

System Planning: Project Charter

Intech Solutions (Project)

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Company History

The Initech Solutions IT Asset Management program and processes were reviewed and evaluated last fiscal year by the CIO's office, finance, procurement, and IT departments, identifying gaps with finance and procurement.

Problem Statement

The business problem was the use of Excel spreadsheets, lack of validation on unique identifiers, lack of consistency between models, lack of reporting features and duplication of data.

Technology Solution Statement

Our Technology solution will include use of systems such as data storage, reporting dashboards and use of asset management program

Project Benefits

From a technical perspective, the following are the improvements we look to implement:

- Data storage with serialized Asset tracking, that is Serialized assets with serial numbers and asset tags associated with the appropriate model. Each database entry is a unique asset. Owner(s): Asset Manager and Director of IT Service Management.
- Model Management (Data Storage); Relational database repository for all hardware asset models to ensure data consistency and avoid duplication.
- Stockroom Management (Data Storage): A unique storage room where serialized assets can be stored. Stockroom x has 10 Dell E7440s.

Stakeholders

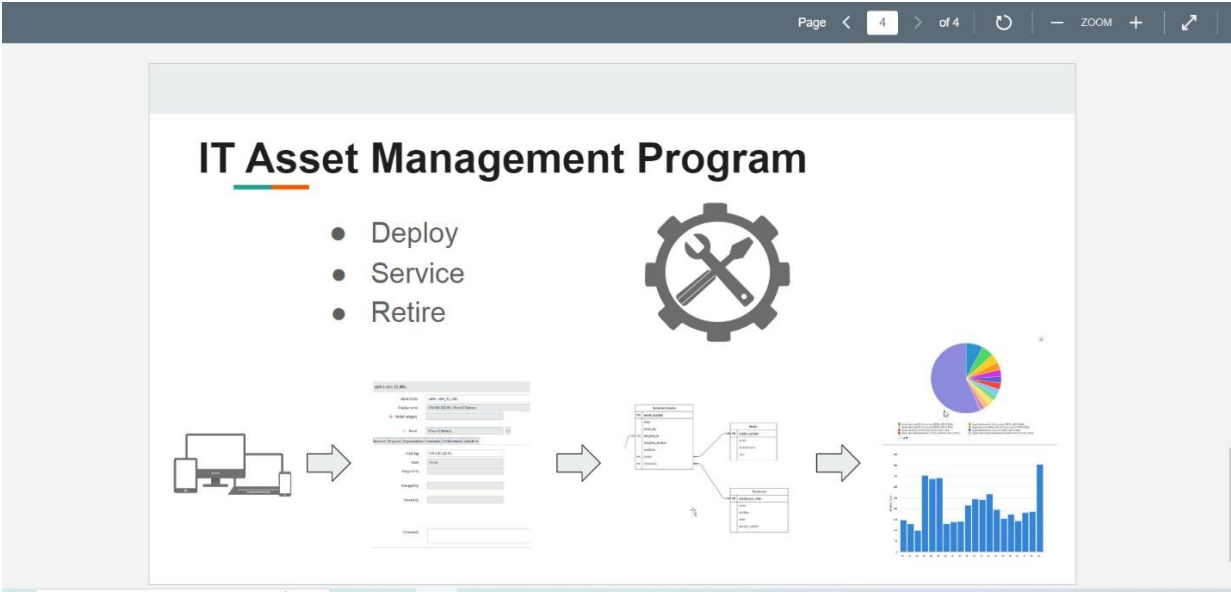
In this business case, the three identified stakeholders are the CIO, IT Project Manager and finance manager.

CIO whose main personal stake is to maximize business profits and investor returns. They prioritize business efficiency which is influenced by economic factors such as interest rates.

The IT Project Manager is a stakeholder whose main personal stake is project management and is influenced by technological factors affecting the project, for example what technological tools to use for project management solutions.

The finance manager in this business case is the resource manager for the project and can be influenced by economic factors, for example how much money is to be spent on the project.

Phase 3 Implementation



Technology Tools

- Microsoft Office; Good for excel spreadsheets and good for asset tracking.
- Amazon Cloud Services: Good for deployment, Service and Retire
- CRM Systems; avoids data duplication.
- Ninja one; Good for tracking asset stages and inexpensive asset management system

Current Solutions

- **Single System of Record;** are used to avoid lack of reporting features, inconsistent data, and difficulty interacting with external sources.
- **Model Association;** are used to avoid duplicate models with incorrect manufacturer names and model numbers.
- **Asset stages:** used for tracking the asset stage during the deploy, service, and retire stages.
- **Reporting Dashboard:** To avoid a lack of transparency within the company that is in charge of one or more phases of asset management or has another invested interest (e.g., procurement, information security, risk management, help desk)

References

[Top 10 Best IT Asset Management Software in 2022 \(Pricing and Reviews\)](#)

[\(softwaretestinghelp.com\)](#)

[The Top 8 Dashboard Reporting Tools Chosen by Experienced Users | Databox Blog](#)

[The 7 Elements of Project Charter in Six Sigma Management | Think Lean Six Sigma](#)