

PROJECT CHARTER

Project Title: Cloud Storage Implementation

Project Sponsor: Great Benefits

Date Prepared: 02/13/2016

Project Manager: Alex Grant

Project Customer: Great Benefits

Project Purpose or Justification:

After analyzing the business and IT model of Great Benefits and Health Management, and considering their vision we find that cloud storage would be the ideal solution. Based on our research, cost and security are the primary factors, as we have private clouds available in the market to store sensitive data, at low cost. Cloud storage minimizes consumption of network bandwidth, which could be utilized for other essential business unit. Further, as the company keeps growing, focusing on more acquisitions, cloud's ability to scale on demand offers the freedom of expanding the cloud without affecting current business operations. It also eases the integration of diverse architectures used by different mergers resulting in reduced.

Project Description:

Great Benefits is a large commercial health benefits company that has just acquired Health Management, another commercial health benefits company. In order to maximize the profitability of the merger, Great Benefits would like to consolidate the IT operations of the two organizations. The key deliverable is Cloud storage and implementation for Great Benefits and Health Management (after the Merger and Acquisition) without disrupting the ongoing business processes. To streamline the business processes between these two companies, Cloud Aggies has decided on implementing IT consolidation with the help of Virtualization.

Project and Product Requirements:

We will be following Software Development Lifecycle for this project. Pilot project to test the success of the project will be run on few applications. Based on existing documentation and key stakeholder interviews Business Requirement document will be prepared.

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Following modules will be implemented:

- Application rationalization
- Vendor Selection
- Pilot project implementation
- Feasibility and Impact Analysis
- Data and Application migration
- Data network optimization
- Data center consolidation will be carried out for efficient Cloud storage implementation.

Acceptance Criteria:

The project will be deemed acceptable only if the following criteria are met:

- **Functional criteria:**

The performance of the cloud implementation with the smooth functioning of the business is an important acceptance criterion. Performance issues include the geographical proximity of the application and data to the end user, network performance both within the cloud and in-and-out of the cloud and I/O access speed between the compute layer and the multiple tiers of data stores.

- **Non-functional criteria:**

Extra Capacity (Scalability), ownership of Data (Privacy), maintainability, support throughout the lifetime of the application, configuration management, robustness.

Initial Risks:

- **Shared access:**

One of the key tenets of public cloud computing is multi-tenancy, meaning that multiple customers share the same computing resources: CPU, storage, memory, namespace, and physical building.

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It's not just the risk of our private data accidentally leaking to other tenants, but the additional risks of sharing resources.

- **Cloud visibility:**

Even when the cloud computing risks are known, they're difficult to calculate with real accuracy. We simply do not have enough history and evidence to determine the likelihood of security or availability failures, especially for a particular vendor, or whether such risks will lead to substantial customer damage.

- **Integration:**

It is important that the cloud solution meets objectives without business or technical integration difficulties. We do not want to disrupt the functioning of the existing process. Also the cloud implementation needs to be robust enough to recover from outages and disaster situation.

- **Financial risk:**

The project needs to be completed within the budgeting and has to deliver the promised Return on Investment. The project needs to be value for money for both the firms Great Benefits and Health Management.

| Project Objectives | Success Criteria | Person Approving |
|--------------------|------------------|------------------|
|--------------------|------------------|------------------|

Scope:

| | | |
|---|--|---------------------|
| Consolidate the IT operations of the two organizations. The key deliverable is Cloud storage and implementation for Great Benefits and Health Management (after the Merger and Acquisition) without disrupting the ongoing business processes. Cloud Aggies has | The project's success criteria is evaluated based on non-disruption of services during the migration and higher response time and reduction of efforts by 15%. | Tim Williams |
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| | | |
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| decided on implementing IT consolidation with the help of Virtualization. | | |
|---|--|--|

Time

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| The time for project completion is 7 months, as approved by the vendor. | The project is considered a success if it completes on/before time. The time for breaking even is 5 months after project completion. | Tim Williams |
|---|--|---------------------|

Cost

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|-------------|--|---------------------|
| \$1,360,000 | Since the estimated budget includes a buffer, the project is considered a success if it completes within/less than the estimated budget and breaks even within 5 months. | Tim Williams |
|-------------|--|---------------------|

Quality

| | | |
|---|--|---------------------|
| The project should meet and comply with all industry standards and also ensure conformance to requirements set forth by Great Benefits, without any security/data breaches. | The project is considered a success if the response time increases by 6% as estimated by C and the functionality is not impacted due to cloud migration. The mobile insurance agents should be able to access the same level application functionality on their cell-phones. | Tim Williams |
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Other:

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| Summary Milestones | Due Date |
|---|-----------|
| Application rationalization/cloud assessment phase – assess cost, architecture and security measures | 2/14/2016 |
| Vendor selection and proof of concept phase – build support within organization and analyze various vendors | 2/23/2016 |
| Pilot project implementation , Feasibility and Impact Analysis | 3/10/2016 |
| Data migration | 4/30/2016 |
| Application Migration | 5/30/2016 |
| Data Network Optimization | 6/15/2016 |
| Optimization/Change management and consolidation | 7/14/2016 |

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Estimated Budget:

| TYPE OF COST | AMOUNT IN USD |
|---|--------------------|
| Licensing purchase | \$400,000 |
| Staff training | \$10,000 |
| Technical support and user support: | \$100,000 |
| One-time costs for the transition, such as technical readiness, professional services and change management – | \$100,000 |
| Operation costs due to continuing business processes | 750,000 |
| TOTAL | \$1,360,000 |

Project Manager Authority Level

Staffing Decisions:

The Project Manager of the client has full authority to employ the no. of staff he requires on the project. Cloud Aggies recommends a maximum of 20 employees be trained on the cloud platform to troubleshoot and fix basic technical issues. Since the migration to cloud from the data centers is managed by the vendor, technical training is sufficient for a minimum no. of employees.

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Budget Management and Variance:

Cloud Aggies proposes the above mentioned budget which includes buffer as well. The estimated budget includes evaluation of the best vendor for implementing a hybrid cloud and other costs such as change management, staff training and licensing. Cloud Aggies recommends adherence to the budget mentioned above as we don't foresee any additional costs which has not already been covered in the buffer. Any additional requirement can be met as long as it doesn't exceed the estimated budget, after approval by the appropriate manager and the need for change has been justified formally.

Technical Decisions:

Technical decisions with respect to cloud migration will be taken by the Project Manager in collaboration with Cloud Aggies. As the technical consultants of Great Benefits, Cloud Aggies has analyzed and identified all possible technical scenarios with the Project Manager. Any technical modifications would have to be notified to Cloud Aggies, who will discuss the feasibility of the approach with the cloud provider and suggest the best approach.

Conflict Resolution:

Any conflict between Great Benefits and Cloud Aggies would have to be formally communicated through e-mail. No phone calls would be entertained. Cloud Aggies' consultants, who are working with Great Benefits, would try and resolve the conflict to the best of their abilities. If there is a conflict with the consultants, it is recommended that Great Benefit's Project Manager meet with Cloud Aggies' manager to discuss the issue.

Escalation Path for Authority Limitations:

The first point of contact for escalation are the consultants from Cloud Aggies who are working with Great Benefits. The secondary point of contact is the manager from Cloud Aggies. Any further escalations can be taken up with the Vice President and then the General Manager. All escalations have to be properly and formally documented and follow the above mentioned hierarchy.

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Approvals:

Alex Grant

Project Manager Signature

Alex Grant

Project Manager Name

2/14/2016

Date

Tim Williams

Sponsor or Originator Signature

Tim Williams (for Great Benefits)

Sponsor or Originator Name

2/14/2016

Date