Narrative Charter Statement

# Purpose

Samsung CNCT team has outgrown its current office. In order to successfully grow the business by attracting new clients and projects, the team must quickly expand. The current office has maxed out its occupancy. The new office will allow the team to triple in size, as well as host events and meetings.

# Hi Level Requirements

* Location must be close to clients (downtown)
* Provide work space for at least 34 individuals
* Provide medium to large meeting space for hosting industry meetups and customer meetings

# Objectives

* Build up new office space (using pre-owned furniture where possible to keep costs down)
* Hire 10 new team members (a mix of contractors and FTE to keep costs down)
* Complete existing Z\*\*\*\*\* project by July,1st 2017
* Increase client base by 5%
  + Increase conference sponsorship/participation
  + Host industry meetups
  + Setup new J\*\*\*\*\* and other projects
* Expand Engineer Exchange program
  + 4 visiting engineers in Q1; 1-2 Team members traveling abroad by Q3

Work Breakdown Structure

# Phase1

* Identify target office space
* Sign lease
* Remodel (if needed) – includes painting, electrical improvement (core drills, installing wall outlets…)

# Phase2

* Acquire/install furniture
* Increase and install office assets (TVs for conference rooms, coffee machine, fridge, microwave…) as well as new hire assets (computers and monitors).
* Hire 4-5 FTE/Contractors per quarter

# Phase3

* Generate business development through attendance/sponsorship of industry conferences
* Host industry meetups at least once per quarter
* Expand overseas engineer exchange program

Sequence Project Activities

|  |  |  |
| --- | --- | --- |
| **WBS ID** | **Task/Activity Name** | **Predecessor** |
| 1.01 | Identify target office space | -- |
| 1.02 | Negotiate and sign lease | Identify target office space |
| 1.04 | Select new internet provider + backup | Notify internet provider of move |
| 1.05 | Start space remodel (paint, wiring, core drill, carpet…) | Select new internet provider |
| 1.06 | Assemble existing furniture | Space remodel |
| 1.07 | Power existing furniture | Assemble existing furniture |
| 1.08 | Electrical improvements - | Power existing furniture |
| 2.01 | Select vendors for “new” furniture | Electrical improvements |
| 2.015 | Select coffee service vendor | Select vendors |
| 2.02 | Purchase new furniture | Select vendors |
| 2.03 | Assemble new furniture | Purchase new furniture |
| 2.04 | Electrical improvements 2 | Assemble new furniture |
| 2.05 | Hire new employees | Core drills (electrical improvements 2) |
| 2.06 | Purchase IT and office assets/supplies | Hire new employees |
| 2.07 | Select new interns | Purchase IT/office assets and supplies |
| 3.01 | Prep office space and marketing/presentations |  |
| 3.02 | Host kubernetes meetup | Prep office space and marketing materials |
| 3.03 | Prep marketing/presentation for conference | Host meetup |
| 3.04 | Attend conference | Prep marketing/presentations |
| 3.05 | Purchase IT/office supplies and arrange accommodations | Attend conference |
| 3.06 | Exchange engineer arrival | Purchase IT/office supplies and arrange accommodations |
| 3/07 | Show engineers around the city | Exchange engineers arrival |
| 3.08 | Expand scope of existing projects/start new projects | Show engineers around the city |
| 3.09 | Hire new employees | Expand scope of existing project/start new projects |

Build a Project Schedule

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Task Name** | **Predecessor** | **Duration** | **Start** | **Finish** | **resources** |
| Identify new office space | n/a | 1 week | 8/07/16 | 8/14/16 | budget |
| Negotiate and sign lease | Identify new office space | 1 week | 8/14/21 | 8/21/16 | Budget  Korea/HR approval |
| Select new internet provider | Identify new office | 3 days | Concurrently with identify new office space | 8/25/16 | Korea/HR support  budget |
| Space remodel  (in 2 stages) | Sign lease | 1 week-4 months | 8/21/16 | 9/1/16  12/24/16 (stage 2) | Painters  Architect...  Remodel supplies  tools |
| Power existing furniture | Existing furniture assembly | 1 day | 9/5/16 | 9/6/16 | Budget  Electrician availability |
| Electrical improvements | remodel | 1 day | Concurrently with previous | 9/6/16 | Budget  Electrician availability  Building approval |
| Select vendors for new furniture | Power existing furniture | 1 week | 9/7/16 | 9/15/16 | HR assistance |
| Purchase new furniture | Select and register new vendors | Ongoing  1 Quarter + | 9/7/16 | 9/21/16 - 1/15/17 | Korea approval  HR support  budget |
| Assemble new furniture | Purchase new furniture | 2-3 days | 10/01/16 - 1/19/16 | 10/03/16 - 1/22/17 | Budget  Korea approval  availability |
| Electrical improvements and core drills | Assemble new furniture | 1 week | 12/22/16 | 12/31/16 | Budget  Korea approval  Building approval  Electrician availability |
| Hire new team members | Purchase IT and office assets/supplies | Ongoing, as needed | 9/15/16 | 4/15/17 | HR assistance Korea approval  budget |
| Select new interns | Purchase IT and office assets/supplies | 1 week | 9/15/16 | 9/21/16 | Korea approval  HR support  budget |
| Prep marketing/presentation materials  Prep office space | Hire new team members | 1 week | 11/17/16 | 11/23/16 | Team support  HR support  Korea approval |
| Host meetup | Prep marketing/presentational materials and office space | 1 day | 11/24/16 | 11/24/16 | Team support  Building management support  HR support |
| Attend conference | Prep marketing/presentational materials | 1 day | 12/07/16 | 12/10/16 | Team support  HR support  Korea approval |
| Purchase supplies and arrange accommodations |  | 1 week | 1/10/17 | 1/17/17 | Vendor support  HR  building management support |
| Exchange engineer arrival | Purchase supplies and arrange accommodations | 1 day | 1/23/17 | 1/23/17 | Team and HR support |
| Show exchange engineers around the city | Exchange engineer arrival | 1-2 days | 1/23/17 | 1/25/17 | Team support |
| Expand scope of new project/start new project | Exchange engineer arrival | 5 days | 2/1/17 | 2/5/17 | Korea Approval  Client Support  Team support |
| Hire new employees | Expand scope of projects/start new projects | ongoing | 2/1/17 | 4/15/17 | Korea approval  HR support |

Create a Project Budget

|  |  |
| --- | --- |
| **item** | **Budget (yearly) - USD** |
| Assets (furniture and IT) | 60,000 |
| Electrical improvements (including core drills) | 25,000 |
| Office supplies | 9,500 |
| hiring | 1,000,000 |
| rent | 54,000 |
| events | 20,000 |
| marketing | 60,000 |

Create a Responsibility Assignment Matrix (RAM)

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| WBS Element |  |  | Team Members |  |  |  |  | Other stakeholder |  |  |
|  | Anna R. | Rick S. | Sarah L. | Bob W. | RichardK. | HR | Korea | Building management | vendors | electrician |
| 1.01 | R |  |  | A | N |  |  | R |  |  |
| 1.02 |  |  |  | R | N |  | A | R |  |  |
| 1.03 |  | R | N | A |  |  |  |  | R |  |
| 1.04 | a | R |  | N | N |  |  |  |  |  |
| 1.05 | a |  |  |  | N |  | N | R | R |  |
| 1.06 | R |  |  | A |  |  |  |  |  |  |
| 1.07 | a |  |  |  |  |  |  | N |  | R |
| 1.08 | A |  | N | N | N |  |  | N |  | R |
| 2.01 | R |  | N | A | N | S | A | N | R |  |
| 2.02 | R |  |  | A | N |  | A |  |  |  |
| 2.03 | a |  |  | N | N |  |  | S | R |  |
| 2.04 | a |  |  | A | N |  | A |  |  | R |
| 2.05 |  |  | N | R | A | R | A |  |  |  |
| 2.06 | R |  | N | N |  |  |  | S |  |  |
| 2.07 | a |  | N | R | N | N |  |  |  |  |
| 3.01 | R |  | N | R | A | R | A |  |  |  |
| 3.02 | a |  | N | R | N |  | N | S |  |  |
| 3.03 |  |  | N | R | N | R | A |  |  |  |
| 3.04 | R | N | N | N | A | A | A |  |  |  |
| 3.05 | R |  | N | A | A | N | A | S | R |  |
| 3.06 | a |  | N | A | A | R | R | N |  |  |
| 3.07 | R |  |  | N | N |  |  |  |  |  |
| 3.08 |  |  | N | R | N |  | N |  |  |  |
| 3.09 | N |  | N | R | N | a | A | N |  |  |

R=responsible, a=accountable, S=support, N=must be notified, A=approval required

Identify Project Risks with Responses for those Risks

1. Cost increase in IT assets due to product life cycle and changing requirements

--> increase budget to have a built-in cushion, slow FTE hiring, buy some assets in advance/in bulk to have spares

1. Marketing and event budget small considering conference sponsorship costs

--> decrease number of conferences attended to preserve budget, cut office supply budget if possible, when possible host events rather than travel out-of-state.

1. Hiring/system delays due to procedural issues

--> streamline process as much as possible, request projects/employment slots in advance, implement cross functional team and regular meetings to keep all stakeholders in the loop

1. Immigration difficulties due to current political situation

--> have a local immigration lawyer on standby (contract); carefully review immigration documents and requirements; draft a letter explaining the program for the exchange engineers to carry with them