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| Ticketing System Project Charter | | | |
| Project Name | Support ticketing system to resolve current issues lodged via Email and Phone | | |
| Project Sponsor | Edward Hill | Project Manager | Adeleke Joseph O. |
| Date of Project Approval |  | Last Revision Date |  |
| Project Description | To introduce a support ticketing system where issues and requests can be resolved. | | |
| Scope | A ticketing tool will be provided, in order to provide a system where everyone in the company can monitor tickets and corresponding solutions.  Out of Scope: There is no feedback and monitoring team put in place to get in touch with clients to ensure issues/claims have been resolved. Hence, the possibility of knowing for sure that the issues have been rectified is impossible. | | |
| Business Case | · To increase complaints resolution by 50%.  · To increase customer satisfaction by 20 points.  · To ensure that tickets are properly tracked and a repository provided. | | |
| Duration  (in priority order) | Urgent | 2 -3 Business Hours | |
| High | 4 - 8 Business Hours/ 1 Business Day | |
| Medium | 8 – 16 Business Hours/ 1 -2 Business Days | |
| Low | 16 – 32 Business Hours/ 2- 4 Business Days | |
| Project Deliveries | A ticketing tool to assist the IT team + training for the IT team + support during the first operational month of the system. | | |
| Benefits  (measurable results) | See KPIS below + business cases above | | |
| KPI | Baseline | Goal |
| Resolved tickets per/day | 70 | 100 |
| Unhandled calls and e-mails per/day | 20 | 100 |
| Customer satisfaction | 80 | 100 |
| Project Team | Project Sponsor | Roles and Responsibilities | Approve budget and make funds needed available. |
| Project Manager | Planning, organising, scheduling, monitoring and directing teams and activities. |
| Business Analyst | Use data analytics to evaluate processes and establish data-driven recommendations for project manager and IT. |
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| Developers (L1, L2, and L3 Team) | Create a ticketing support system for claiming, resolving and closing claims by passing it to appropriate teams for resolution. |
| QA | Ensure tools employed to create ticketing systems run efficiently and effectively by monitoring the project process and progress. |
| Milestone | **Project Phases**  Project Concept Developed  Current Ticketing System Analysis  Charter presentation and Approval  Ticketing system design stage  Ticketing system design testing  Quality assurance testing  Ticketing system implementation  Project termination | **Start Date**  **End date**  21/11/20 27/11/20  28/11/20 19/12/20  20/12/20 02/01/21    03/01/21 31/01/21  01/02/21 21/02/21  22/02/21 28/02/21  01/03/21 21/03/21    22/03/21 31/03/21 | |
| Deliverables | To create a functional Support Ticketing System  Provide insight into methods company processes may be improved  Increase customer satisfaction  Provide data useful for business analysis | | |
| Constraints | Team members may not have undertaken project of this scope/nature and may underestimate the amount of input required  Time and cost may pose challenges to team members in delivering results | | |
| Assumptions | Project team possess technical know-how to build support ticketing system  Funds made available will be enough  No eventualities in terms on finishing project on or before deadline | | |