



Project Charter

Final Path Consulting designed this Project Charter to summarize our analysis of the problem presented to us and provide a summary of the proposed solution we have to offer Klaus Brewing Company. If our proposed solution is not approved, it allows Final Path Consulting to coordinate changes in a timely manner to meet our client's requirements. If approved, we can move forward and complete the design of the application for this semester.

BUSINESS BACKGROUND

Klaus Brewing Company was founded by a local group of family and friends led by passionate brewer Thomas Lemke. Focused on bringing the under-served German-style beers to a wide range of consumers, from beer aficionados to new converts alike. They chose the name Klaus because they wanted a strong traditional German name. The name's meaning is "The People's Victory". The company feels being able to offer people the ability to experience great locally crafted beer in a welcoming environment is truly a victory for everyone.

PROBLEM STATEMENT

Our client, Klaus Brewing Company, has a few needs that they want to be implemented into their business. Their current client management program needs to be further completed and fortified. An ideal approach for the client would be that the client management program should have the ability to allow customers to feel as though they are the priority and to reward loyalty overtime. Second, the company would like to take advantage of the client information to also send advertisements and deals to their loyal customers. Third, their order processing system is out of date. They are able to receive orders, but they do not have the ability to track orders. The client would like an order processing system that tracks customer's orders and eventually assigns it to the customer via the customer management program.

Our client will need a complex system that tracks orders and assigns it to a customer via an established client database. The system would also have to analyze these orders in a way to assist the company in creating a loyalty program for recurring customers as well as allow the company to send exclusive deals to their loyal customers.

PROPOSED SOLUTION

A system that creates an Order Processing system which itemizes merchandise including beer, glasses, gift sets, to-go bottles, sodas, wines, hats, and t-shirts. The system will then keep track of customer orders and purchases each day. The system will have the potential to grow as the new company grows which may include adding a shipping feature for their merchandise or integrating with



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a future inventory system. We are also proposing to create a system that will function as a database for customer data and relates it to how much money they spend, the merchandise they have purchased via the Order Processing system, and how often they visit the Client's site. This system will also hold information on how long the customer has been a member of Klaus Brewing Company. Data from the database system will assist in creating a loyalty program that rewards returning members' incentives and benefits regarding the program as well as give the company access to client information. This system will be a standalone system and will be integrated into their current POS system but not their website. This will be beneficial if they have to change their website database.

HIGH-LEVEL REQUIREMENTS

| # | Requirement Description | Source | Priority (HML) |
|---|---|-----------------------------|----------------|
| 1 | Electronic Access to resources | Owners, Taproom Manager | M |
| 2 | Upload Spreadsheet form of merchandise and bier | Taproom Manager | H |
| 3 | Loyalty Program Creation | Taproom Manager | H |
| 4 | Forms to Handle Customer Profiles | Taproom Manager & Employees | M |
| 5 | Live Update of Merchandise Tracking | Nanhi | M |
| 6 | Customer Loyalty Report | Nanhi | M |
| 7 | Email Notification of Deals to Customers | Nanhi | L |

SUMMARY OF MILESTONES & DELIVERABLES

| # | Milestone/Deliverable | Expected Completion Date (subject to change based off unforeseen circumstances) |
|----|---|--|
| 1 | Charter | April 3, 2020 |
| 2 | Feasibility Analysis | April 4, 2020 |
| 3 | Data Acquisition and Data Conversion Strategy | April 5, 2020 |
| 4 | Initial Draft of Testing Plan for Application and Database Creation | April 5, 2020 |
| 5 | Application Architecture Diagram | April 6, 2020 |
| 6 | Application Prototype | April 6, 2020 |
| 7 | Full Plan for System Design | April 14, 2020 |
| 8 | Start Designing Database | August 2020 |
| 9 | Complete Designing Database | December 2020 |
| 10 | Database Integration | January 2021 |



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INITIAL STAKEHOLDER REGISTER & AGREEMENT TO PROCEED

- All parties agree that the Charter reasonably reflects their understanding of the current situation, the defined problem & proposed solution, assumptions & constraints under which the team will operate, and the expected due dates for key deliverables;
- All parties understand that the project is a class exercise for a UH, College of Technology, Computer Information Systems undergraduate course which is intended, primarily, as a vehicle for teaching UH students about software development; and,
- Project Team members understand that they have an obligation to work with the client to deliver a 'best effort' MS Access product which satisfies both:
 - Client requirements (which will be defined in the Requirements Traceability Matrix),
 - Class requirements (as defined in the Project Requirements document);
- Client Sponsor authorizes the Project Team to begin working on a Statement of Scope, Work Breakdown Structure and Work Plan, which will provide an overall structure for managing the software development effort.

| Stakeholder Register & Agreement to Proceed | | | |
|---|---------------------|----------------------------|----------------|
| Role | Name | Signature & Date | |
| Client Sponsor: | Nanhi Tran | <i>Nanhi Tran</i> | 04 / 01 / 2020 |
| Project Manager: | John-Joshua Izuegbu | <i>John-Joshua Izuegbu</i> | 04 / 01 / 2020 |
| Team Member: | Pratik Asarpota | <i>Pratik Asarpota</i> | 04 / 01 / 2020 |
| Team Member: | Faryal Khan | <i>Faryal Khan</i> | 04 / 01 / 2020 |
| Team Member: | Adekunle Kukoyi | <i>Adekunle Kukoyi</i> | 04 / 01 / 2020 |
| Team Member: | Chantera Lazard | <i>Chantera Lazard</i> | 04 / 01 / 2020 |
| Team Member: | Sean Tran | <i>Sean Tran</i> | 04 / 01 / 2020 |
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