Project Charter

Project Name: Bus System

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Position: Project Manager
Date: 29/3/2017
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Project Charter Approval Signatures

Project Name: *Bus System*

Project Manager

_____ _____

(Signature) (Date)

Name Yomna Alaa Ali
Position IT manager
Organization ITCompany

Project Sponsor

_____ _____

(Signature) (Date)

Name: Eslam Mohamed
Position: Chairman
Organization: Future City

Project Customer

_____ _____

(Signature) (Date)

Name: Mostafa El-Sayed
Position: General Director
Organization: Future city

Document Change Control

The following is the document control for the revisions to this document.

Version Number	Date of Issue	Author(s)	Brief Description of Change
1	29/3/2017	Yomna Alaa	This is the first version of the charter

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1. Scope

1.1 Business Need

A problem is a city in a remote place and they want to have transportation network system everywhere to move them to any place in Cairo and Giza. So, the project is to construct that network to have buses everywhere to serve their people.
They also decided to make a system for this network which the people can find the nearest bus they can get to go to their destination. Also, they can see the nearest station. Or also they can get a special order for a bus passing form their point if there is not any near pickup point.

1.2 Project Goals

The project goal is to facilitate for the city people their transportation and make it not a problem any more.

1.3 Product Description

The network should have buses goes to any place in the capital with specific duration between each bus and the other. The buses should be big and comfortable.
The system is a mobile application and a website which have maps, gets your location and send you the nearest bus, its route and the nearest station. It also can send to the bus driver a special order from a customer in a remote place to pick him up. It has a database for all buses and their route to get the suitable bus. The system should have tablets for all the buses in the network to make it easier for the driver to receive the request. Should have an 3G network for each bus, servers and computers to monitor the system.

1.4 Project Customer, Project Sponsor, Project Manager

	Name	Organization
Project Customer	Mohamed Mokhtar	Future city
Project Sponsor	Mostafa Mohamed	Future city
Project Manager	Yomna Alaa Ali	ITCompany

1.5 In Scope/Out of Scope

In Scope
Getting buses
Create the network

In Scope
Developing a website
Developing a mobile application

Out of Scope
Get tablets for the drivers
Make the system secure
Get comfort and good buses
Website and application must be user friendly
A 3G network for each bus

1.6 Critical Success Factors

The critical success of this project depends on some factors:

- The availability of the suitable hardware.
- Complete stuff of drivers and managers for this system.
- Having enough buses to cover the capital.
- Stuff to monitor the system.
- Tablets for the drivers.
- 3G network in the buses.
- Money to have a high-quality equipment.

1.7 Project Assumptions

- The buses should be comfortable and have entertainment ways like TV or free WIFI.
- The buses should be delivered first after 6 months and then the system in 5 months.
- There must be a periodic maintenance for the system until it is stable.
- The system must be user friendly to be easy for people and drivers to work with.
- There should be a training for the drivers to be friendly to the system.

1.8 Project Constraints

- The project should be finished on time.
- Buses delivery should not be late.

1.9 Project Deliverables

Deliverable	Description
Buses	The buses should be comfortable and has entertainment ways for people and should be delivered in 3 months
Tablets	Tablets should be small and has an easy system to be user friendly
Servers	4 big servers should be rented annually

2. Requirements

2.1 Functional Requirements

- Buses reaches each place in Cairo and Giza.
- Drivers for these buses can use the system.
- A system for all buses in the network:
    - Specific routes.
    - Number for the buses on the same route.
    - A specific arrival time for each bus.
    - Many pick up point in the same region.
- A database for all the buses and their time and routes on the servers.
- The mobile application and the website achieving all the requirements we discussed before.
- Tablet and 3G connection for each driver in the system.
- A monitoring system.
- Customer service for any problems.

2.2 Functional Requirements Included in Scope

The requirements included in the scope are:

- Buses.
- Tablets.
- Stuff.
- Mobile application.
- Website.

2.3 Functional Requirements Excluded from Scope

The requirements excluded from the scope are:

- Customer service.
- Monitoring system.

3. High-Level Milestones and Timeline, Roles and Budget

3.1 High-Level Milestone and Timeline

Key Milestone	Target Date
Start	1/6/2017
Buses delivery	1/12/2017
Drivers recruitment	15/11/2017
Recruitment	16/6/2017
Design of application and website	1/7/2017
System Implementation	1/8/2017
System launching	20/1/2018
Tablets delivery	20/10/2017
Drivers training	1/12/2018
End	1/2/2018

Comments: the deliverable time for each key should be on time.

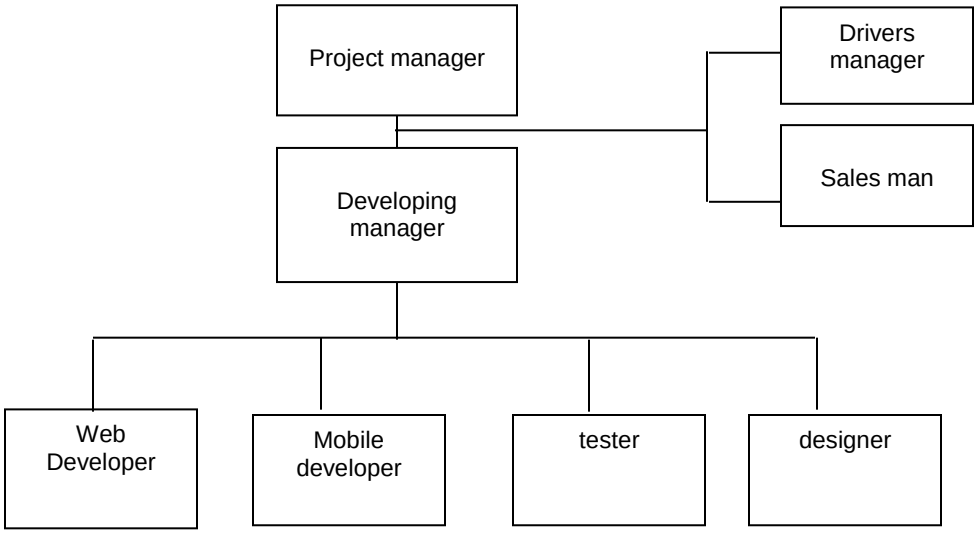
3.2 High-Level Roles

3.2.1 Roles, Responsibilities, Skills, FTE Estimates and Sources

Role	Project Responsibility	Skills Required	FTE FYyy-yy
Project manager	He is responsible of the project steps and time management.	Can manage huge projects Leader. Can solve problems easily.	**30000**
Drivers manager	He is responsible of the drivers in the bus network and their problems. Train the drivers on the new system.	Can interact with people listen them and solve their problems. Can work with web and mobile apps.	**10000**
Designer	His responsibility is to design the website and the mobile app.	Has the ability to make a design which is simple and user friendly and in the same time is attractive.	**15000**
tester	Testing the system after each step and after	Can test the system and get the problems and its	**10000**

	integration.	solution.	
Developers	Developing the website and the mobile application.	Can work with web, IOS and android.	**15000**
Sales	Buying all required components, making deals and receiving them.	Can get good offers and high quality. Honest.	**15000**
Developing manager	He is the supervisor of the software team.	Can manage people. Knows about software developing.	**20000**

3.2.2 Project Organization Chart



3.3 High-Level Budget

3.3.1 Costs during the life of the Project

Cost Type	FYyy-yy	Total
Labor	100000	**100000*11**
Material	600000	**600000*50**
Other	100000	**100000*11**
Total Budget		**32,200,000**

4. High-Level Control Strategies

4.1 Communications Strategy

- Project Communication Objectives:
  - Achieving the buses network.
  - Developing the website and the mobile application.
- Key Communication Message:
  - To make the customer updated for all new steps in the project.
  - To monitor the progress of the project.
  - To solve any problems happens.
  - To make the team work together.
- Key Audiences:
  - Customer.
  - Sponsor.
  - Developing teams.
  - Managers.

4.2 Quality Management Strategy

- Quality Objectives
  - Should be easy to use.
  - Should be in budget.
  - Should be as good as we decided before in the charter.
  - Should meet the project need.
- Key Project Deliverables and Processes subject to quality review
  - To make sure that the deliverables will be as agreed.
  - To have a good quality for the project.
- Main Quality Standards to be used on the project
  - The Project Management Framework
  - Web usability standards and Information Mapping guidelines for the web development.
  - IEEE

4.3 Issue Management Strategy

- There are many ways to identify the issues early by:
  - Biweekly meeting.
  - Reports.
  - Monitoring the project by the project manager.
- If any issue happens during the project:
  - The issue should be assigned to the issue manager which will be the project manager itself
  - The issue manager should identify the issue level and its solution:

- Low:
  - that will not do a project delay but may be a problem in the future.
  - In this case complete the project and try to make sure that this will not do any problems.
- Medium:
  - that would do project delay but the project can be completed.
  - The project can be completed but try to solve this delay.
- High:
  - would cause a project stop.
  - The issue manager should inform the customer and sponsor and then make a quick solution for the problem to continue the progress as fast as possible.

4.4 Change Management Strategy

- Anticipated change management challenges:
  - Changing requirements directly before the deadline
  - Changing a mandatory requirement in the project
- Key customer practices for managing change
  - Changes must have approval from the project manager and the customer before it is done
- A concise statement of change management practices
  - Some features can be added, no working features will be removed.

4.5 Risk Management Strategy

4.5.1 Risk areas

The risks can be found in the project are:

- No developers can implement the project.
- Buses are lost
- Budget is not enough
- Dollar problems in the country

4.5.2 Risk management objectives

- Budget should be well calculated before starting.
- There should be strict delivery time.
- There should be contracts with the developers to make sure that they will complete their work

4.5.3 High-level risk management process

- Check periodically the deliverable process.
- Take care about the programmers' problems
- Monitoring the work all the time.

4.5.4 Risk decision makers

The project manager is the person who is responsible for managing the risks and solving its problem.