ONLINE CALLER

PROJECT CHARTER

Version 1.0

September 29, 2023

DevOpsDynasty

VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	Alexander Senden	09/29/2023	Pengfei	09/29/2023	Initial version of project charter

Name	Email	Period of being project manager
Alexander Senden	sendena@myumanitoba.ca	09/18/23 - 09/29/23
Jakob McKenna	mckennaj@myumanitoba.ca	09/29/23 - 10/13/23
Isabelle Anderson-Gregoire	andersoi@myumanitoba.ca	10/13/23 - 10/27/23
Abdulraheem Tiamiyu	tiamiyao@myumanitoba.ca	10/27/23 - 11/10/23
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1   INTRODUCTION

1.1   PURPOSE OF PROJECT CHARTER

The OnlineCaller project charter documents and tracks the necessary information required by decision maker(s) to approve the project for funding. The project charter should include the needs, scope, justification, and resource commitment as well as the project's sponsor(s) decision to proceed or not to proceed with the project. It is created during the Initiating Phase of the project.

The intended audience of the OnlineCaller project charter is the project sponsor and senior leadership.

2   PROJECT AND PRODUCT OVERVIEW

OnlineCaller is a desktop and mobile phone app made for anyone with internet access. It is a pay-as-you-use service that allows users to make live audio calls to other users of the service without the need for a phone service provider. With a stable internet connection, the service is available 24/7.

The timeline for the project is 6 months for the MVP with a $120,000 budget, and then 1 more year (for a total of 18 months) to finish the product. The overall budget for the first 18 months of the project is $500,000.

3   JUSTIFICATION

3.1   OBJECTIVES

The objectives of the OnlineCaller are as follows:

- The OnlineCaller system shall initiate and receive calls over the internet without disconnecting 95% of the time and will be developed in 18 months. This system will be developed by DevOpsDynasty. Accomplishing this goal will improve trust in the system, which will lead to a sustainable and growing user base.

- The OnlineCaller system will store information about the details and cost of calls with 99.9% accuracy and will be developed in 18 months. This information will help DevOpsDynasty administrators to properly bill customers for their usage of the service.

3.2   HIGH-LEVEL REQUIREMENTS

The following table presents the requirements that the project's product, service or result must meet in order for the project objectives to be satisfied.

Req. #	Functional Requirement Description
1	A registered user shall be able to initiate an audio call with a variable number of other registered users.
2	A registered user shall be able to join an audio call with a variable number of other registered users.

Req. #	Functional Requirement Description
3	A registered user shall be uniquely identifiable by a four-digit number.
4	At the end of each billing period, each user shall be sent an itemized bill containing a log of their calls throughout the billing period, and a price they must pay to continue using the service.
5	System administrators shall have access to all system features and parameters.
6	The system will be accessible via iOS, Android, and a desktop application

Req. #	Non-Functional Requirement Description
1	OnlineCaller will be able to efficiently process and manage audio calls with a maximum latency of 100ms for 95% of the interactions.
2	OnlineCaller shall maintain a list of information about calls and billing information, with 99.9% accuracy.
4	The system shall be able to support 500,000 simultaneous online users
5	OnlineCaller will undergo scheduled software updates, and users should continue using OnlineCaller even during maintenance to minimize disruption.

3.3 MAJOR DELIVERABLES

The following table presents the major deliverables that the project's product, service or result must meet in order for the project objectives to be satisfied.

Major Deliverable	Deliverable Description
Project Charter	This document, to be delivered on 09/29/23, summarizes the product's objectives, scope, and stakeholders.
Software Requirement Specification	This specification will clarify software expectations between all stakeholders. To be delivered 10/13/23.
Budget Report	It lists the quarterly budget projections over the project's timeline. To be delivered quarterly, starting on 10/13/23.
Minimum Viable Product	A functioning prototype of the OnlineCaller system which will be distributed to a closed user group to test the product. To be delivered 03/05/24.

| Major Deliverable	Deliverable Description
Software Project Management Plan	It outlines how the project will be executed, monitored and controlled throughout the project's lifecycle. To be delivered 11/24/23.
Test Result Report	A summary of all the test activities and final test results of the completed project. To be delivered on 02/05/25.
Finished System	Our completed system with all features fully implemented. To be delivered 03/05/25.

3.4 SCOPE

Topics that are within the scope of the project include the delivery of complete Android, iOS, and desktop apps, the deployment of all required features, compatibility between the different platforms, a functional UI/UX, and regular system maintenance and updates.

It is essential to note that these topics are not included in the scope: third-party integration, hardware development, marketing and use acquisition, and on-site training for users.

4 DURATION

4.1 TIMELINE
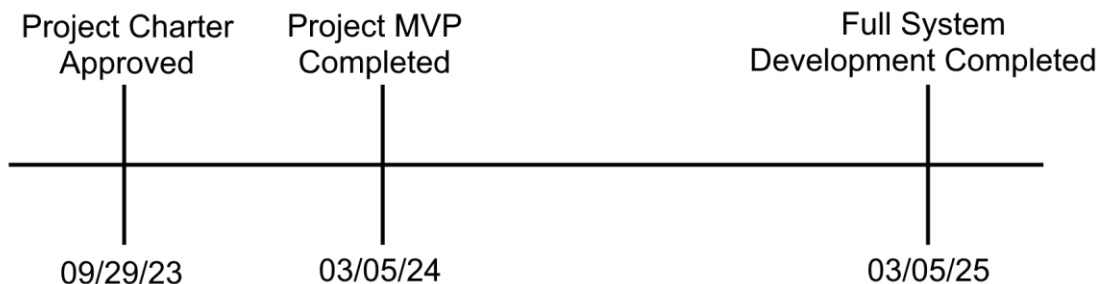
4.2 EXECUTIVE MILESTONES

The table below lists the high-level Executive Milestones of the project and their estimated completion timeframe.

Executive Milestones	Estimated Completion Timeframe
Project Charter Approved	09/29/2023
Project MVP Completed	Six months after the start of the project (03/05/24)
Full System Development Completed	Eighteen months after the start of the project (03/05/25)

5   ASSUMPTIONS, CONSTRAINTS AND RISKS

5.1   ASSUMPTIONS

This section identifies the statements believed to be true and from which a conclusion was drawn to define this project charter.

1. System administrators have access to all features of the app.

2. Assume that calls are not directly peer to peer because the server needs to handle the status of calls in the case of any errors.

5.2   CONSTRAINTS

This section identifies any limitation that must be taken into consideration prior to the initiation of the project.

1. The project MVP must be completed in 6 months.

2. The MVP has a budget of $120,000.

3. The system must be fully developed in 18 months.

4. The final system has a budget of $500,000.

5.3   RISKS

Risk	Mitigation
Management of sensitive information	Use standard cybersecurity protocols to mitigate any risk of sensitive information of clients being lost and require development team to stay up to date on data security standards.
Downtime of services	Keep multiple servers running so if one or a few go down the main system is still running. Additionally, one member of the development team will be on call at all times to resolve any issues.

6   PROJECT ORGANIZATION

6.1   STAKEHOLDERS (INTERNAL AND EXTERNAL)

- Development team
- Users
- Project Manager
- Project Sponsor

6.2   ROLES AND RESPONSIBILITIES

This section describes the key roles supporting the project.

Name & Organization	Project Role	Project Responsibilities
Pengfei Client Company	Project Sponsor	Person responsible for acting as the project's champion and providing direction and support to the team. In the context of this document, this person approves the request for funding, approves the project scope represented in this document, and sets the priority of the project relative to other projects in his/her area of responsibility.
Alex Senden DevOpsDynasty	Project Manager	Person who performs the day-to-day management of the project and has specific accountability for managing the project within the approved constraints of scope, quality, time and cost, to deliver the specified requirements, deliverables and customer satisfaction.
DevOpsDynasty	Developer	Person who performs the day-to-day development and maintenance of the project.
General Public	User	A person who uses the app and can optionally provide feedback.

7 PROJECT CHARTER APPROVAL

The undersigned acknowledge they have reviewed the project charter and will authorize and fund the OnlineCaller project. Changes to this project charter will be coordinated with and approved by the undersigned or their designated representatives.

Print Name: Alex Senden   Date: 09/29/23

Role: Project Manager

Print Name: Pengfei   Date: 09/29/23

Role: Project Sponsor

APPENDIX A: REFERENCES

The following table summarizes the documents referenced in this document.

Document Name and Version	Description	Location
COMP 4050 Project Sponsor QA Document	This document, written by the project sponsor, gives answers to some frequently asked questions regarding the project requirements.	https://cdn.discordapp.com/attachments/1155617112128233582/1155926095682601020/comp4050_QA.docx?ex=65146d11&is=65131b91&hm=ec40134a48d6e6f250d751f1d19380262284 86a7c3b8651fb33f93836fdb2eee&
Online Virtual Phone System Description	This document outlines the core features and functionality of the project.	https://umanitoba-my.sharepoint.com/:w:/g/personal/shaowei_wang_umanitoba_ca/EX6PKNTuX1hGomL4NyNYSIcBHg5ImCFl2BPrVJnFbBWIsQ?rtime=ZrRcM7--20g
Project Charter Template	This document provides an outline that we followed for this project charter.	https://umanitoba-my.sharepoint.com/:w:/g/personal/shaowei_wang_umanitoba_ca/EU9dUZbUWd5FoFOqM8aEsBsB9i9qaK8a3STtOCD1tBVpIg?e=eWKjPr