**Program Charter**

1. **Executive Summary:**

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| **Program Justification:** |

1. **Vision and Strategic Alignment:**

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| **Program Vision:** |
| **Strategic Alignment:** |

**3. Scope and Benefits:**

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| **Program Scope:** |
| **Expected Benefits:** |
| **Benefits Strategy:** |

**4. Assumptions and Constraints**

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| **Assumptions:** |
| **Constraints:** |

**5. Program Components:**

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**6. Risks and Issues:**

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| **High-Level Risks and Responses:** |
| **Issues:** |

**7. Timeline and Resources:**

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| **Program Timeline:** |
| **Resources Required:** |

**8. Stakeholder Considerations:**

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| **Stakeholder Identification:** |
| **Stakeholder Engagement:** |

**9. Governance Framework:**

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| **Governance Structure and Key Stakeholder Responsibilities:** |
| **Decision-Making Process:** |
| **Reporting and Monitoring:** |

**10. Approval:**

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| **Executive Sponsor:** |

**11. Conclusion and Approval**

**Summary of Key Points:**

* The program aims to enhance customer support through innovative applications
* Strong alignment with strategic goals and high potential ROI

**Approval Signatures:**

* Program Sponsor: [Name]
* Program Manager: [Name]
* Key Stakeholders: [Names]