CARSA Registration System Enhancement

Project Charter

Group 5
October 8, 2015

1: Project Overview

1.1: Executive Summary

The CARSA Registration System Enhancement (CRSE) is focused on improving the ability of CARSA staff and systems to accommodate the influx of new members at the start of the semester. Since CARSA opened this summer it has been clear that the surge of students seeking to register at the start of semester is too much for the current infrastructure to handle. Group 5 proposes to find a solution that gives CARSA staff the ability to handle these increased numbers for the first 2 weeks of each semester without incurring undue expenses the rest of the year.

1.2: Context

CARSA is UVic's recreation and sports center for students and community members. It was built to replace the aging Ian Stewart complex and provides improved facilities for UVic sports organizations. CARSA has only been operational since May of this year, and has licensed CLASS, a COTS system used by other Victoria recreation centers, in order to handle membership data. The CLASS system has limited interaction with existing UVic registration systems, and new members are added manually by employees at the CARSA front desk. The number of new members seeking to register at CARSA is significantly higher in the first two weeks of semester.

1.3 Need

Currently, the CARSA front desk staff are unable to handle the influx of members at the start of semester, leading to slow registration times and long lines. They need a solution that will allow them to handle the increased load during the first two weeks of the new semester without increasing costs during the rest of the year when the numbers are more manageable.

1.4 Scope

The main focus of the enhancement is on the first two weeks of semester, so any solution should focus on that time frame. In addition, the solution is limited to the existing CARSA facilities, no new space can be acquired. UVic systems can be modified as part of the enhancement, but the CLASS system cannot be changed, since it is licensed from an external organization. It is also within the budget to allocate more resources to the front desk temporarily during the busy season.

1.5 Stakeholders

- **UVic executives:** Supervise the operation and budget of CARSA
- **CARSA administrators:** Manage CARSA affairs, including staffing, building maintenance and membership systems.
- **CARSA staff:** Responsible for customer facing services.
- **UVic members:** UVic students and staff who register with their ONECards and use CARSA facilities.
- **Community members:** Customers from the community who are not part of the UVic systems.
- **UVic systems personnel:** Responsible for maintaining UVic's systems
- **Non-member customers:** Customers who purchase day passes and other short term offerings rather than registering for membership.

1.6 Objectives

- Decrease registration times
- Prevent long lines from building up at the front desk during the first two weeks of semester
- Reduce the load on CARSA front desk staff
- Avoid raising operating costs outside of the first two weeks of semester
- Make the system easier to use for both customers and staff

1.7 Glossary

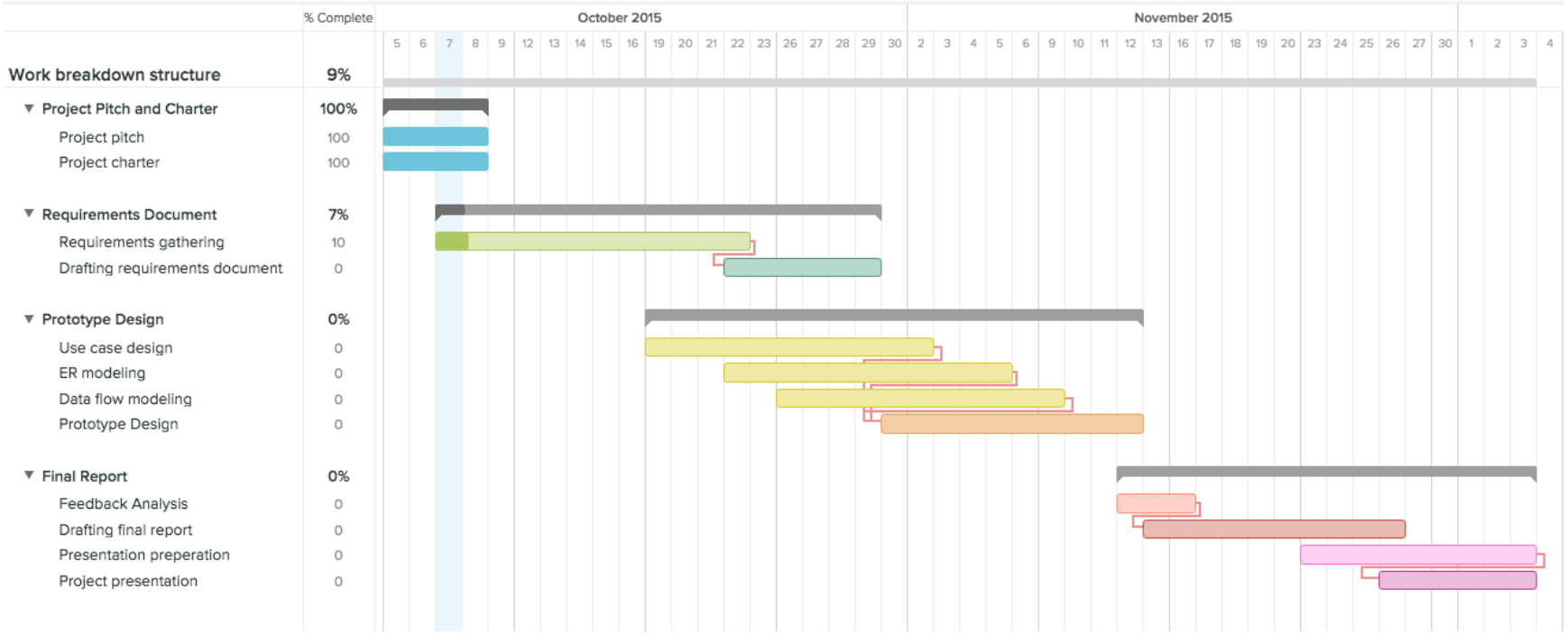
- **CARSA**: Center for Athletics, Recreation, and Special Abilities
- **CLASS**: The system used to track CARSA membership
- **UVic**: University of Victoria
- **COTS**: Commercial Off The Shelf
- **CRSE:** Carsa Registration System Enhancement

2: Project Organization

2.1: Team Organization and Roles

Name	Role
Steve Chapman	Project Manager
Brian Chen	Senior Software Architect
David Gu	Senior Process Analyst
Lora Liu	Senior Business Consultant
Graeme Nathan	Architecture Director
Jing Qi	Financial Manager
Ian Sutton	Senior Analyst
Bernie Wang	Senior Business Analyst

2.2: Work Breakdown Structure



2.3: Milestones

Date	Milestone
October 8th	Project Pitch
October 29th	Requirements Delivered
November 12th	Prototype Demonstration
November 26th	Final Report Delivered
November 30th	Project Presentation

2.4: Deliverables

- Project Charter
    - A document detailing the scope and purpose of the CRSE project, as well as background context and other logistical information.
- Requirements
    - A detailed list of functional and nonfunctional requirements created by the analyst team.
- Project Prototype
    - A prototype for the system change to be presented to the client for feedback leading up to the final report.
- Final Report
    - The report compiling the requirements, artifacts and systems design information of the final solution.

2.5: Risks

- System changes may lead to decreased performance (medium risk, high impact)
    - This will be mitigated by reliability testing of any new system infrastructure and thorough process review.
- Conflict between project stakeholders (medium risk, medium impact)
    - We will resolve conflicting priorities among stakeholders by prioritizing inexpensive changes to customer experience and staff work processes over deep systemic changes.
- Feature creep inflates costs/causes failure to meet deadlines (low risk, medium impact)
    - This risk will be managed by considering non-technical solutions before any revisions to UVic systems, and by maintaining scope awareness on the analyst team.
- Staff reject the new system (medium risk, medium impact)
    - We will reduce this risk by incorporating staff feedback into the design process.
- Differences between the customer types leads to some customers being overlooked in the new system (medium risk, medium impact)
    - This risk will be addressed by reviewing with the client how different classes of client are handled, and by obtaining any relevant internal documentation on the current customer systems.
- Changes to requirements/project goals cause the project to run past it's deadlines (medium risk, high impact)
    - This risk will be addressed by reviewing requirements with clients during the requirements document drafting process.
- Resource turnover leads to delays and cost overrun (low risk, medium impact)
    - Our team has enough shared skills to handle the loss of some of our resources without severely impacting team function.
- Systems solutions aren't scalable and fail to accommodate real world performance demands (medium risk, high impact)
    - This risk will be mitigated through thorough load testing in a test environment before production rollout of any technical solutions.
- Project disrupts compliance with legal liability measures (medium risk, high impact)
    - We will review the relevant privacy laws and legal liability concerns with the client when designing requirements.
- Requirements are insufficient/incomplete (high risk, high impact)
    - This risk will be addressed by reviewing requirements with clients during the requirements document drafting process.

3: Approval

Title	Name	Date	Signature
Project Manager	Steve Chapman		
Senior Business Consultant	Lora Liu		
Senior Analyst	Ian Sutton		
CARSA Project Coordinator	Josephine Hsu		
CARSA Manager	Inderpreet Samra		