

PROJECT CHARTER	
General Project Information	Charter Date: 1 March 2023
Project Name:	e.g. Online Self Serve Payment System.
Project Sponsor:	The executive paying for the project or giving resources.
Project Manager:	The person leading the project.
Expected Start Date:	01 June 23
Expected Completion Date:	30 September 23

Project Detail:

Project Description	High-level project description, purpose and reason "why" for the project.
Key Requirements	<p>What is required to be delivered? Also written as "Features", a high-level list of what is required as an output of this project. e.g. The team will deliver these usable features in order:</p> <ol style="list-style-type: none"> 1. Web page-working design. 2. Online payments. 3. Back-end integration
Expected Benefits	Enhanced customer experience providing access to an online channel for our customers, thereby personalizing their channel of choice. Reduction in wait times for customers. Staff savings of around 9,960 hours of effort each year. Increased sales.
Estimated Cost and Resources	e.g. 35k costs including utilisation of internal delivery team and Subject Matter Experts
Estimated Milestones	Feature 1-June 30 Feature 2-July 30 Feature 3-September
Project Team(Resources)	Project Sponsor: Project Manager: Business Analysts: Test Lead: Subject Matter Experts:
Stakeholders(impacted)	Name, Role

	Name, Role Department or area Team
Overall Project Risk	High level, what could go wrong? Risk, Likelihood, Impact Risk, Likelihood, Impact
Project Exit Criteria	Also "Success Criteria" e.g. Working, usable features released on time, What are the conditions to be met in order to close or cancel the project or phase.