**Project Charter**

**<Project Name>**

Updated: August 2023

Asset number: 0001169

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Executive Summary

Provide high-level, summary information about the project and why it is needed.

Business Value Case

‘Why’ the project is needed – a compelling and clear vision of the benefits expected on completion of the Project with reference to the Project Business Case.

Objectives

‘What’ will be done in the project to achieve its Business Value Case. Include technical, business, product, and team objectives.

Project Governance

Project management governance is established so that all involved understand the process for decision making and how they will be implemented.

Governance Models - may be established as directed from the Customer organization or created specifically for the Project. Can be detailed in the Project Organization

Define the Accountability and Responsibility of people involved in the project.

List which stakeholders need to be involved and a communication plan so that project status is transparent and specific.

Meeting and Reporting content and cadence – when should groups meet, what content should be in Status Reports, when should it be sent and to whom.

Agree a Change Control process – who can raise changes, and how will they be reviewed and approved?

Differentiate the day-to-day difference between Project and specific Workstream management.

Agreed Change Control Process – who can raise; and how approved.

Project Organization

List the Project structure, from the Project Sponsor to the Project Teams, including any organizational governance, e.g., Steering Committee.

Project Details

Requirements

High level project requirements, for example Improve Customer Service & Experience, Reduce Operational Costs, Consolidate IT Services Improve IT productivity and provide Mobile connectivity.

Scope Statement

Short statement that defines the scope of the project’s solution, for example implement the ServiceNow ITSM Pro solution, including Incident, Problem, Change, Request, CMDB, Knowledge, Virtual Agent with Natural Language Understanding and Performance Analytics.

Schedule

Provide a high-level schedule (even if it is estimated in the initial draft); milestones and/or phases

|  |  |
| --- | --- |
| **Project Milestones and/or Phases** | **Target Completion Date** |
| Initiate Exit Gate |  |
| Plan Exit Gate |  |
| Execute Exit Gate |  |
| Deliver Exit Gate |  |
| Project Go-live |  |
| Project Close Exit Gate |  |

Budget

Provide high level breakdown of the budget derived from the Project Budget Plan.

|  |  |
| --- | --- |
| **Resource Description** | **Cost** |
|  | $ |
|  | $ |
| Total cost | $ |

Key Human Resources

Key people who will be assigned to the Project derived from the Project Resource Plan. Care: assess risk of not assigning a role to the project.

|  |  |  |  |
| --- | --- | --- | --- |
| **Key Role** | **Name** | **Dept** | **Manager** |
| Project Manager |  |  |  |
| Product Owner |  |  |  |
| Process Owner |  |  |  |

Project Approaches

* Strategies (keep to Out of the Box delivery).
* Methodologies (Now Create/Waterfall/Agile/Hybrid).
* Processes (Initiate, Plan, Execute, Deliver, Close).
* Tools & Techniques (use of ServiceNow Project and Portfolio Management and Agile Development).
* Test Strategy (Unit Testing, System Testing User Acceptance Testing, plus any other testing required to ensure the solution is working as designed, e.g. stress testing and regression testing). Refer to any existing organizational testing guidelines.
* Data Plan - how will data be managed (Foundational and Operational Data).
* User Experience considerations.
* Alignment to the Recommended Implementation Sequence.

Completion Criteria

What MUST be completed prior to the project being agreed as complete, linked to the project scope.

Success Criteria

Define the specific measurable objectives that must be achieved for the project to be considered successful.

Linked to Value Blueprint and Business Case.

Product Roadmap

Tied to the Business Value Case and any strategic goals, this defines the direction of the product and where this project fits into that Roadmap.

Key Risks

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk Description** | **Probability (h/m/l)** | **Impact h/m/l)** | **Mitigation Actions** |
| If………………..then……………….. |  |  |  |
|  |  |  |  |
|  |  |  |  |

Key Issues

|  |  |  |
| --- | --- | --- |
| **Issues Description** | **Priority (h/m/l)** | **Actions** |
|  |  |  |
|  |  |  |
|  |  |  |

Key Assumptions & Constraints

|  |  |  |
| --- | --- | --- |
| **Assumption/Constraint Description** | **Actions to Validate** | **Status  (Valid/Not Valid/Open)** |
|  |  |  |
|  |  |  |
|  |  |  |

Stakeholders

List known project stakeholders

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Role (In Project)** | **Organization** | **Contact Details** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Project Manager

Name of assigned Project Manager and their contact details

Project Authorization

Key stakeholder approval that authorizes the project and other necessary signatures.

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

By signing below, I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, the Project Sponsor, approve the Project, as described in this project charter, and authorize it to begin.

By: \_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Project Sponsor

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Project Sponsor Printed Name