**Project Charter Plan**

**D7 Auto Service Center Web-App**

**D7 Auto Service Center**

**C.M. DELOS REYES AVENUE**

**GENERAL TRIAS, CAVITE, 4107**

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# Executive Summary

D7 has always done business in the automotive industry utilizing traditional logbooks and perform face-to-face transactions for over 16 years. Over these years, the business recently acquired an online platform, (Facebook) because of the pandemic, however, they struggled with its online presence, statistics, and the lack of functionality in their present system, including their reservation system. To solve these issues, the D7 Auto Service Center Web-App project was developed by the Elite Four of BSIT-MI 201. The project will offer improved technological solutions by introducing a new platform, giving the company greater flexibility to display their services and offers, comprehensive statistics, and a new reservation system.

# Project Purpose/Justification

## Business Need/Case

The D7 Auto Service Center Web-App was developed to help D7 have an additional platform, which aims to have a more user-friendly interface, allowing clients to access the company's services and offers more easily. To further understand the needs of the business it is categorized into the following:

* The need to leverage an additional platform to increase customer reach.
* Development of a centralized system to efficiently manage bookings.
* Increase customer interactions.

## Business Objectives

The business objective for the subject is listed below:

* Achieve a 50% increase in customer reach within the first three months of launching the web-app by utilizing an additional online platform.
* Implement a centralized booking system for D7 to manage customer bookings and enable customers to request reservations 24/7.
* Enhance the Auto Service Center's customer support by creating a platform where both customers and D7 specialists can communicate and interact.

# Project Description

The D7 Auto Service Center Web-App will allow the company to have more control of marketing their business and laying out their new platform. This project will use today’s technology as a web application, integrated with features such as a reservation system, statistics, and security. All the company’s current system will not be terminated, but will be improved, and merged with the new platform.

## Project Objectives and Success Criteria

* To increase customer reach by up to 50% within the first three months of deployment of the web-app by leveraging an additional online platform.
* To develop a centralized system for D7 to manage the bookings of their customers and allow their customers to request reservations 24/7.
* To extend the Auto Service Center’s support for their customers, as well as potential customers, through an environment where both customers and D7 specialists can converse.

The success of this project and its criteria will be determined under the completion of features being implemented, to be complete, and fully working throughout the platform's usage.

## Requirements

For this project to succeed, it must adhere to the set of conditions below:

* The D7 Auto Service Center Web-App should be tested by the assigned team prior to deployment.
* The project must be implemented without interfering with the usual business operations of the company.

As the project advances, further specifications may be introduced as needed with the client authorization. Requirements may be altered an indefinite number of times due to the project’s nature being that of Agile Scrum.

## Constraints

The project constraints for the project are as follows:

1. **Time Constraint:** The project must be completed within the duration of the PBL course, and any other extension must be approved by the subject adviser.
2. **Budget Constraint:** The project must be completed within the approved budget, which is allocated by the project sponsor.
3. **Manpower Constraint:** The project team consists of 6 members, and no additional member can be added to the team without approval from the subject adviser.
4. **Resource Constraint:** The project team must use resources efficiently and effectively to ensure that the project is completed within the time and budget constraints.
5. **Communication Constraint:** The project team must communicate effectively and with the project sponsor for any changes to the project scope, schedule, budget, etc.

**Quality Constraint:** The project deliverables must meet the agreed-upon quality standards, and any deviations from these standards must be approved by the subject adviser, project panelist(s), and project sponsor.

## Preliminary Scope Statement

The D7 Auto Service Center Web-App will include the design, creation, testing, and delivery of the new platform for the business. The project team will manage all hardware, software, and clients. All the development process will be carried out in a manner that is separate from regular business activities, and all testing will be done in the work area only. The project manager will oversee all project funding up to and including the funds allotted in this agreement. The project sponsor must consent before receiving any further funding.

# Risks

The risks that were identified for the D7 Auto Service Center were identified. Rest assured that the Elite Four team will determine workable solutions for the identified risks that the project poses:

* Data breach through the database of the D7 web-app which concerns its security in the online presence.
* Bugs within the web-app may cause system down-time and delays in the online reservation which pertains to the technical risks that arise concerning the web-apps availability and absence.

The uncertainty of the web-app creating more sales through the web-app is also an identified business risk for the project since this will cost D7 Auto Service Center to spend money for the web-app's web hosting and maintenance.

# Project Deliverables

The following deliverables must be made upon the successful completion of the D7 Auto Service Center Web-app. Any changes to these deliverables must be approved by the project sponsor:

* Fully deployed web-app.
* Technical documentation for the solution.
* Recommendation list for future upgrades/enhancements for the solution

# Summary Milestone Schedule

The project Summary Milestone Schedule is presented below. As requirements are more clearly defined this schedule may be modified. Any changes will be communicated through project status meetings by the project manager.

# Project Approval Requirements

Success for the D7 Auto Service Center Web-app project will be achieved when a fully tested web-app, and all technical documentation, is fully deployed throughout the company within the time and cost constraints indicated in this charter. Additionally, this measure of success must include a recommendation list for future recommendations for upgrades/enhancements, as we approach this solution to also be secured to prevent/minimize future threats. Success will be determined by the Project Sponsor, Ms. Anne Sydney Simpelo, who will also authorize project completion.

Table 1 Milestone Schedule

|  |  |  |
| --- | --- | --- |
| Project Milestone | Start Date | End Date |
| Planning | March 3, 2022 | June 27, 2022 |
| System Analysis & Design | August 15, 2022 | November 11, 2022 |
| Development | November 23, 2022 | March 22, 2023 |
| Deployment | March 23, 2023 | June 28, 2023 |
| Close Out | June 27, 2023 | June 29, 2023 |

# Project Manager

Andre O. Viernes is assigned Project Manager for the D7 Auto Service Center Project. Mr. Viernes’s responsibility is to manage all project tasks, scheduling, and communication regarding the D7 Auto Service Center project. His team consists of two developers, one product owner, and one product stakeholder from BSIT-MI 201. Mr. Viernes will coordinate all resource requirements through the subject course adviser, Prof. Manuel Sebastian Sanchez.

# Authorization

