**Project Charter Plan**

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

**Asia Pacific College**

**3 Humabon Place, Magallanes**

**Makati City 1232 PH**

**May. 04, 2023**

**Project Charter**

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

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.

The high level milestone schedule is:

|  |  |
| --- | --- |
| **Summary Milestone Schedule – List key project milestones relative to project start.** | |
| **Project Milestone** | **Target Date (06/26/2023)** |
| 1. Project Start | 04/26/2022 |
| * Paper Documentation | 06/22/2022 |
| 1. Prototype: ChatBot | 10/05/2022 |
| 1. Prototype: Ticketing System | 10/05/2022 |
| 1. RAM-IT Sample Testing | 03/03/2023 |
| 1. Deploy Solution | 06/26/2023 |
| 1. Project Complete | 06/26/2023 |

The budget for this project is detailed below. Costs for this project are presented in various categories...

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Initiation** | | | | |
| ROLE | Hourly Rate | Work Hours | No. of People | COST |
| Project Manager | ₱ 228.09 | 56 | 1 | ₱ 12,773.04 |
| Document Analyst | ₱ 138.00 | 56 | 2 | ₱ 15,456.00 |
| System Developers | ₱ 216.00 | 56 | 2 | ₱ 24,192.00 |
| Sub-Total | | | | ₱ 52,421.04 |
| **Planning** | | | | |
| ROLE | Hourly Rate | Work Hours | No. of People | COST |
| Project Manager | ₱ 228.09 | 120 | 1 | ₱ 27,370.8 |
| Document Analyst | ₱ 138.00 | 120 | 2 | ₱ 33,120.00 |
| System Developers | ₱ 216.00 | 120 | 2 | ₱ 51,840.00 |
| Sub-Total | | | | ₱ 112,330.8 |
| **EXECUTION** | | | | |
| ROLE | Hourly Rate | Work Hours | No. of People | COST |
| Project Manager | ₱ 228.09 | 200 | 1 | ₱ 45,618.00 |
| Document Analyst | ₱ 138.00 | 200 | 2 | ₱ 55,200.00 |
| System Developers | ₱ 216.00 | 200 | 2 | ₱ 86,400.00 |
| Sub-Total | | | | ₱ 187,218.00 |
| **Control** | | | | |
| ROLE | Hourly Rate | Work Hours | No. of People | COST |
| Project Manager | ₱ 228.09 | 40 | 1 | ₱ 9,120.00 |
| Document Analyst | ₱ 138.00 | 40 | 2 | ₱ 11,040.00 |
| System Developers | ₱ 216.00 | 96 | 2 | ₱ 41,472.00 |
| Sub-Total | | | | ₱ 61,632 |
| **Closeout** | | | | |
| ROLE | Hourly Rate | Work Hours | No. of People | COST |
| Project Manager | ₱ 228.09 | 48 | 1 | ₱ 10,948.32 |
| Document Analyst | ₱ 138.00 | 56 | 2 | ₱ 15,456.00 |
| Sub-Total | | | | ₱ 26,404.32 |
| Total | | | | ₱ 440,006.16 |

Approved Budget: ₱ 2,000,000.00

Manpower Cost: ₱ 440,006.16

Contingency Cost: ₱ 146,000

Hardware Cost: ₱ 327,000

Total Project Cost: ₱ 913,006.16

**Sponsor Acceptance**

Approved by the Project Sponsor:

Date:

Mr. Jojo F. Castillo

Executive Director, Technical Services Director,

Administrative Support Services