# 4U Ticketing System

# PROJECT CHARTER

Version 3.0
24/5/2019

Date: 22/3/2019
Authors: Larry Ho

# DOCUMENT CONTROL

| Version # | Implemented By | Revision Date | Approved By | Approval Date | Reason |
|---|---|---|---|---|---|
| 1.0 | Larry Ho | N/A | N/A | N/A | N/A |
| 2.0 | Larry Ho | 20/5/2019 | Larry Ho | 22/5/2019 | Updates on Assumptions and Work Breakdown Sheet |
| 3.0 | Larry Ho | 24/5/2019 | Larry Ho | 24/5/2019 | Update on Work Breakdown Sheet, Major Deliverables and Risks |
| | | | | | |

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# 1   PROJECT OBJECTIVES

In a duration of 2 months, the team will create a web application for coffee shop 4U located at the university campus. The cafe is currently using a simple paper ticketing system which is not efficient in time, therefore want an automated ordering system. There will be a web application should be usable for staff members to take orders from customers which goes to the barista to make the drinks.

# 2   OVERVIEW

## 2.1   OBJECTIVES

The objectives of the 4U Ticketing System are as follows:

- Create a website for ordering that work on a range of devices and is easy to use for staff members and customers
- Have a queue system for customers that lists number before their own order and approximate wait time
- A list of requests and their orders seen by staff members
- Add and remove items from the menu
- Accept cashless payments

## 2.2   MAJOR DELIVERABLES

The following table presents the major deliverables that the project's product, service or result must meet in order for the project objectives to be satisfied.

| Major Deliverable | Deliverable Description |
|---|---|
| Web Interface | The appearance of the web page and the menu |
| Ordering Process | A cart where customer selects the items they wish to purchase. A checkout page, followed by a payment page then a confirmation page will be the process on what the customer would see. |
| Staff Management | Add and remove staff members from the database. Staff have pages they could only access and cannot manipulate the order list. |
| Shopping Cart | Add items to cart which is used to create the orders. The checkout and confirmation page will contain the cart contents. The total cost is calculated through the items' prices. |
| Order Management | Staff manage the orders that are sent by the customers. They should be able to see the contents of the orders and indicate complete and remove from list. |
| Item Management | Staff should be able to manage the status of the item if the item is currently not on sale. Moreover, they can add or remove items from the menu to sell. |

## 2.3  BOUNDARIES

- Managing the cafe's day-to-day operations is out of the scope.
- Removing staff members and menu items from the database should not be within the scope. It should be archived if the staff member does not work any more.
- Reporting the sales of each day is not within the scope.
- Cash transactions are not considered for the web application.

# 3  DURATION

## 3.1  TIMELINE

Work breakdown structure is located in the same folder as 'WBS.xlsx'.

# 4  ASSUMPTIONS, CONSTRAINTS AND RISKS

## 4.1  ASSUMPTIONS

1. "Shippable products will be presented at each sprint"

   A shippable product will be submitted to the client at the end of each sprint. However, there could be a situation where not every task will be complete on time, therefore it is best to submit what the team currently have on hand to present. This may make it difficult for the client to get an idea if the project is fulfilling the client's requirements.

2. "Every member working on the project will be present to every meeting"

   Other obligations may be difficult to gather every member to every meeting. However, at the start and end of each sprint where planning and a retrospective to the sprint are discussed where everyone should be present. Otherwise, it will be difficult for the absent members to tell and discuss their actions during the sprint.

3. "There will be a shared vision of the final product"

   All members will have the same or similar idea of how the project will end via discussions. This will make it easier to combine the work together. If there are disagreements with the vision, there will be compatibility problems with everyone's work, which need more time to ensure the whole project works.

### 4.2 RISKS

| Risk | Contingency Plan |
|---|---|
| Deleted or Lost Files | Have multiple copies of the project on the local systems and cloud (Google Drive). These files are updated daily. Github also allows to restore previous versions of the project. |
| Lack of Skill and Experience | Overtime research and guidance from experts. |
| Poor Scheduling | Meeting for members |
| Testing produce undesirable/inconsistent results | Peer Code Review with two or members in group to check for errors and fault with code quickly. |
| Technology unable to work | Seek knowledge from online to gain information on how to use technology. If the member still cannot understand, seek similar alternative technologies that can produce similar results. |

# 5  PROJECT ORGANIZATION

## 5.1  ROLES AND RESPONSIBILITIES

This section describes the key roles supporting the project.

| Name & Organization | Project Role | Project Responsibilities |
|---|---|---|
| Larry Ho<br><br>RMIT University | Product Owner, Development Team | Maintain and Prioritize Product Backlog<br><br>Programming |
| Cheng Long Liew<br><br>RMIT University | Scrum Master, Development Team | Coach the development team, protect the team from changes during the sprint, training the team in scrum, helping them overcome obstacles, coaching and supporting the product owner |
| Yixuan Wang<br><br>RMIT University | Scrum Team, Development Team | Focus on the development of the project. |
| Boyu Yuan<br><br>RMIT University | Scrum Team, Development Team | Focus on the development of the project. |
| Jingbin Yin<br><br>RMIT University | Scrum Team, Development Team | Focus on the development of the project. |

## 5.2  STAKEHOLDERS (INTERNAL AND EXTERNAL)

Internal Stakeholders:

- Product Owner
- Scrum Master
- Scrum Team
- RMIT University


External Stakeholders:

- Customers of 4U
- Staff Members of 4U
- Manager(s) of 4U

# 6   PROJECT CHARTER APPROVAL

The undersigned acknowledge they have reviewed the project charter and authorize and fund the 4U Ticketing System project.  Changes to this project charter will be coordinated with and approved by the undersigned or their designated representatives.


Signature: _____   Date: _____

Print Name: _____

Title: _____

Role: _____


Signature: _____   Date: _____

Print Name: _____

Title: _____

Role: _____


Signature: _____   Date: _____

Print Name: _____

Title: _____

Role: _____

## APPENDIX A: REFERENCES

| Document Name and Version | Description | Location |
|---|---|---|
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## APPENDIX B: KEY TERMS

| Term | Definition |
|---|---|
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