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*PHONE***TIME**

**PROJECT CHARTER**

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Version 1.0

September 29th, 2023

To Be Determined

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## VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason
1.0	Vedant Pulahru, Jillian Manguba, Mohammadafaz Munsh, Yixi Wu	09/29/23	Pengfei HE	09/29/2023	<i>Looks good to me</i>

Name	Email	Period of being project manager
Vedant Pulahru	pulahruv@myumanitoba.ca	September 18-29
Jillian Manguba	manguba3@myumanitoba.ca	October 2-13
Mohammadafaz Munshi	munshim@myumanitoba.ca	October 16-27
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# 1 INTRODUCTION

## 1.1 PURPOSE OF PROJECT CHARTER

*PhoneTime is a communication platform available on a user's smartphone or on their desktop as an app, that will provide the user with a unique phone number and allow the user to make and receive calls through the internet/cloud.*

The *PhoneTime* project charter documents and tracks the necessary information required by the 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 *PhoneTime* project charter is the project sponsor and senior leadership.

# 2 PROJECT AND PRODUCT OVERVIEW

What?

- PhoneTime is a virtual phone system that facilitates making and receiving voice calls over the Internet. Upon creating an account, users are allocated a unique phone number, and they are billed according to the duration of their calls. This solution empowers our users to easily engage in virtual phone conversations from any location with an internet connection. Furthermore, the application includes varying levels of privileges, with administrators enjoying the highest level, granting them full access to all user accounts.

Who?

- PhoneTime is intended for use by individuals of all age groups, making it accessible to a wide and diverse audience.

When?

- We anticipate a six-month timeline for the completion of the Minimum Viable Product (MVP) for this project. Our primary objective is to manage costs effectively, striving to stay within a budget of no more than \$120,000. Additionally, our overarching goal is to finalize the entire project one year after the MVP release, with a projected total budget of \$500,000 for the project's entirety.

Where?

- The product is available on multiple platforms on a global scale including desktop computers, laptops, and smartphones.

# 3 JUSTIFICATION

## 3.1 OBJECTIVES

The objectives of *PhoneTime* are as follows:

- **Objective 1: Timeline and Budget**

- *Develop and launch a Minimum Viable Product (MVP) within 6 months with a \$120K budget, followed by completing the product within an additional year with an overall budget of \$500K*
  - **Specific:** The goal is to develop and launch the MVP first and then complete the entire project within a total timeframe of 1 year and 6 months.
  - **Measurable:** PhoneTime MVP should be prepared within 6 months and total funds used by then should be \$120K and the full product should be ready 1 year after that the total amount spent at that point must be less than or equal to \$500K
  - **Attainable:** Having a total budget of 500K is enough to develop and maintain the app. Using third-party services like AWS or Azure will help save money in the long term. Six months is enough time to develop this product given that we have 3 developers on the team, and 1 more year to deliver the final product is attainable with excellent project management.
  - **Relevant:** developing and launching the product is essential for the project's success
  - **Time-bound:** The full project timeline spans 1 year and 6 months
- **Objective 2:** *Increasing the number of users*
  - *Increase PhoneTime's popularity by creating an easy-to-use and stable application when first launching the app on the 6th month to attract 100,000 users. Accomplishing this will bring in new users and foster a strong connection with our app.*
    - **Specific:** Increase PhoneTime's popularity by creating an easy-to-use and stable application to capture a 10% market share
    - **Measurable:** Attract 100,000 users (>10% market share)
    - **Attainable:** The App has a versatile target audience so it a reasonable amount
    - **Relevant:** Letting users foster a strong connection with the app and having a strong marketing strategy will increase our customer base.
    - **Time-bound:** On the 6th month when we launch the app
- **Objective 3:** *Achieve 95% system uptime rate while maintaining sustainable growth and profitability.*
  - *PhoneTime will have a system uptime rate of 95%. Furthermore, the system will not only draw in fresh customers but also maintain the interest of the current user base, fostering the growth of the application and ultimately boosting the company's profits.*
    - **Specific:** PhoneTime shall have a 95% system uptime rate while maintaining sustainable growth and profitability
    - **Measurable:** The servers must be up 95% of the time.

- **Attainable:** Using services like AWS or Azure will ensure longer uptime since these companies have the expertise and resources to achieve that.
- **Relevant:** Having such a high system uptime will help create a loyal relationship with existing customers
- **Time-bound:** On the 6th month when we launch the app

### 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. #	Requirement Description
1	Application must run on all platforms: PC (Win 7 and up), Android (Android 6 and up), iOS (iOS 10 and up)
2	Application shall allow the user to learn how to use it in under 5 mins
3	System will run stably and have a 95% uptime
4	System can handle at least 500,000 online users simultaneously
5	System will have ways of keeping track of metrics such as number of calls per min, length of calls, etc so that we can monitor application's performance
6	System will have a way for administrator to change user's phone plan settings

### 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
Server/Backend	A server/backend that can handle calls and store user information
GUI/Frontend	A frontend/GUI for all platforms so that users can use the app easily
Billing System	System that can handle billings to customers correctly
Administration System	Build a system with GUI for client's administrator

### 3.4 SCOPE

- **Objective:** To Be Determined will design a virtual phone app for the stakeholder Pengfei (TA).
- **Timeline:** Launch the app within the 6th month from the start of the project and finish it within the following year.
- **Deliverables:** A completed program with GUI and working system (android/ios as well as desktop application) and billing system.
  - Deliver complete Android, iOS, and desktop apps
  - Development of all required features
  - Cross-Platform Compatibility
  - User Interface (UI) and User Experience (UX) Design

- *System Maintenance and Updates*
- **Reports:** *Project manager to provide weekly updates.*
- **Budget:** *\$500,000*
- **Exclusions** *(out of scope): Making video calls, marketing, third-party integration, on-site training for users, hardware development.*

## 4 DURATION

### 4.1 TIMELINE

*Project start:* Sep 6, 2023

*Milestone MVP finished:* Mar 6, 2024

*Halfway-point since releasing MVP:* Sep 6, 2024

*Project finished:* Mar 5, 2025

### 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
MVP	6 months
Project Completion after MVP	1 year

## 5 ASSUMPTIONS, CONSTRAINTS AND RISKS

### 5.1 ASSUMPTIONS

1. *Assuming they have an electronic device that supports running applications such as smartphones, desktops, and laptops*
2. *Assuming users have access to a stable internet connection in order to use the PhoneTime app for making and receiving virtual voice calls without a service provider connection.*

### 5.2 CONSTRAINTS

1. *Billing the user by the duration of time they make the calls might discourage people from using our app since they are already paying for their internet and they need to pay again by using our app to make virtual phone calls. People hate to be double charged and we might want to consider switching to a free/premium subscription-based billing model.*
2. *The project must comply with all relevant telecommunications and data privacy regulations and laws. Non-compliance could lead to legal constraints and penalties.*
3. *Making video calls*

4. *eCompatibility with various smartphone and desktop operating systems may have some technical challenges. (e.g.: with Apple products vs. Samsung products)*

### 5.3 RISKS

Risk	Mitigation
Reliable Internet Connection	Enhance network reliance by contacting internet service providers
Data Security/Privacy Concern	Being transparent with privacy policies, as well as communicating concerns with the administrators

## 6 PROJECT ORGANIZATION

### 6.1 STAKEHOLDERS (INTERNAL AND EXTERNAL)

*Internal: To Be Determined Members*

*External: Users, TA/Pengfei*

### 6.2 ROLES AND RESPONSIBILITIES

This section describes the key roles supporting the project.

Name & Organization	Project Role	Project Responsibilities
TA/Pengfei	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.
Vedant	Project Manager (This could include a Contractor Project Manager or an FTE 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.
Yixi, Jillian, Afaz	Developer	Person who performs the day-to-day development and maintenance of the project



## 7 PROJECT CHARTER APPROVAL

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

Signature:



Date:

09/29/23

Print Name:

Vedant Pulahru

Title:

Project Manager

Role:

Project Manager

Signature:



Date:

09/29/23

Print Name:

Jillian Manguba

Title:

Student

Role:

Developer

Signature:



Date:

09/29/23

Print Name:

Yixi Wu

Title:

Software Developer

Role:

Backend/Server Developer

Signature:



Date:

09/29/23

Print Name:

Mohammadafaz Munshi

Title:

Software Developer

Role:

Front-end developer

## APPENDIX A: REFERENCES

The following table summarizes the documents referenced in this document.

Document Name and Version	Description	Location
PhoneTime Project Charter Version 1.0	<i>This document is a high-level overview of the Online virtual phone system, including Objectives, scope, deliverables, etc</i>	<a href="https://github.com/Vedant1206/ProjectManagementA1">https://github.com/Vedant1206/ProjectManagementA1</a>
Online Virtual Phone System	<i>This is the system the project is based on</i>	<a href="https://umanitoba-my.sharepoint.com/:w:/g/personal/shao_wei_wang_umanitoba_ca/EX6PKNTuX1hGomL4NyNYSIcBHq5ImCFI2BPrVJnFbBWIsQ?e=prDfNs">https://umanitoba-my.sharepoint.com/:w:/g/personal/shao_wei_wang_umanitoba_ca/EX6PKNTuX1hGomL4NyNYSIcBHq5ImCFI2BPrVJnFbBWIsQ?e=prDfNs</a>