**aaa**

**Project Team Charter**

**<ShiftSmart >**

**<Partner Organization (if any)>**

|  |  |
| --- | --- |
| Industry Partner |  |
| Primary Instructor | Anjana Shah |
| Team Member | Manvi Gumber |
| Team Member | Meet Patel |
| Team Member | Harin Reddy |
| Team Member | Shyam Patel |

Document Revision History

|  |  |
| --- | --- |
| Revision # | Date |
|  |  |

**TEAM CHARTER**

Multiple reasons exist for preparing a team charter. One is to document the team's purpose and clearly define individual roles, responsibilities, and operating rules. Next, it establishes procedures for both the team and management/industry partner on communicating, reporting, and decision-making procedures. It lays out a blueprint for conducting business for the acquisition and defines how the team works in an empowered manner, including setting out responsibility and authority. Finally, it facilitates stakeholder buy in by including key members in the decision making process and obtaining their concurrence along the way.

The charter includes the following sections:

1. **Purpose**

Over the course of eight months, the MMHS team will complete a capstone project as part of the course. Our main goal is to become proficient in the course material associated with this project, which we will demonstrate with the aid of the final report and presentation. We’ll make sure everyone in the team is learning from one another and working efficiently.

2. **Background**

Here's a background summary for the Worker Scheduling Application project based on the data provided:

**Project Overview:**

The team is working on the **Worker Scheduling Application**, which is designed to streamline and improve the process of assigning workers to various shifts across different sites. The application addresses challenges faced by a security company that manages a large workforce of security managers and guards. The system will automate shift scheduling, worker availability tracking, and ensure efficient communication between managers and employees. The goal is to replace the current manual process, which relies on Excel spreadsheets and phone calls, with a digital solution that enhances efficiency, reduces errors, and improves overall workforce management.

**Team’s Role in the Organizational Structure:**

The development team (MMHS) is responsible for designing, developing, and deploying the Worker Scheduling Application. Within the organizational structure, the development team collaborates directly with key stakeholders, including the **Security Company Management**, **HR Department**, and **Payroll Manager**. The team ensures that the system meets the operational needs defined by the **Manager** and integrates the feedback from end users such as **Security Managers** and **Guards**. The development team is crucial for translating business requirements into a functional platform and ensuring successful delivery of the project.

**Users/Customers:**

**Primary Users:**

* **Security Managers**: Manage shift assignments, approve leave requests, and oversee daily scheduling operations.
* **Security Guards**: View their schedules, request shift swaps, and manage availability.
* **Secondary Users:**
* **HR Department**: Handle staffing, manage employee assignments, and ensure proper workforce allocation.
* **Payroll Manager**: Ensure accurate payroll calculations based on shifts, including overtime and leave data.
* **External Stakeholders:**
* **Security Company Management**: Oversee the project, ensure alignment with company goals, and make key decisions.
* **Development Team (MMHS)**: Build and maintain the scheduling platform, ensuring it meets business and user needs.

**Special Circumstances:**

Several special circumstances surround this project:

* **Complex Workforce Management:** The security company manages a dispersed workforce across various sites and shifts. Ensuring optimal shift coverage while managing employee preferences, leaves, and overtime is a significant challenge that the application addresses.
* **Integration with Existing Systems:** The application needs to integrate with payroll systems to ensure accurate compensation, making the development more complex.
* **Scalability:** The platform must be scalable to accommodate potential future expansions of the company and workforce size.
* **User Feedback:** Continuous feedback from end users (security managers and guards) will be crucial during the testing phase to ensure that the system is user-friendly and meets practical needs.

3**. Scope**

**Project Objectives**

* To develop an automated shift scheduling system that considers employee availability and preferences.
* To facilitate employee management through comprehensive CRUD operations for profiles and availability.
* To implement functionalities for shift swapping and time-off requests, allowing for flexible scheduling.
* To establish a real-time notification system for effective communication regarding shifts and schedule changes.
* To automate payroll and invoice generation based on tracked hours worked.
* To create advanced analytics and reporting capabilities to monitor labor costs, attendance, and shift efficiency.
* To ensure adherence to local labor laws in all scheduling activities.

1. **Shift Scheduling Automation:**
   * Development of an automated system to assign shifts based on employee availability, preferences, and business requirements.
2. **Employee Management (CRUD Operations):**
   * Features to create, read, update, and delete employee profiles and availability data.
3. **Shift Swapping and Time-Off Management:**
   * Implementation of functionalities for employees to request shift swaps and manage time-off requests, as well as handle last-minute schedule changes.
4. **Real-Time Notifications:**
   * A notification system to inform employees and managers about upcoming shifts, shift swaps, time-off approvals, and schedule changes.
5. **Payroll and Invoice Generation:**
   * Automated tracking of employee hours worked and generating accurate payroll and invoices based on this data.
6. **Advanced Analytics and Reporting:**
   * Development of dashboards that provide insights into attendance, labor costs, shift efficiency, and other key performance metrics.
7. **Compliance with Labor Laws:**
   * Ensuring that the scheduling system adheres to local labor laws, including regulations on overtime, breaks, and rest periods.

**Out of Scope**

The following areas are explicitly excluded from the Worker Scheduling Application project:

1. **Recruitment and Onboarding:**
   * This project does not address the recruitment or onboarding of new employees.
2. **Benefits Administration:**
   * Managing employee benefits such as healthcare, insurance, or retirement plans is not part of the project.
3. **Payroll Integration with External Systems:**
   * While the application will generate payroll and invoices, integration with external payroll systems or providers is not included.
4. **Training and Certification Tracking:**
   * The system will not manage or track employee training, certifications, or professional development.
5. **Customization for Specific Industries:**
   * The project will focus on general functionalities for scheduling and management, with no specific customizations for particular industries.

4. **Team composition**

**Functional Areas Represented:**

1. **Project Management**
   * **Core Members:**
     + Team Leader (Full-time)
     + Project Manager (Part-time)
2. **Development**
   * **Core Members:**
     + Software Developer (Full-time)
     + Front-End Developer (Full-time)
   * **Support Members:**
     + Back-End Developer (Part-time)
3. **Quality Assurance**
   * **Core Members:**
     + Quality Assurance Specialist (Part-time)
4. **User Experience Design**
   * **Support Members:**
     + UX/UI Designer (Part-time)

**Core Members:**

* **Team Leader:** Responsible for overall project direction and ensuring alignment with project goals.
* **Project Manager:** Manages project timelines, deliverables, and team coordination.
* **Software Developer:** Responsible for back-end development and database management.
* **Front-End Developer:** Handles the user interface and experience aspects of the application.
* **Quality Assurance Specialist:** Ensures the application meets quality standards and requirements.

**Support Members:**

* **Back-End Developer:** Assists with specific functionalities and integration tasks.
* **UX/UI Designer:** Provides design support and user experience insights.

**Time/Resources Commitments:**

* **Team Leader:** 15 hours/week for project oversight and meetings.
* **Project Manager:** 10 hours/week for scheduling, progress tracking, and communication.
* **Software Developer:** 20 hours/week for application development and coding tasks.
* **Front-End Developer:** 20 hours/week for designing and implementing the user interface.
* **Quality Assurance Specialist:** 10 hours/week for testing and quality assurance activities.
* **Back-End Developer:** 5 hours/week for support during peak development phases.
* **UX/UI Designer:** 5 hours/week for providing design input and revisions.

1. **Team empowerment**

**Existing Authority:** The MMHS project team possesses the authority in the following areas based on individual roles:

* **Developers:** The technical team has the authority to select appropriate tools and frameworks for the development of the Worker Scheduling Application, ensuring the system adheres to security, scalability, and performance requirements.
* **Project Manager:** Responsible for managing timelines, resource allocation, and overseeing project progress, the project manager has the authority to make scheduling and priority decisions.
* **Business Analyst:** The analyst has the authority to gather stakeholder requirements and translate them into technical features, ensuring the system addresses business and operational needs.
* **Quality Assurance (QA):** The QA team has the authority to establish testing protocols and ensure the application meets quality and performance benchmarks.
* **UI/UX Designer:** Empowered to make decisions regarding the user interface and experience to ensure ease of use for both managers and employees.

**Additional Authority Needed:** To successfully execute the Worker Scheduling Application project, the team requires the following additional authority:

* **Direct Communication with Stakeholders:** The ability to directly communicate with key stakeholders, such as scheduling managers and HR departments, to gather feedback during design and testing phases.
* **Approval for Third-Party Tools:** Authority to approve the purchase or use of third-party tools and integrations that may enhance platform functionality (e.g., for payroll or notifications).
* **Access to Labor Law Experts:** Access to legal advisors to ensure compliance with labor laws and regulations within the system's design.
* **Budget Control:** Authority to allocate resources within the project's budget, such as for cloud services, additional team members, or tools needed for development and testing.

**Level of Empowerment Requested:** The MMHS team requests full autonomy over the following aspects of the project:

* **Technical Decision-Making:** Full authority to select the most suitable development, testing, and deployment methodologies and tools to ensure optimal performance.
* **Scheduling and Priority Management:** The team should have the flexibility to adjust the development timeline, feature prioritization, and resource allocation based on project progress and feedback from stakeholders.
* **Scope Adjustment:** Authority to negotiate and approve adjustments to project scope based on real-time feedback from business stakeholders to ensure the product meets operational needs without compromising the timeline.
* **Deployment and Release:** Full control over deciding the deployment strategy (e.g., phased rollout) and release timelines based on testing outcomes and stakeholder readiness.

1. **Team operations**

**Team Decision-Making Process:**

• A collaborative method is used to make decisions. Every team member contributes to conversations, and decisions are decided by a majority vote. • All team members are consulted for important decisions, including design modifications or significant features, and final decisions need agreement.

**Ground/Operating Rules:**

* The team will establish clear rules, including regular meeting times, deadlines, and expected communication standards.
* All members must follow agreed-upon coding standards, version control practices, and documentation guidelines.

**Handling Absence or Non-Performance:**

* If a member is absent, their tasks will be temporarily reassigned to ensure the project timeline is maintained.
* In case of repeated non-performance, the issue will be addressed in a team meeting, and corrective actions will be discussed.

**Code Repository:**

* The team will use GitHub for version control and to manage the code repository.
* All team members will commit code regularly and ensure pull requests are reviewed by at least one other member before merging.

**Communication Among Team Members:**

* The primary communication platform will be phone calls and WhatsApp for quick discussions.
* Weekly meetings will be held via Zoom/Teams to discuss progress and address challenges.

**Relationships with Other Entities or Teams:**

* The team will maintain communication with external stakeholders, such as project advisors or clients, through regular status updates.
* Collaboration with other teams (if necessary) will follow defined integration processes and shared documentation.

**Logistical Support:**

* Any tools, resources, or additional support needed (such as access to software or testing environments) will be requested through the appropriate organizational channels.

7. **Team Performance Assessment**

**Task Completion Rate:**

* Track how the team meets deadlines for individual and group tasks. Timely delivery is critical for overall project success.

**Quality of Work:**

* Ensure that the code, documentation, and other deliverables meet the set standards without requiring excessive revisions.
* **Measurement:** Professor reviews and adherence to coding standards, ensuring minimal bugs and integration issues.

**Collaboration and Communication:**

* Evaluate the team’s ability to work together and maintain effective communication, ensuring all members contribute equally.
* **Measurement:** Track participation in meetings and discussions

**Responsiveness to Feedback:**

* The team’s adaptability in incorporating stakeholder and Professor feedback.
* **Measurement:** Assess how efficiently and thoroughly feedback is integrated into the project in subsequent iterations.

**Project Milestone Completion:**

* Monitor the completion of significant project milestones as outlined in the project timeline.
* **Measurement:** Compare actual milestone completion dates to planned ones, ensuring alignment with the overall project schedule.

**Problem-Solving and Innovation:**

* The team’s ability to resolve challenges and provide innovative solutions to emerging issues.
* **Measurement:** Track the number of issues raised and resolved within each sprint or project phase.

**Means of Measuring Progress:**

* **Daily/Weekly Progress Reports:** Team members submit progress updates during weekly minutes of meetings to ensure tasks are on track.
* **Regular Code Reviews:** Professor reviews after each code submission to ensure quality and adherence to project standards.
* **Stakeholder Feedback:** Periodic reviews with stakeholders to ensure that project deliverables meet expectations.
* **Performance Dashboards:** Use of project tracking software to visualize task progress, team velocity, and overall performance against set goals.

8. **Signature Page**

Manvi Gumber:

Meet Patel:

Harin Reddy:

Shyam Patel: