Project Charter

Commerce Bank Website

14 September 2021

Team Members

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| **Project Title:** Commerce Bank Website | |
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| **Start Date:** 08/23/2021 | **End Date:** 12/16/2021 |
| **Project Manager:** Nehesia Edmond | |
| **Project Sponsor:** Commerce Bank | |
| **Customer:** Sravya Chirandas | |
| **Users:** Prospective and current Commerce Bank members | |
| **Purpose (Problem or opportunity addressed by the project)**:  Prospective and current members of the commerce bank often visit or call the bank for updates about their account balances or suspicious purchases. These visits or calls can be easily handled by the customer service representatives there, however, these visits can become distracting to both Commerce Bank's members and their employees. These visits and calls can distract employees from their other obligations, while being cumbersome tasks to the bank's members.  The purpose of this project is to simplify this task for employees and members alike. We propose a website that can be viewed via a mobile device or computer as needed. This website will provide a central hub for members to view their transactions and any transaction history. This will allow them to monitor and view if any fraudulent purchases have been made and allow them to progress from there. This simple step saves time for members and employees alike as they no longer have to make additional trips or phone calls for information.  Additionally, this project will be incredibly beneficial to the bank’s members as they will be able to set up and adjust their notification settings. This allows for a certain level of control that these members need to monitor their accounts. The members will have the ability to set up notifications that will allow them to monitor their spending, locations of purchases, even from which store purchases have been made all directly to their personal devices. This benefits Commerce Bank as well since the convenience offered by the bank will provide a competitive edge against other banks that do not offer this service. | |
| **Goals and Objectives**: The general goal of the project is to create software that will become a central hub for the common bank member’s needs. More specifically:   * The application should be useful. It should allow members to check their transactions in a way that is easy to understand. * The application should be secure. It should require members to log in before providing access to view their account information. * The application should be convenient and easy to use. It should require no prior computer experience and be usable after a brief 1-minute overview. Use of the application should not cause frustration or confusion. * The device should offer users the opportunity to change their notification settings. Users should be able to choose from a variety of options including but not limited to:   + notifications about account balance below a specified amount   + notifications about a purchase exceeding a specified amount   + notifications about a purchase from a specified vendor   + notifications about a purchase from a specified location   + notifications about a purchase exceeding a specified location * This application should be completely personalized to that member. Such things as language preference and technical support should be considered. In the initial release of the project as defined by this project charter, it's enough to demonstrate this capability without fully implementing it for the full range of user preferences. The design and implementation should make it easy to fully implement this feature in the future. | |
| **Schedule Information (Major milestones and deliverables)**: The following milestones are planned. The dates are very rough estimates. They should not be made public outside of the immediate project team. Rough estimate for project duration is 5 months. The schedule below is based on a 5-month project life cycle.  09/18/2021 - Project Charter Approved 09/18/2021 - Preliminary Requirements Complete 09/21/2021- Product Feature Set Baselined 09/25/2021 - Preliminary Project Plan Complete 09/25/2021 - Candidate Architecture Complete 09/30/2021 - Technical Risks Resolved (Deliverable: technical prototype that demonstrates programming elements needed to implement desired functionality) 09/30/2021 - Iteration #1 Complete 10/15/2021 - Architecture Complete 10/30/2021 - Iteration #2 Complete 11/30/2021 - Iteration #3 Complete 12/05/2021 - User Guide and System Administration Manual Complete 12/08/2021 - System Test Complete 12/16/2021 - Product Released | |
| **Financial Information (Cost estimate and budget information)**: The initial project budget is $32,000. This is assuming the cost of a six-man group and their base fee of $40 an hour for a typical 40 hour work week and assuming that the project takes up the entirety of the given time frame. The members will not be paid overtime and updates will be given periodically. Earlier project completion will result in a lower end cost. | |
| **Project Priorities and degrees of freedom:** There is very little elasticity in the schedule and budget. The project end date is fixed because the development team is only commissioned up until 12/16/2021. Regarding the budget, no new funds are expected. However, if the results of early iterations show promise, it may be possible to secure additional funding. There is very little flexibility with respect to quality. The software must be easy to use and reliable. The software must meet the specified standards and notify users based on criteria the user sets. In a worst-case scenario, maintainability and evolvability may be compromised if it’s the only way to have all high-priority features implemented by the absolute end date. | |
| **Approach:** An iterative and incremental approach is planned. The highest priority features will be implemented first such that after the first iteration there will always be a usable product. Speculative architecture and design will be kept to a minimum. No iteration will favor technical “infrastructure” over usable functionality.  The programmers have some experience with the technologies being used. This creates minor technical risks which is outlined below. In order to resolve these risks in a timely manner, a "technical prototype" will be created early in the project (see schedule information above). The technical prototype may not have any usable product functionality but it will exercise programming constructs needed for the actual implementation. Among other things, it will demonstrate reading current longitude and latitude from the GPS device, scrolling an image in a picture box, and playing an audio file in a separate thread. | |
| **Constraints**: The project is limited to using ASP.Net, C#, HTML, and CSS. The final solution will not use any outside sources excluding the operating system and cloud services for deployment.. We want to maintain distribution flexibility and minimize dependencies and added expenses when possible. | |
| **Assumptions**: We assume that the customer and our clients will be able to participate in 1-2 initial requirements gathering meetings. We also assume the client will be available during the requirements phase to answer questions or provide additional information as required. Turnaround time on questions should be no longer than 2 days to ensure timely completion of the project. Feedback on all three iterations is needed from both the customer and user representatives.  Commerce bank will provide appropriate written documentation on specific requirements and desired outcomes of the project. Their tech team should be accessible for any additional clarification required.  The device does nothing to ensure security if the user has given out their login information to an unauthorized user beyond allowing them to change their passwords. Thus, the user is responsible for ensuring the security of their account information. They must understand that the developers will never at any point request their username or password information.  On the technical side, we assume the device isn't required to work from a car, underwater, or exceed much more beyond the provided project requirements. | |
| **Success Criteria**: In short, a user satisfaction survey will be used to determine product success. The product will be presented to Commerce Bank representatives along with demonstrations and explanations of coding practices. If the aggregate survey feedback score from all testers is above a certain threshold (specified in the document), the product will be deemed a success.  The overall project will be deemed a success if the product success criteria is met by the scheduled project end date without exceeding the allocated budget and when the project has shown to be completely functional, stable, and appealing to the client. | |
| **Scope**: Adding and editing content on campus structures may require a programming change. The application isn't required to provide a simple user interface for updating content.  As mentioned in the goals section above, the delivered product should demonstrate the ability to deliver content tailored to the user’s preferences, but a complete implementation of this feature is beyond the scope of the current project. | |
| **Risks and obstacles to success**: The programming staff has minor experience developing banking applications using ASP.NET. Some members of our team have familiarity with it, however, the time it has been used does not exceed more than one year. We are assuming they can become familiar with the programming environment and technologies during the first two months of the project. This lack of first-hand experience also makes it difficult to estimate programming effort with any precision.  Due to the amount of time the team has been commissioned, we may be unable to implement the smallest additional tasks and cloud services for project deployment may render the website slower than is usual.  Project solution will require multiple implementations of SQL and general unfamiliarity with ASP.NET may create slight difficulty in program debugging. A few minor bugs may remain. | |
| **Signatures**   | **Nehesia Edmond**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Project Manager** | **Sravya Chirandas**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Customer** | | --- | --- | | **Jashandeep Singh**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Technical Lead** | **Commerce Bank**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **Project Sponsor** | | |