

Project Charter: [Travel Anywhere]

1. Feedback:

Goals 写的很到位。Stakeholder 里的图不用放，这个在 plan 里写即可。risk 里需要说明因果关系，也就是说明什么可能导致了这个后果，或者这个问题可能会导致什么，需要改一下相关表达。Constraints, Assumptions, Risks and Dependencies 部分的格式调整一下。别的都挺好的。

2. Background

The travel industry has been heavily impacted in recent years due to the unprecedented pandemic, resulting in significant losses for travel agencies. Our client, a local travel agent, is facing a challenging predicament and is seeking to adapt to the current circumstances while exploring opportunities in the online market. With the goal of expanding their business and reaching a wider customer base, they aim to establish a website that provides various services for the customers while attracting prosperous customers.

As a result, our project aims to solve this problem, providing a multi-language and user-friendly interface for both staff and customers while containing several useful tools to help the customer with travel planning and bookings. Meanwhile, qualified communication means should also be included.

3. Goals

- Transfer the local travel agency from the offline business model into online e-commerce
- Maintaining the basic service of the offline business while extending other functions for the user.
- Finish the project and delivered it to the client before June 25th, 2023.
- Implement the project within the budget of 40,000 RMB.
- The system should have characteristics that include good maintenance, stability, high security, and the capability of supporting high concurrency.

4. Scope

Our goal is to develop a fully functional website that is user-friendly and dependable, catering to the requirements of both travelers and site management.

4.1. The Customer should be able to

- Create and log in their own account
- View all the destinations
- View all the attractions and accommodations within the destination
- View the detailed information on the accommodations and attractions

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- Subscribe to the place that he/she is interested in
- Planning their travel by adding places into the planning tools
- Communication with travel agent staff
- See both positive and negative feedbacks from the user based on machine learning method
- Post travel review to the forum

4.2. The Staff should be able to:

- Manage the layout of the front page
- Add destinations, accommodations, and attractions into the repository.
- Edit the information on the existing places
- Modify certain customer's plans and bookings
- Reply to the message from the user
- View the preference of the user and generate a report

4.3. The system should be able to

- Provide a clear and user-friendly page for both customers and staff.
- Support search function (including fuzzy query) to search certain site
- Provide multi-language interfaces
- Deployed and protected using a firewall system
- Identify the permission of different users.
- Store the critical data using hash encryption.

4.4. The database should be able to:

- Maintain a copy of the data in case of data losses.
- Support application visit database.

4.5. The scope of the project doesn't include the following functions:

- Doesn't allow the staff to check the password of the customer
- Doesn't support communication between staff.

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- Doesn't contain the functionality of modifying staff information
- Doesn't contain the functionality of resetting system (including but not limited to cleaning up the database)

5. Key Stakeholders

(delete the diagram of the work division chart)

Client	Local travel agency
Sponsor	Mooney Chatherine
Project manager	Zhang Bowen
Project team members	Jin Haiyi, Zeng Tianyu, Lu Jingyu, Ma Xiao, Deng Ruitian

6. Project Milestones

Team	Person
Frontend Development Team	Ma Xiao, Lu Jingyu
Backend Development Team	Ma Xiao, Lu Jingyu
UI/UX Design Team	Jin Haiyi, Zhang Bowen, Zeng Tianyu
Server Deployment Team	Lu Jingyu, Deng Ruitian
Testing and Documentation Team	Deng Ruitian

Milestone	Finished Time	Participants
System requirement analysis	2023/03/07	Whole team
Database design	2023/03/12	Backend Development Team
Customer interface design	2023/04/02	Frontend Development Team & UI/UX Design Team
Staff interface design	2023/04/20	UI/UX Design Team Backend Development Team
Customer functionality implementation	2023/04/27	Frontend Development Team Backend Development Team
Staff functionality implementation	2023/05/17	Frontend Development Team Backend Development Team
Machine learning functionality implementation	2023/05/22	Backend Development Team
System testing	2023/06/01	Testing and Documentation Team
Project deployment and delivery	2023/06/12	Server Deployment Team

7. Project Budget

Project Budget					
Maintaining cost	Name	Basic Cost	Duration/quantity	Total cost	Sum:116,100RMB
	Server	2000RMB/month	3 months	6000RMB	
	Firewall Service	200RMB/month	3 months	600RMB	
	Internet	0.5RMB/GB	3000GB	1500RMB	
Development Cost	Salary	6000RMB/person (per month)	6 person (3 months)	108,000RMB	

8. Constraints, Assumptions, Risks and Dependencies

(change the table into text statement to better)

8.1. Constraints

- The project should be deployed and based on the UCD server
- Team members' ability varies generally.
- Unpromising hardware resources of the server
- Requirements would change rapidly during the development process

8.2. Assumptions

- The requirements proposed by the clients are clear enough
- Everyone has the same understanding of the user's requirements.
- Everyone is familiar to the techniques that would be used in the project
- Team members have no barriers to communication
- All the team members are engaged in the development
- Everyone contributes equally to the project

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(add causes and effects of the risk)

8.3. Risk

- Due to the deficiency in expression, the customer/sponsor could hardly express their requirements clearly. This would lead to a misunderstanding of the development team. Meanwhile, facing the same vague expression, team members could have different understandings, which may lead to conflict and inconsistency in the implementation phase.
- When multiple users try to access a database at the same time, their transactions use the same data at the same time, this may cause trouble maintaining data consistency while managing the database.
- Due to the short development period and limited time restriction, there could have no enough time for us to test the system thoroughly

8.4. dependencies

- The implementation of the functionality should be discussed with the customer beforehand
- Database should be well designed and constructed before the development.
- Different frontend should be presented or adjusted automatically according to the platform

Approval Signatures

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[Name], Project Client	[Name], Project Sponsor	[Name], Project Manager