*THE ITO LMS*

project charter

Version *1.0*

*09/10/2017*

VERSION HISTORY

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| **Version #** | **Implemented**  **By** | **Revision**  **Date** | **Approved**  **By** | **Approval**  **Date** | **Reason** |
| 1.0 | *Romy Tews Swann* | *09/10/17* | *Eugene Price* | *09/13/17* | *Initial Version* |
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**UP Template Version:** *09/10/17*

Agile Team Charter

**Project Name:** ITO Learning Management System (LMS) (Working Name)

**Vision:** Providing YSB/ITO 2.0 a tool that will allow them to provide quality service to more clients with the same staffing levels by offering access to training resources online, as the initial adopter of a solution that potentially could be subsequently utilized by Employment Ontario offices. Giving Peer Group members an opportunity to obtain software development experience in line with software sector job descriptions.

**Mission:** Build upon existing Adjuveris Java web to deliver a hosted on line, on demand learning management system that will serve video, pdf, text, and image resources in compliance with Government on Ontario’s bilingual (English/French) policies and regulations, and Government of Ontario accessibility standards. The LMS will also measure/verify client usage by log-ons and duration of use and allow usage data to be exported for reports. Finally, it will provide an alternative to e-mail for communication between consultant/client.

**Success Criteria:**

* Successful adoption of the learning management system by minimum of one ITO consultant/client within 1 month of release one completion.
* Improved quality of Software Peer Group program by providing real-life Scrum experience through application/understanding of Scrum terminology, inclusion of traditional Scrum roles/responsibilities, participation by members in Scrum ceremonies, and hands-on use of Scrum tools/artifacts.

**Constraints, Assumptions, and Risks:**

The workforce is transient and part-time, with differing levels of knowledge/skills and varied learning curve timeframes. There is also potential for a similar volunteer opportunity to become available shortly that some of the Software Peer Group members may be interested in. As a result, optimal talent levels may not always be available to the project which in turn makes it difficult to estimate delivery dates. There is no tools budget, which limits our tools selection to those available at no cost.

**Stakeholders (Internal and External):**

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| --- | --- |
| YSB/ITO 2.0: Provides meeting space, refers talent to project, and intended users of the software | Lingua Classica (Eugene): Oversees project, provides server resources |
| YSB/ITO 2.0 clients: Intended users of software | Intac: Refers talent to project |
| Software Peer Group: software development project team | Employment Ontario Offices: potential future users of LMS |

**Project Roles and Responsibilities:**

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| **Project Role** | **Project Responsibilities** |
| Client (ITO) | Provide product requirements  Provide feedback on released software |
| Sponsor (ITO) | Provide resources through meeting space and talent referral |
| Lead Product Owner (Eugene Price) | Perform orientation presentation and code review for new talent  Primary Software Peer Group point of contact for client |
| Peer Group Project Manager | Manage Peer Group membership list and tools  Onboard new talent regarding overall project management aspects  Communicate weekly meeting schedule to peer group  Manage Scrum of Scrums |
| QA Manager | Design and manage all aspects of quality assurance (big picture overview of product quality) |
| Business Analyst | Translate business requirements into solution requirements  Examine look & feel of application and suggest improvements to usability  Participate in brainstorming including formulation of user stories, and developing user stories into task lists |
| Scrum Product Owner | Focus on the product  Reviews completed work against acceptance criteria |
| Scrum Master | Focus on the Scrum team  Process Owner for scrum team  Facilitates Scrum meetings  Shares team’s progress via infographics  Remove obstacles for the team |
| QA Manager | Design and manage all aspects of quality assurance (big picture overview of product quality) |
| Business Analyst | Translate business requirements into solution requirements  Examine look & feel of application and suggest improvements to usability  Participate in brainstorming including formulation of user stories, and developing user stories into task lists |
| Project Architect / Technical Lead |  |
| Developers | Design application components based on user stories  Work on SQL database  Implement design  Fix bugs |
| Testers | Create test cases  Test code using test cases  Log bugs  Verify bug fixes  Suggest enhancements/improvements in usability |
| Graphic Designers | Design overall appearance of each page (look/feel) |
| Technical Writers | Provide texts that document project features for users and the development team. |

Methodology:

We will use Scrum methodology insofar as it can be applied to our transient, part-time workforce differing levels of knowledge/skills and varied learning curve timeframes. Our intention is to use the following elements:

* Scrum ceremonies: regular stand up meetings, sprint planning meeting, sprint review meeting, sprint retrospective, demonstration meeting, and scrum of scrums
* Scrum artifacts: product backlog, sprint backlog, burn charts
* Sprints:
  + Sprint length is 2 weeks.
  + Scrum/sprint teams will self-organized
  + Scrum/sprint teams will consist of the following roles at minimum: 1 x Product Owner, 1 x Scrum Master, 1 x Tester, 2 – 3 x Developers, plus any other experts needed for given sprint’s tasks.
  + If sufficient talent is available, multiple scrum teams can be formed and a regular scrum of scrums meeting will be held to coordinate amongst the scrum teams.
  + If they choose, members may fill multiple roles within the project and scrum teams.
* Other Agile elements: product roadmap, release plan, user/job stories, scrum/Kanban taskboard, burn charts, and retrospective action log

Software Peer Group (Project Team) Rules of Behavior:

1. All team members will treat each other with respect at all times
2. Constructive feedback is a valuable part of our success so we will not take offense and all team members will ensure all feedback is provided in a constructive manner
3. Open communication among the team is always welcomed and valued
4. We will all recognize and celebrate all individual and team accomplishments
5. We will accept responsibility and be accountable for our actions
6. During meetings:
   1. All cell phones will be put on vibrate. If you must take the call, please step outside the ITO 2.0 office
   2. We will give consideration to whomever is speaking and avoid sidebars or speaking over one another
7. We will make every effort to attend the Wednesday Meeting on time (exceptions being job-related activities, family obligations, and transportation difficulties)
8. If you will be late/absent from a meeting, please contact your Scrum Master to advise
9. We will work collaboratively when possible. When making decisions within scrum teams, the Scrum Master has the final decision over team matters and the product owner has final decision over product matters.
10. When team members leave for jobs, every effort must be made to pass off partially or fully completed work in a manner that would allow another team member to complete or build on that work. IE: annotating code, providing editable copies of documents for future amendments, etc.

Communications:

1. Announcements for ITO-provided meeting space will be e-mailed out prior to the start of the following week. Space is usually provided as follows:
   1. Every Monday, 10am to 12:30pm\*, mezzanine outside ITO 2.0
   2. Every Wednesday, 10am to 12:30pm\*, ITO 2.0 Insight room (scrum ceremonies are held shortly after 10am)

*\*Meeting space and technical assistance will be available until 3pm.*

1. Sprint or functional teams may choose to have additional meetings outside of these times/locations (eg: coffee shop, member’s houses, etc).
2. Slack will be used for communication within scrum teams where possible, including asynchronous stand up meetings on Monday and Friday. Members may also communicate via tools such as face-to-face/e-mail/phone/skype. We do not recommend telepathy as a reliable means of communication.
3. Trello taskboards will be used to monitor sprint progress and the data pulled for burn charts.
4. Updates that affect the project work (eg: committed code, etc) will be communicated to the project team members.
5. If you will be unable to continue on the project LET EUGENE AND/OR YOUR SCRUMMASTER KNOW by e-mail, Slack, or at meetings.

Project Charter Approval:

The undersigned acknowledge they have reviewed the project charter and authorize and support the ITO LMS project. Changes to this project charter will be coordinated with and approved by the undersigned or their designated representatives.

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| Signature: |  | Date: |  |
| Print Name: |  |  |  |
| Title: |  |  |  |
| Role: | Sponsor |  |  |

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| --- | --- | --- | --- |
| Signature: |  | Date: |  |
| Print Name: |  |  |  |
| Title: |  |  |  |
| Role: | Lead Product Owner |  |  |