

PROJECT CHARTER PLAN ELECTRONIC MANAGEMENT SYSTEM

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EXECUTIVE SUMMARY

The Electronic Management System project seeks to automate the manual operations in the industry that involve managing various electronic products. It aims to introduce an automation process where none currently exists, thereby centralizing and simplifying processes such as booking, inventory management, and customer interactions. The system will offer a range of functionalities including admin login, product management, and online booking which will significantly improve tracking of historic records of bookings as well as management of available appliances. By doing so, it is expected that operational efficiency and customer satisfaction will be enhanced; two areas that have been problematic with current available processes. Ultimately, the EMS has its sights set on automating electronic market operations while improving resource management.

PROJECT PURPOSE/JUSTIFICATION

Business Need/Case

The Electronic Management System will be designed to cater to the market's demand for automated processes in electronic appliances, where manual operations are labor-intensive and time-consuming. The project aims to address organizational needs by efficiently managing resources and meeting real-time demands for booking and monitoring sales and inventory. By utilizing technology in software development and database management, EMS ensures streamlined core operations. This is intended to reduce manual errors while decreasing operational costs. The desired outcomes include cost savings, improved overall management procedures, and increased customer satisfaction through a faster and more reliable experience when booking electronic appliances in the market.

Business Objectives

The project aims to achieve these following business objectives as strategic plan:

- The project endeavors to implement automation of critical processes, thereby enhancing productivity and reducing the costs associated with manual labor.
- The goal is to improve customer experience by developing a user-friendly interface that facilitates feedback collection.
- Additionally, the project aims to optimize inventory management processes through the creation of a centralized system for tracking inventory resources and ensuring adherence to automated protocols.
- Furthermore, this initiative seeks to encourage the migration towards technology-based solutions while eliminating reliance on cumbersome manual procedures that are time-consuming and require greater effort.

PROJECT DESCRIPTION

The Electronic Management System endeavor will center on the modernization of electronic market operations through the creation of software that automates processes such as administrative management, product management, and sales and inventory resource tracking. The objective is to minimize manual labor while boosting efficiency and providing a user-friendly environment for clients, employees, and administrators alike. Through this project, admins can manage products while employees can handle customer data. The ultimate aim is to enhance operational efficiency by offering a faster and more dependable solution for customers at lower costs than previous options.

Project Objectives and Success Criteria

- To ensure the triumph of the Electronic Management System venture, we have established the subsequent objectives:
- Constructing EMS with all core functionalities within a 12-month timeframe. The accomplishment of this task will be determined by attaining full operational status for EMS.
- Decreasing manual operational consumption time by half within six months. This objective's success will be measured by loading forms and popup messages in less than two seconds, user verification taking less than five seconds, and query results being returned in under five seconds as well.
- Amplifying customer feedback by 20% over nine months through offering an intuitive interface and superior customer service.

Requirements

- Developing core functionalities such as login and signup pages, product management, employee management, customer registration and history management, booking and payment procedures.
- Ensuring compatibility and performance such as the application must run on a computer having hardware with an i3 processor and 4 GB RAM as well as Windows 7 or higher versions. Additionally, the system's response times for form loading, user login, and SQL queries should meet the specified performance requirements.
- Implementing security by developing secure login functionalities with well-defined access controls for Admin, Clients and Employees.
- System should be available during normal operating hours with proper implementation of process for backups that makes sure data is timely updated in a protected manner as well as customer history is maintained.
- System must accommodate regular updates and use maintainable technologies such as usage of C# programming language for adaptability and ease of updates.

Additional requirements may be identified and incorporated as necessary, with project sponsor approval, as the project progresses.

Constraints

- The project must be carried out within the designated financial framework, which may impose limitations on the extent and caliber of the final outcomes.
- The requirements of stakeholders encompassing project supporters, customers, and team members could potentially present restrictions on both the objectives and deliverables of the venture.
- Moreover, adherence to specific legal and professional regulations could impede flexibility in executing the project.
- Additionally, a centralized database is mandatory for system functionality.

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:

- The project will garner ample backing and collaboration from all invested parties, encompassing the project sponsors, clients, and team members alike.
- The necessary resources - comprising proficient personnel, cutting-edge technology, and requisite equipment - shall be at disposal for optimal execution.
- The project team shall have unfettered access to up-to-date information pertinent to product specifications as well as administrative privileges set forth in the documentation pertaining to this undertaking.
- The hardware and software requirements stipulated shall remain constant throughout the entire duration of this venture.
- Notably, there are no significant changes slated for adjustment with payment options encompassing both cash payments or installments included within these parameters.

Preliminary Scope Statement

The project endeavors to conceptualize, experiment with, and provide a comprehensive software solution that automates major operations in electronic markets. The team responsible for the undertaking will handle all personnel, hardware, and software resources required for the project. All duties will be executed independently of day-to-day activities while testing is conducted in a supervised IT laboratory environment. The project manager shall supervise all funding as stipulated in the budget; additional funding requires approval from the project sponsor. Upon deployment of the final software and delivery of documentation to users, the project concludes. Any future considerations for improving the system will be recorded and communicated with management.

RISKS

The subsequent hazards associated with the ISA project have been recognized. The project manager will ascertain and apply the requisite measures of risk mitigation/avoidance as necessary to diminish the probability of these perils: surpassing budget constraints and encountering unforeseen delays, potential for disputes among stakeholders concerning scope or technical concerns, and risks of non-compliance with regulations leading to data security breaches.

PROJECT DELIVERABLES

- A comprehensive Electronic Management System, replete with all the essential functionalities for electronic market operations.
- The software comes equipped with user manuals, technical specifications, and training guides to facilitate effective usage by both administrators and employees.
- Additionally, it is supported by rigorous testing procedures as well as quality assurance and compliance reports. A final project report culminates in a post-implementation review that pinpoints areas for improvement.

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 (mm/dd/yyyy)
• Project Start	12/01/2023
• Requirement Analysis	12/07/2023
• System Design	12/21/2023
• Development with Hardware and Software Resources Acquiring	02/01/2024
• Testing of the complete product	04/01/2024
• Deployment	10/01/2024
• Project Completion	10/15/2024

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	\$150,000
• Hardware	\$25,000
• Software and Licensing	\$20,000
• IT Lab Preparation	\$17,000
• Documentation	\$5500
• Training	\$16000
• Testing	\$19000
• Deployment Procedure	\$3000
Total	\$192,500

PROJECT APPROVAL REQUIREMENTS

The attainment of success for the EMS initiative hinges upon the seamless functionality of its software, coupled with availability of all technical documentation and successful deployment in the electronic market. Completion within stipulated time and cost constraints as specified in the charter is a prerequisite. Moreover, recommendations for future improvements and enhancements must be incorporated into the project plan to cater to any potential updates that may arise due to evolving market requirements or technological advancements. The ultimate evaluation of success lies with Project Sponsor Mr Raza Ali, who holds authority over project completion authorization.

PROJECT MANAGER

Furqan Siddiqui has been designated as the Project Manager for the Electronic Management System project. He will be accountable for supervising all project tasks, scheduling, and communications related to EMS project. The team comprises software engineers, developers, and a testing specialist who will provide assistance in their respective areas when needed. Mr. Aliyan will ensure that all product requirements are synchronized with the objectives established in the Software Requirements Specification Documentation.

Furthermore, he is authorized to sanction budget expenditures and allocated budget amounts; any additional funding requests must go through Project Sponsor Mr Raza Ali. Additionally, Mr. Aliyan will furnish regular updates on progress made

throughout the week to both the Project Sponsor and other stakeholders involved in this venture.

AUTHORIZATION

Approved by the Project Sponsor:

Mr. Raza Ali

Date: October 12, 2023