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# **Orange Technologies**

## **Telco Corp. Expansion Project**

### **Project Charter**

**Submitted by:**

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**Project Manager, Orange Technologies**  
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## **Project Charter – Revision 9/24/2020**

### **Project Name: Telco Corp. Expansion Project**

#### **Summary of Project Origins and Objectives:**

In an effort to expand their reach in the rural portion of Upstate New, Tele Corp.'s CEO Susan Smith spearheaded the acquisition of Adirondack Telephone, a family owned service provider. Under the terms of this acquisition, (10) employees from Adirondack Telephone will be hired by Tele Corp. and they will be relocating to Tele Corp.'s headquarters located in a technology business park in Syracuse, New York. Although the employees at Tele Corp. are thrilled about this acquisition, they have realized the need of additional infrastructure to accommodate and support the incoming staff.

To address these concerns expressed by the employees, Susan Smith Jackson has decided to sponsor a project whose primary objectives are to renovate and furnish a portion of the warehouse and convert it to office space. This remodeling also includes extending the existing LAN connectivity to company resources and widening the access to the VoIP PBX phone system for the new team members.

#### **Business Case**

The existing infrastructure at Tele Corp. is not capable of accommodating 10 new employees from Adirondack Telephone. It lacks the furnished office space and an access to company's resources. As the new team members are expected to start working from April 5<sup>th</sup>, 2021, there is a need to address these issues. This leads to initiation of a project which involves a portion of warehouse undergoing renovation and being furnished along with extension of LAN and VoIP phone systems. This project will ensure that the new employees settle in smoothly in their new working environment and are well-equipped with all the company resources they require to carry out their jobs.

#### **Organizational Context**

The project work is scheduled to commence on September 28, 2020. It is intended to support the smooth transition of the employees transferring from Adirondack Telephone to Tele Corp. It is expected that all the work be completed prior to the start of new Fiscal Year, that is, before April 1<sup>st</sup>, 2021.

**Sponsor: Susan Smith Jackson, CEO, Tele Corp.**

**Project Manager:**

Shraddha Sawant, Orange Technologies

**Stakeholders:**

- Susan Smith Jackson, CEO, Tele Corp.
- Bob Starworth, Director of Operations, Tele Corp.
- Malinda Betts, Purchasing Manager, Tele Corp.
- Ed Hayes, CEO, Orange Technologies
- Shraddha Sawant, Project Manager, Orange Technologies
- Linda Mulherin, Team Member, Orange Technologies
- Nick Serafin, Team Member, Orange Technologies
- Ajit Singh, Team Member, Orange Technologies
- Victoria Dunn, Team Member, Orange Technologies
- Robert Adams, Team Member, Orange Technologies

**Project Scope:**

**In-Scope Activities:**

**1) Cubicle-style furniture**

- Communicate with the Procurement Department to determine the preferred furniture supplier
- Order the furniture of the same model, make and color as existing furniture at the headquarter facility
- Verify if the order delivered is in accordance with the requirements
- Assemble the furniture and place it in the assigned office space
- Conduct a review to ensure the right placement of correct furniture

**2) Laptops/Computers**

- Determine a vendor for purchasing laptops
- Place an order for 10 laptops with the vendor preferred by the Procurement Department
- After procuring the laptops, ensure they meet the requirements of the company and are in proper working condition
- Install all 10 Laptop/Computer
- Establish a connectivity to the existing cloud storage solution for all laptops
- Load the laptops with the Windows 10 Enterprise operating system, Microsoft Office Professional 2019 Suite, Microsoft Security Essentials and Adobe Creative Cloud.
- Test the compatibility and working of each laptop

**3) VoIP Handsets**

- Determine a vendor for purchasing VoIP Handsets

- Place an order for 10 VoIP Handsets with the vendor preferred by the Procurement Department

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- Procure and Inspect if the VoIP Handsets are as per the order and are working properly
- Install all 10 VoIP Handsets
- Extend the connectivity of the existing VoIP PBX (phone system) to the newly installed handsets
- Test the working of the entire set-up

#### **4) Zerox LaserJet**

- Decide on a vendor for purchasing a new Zerox LaserJet multi-functional color network printer-copier with scanning and faxing ability
- Place an order for the printer-copier and procure it
- Examine the order to ensure it meets the requirement and is proper working condition
- Install and set-up a connection between the Zerox LaserJet printer-copier and the network in the old warehouse area
- Test whether the printer-copier is capable of shared printing from any PCs in the network

#### **5) Cat 6e cable and ME3400 aggregation switch**

- Coordinate with the Procurement Department to understand the vendor preference
- Purchase and install cat 6e cable and ME3400 aggregation switch
- Connect cat 6e cable from each of the 10 cubicles to a data closet in the old warehouse which in turn should be connected to newly installed ME3400 aggregation switch
- Ensure a connection between ME3400 aggregation switch and Telco Corp.'s main router (Cisco 1002-X) in the main server room using existing multimode fiber
- Test the access to all company resources and working of Cisco ASA firewall protected WAN connection for Internet and external traffic through this setup

#### **6) Cisco Aironet wireless access points**

- Procure 5 Cisco Aironet wireless access points from vendor preferred by the Procurement Department
- Install and connect each access point to the Cisco ME3400 aggregation switch in the data closet using cat 6e cable
- Configure each access point to use WPA2 encryption for Wi-Fi access
- Test the working of entire structure

#### **Out of Scope Activities:**

- 1) Remodeling of the old warehouse
- 2) Ensuring power supply in the office space
- 3) Maintenance of newly installed IT infrastructure
- 4) Upgradation of the software loaded in the laptop/computer
- 5) Providing support for network failure across the company after project handover

### Deliverables:

- 1) **Office Furniture:** The 10 cubicle-style work spaces in the old warehouse area will be furnished with office furniture of the same same model, make and color as existing furniture at the headquarter facility
- 2) **Laptop/Computer:** 10 properly functioning laptops/computers at each of the 10 work stations with connection to the existing cloud storage solution and loaded with Windows 10 Enterprise operating system, Microsoft Office Professional 2019 Suite, Microsoft Security Essentials and Adobe Creative Cloud
- 3) **VoIP Handsets:** 10 VoIP Handsets with connectivity to the existing VoIP PBX (phone system)
- 4) **Zerox LaserJet:** a new Zerox LaserJet multi-functional color network printer-copier with scanning and faxing ability for all PCs across the network
- 5) **Cat 6e cable and ME3400 aggregation switch:** One cat 6e cable from each cubicle connected to ME3400 aggregation switch which in turn is connected to Telco Corp.'s main router (Cisco 1002-X) in the main server room offering connectivity to all company resources and Cisco ASA firewall protected WAN connection for Internet and external traffic
- 6) **Cisco Aironet wireless access points:** 5 Cisco Aironet wireless access points providing secure networking capabilities

### Management Constraints:

- 1) Deliveries and installations and can only occur during a modified "Vendor Shift", that is from 6:00 pm to 11:45 pm (with ½ dinner break) on Monday through Friday
- 2) No access is generally permitted on Saturday or Sunday
- 3) Orange Technologies employees can work no more than 40 hours per week
- 4) No overtime is allowed
- 5) All work must be completed, and all billings must be made prior to April 1st, 2021
- 6) Furniture for new employees takes 10 weeks to arrive after order
- 7) All other equipment components take 8 weeks to arrive after order
- 8) Scheduled vacation of team members:
  - Linda Mulherin – December 14th – 18th, 2020
  - Nick Serafin – December 21st – December 24th, 2020
  - Ajit Singh – December 28th – December 31st, 2020
  - Victoria Dunn – February 8th – February 12th, 2021
  - Robert Adams – March 1st – March 5th, 2021

### Assumptions:

- 1) All the orders will be delivered in a timely fashion
- 2) The project activities are approved to begin on September 28th , 2020
- 3) Regular review meetings will be conducted to ensure all issues and decisions are discussed thoroughly
- 4) There will be power supply in remodeled area to test the installed infrastructure
- 5) Travel costs (if any) will be reimbursed
- 6) Effective communication channels will be established between all the stakeholders

### **Initial list of Potential Risks:**

- 1) The order delivered does not match the requirements specified to the vendors
- 2) The order delivered is damaged
- 3) The order is lost on its way to the site or is delayed
- 4) Shortage of workforce due to unseen circumstances
- 5) Delay in schedule due to late approval of project

### **Quality Management Approaches**

- 1) Review meetings will be conducted to discuss all the concerns and decisions to be made
- 2) A proper communication mode will be established to disseminate key information related to the project
- 3) Feedback will be welcomed and evaluated to improve the quality of project
- 4) Inspection of the products will be conducted before installation
- 5) All the IT infrastructures will be tested for compatibility and proper working

### **Roles for Decisions, Policy, Approvals**

- 1) **Ultimate Approval at all project levels:** Susan Smith Jackson
- 2) **Project Schedule, Budgeting, Deliverables:** Shraddha Sawant
- 3) **Working directly with vendors and providing feedback:** Bob Starworth
- 4) **Administrative tasks associated with the reward and execution of the contract:** Malinda Betts
- 5) **Installation and Configuration of IT infrastructure and Quality Testing:** Nick Serafin, Victoria Dunn
- 6) **Designing and placement of equipment in workspace:** Ajit Singh, Robert Adams, Linda Mulherin

### **Communication:**

- 1) Weekly meetings will be conducted to review the on-going progress made by the team and discuss any issue raised
- 2) Emails would be the primary mode of communication across all stakeholders

**Approval of this Charter:**

Susan Smith Jackson: \_\_\_\_\_ Date: \_\_\_\_\_

Shraddha Sawant: \_\_\_\_\_ Date: \_\_\_\_\_

Bob Starworth: \_\_\_\_\_ Date: \_\_\_\_\_

Malinda Betts: \_\_\_\_\_ Date: \_\_\_\_\_

Victoria Dunn: \_\_\_\_\_ Date: \_\_\_\_\_

Robert Adams: \_\_\_\_\_ Date: \_\_\_\_\_

Linda Mulherin: \_\_\_\_\_ Date: \_\_\_\_\_

Nick Serafin: \_\_\_\_\_ Date: \_\_\_\_\_

Ajit Singh: \_\_\_\_\_ Date: \_\_\_\_\_

Ed Hayes: \_\_\_\_\_ Date: \_\_\_\_\_