allow HR to update employee salary-related details.
 - Enforce access and privacy controls.
 - **Salary Calculation:**
 - Automate the process of collecting and calculating salary components.
 - **Generate and Send Salary Reports to Accounting:**
 - Automatically generate comprehensive salary reports for accounting.
 - Ensure accuracy and timeliness of report delivery.

Assumptions

1. The project team will have access to all necessary resources and tools required for the development phase.
2. Stakeholders will provide timely feedback and approvals during the project lifecycle.
3. There will be no significant changes in regulatory or compliance requirements during the project.
4. Employees will actively engage with the new management application and adopt it as part of their daily workflow.
5. Risks identified during the planning phase will be managed proactively to minimize their impact on project progress.

PRELIMINAR SCOPE DEFINITION

The project entails developing and deploying an integrated management application to streamline employee management processes. Some of the key components are as follows:

- Employee data management: Comprehensive database for storing employee information.
- Attendance tracking: System for recording clock-in/out times and managing leave.
- Communication platform: Messaging system for employee-HR interactions.
- Onboarding and training: Module for new employee integration and training management.
- Absenteeism management: Tools for tracking and managing employee absences.
- Salary processing: Automated calculation of salaries and generation of reports.

RISKS

1. Technology Dependencies: There is a risk of encountering compatibility issues with existing systems, potentially delaying the implementation of functionalities.
2. User Adoption: Employees may resist adopting the new application, leading to low usage and decreased effectiveness of the solution and a failure to measure its effectiveness.
3. Scope Creep: There is a possibility of additional features or requirements being introduced throughout the project, increasing complexity and potentially extending the timeline and budget.

PROJECT DELIVERABLES

1. **Software Prototype:** A functional prototype of the management application demonstrating key features and user interface design, to be delivered for review by stakeholders within 8 weeks of project initiation (by 05-25-2024).
2. **User Requirements Documentation:** Detailed documentation outlining the specific functional and non-functional requirements gathered from stakeholders, to be delivered within 2 weeks of project initiation, for purposes of validation of said requirements. (by 15-05-2024).

3. **Training Materials:** Development of training materials and user guides for employees and HR personnel on how to use the management application effectively, to be delivered within 8 weeks of project initiation (by 06-15-2024).
4. **User Acceptance Testing (UAT) Results:** Compilation of UAT results and feedback from stakeholders, along with any necessary revisions or enhancements based on UAT findings, to be delivered within 2 weeks of completion of UAT (by 06-31-2025).
5. **Final Product Launch:** The final product launch is to be deployed by 05-10-2026.

PROJECT MARKS CALENDAR

- **5/15/2024:** User Requirements Documentation Delivery.
- **5/25/2024:** Meeting for preparation of prototype delivery.
- **05/29/2024:** Software Prototype Delivery.
- **06/15/2024:** Primary training with employees of the company.
- **07/20/2024:** Meeting with employees and project sponsors reviewing the prototype.
- **08/10/2025:** Discussion of areas to improve in the prototype, review of requirements.
- **09/20/2024:** Meeting in-house to monitor project advancement.
- **09/25/2024:** Presentation of progress in meeting with clients.
- **02/02/2025:** Application Launch.
- **02/10/2025:** Training with employees of the company starts.
- **03/20/2025:** Provisory end date for employee training.
- **06/20/2025:** Meeting with clients, analysis of employee adaptation to the new system.
- **06/31/2025:** Meeting with company employees to verify overall satisfaction with product.
- **08/20/2025:** Meeting with clients to tweak final details for final version of product.
- **09/31/2025:** Meeting in-house to update every team on the detail for the final version of product.
- **12/10/2025:** in-house quality monitoring of the project.
- **02/20/2026:** Meeting to prepare for final version of the product launch.
- **5/10/2026:** Final product launch.

- **09/01/2025:** END OF POST-IMPLEMENTATION SUPPORT PERIOD.

BUDGET

1. Development Costs:

- Personnel Costs: \$500,000
- Software Tools and Licenses: \$50,000
- Hardware Infrastructure: \$100,000
- Training and Documentation: \$50,000

2. Implementation Costs:

- Deployment and Integration: \$200,000
- User Training: \$100,000
- Data Migration: \$50,000

3. Operational Costs:

- Maintenance and Support: \$150,000 per year (for 2 years)
- Infrastructure Maintenance: \$50,000 per year (for 2 years)
- Continuous Improvement: \$100,000

4. Contingency Reserve:

- Risk Management: \$100,000

Total Project Budget: \$1,450,000

PROJECT APPROVAL

AUTHORITY FOR PROJECT CLOSURE LIES WITH THE PROJECT SPONSOR OR STEERING COMMITTEE, WHO WILL ASSESS WHETHER THE PROJECT MEETS THESE CRITERIA BEFORE APPROVING ITS CLOSURE.

THE CRITERIA ARE AS FOLLOWS:

- ALL FUNCTIONALITIES THAT HAVE BEEN AGREED UPON, AS OF THE MEETING ON 08/20/2025 HAVE BEEN IMPLEMENTED FULLY;
- EMPLOYEES IN COMPANY HAVE GONE THROUGH APPROPRIATE TRAINING AND GENERAL CONSENSUS IS THAT THEY HAVE ADAPTED WELL TO THE NEW SYSTEM;
- TESTING OF THE PROJECT AND POLLING OF EMPLOYEES HAS BEEN COMPLETED;

PROJECT MANAGER

- Name: Joao Santos
- Responsibilities:
 - Overall leadership and management of the project from beginning to end.
 - Planning, organizing, and coordinating project activities, resources, and stakeholders to achieve

project objectives.

- Monitoring project progress and performance to ensure adherence to schedule, budget, and quality standards.

- Risk identification, analysis, and mitigation planning to minimize project risks and maximize success.

- Communication with stakeholders to provide project updates, address concerns, and manage expectations.

- Authority:

- Authorized to make decisions related to day-to-day project activities, resource allocation, and task assignments.

- Responsible for escalating significant issues or changes to the project sponsor or steering committee for resolution and approval.

- Empowered to enforce project policies, procedures, and guidelines to ensure project success.

AUTHORIZATION

This project, as outlined in this project charter, is hereby authorized to proceed. The stakeholders have reviewed and approved the project objectives, scope, deliverables, timeline, and budget outlined in this document. All parties involved acknowledge their roles and responsibilities as defined herein. With this authorization, the project manager, Joao Santos, is empowered to initiate and execute the project according to the agreed-upon terms.

APROVADO POR:

<Critical Techworks>
<Client>

Data:
03-04-2024
03-04-2024

