

Capstone 1 – Project Charter

PROJECT CHARTER

General Project Information		
	Project Name:	XYZ Company Website
	Project Purpose:	The purpose of this project is to create XYZ company, a new website that will offer a more professional look and support their current growing customer base. The website should promote the company's new logo and help with brand recognition. The rollout of this website should provide a platform to increase sales and inventory productivity as well as curate weekly, monthly and yearly sales reports. This website will increase XYZ's companies productivity and sales tracking metrics as well as the ease of usability.
	Executive Sponsors:	Roger Wilson: CFO Lisa Sellers: Executive oversight committee chairman
	Department Sponsor:	Tom Kane: Facilities Manager
	Measurable Objectives:	<ul style="list-style-type: none"> • In 3-6 months, ABC Web Design will launch a website for XYZ Company that will be operational 24 hours a day, 6 days a week, Monday through Saturday, and for 20 hours a day on Sunday with scheduled maintenance from 8:00pm to 11:59pm. • Within the 3-6 month, the website shall be compliant with city, state, and federal guidelines for international web operations for Los Angeles, CA, Toronto, Canada, New York, NY, Paris France, and London England. • By the end of the 3-6 months, ABC Web designs will ensure that the web application is available in the following languages including, English, Spanish, Japanese, French and Italian.
	High-Level Project Description	XYZ Company is requesting ABC Web Designs to develop a professional website to support a growing customer base and increase ease of use.
	High-Level Requirements	<ul style="list-style-type: none"> • New company website with XYZ company logo displayed on every page • Website must display full list of XYZ Company products and services • Website must provide an About page containing XYZ history and other important information • Website must contain all XYZ Company information: address, hours of operation, phone number(s), email address • Web application that accepts customer orders, process sale and accept payment • The web application must produce detailed receipts including name of customer, items purchased, the cost of the items and total cost. • The web application must product weekly, monthly, and yearly sales reports
	Overall Project Risks:	<ul style="list-style-type: none"> • Moving to the next project milestone may be delayed due to sponsors stage gate requirements • XYZ Company may not have budgeted for ABC Web Designs monthly web hosting service fee in order to maintain the website for five years. • Stakeholders interest in the project may lessen as the project progresses • Deliverables cannot be successfully achieved in allotted time frame

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Project Team

Title:	Core Team Members:	Department	Telephone	E-mail
Project Manager:	Czara Reynolds	IT	555-555-5555	czarareynolds@abcwebdesigns.com
Web Designer	Helen Peters	Design	555-222-2222	helenpeters@abcwebdesigns.com
Senior Developer	Jason Morris	DevOps	555-222-2223	jasonmorris@abcwebdesigns.com
Senior Web Designer	Scott Fasset	Design	555-222-4444	scottfasset@abcwebdesigns.com
Consulting Analyst	Cindy Lewis	IT	555-333-5555	cindylewis@abcwebdesigns.com

Stakeholders (e.g., those with a significant interest in or who will be significantly affected by this project)

Name	Telephone	E-mail
Roger Wilson	333-333-3333	rwilson@xyz.com
Lisa Sellers	222-222-2222	lsellers@xyz.com
Tom Kane	444-444-4444	tkane@xyz.com
Edward Speck	555-555-7777	especk@xyz.com
James Pulliam	777-777-7777	jpulliam@xyz.com
Carol Donners	888-888-8888	cdonners@xyz.com

Summary Milestone Schedule

Project Charter Acceptance	1 week to gain approval from sponsors	08/10/2020 - 08/14/2020
Project Launch	2 weeks from project charter acceptance	08/28/2020
Gather and finalize XYZ web requirements	3 weeks from project launch date	09/18/2020
Draft Design	2 weeks from finalizing requirements	10/02/2020
Final web design	1 week from draft design completion	10/09/2020
Web development completion	7 weeks from final web design	11/27/2020
Web user testing completion	3 weeks from development completion	12/18/2020
Live beta testing completion	4 weeks from user test completion	01/15/2020
Perform final updates from beta testing	3 weeks from completion of live beta test	02/05/2020
Go live	1 week from perform final updates	02/12/2020

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Project Success Criteria *The project success criteria refer to measurable terms of what should be the outcome of the project that is acceptable to the end user, customer, and the stakeholders.*

The project is successful when:

- The project is completed within the allotted 3-6 months.
- The project meets quality targets for user inquiries, sales orders, and transaction response time no greater than 3 seconds.
- The project meets quality targets for internal moves to product menus and inventory with response times between 2-3 seconds.
- The project stage gates are approved by project sponsor

Project Exit Criteria *Exit criteria are the criteria or requirements, which must be met before completing a specific task or a process. It is a predefined set of conditions that must exist before a unit of project work can be deemed, completed.*

- ABC Web Designs will work with the operations team to ensure proper hand off of management responsibilities.
- ABC Web Designs will transfer all project knowledge and documentation to the operations team and provide support to the team to answer any questions during the early stages of operations.
- Obtain formal written sign-off from the project sponsor/ customer that the project is complete.
- Compile final project report with final cost and schedule performance, performance trend analysis, requirements traceability matrix showing acceptance, system quality reports, project change log, risk register and issue log and resource utilization log.
- Hold formal lessons learned meeting and compose a lessons learned document.
- Release project team, and ensure final payments have been completed before closing any open accounts.

Assumptions *List any assumptions that are believed to be true either through Experience or high-level Historical Data. A Project Assumption is stated without any empirical evidence. All Project Assumptions are potential risks. Assumption Analysis is one of the important techniques for Risk Identification. Project Assumptions should be well Documented and well Communicated.*

- The project team will be readily available throughout the duration of the project
- The project will have support from the managers of those on my project team
- The stakeholders will be active participants throughout the process of the project
- The operations team is equipped to handle hand off once project is complete
- The budget is defined and will allow completion of the project
- The project has the necessary skills to complete the project

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Constraints List any conditions that may limit the project team's options with respect to resources, personnel, or schedule (e.g., predetermined budget or project end date, limit on number of staff that may be assigned to the project).

Timeline	The project must be completed within 3-6 months without any delays.
Quality	The website must respond to user inquiries, sales orders, and transactions with response times not greater than three seconds
Quality	Internal move to product menus and inventory must respond within two or three seconds
Quality/Time	Website must be operational 24 hours a day Monday- Saturday and for 20 hrs on Sunday including all national holidays
Quality	ABC Web Design must provide maintenance for the XYZ Company website for five years

Sign-off

	Name	Signature	Date (MM/DD/YYYY)
Executive Sponsor	Roger Wilson	<i>Roger Wilson</i>	08/14/2020
Department Sponsor	Tom Kane	<i>Tom Kane</i>	08/14/2020
Project Manager	Czara Reynolds	<i>Czara Reynolds</i>	08/14/2020