



# GROUP 11

# PROJECT CHARTER

**ANCHORDESK: AUTOMATED STUDENT SUPPORT & COMPLAINT TRACKING  
SYSTEM**

16 DECEMBER 2025 →

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# 01

## ABOUT OUR PROJECT

AnchorDesk is an enterprise-grade, web-based help desk platform designed specifically for the university environment. It digitizes the entire support lifecycle by allowing students to log complaints remotely, upload proof of claims (such as payment receipts), and track resolution status in real-time.

Additionally, the system integrates an Artificial Intelligence assistant ("AnchorDesk AI") to provide instant answers to routine inquiries, further reducing the workload on human staff.

# Project Objectives

To develop a secure, responsive, and intelligent web-based platform for automating student complaint submission, routing, and resolution.

## User-Friendly Portal

Intuitive interface for logging complaints and uploading documents.

## Real-Time Tracking

Live status indicators for every ticket.

## AI Integration

Generative AI chatbot (Google Gemini) to handle 40% of inquiries.

## Secure Data Management

Role-Based Access Control (RBAC) for data privacy.

## High Performance

System loads under 2 seconds, handles concurrent users.

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## KEY DELIVERABLES

Project Charter &  
Requirement  
Specification.

High-Fidelity UI/UX  
Prototypes  
(Landing Page,  
Dashboards).

Fully Functional  
Web Application  
(Source Code).

Admin and User  
Training Guides.

Final Project  
Report.

# Project Scope: In-Scope & Out-of-Scope

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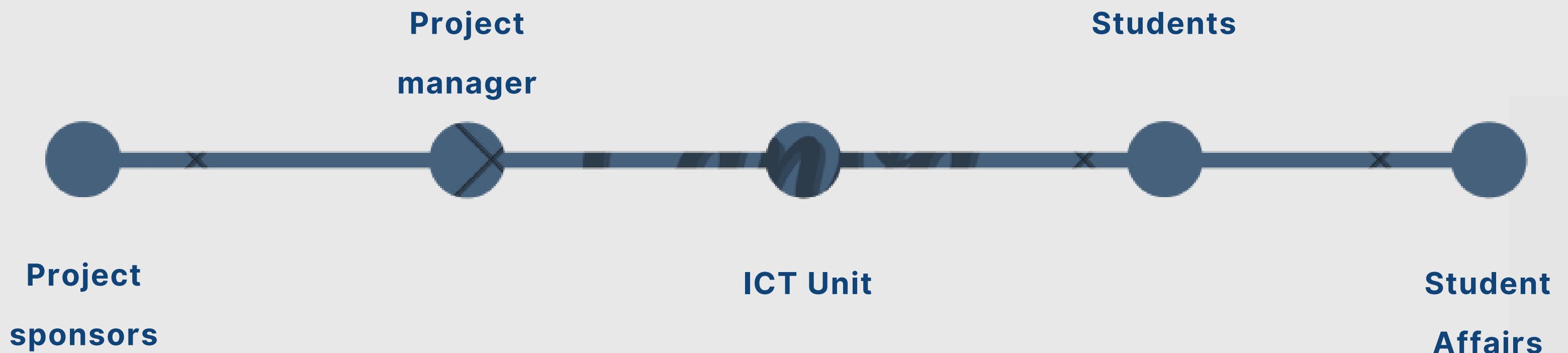
## In-Scope

- Student Module: Authentication, Ticket Submission, Uploads, History, AI Chatbot.
- Admin Module: Centralized Control Panel, Ticket Status, Admin Comments.
- System Architecture: Firebase, React, AI Integration.
- Documentation: User Manuals, Technical Docs.

## Out-of-Scope

- Payment Processing: Tracks payment issues, but doesn't process transactions.
- Biometric Integration: No fingerprint or facial recognition login.
- Mobile App: PWA accessible via browser, not a native app.

# KEY STAKEHOLDERS



# PROJECT TEAM

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AJAYI PELUMI  
PROJECT MANAGER

ADEFEMI OLUWATONBI  
ASS PROJ. MANAGER

## TEAM MEMBERS

- OLUWANIFEMI ARANSIOLA
- OLUWASEGUN AGBoola – AUL/CMP/22/011
- OLUWASEMILORE OSOBUKOLA
- OLUWASEUN BABAJIDE – AUL/CMP/23/096
- OLUWASEYI AKINBODE – AUL/CMP/22/016

- OLUWATOBILoba OTEGBAYO -
- OLUWATOSIN ADEIFE – AUL/CMP/22/001
- ONYINYECHUKWU VICTOR – AUL/CMP/22/088
- OREOLUWA AKINBINU – AUL/CMP/22/015

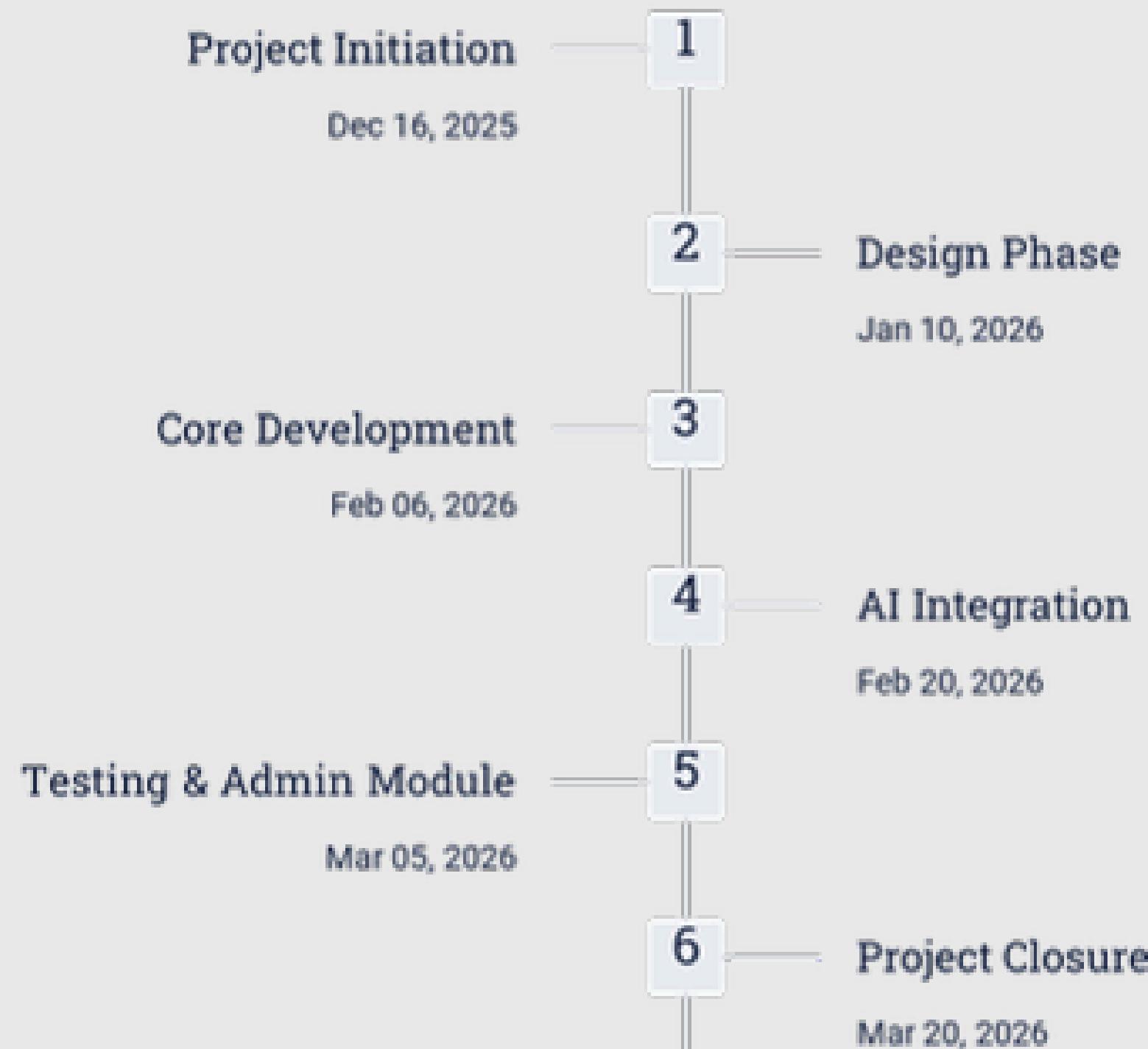
# AUTHORITY LEVEL

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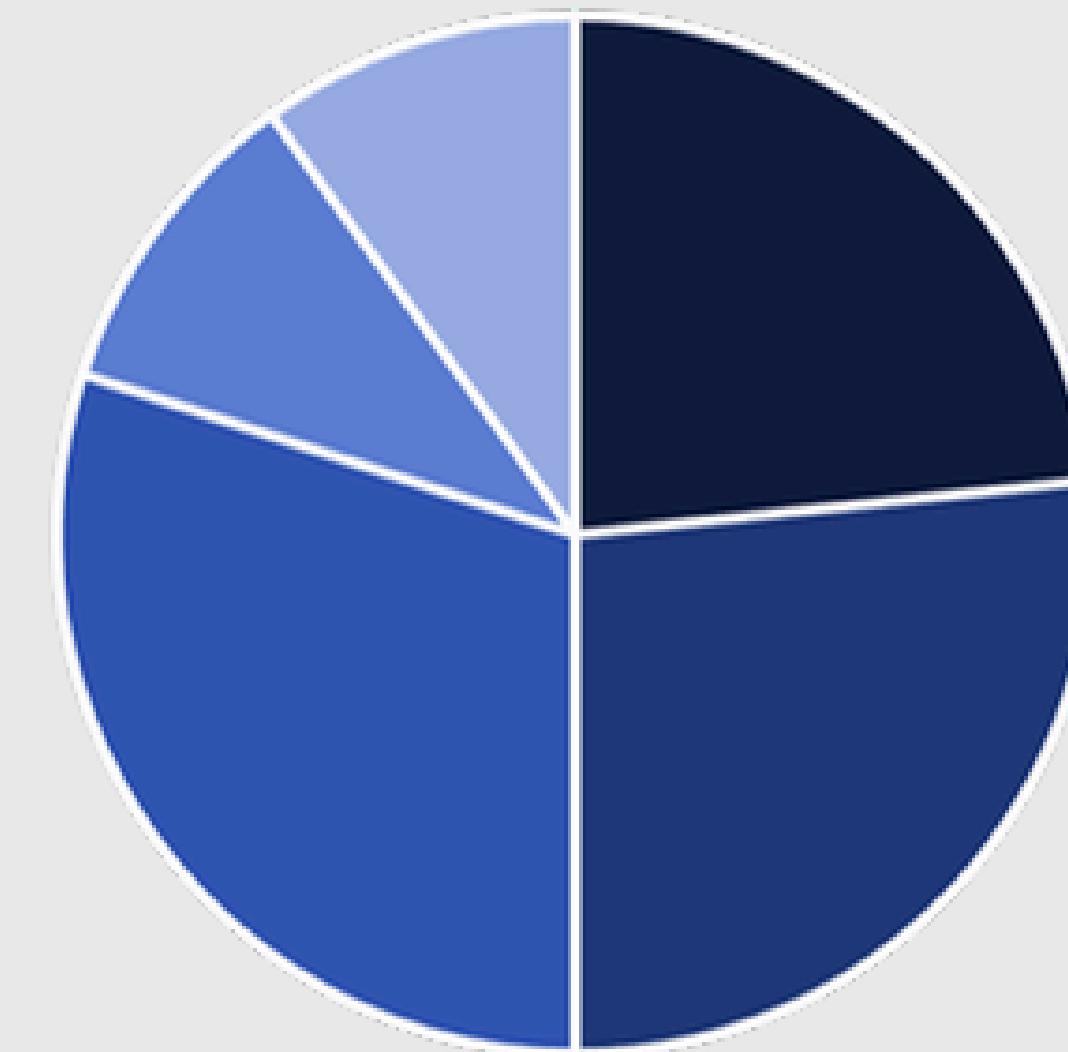
## AJAYI PELUMI

The Project Manager holds Level 3 Authority (High Control). They are empowered to make all day-to-day technical and financial decisions required to deliver the project within the agreed scope, schedule, and budget, escalating only those issues that fundamentally alter the project's objectives or violate university compliance.

# PROJECT TIMELINE & MILESTONES



# Budget Overview (₦1,500,000 Total)



■ Technical  
Infrastructure

■ Human  
Resources

■ Logistics &  
Operations

■ Legal &  
Contingency

■ Marketing &  
Branding

# Budget Overview (₦1,500,000 Total)

- Technical Infrastructure: ₦350,000 (23.3%): Includes Server/Hosting (₦120,000), SMS Gateway (₦65,000), and Email Service (₦50,000)
- Development Logistics & Operations: ₦400,000 (26.6%): Includes Internet Data (₦120,000) and Power Support/Generator maintenance (₦180,000)
- Marketing, Branding & Publicity: ₦450,000 (30.0%): Includes Merchandise like shirts (₦180,000) and a Launch Event (₦100,000).
- Human Resources & Stipends: ₦150,000 (10.0%): Includes stipends for Graphic Designer (₦50,000) and Beta Testers (₦60,000).
- Legal & Contingency: ₦150,000 (10.0%): Includes a contingency fund for emergencies (₦120,000).

# LET'S WORK TOGETHER!



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