**Project Charter Plan**

**EZ-Maintenance**

**VanHorn Solutions LLC**

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**Helena, MT 59601**

**03/20/2024**

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**Executive Summary**

Small business often rely on antiquated systems for data management, onboarding and training of employees. These practices create inefficiencies and frustration within the business and represent needless work. The EZ-Maintenance project has been created to address and correct these issues. The project will integrate several small business focused applications into a single platform. Implementation of this project will free up funds for increased employee benefits or more staff.

**Project Purpose/Justification**

Business Need/Case

The EZM project has been created to decrease organizational inefficiencies in order to improve employee retention and satisfaction. The costs of implementation will be recovered from the fee associated with businesses using the application as well as advertising revenue.

Business Objectives

The business objectives for this project are to improve quality of life, salaries, and efficiency within small business.

* Design and test a new IT infrastructure within the next 90 days
* Complete implementation the new IT infrastructure within the next 120 days
* Increase employee retention by 30% within the first year

**Project Description**

The EZM project will provide increased efficiency and worker retention for small business. The EZM project will utilize improved technology in the form software in order to streamline data management and training tasks. All software will be integrated into a single application accessible via the internet.

Project Objectives and Success Criteria

The objectives which mutually support the milestones and deliverables for this project have been identified. In order to achieve success on the EZM project, the following objectives must be met within the designated time and budget allocations:

* Complete list of required hardware/software which meets budget allocation within the next 25 days
* Create a simulated solution in the IT lab using all purchased hardware and software to test the solution within the next 60 days
* Achieve a simulated solution and complete testing within the next 90 days
* Implement the solution within the next 120 days

Requirements

This project must meet the following list of requirements in order to achieve success.

* The solution must be tested in the IT lab prior to deployment
* Solution must be implemented

Additional requirements may be added as necessary, with project sponsor approval, as the project moves forward.

Constraints

The following constraints pertain to the EZM project:

* All software must be compatible with current mobile platforms
* Two IT specialists and one security specialist will be provided as resources for this project

Assumptions

The following are a list of assumptions. Upon agreement and signature of this document, all parties acknowledge that these assumptions are true and correct:

* This project has the full support of the project sponsor, stakeholders, and all departments
* The purpose of this project will be communicated throughout the company prior to deployment
* The IT manager will provide additional resources if necessary

Preliminary Scope Statement

The EZM project will include the design, testing, and delivery of a data management application to a small business. All personnel and software resources will be managed by the project team. All project work will be the focus of daily and ongoing operations and all required testing will be done in the IT laboratory. All project funding will be managed by the project manager up to and including the allocated amounts in this document. Any additional funding requires approval from the project sponsor. This project will conclude when the final report is submitted within 30 days after the solution is tested and deployed, all technical documentation is complete and distributed to the appropriate personnel, and a list of future considerations is complete and submitted to the VP of Technology.

**Risks**

The following risks for the EZM project have been identified. The project manager will determine and employ the necessary risk mitigation/avoidance strategies as appropriate to minimize the likelihood of these risks:

* Potential for non-adoption among small business

**Project Deliverables**

The following deliverables must be met upon the successful completion of the EZM project. Any changes to these deliverables must be approved by the project sponsor.

* Fully deployed solution
* Technical documentation for solution

**Summary Milestone Schedule**

The project Summary Milestone Schedule is presented below. As requirements are more clearly defined this schedule may be modified. Any changes will be communicated through project status meetings by the project manager.

|  |  |
| --- | --- |
| **Summary Milestone Schedule – List key project milestones relative to project start.** | |
| **Project Milestone** | **Target Date** |
| * Project Start | 06/03/2024 |
| * Complete Solution Design | 06/19/2024 |
|  |  |
| * Complete Solution Simulation with New Software | 07/04/2024 |
| * Complete Solution Simulation and Testing | 07/15/2024 |
| * Deploy Solution | 07/23/2024 |
| * Project Complete | 08/05/2024 |

**Summary Budget**

The following table contains a summary budget based on the planned cost components and estimated costs required for successful completion of the project.

|  |  |
| --- | --- |
| **Summary Budget – List component project costs** | |
| **Project Component** | **Component Cost** |
| * Personnel Resources | $151,000 |
| * Hardware | $0 |
| * Software and Licensing | $0 |
| * IT Lab Preparation | $15,000 |
| **Total** | **$180,000** |

**Project Approval Requirements**

Success for the EZM project will be achieved when a fully tested solution, and all technical documentation, is fully deployed within the time and cost constraints indicated in this charter. Additionally, this measure of success must include a recommendation list for future considerations as we fully anticipate the necessity of this solution to evolve to meet future needs. Success will be determined by the Project Sponsor, Ms. Kayla Rada, who will also authorize completion of the project.

**Project Manager**

Zack Nikkel is named Project Manager for the duration of the EZM Project. Mr. Nikkel 's responsibility is to manage all project tasks, scheduling, and communication regarding the EZM project. His team, consisting of two IT specialists and one security specialist, will be matrix support from the IT department. Mr. Nikkel will coordinate all resource requirements through the IT department manager, Clayton DeSimone. Mr. Nikkel is authorized to approve all budget expenditures up to, and including, the allocated budget amounts. Any additional funding must be requested through the Project Sponsor, Kayla Rada. Mr. Nikkel will provide weekly updates to the Project Sponsor.

**Authorization**

Approved by the Project Sponsor:

Date:

Kayla Rada

Owner