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|  | The partner or customer logo can be inserted if required in the right-hand header cell. This must be done individually for each section.  The project name can be changed under File 🡪Properties. It will then be updated throughout the document. |
| Project Name:  Airline Ticketing System  Project Charter® | |
| *This blue colored text passages within this document are tips and guidance for filling out this template. If you are ready with your first draft, you should delete this passages before sending the document to your sponsor.*  [Send this to Cesear once completed for feedback and reiterations. You’ll get good grades] | |

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|  | | | |
|  | Project: | Airline Ticketing System |  |
|  | Title: | Project Charter |  |
|  | Document number: |  |  |
|  | Version | 0.1 |  |
|  | Document status: | Draft |  |
|  | Author: | Nick Demerse, Lukasz Lubiak, Ryan Van de ven, Aviel San agustin |  |
|  | Responsible: |  |  |
|  | Date created: | 18.10.24 |  |
|  | Protection class: | "For internal use only" |  |
|  | | | |

The Project and Author fields are filled automatically with the data from the document properties (File 🡪 Properties). Once the appropriate entries have been made here, these fields can be updated with the "Update Field" function (can be found in the context menu for the individual fields).

Possible states for the document status include "Draft", "Released" and "Final." The status of the current document should be specified respectively in the field above.

Document history

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| --- | --- | --- | --- |
| Version | Date | Author | Comment / Change |
| 0.1 | 18.10.24 |  | Draft |
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The document history should provide an overview of the development of the document. Different versions with their date, author and possible comments should be entered here.

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We wish you much success with this template.Contents

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# Background/Project purpose or justification

This section describes why the project was initiated, a little story behind the idea. Try to make sound real, not like a homework. Describe a situation where there are problems or improvements would be welcome. Formulate a solution where you are key.

An up-and-coming airline was using a basic web application template that they outsourced for their website but in order to be seen as a more reputable company they decided to hire an in-house team to create a new web application for them. They want the new web application to allow users to book and cancel flights just like the last one they had did. However, they also want to add more options for the user including the option for users to reschedule their flights. Having a web application built just for your company is seen as a plus as it can be updated over time to meet the company’s needs.

# Goals

This section describes which goals are to be realized with the project. These goals serve as a point of reference for the project closing. Measurable goals should be defined. Try to write at least 4 goals. Talk about feasible things, at the end I will verify that you achieved what you promised.

## Goals

| Goal | Description |
| --- | --- |
| Book flights | Allow users to book flights |
| Cancel and reschedule flights | Allow a user to cancel their booked flight or reschedule it |
| Tickets | Create a ticket when a user books a flight |
| Confirmation | Send a email confirmation when a user books a flight |

## Milestones [Important points in the life of the project]

| Schedule | Description |
| --- | --- |
| Nov 2nd | Webpage setup but not connected to database |
| Nov 10th | Sql database set up with proper information |
| Nov 15th | First full prototype is ready to test and debug |
| Nov 28th | Application is complete and ready for presentation |

# Project product description

This section describes the project end product to be supplied.

***Product scope description****.   
The product scope description documents the characteristics of the product, service or results that the project will be undertaken to create. The description should also document the relationship between the products, services or results being created and the business need that the project will address.*

[Should focus on the backend, we’re not designers] [We’re also not creating a business, it’s a web application using MariaDB] [Do you have different levels of users?]

# Delivery units

A list of all project products/deliverables whose complete and satisfactory delivery indicate the completion of the project.

[This document counts as a delivery unit]

## Delivery units/services

| Delivery unit | Description/Comment |
| --- | --- |
| Website | Create a website with all required fields |
| Database | Build a database to store all required information and connect it to the website |
| Admin Account | Account for a super user – add more flights, check passengers/revenue |
| Registration/Log In | In case to buy a ticket, the user needs to create an account  (username, password, email, phone) |
| User Account | Users can find here all information, later manage the flight, process check in |
| Flight Selection | Creating fields for destination, date, flight class, number of passengers, airline |
| Payment | Payment system to collect money for tickets etc. |
| Confirmation | After purchase/update on the account, the user will be noticed by email/text |

*A deliverable is any unique and verifiable product, result or capability to perform a service that is required to be produced to complete a process, phase or project. Deliverables are typically tangible components completed to meet the project objectives and can include elements of the project management plan. Deliverables also include ancillary results, such as project management reports and documentation. These deliverables may be described at a summary level or in great detail.*

# Project success criteria

This section outlines the quantifiable criteria that have to be fulfilled so that the project can be performed successfully.

[Criteria for meeting goals. Ex: If exceed budget, it can’t be over 10%]

| Project success criteria |
| --- |
| The website works on full size screens and on smaller resolution |
| Database can store information provided by users and send required information when required |
| The super user can manage all flights, add new ones, check passengers’ information |
| Users can create an account and set up password with 2FTA option (security) |
| Users can find flights, select seats, add additional options and purchase the ticket |
| Users can log in to their account and manage flights when required |
| Payment can be processed successfully and in safe matters (CC information encrypted) |
| Confirmation sends after purchasing a ticket and after checking in or any changes made |

# High-level risks

This section describes some of the key project risks and their potential impact on the success of the project. This list of risks should be regarded as provisional rather than complete because risks are usually identified and dealt with continuously during the course of the project.

[Something that could potentially happen.]

| Risk | Possible impacts on the project |
| --- | --- |
| Security | Any users’ information leak, purchase processed without payment |
| Functionality | Some of the options do not work as expected, what cause the whole process is not correct as every step of the process of purchasing ticket is connected |
| UI | User Interface will not be friendly or will not work correctly with different resolution |
| Availability | Many users at once can use the web app without causing issues for the whole system and for other users |
|  |  |
|  |  |
|  |  |
|  |  |

# Key stakeholders

This section should at least contain the key stakeholders with their name and their role in the project context. This is your starting point for further stakeholder management and analysis.

[Team members and Cesear]

| Name | Role |
| --- | --- |
| Lukasz Lubiak | Front End + Database creation |
|  |  |
|  |  |
|  |  |
|  |  |
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|  |  |

# 

# Project startup

The project is deemed started with the following signatures:

[Don’t touch]

|  | Instructor | Communications Officer | Project manager |
| --- | --- | --- | --- |
| Signature |  |  |  |
| Name |  |  |  |
| Date |  |  |  |

# Project end

[Don’t touch]

**Planned project end:**

|  |
| --- |

## Signatures for release

The project manager is released with the signatures provided here following the project closing phase:

|  | Instructor | Communications Officer | Project manager |
| --- | --- | --- | --- |
| Signature |  |  |  |
| Name |  |  |  |
| Date |  |  |  |

Annex

* 1. Glossary and abbreviations

If abbreviations have been used in this document (as well as terms that need to be defined in greater detail), and common understanding for every user is a prerequisite for the success of the project, this is an opportunity to explain them.

[Get rid of page if not used]

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| **Term** | **Explanation** |
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