**Project Charter Plan**

**RAM-IT: ITRO’s ChatBot & Ticketing System**

**Asia Pacific College**

**3 Humabon Place, Magallanes**

**Makati City 1232 PH**

**May. 04, 2023**

This charter formally authorizes the RAM-IT: ITRO’s ChatBot & Ticketing System to develop and implement a better way for the ITRO to provide customer support to the APC Community. A project plan will be developed and submitted to the Project Sponsor for approval. The project plan will include: scope statement; schedule; cost estimation; budget; and provisions for scope and limitations, resource, schedule, communications with stakeholders and the sponsor, quality assurance, risk analysis, procurement, and stakeholder management as well as project control. All resources will be assigned by the Project Sponsor, Mr. Jojo F. Castillo, Head of the ITRO.

RAM-IT: ITRO’s ChatBot and Ticketing System is being developed to assist the ITRO in terms of handling inquiries coming from the members of the APC community. The system will assist them by giving them features like, being able to delegate and track the inquiries in an organized manner, have information on what inquiry has the high priority, and have a ChatBot that can handle FAQs. Members of the APC community will also benefit from this system as they can get their answers immediately if their inquiry can be solved by the ChatBot, if not, they will be assured that the ITRO will see their inquiry with the ticketing system. RAM-IT will be a simple responsive website.

The Project Manager, Jayson Aloya, is hereby authorized to interface with management as required, negotiate for resources, delegate responsibilities within the framework of the project, and to communicate with all contractors and management, as required, to ensure successful and timely completion of the project. The Project Manager is responsible for developing and creating the project plan, monitoring the schedule, cost, and scope of the project during implementation, and maintaining control over the project by measuring performance and taking corrective action. The project manager will oversee all work and keep track on documentation consistencies. The project manager will lead the project along with the rest of the members towards success.

The Project Sponsor must approve any schedule changes which may impact milestones. A detailed schedule will be included in the project plan.

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| **Summary Milestone Schedule – List key project milestones relative to project start.** | |
| **Project Milestone** | **Target Date (05/28/2024)** |
| 1. Design Thinking | 04/05/2023 |
| * First Meeting with Project Team | 05/18/2023 |
| 1. Send Documents for Project Sponsor Approval | 09/01/2023 |
| 1. Create System Mock-Up | 09/29/2023 |
| 1. Develop Chat Bot Feature | 11/01/2023 |
| 1. Develop Ticketing Feature | 11/28/2023 |
| 1. Implement UI | 03/22/2024 |
| 1. Training the ITRO | 04/24/2024 |
| 1. Transferring roles to ITRO | 05/01/2024 |
| 1. Transferring deliverables to ITRO | 05/08/2024 |
| 1. Confirmation of Project Completion | 05/28/2024 |
| 1. Project Complete | 05/28/2024 |

The budget for this project is detailed below in a table. Costs for this project are categorized in the different phases of the project:

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| **Manpower Cost Estimate** | | | | | |
| **Initiation** | | | | | |
| ROLE | Base Monthly Salary (Based on Glassdoor) | Total Working Hours | Hourly Rate | No. of People | COST |
| Project Manager | ₱ 40,000 | 130 | ₱ 230.77 | 1 | ₱ 30,000.1 |
| Documentation Specialist | ₱ 16,000 | 21 | ₱ 92.31 | 1 | ₱ 1,938.51 |
| Documentation Specialist | ₱ 16,000 | 110 | ₱ 92.31 | 1 | ₱ 10,154.1 |
| Total Initiation Costs | | | | | ₱ 42,092.71 |
| **Planning** | | | | | |
| ROLE | Base Monthly Salary (Based on Glassdoor) | Total Working Hours | Hourly Rate | No. of People | COST |
| Project Manager | ₱ 40,000 | 258 | ₱ 230.77 | 1 | ₱ 59,538.66 |
| Documentation Specialist | ₱ 16,000 | 55 | ₱ 92.31 | 1 | ₱5,077.05 |
| Documentation Specialist | ₱ 16,000 | 18 | ₱ 92.31 | 1 | ₱1,661.58 |
| Front-End Developer | ₱ 33,500 | 36 | ₱193.27 | 1 | ₱ 6,957.72 |
| Back-End Developer | ₱ 25,000 | 10 | ₱144.23 | 1 | ₱ 1,442.3 |
| Total Planning Costs | | | | | ₱ 74,677.31 |
| **Execution** | | | | | |
| ROLE | Base Monthly Salary (Based on Glassdoor) | Total Working Hours | Hourly Rate | No. of People | COST |
| Project Manager | ₱ 40,000 | 64 | ₱ 230.77 | 1 | ₱ 14,769.28 |
| Documentation Specialist | ₱ 16,000 | 22 | ₱ 92.31 | 1 | ₱2,030.82 |
| Documentation Specialist | ₱ 16,000 | 110 | ₱ 92.31 | 1 | ₱10,154.1 |
| Front-End Developer | ₱ 33,500 | 664 | ₱193.27 | 1 | ₱ 128,331.28 |
| Back-End Developer | ₱ 25,000 | 504 | ₱144.23 | 1 | ₱ 72,691.92 |
| Total Execution Cost | | | | | ₱ 227,977.4 |
| **Monitoring & Control** | | | | | |
| ROLE | Base Monthly Salary (Based on Glassdoor) | Total Working Hours | Hourly Rate | No. of People | COST |
| Project Manager | ₱ 40,000 | 170 | ₱ 230.77 | 1 | ₱ 39,230.9 |
| Documentation Specialist | ₱ 16,000 | 18 | ₱ 92.31 | 1 | ₱1,661.58 |
| Documentation Specialist | ₱ 16,000 | - | ₱ 92.31 | 1 | - |
| Front-End Developer | ₱ 33,500 | 360 | ₱193.27 | 1 | ₱ 236,562.48 |
| Back-End Developer | ₱ 25,000 | 0 | ₱144.23 | 1 | - |
| Total Monitoring & Control Cost | | | | | ₱ 277,454.9 |
| **Closeout** | | | | | |
| ROLE | Base Monthly Salary (Based on Glassdoor) | Total Working Hours | Hourly Rate | No. of People | COST |
| Project Manager | ₱ 40,000 | 88 | ₱ 230.77 | 1 | 20,307.76 |
| Documentation Specialist | ₱ 16,000 | 18 | ₱ 92.31 | 1 | ₱1,661.58 |
| Documentation Specialist | ₱ 16,000 | - | ₱ 92.31 | 1 | - |
| Front-End Developer | ₱ 33,500 | 80 | ₱193.27 | 1 | ₱ 17,123.18 |
| Back-End Developer | ₱ 25,000 | 0 | ₱144.23 | 1 | - |
| Total Closeout Cost | | | | | ₱ 39,092.52 |

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| --- | --- |
| **Contingency Cost** | |
| **Contingency Rate Cost (Total Cost \* 10%)** | 66,129.484 |

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| --- | --- |
| **Project Cost Summary** | |
| **Approved Budget** | ₱ 1,500,000.00 |
| **Manpower costs** | ₱ 661,294.84 |
| **Contingency Cost** | ₱ 66,129.484 |
| Total Project Cost | ₱ 727,424.324 |

**Sponsor Acceptance**

Approved by the Project Sponsor:

Date:

Mr. Jojo F. Castillo

Executive Director, Technical Services Director,

Administrative Support Services