

SBS Project

Project Team Charter

Business Case	Milestone																		
<p>BSC Customer directly booking through SBS (Service Booking System) was not convenience (only fix IP in company) and not user friendly (unclear selection).</p> <p>Problem Statement: SBS interface is not user friendly and not flexible enough. To reduce lead time by 30% (Depends on SBS design and may be changed)</p>	<table><tr><th>Date</th><th>Milestone & Release</th></tr><tr><td>Jul 19</td><td>Project Start (Define project charter)</td></tr><tr><td>Aug 2</td><td>Analysis of Lead Time (Not complete data in SBS)</td></tr><tr><td>Aug 10</td><td>Current Status AI-IS Study</td></tr><tr><td>Aug 10</td><td>Document Issues in Current System</td></tr><tr><td>Aug 23</td><td>To-Be Map</td></tr><tr><td>Aug 27</td><td>Expected Benefits Agreed by User</td></tr><tr><td>Aug 30</td><td>Implement short term To-Be Map</td></tr><tr><td>Aug 30</td><td>Work with IT on To-Be Map</td></tr></table>	Date	Milestone & Release	Jul 19	Project Start (Define project charter)	Aug 2	Analysis of Lead Time (Not complete data in SBS)	Aug 10	Current Status AI-IS Study	Aug 10	Document Issues in Current System	Aug 23	To-Be Map	Aug 27	Expected Benefits Agreed by User	Aug 30	Implement short term To-Be Map	Aug 30	Work with IT on To-Be Map
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Goal	Scope																		
To enhance AS-IS system to simpler for operation by both customer and CSO.	Enhance SBS for customer direct booking within BSC unit.																		
Team	Benefits & Cost																		
Team Leader: Lotto Sponsor: EU Members: BSC: AC CSO: PL, VY IT: MC, AL	Tangible: \$ Intangible:																		