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| **Project Title:** ACH Streamlined(tentative title) | |
| **Start Date:** 01/25/2016 | **End Date:** 05/06/2016 |
| **Project Manager:** Hemin Qaradagi | |
| **Project Sponsor:** UMKC | |
| **Customer:** Commerce Bank | |
| **Users:** Commerce Bank Employees | |
| **Stakeholders and Expectations:**  Project Team: Have ready access to individuals with the authority to make decisions regarding software requirements. Be given feedback on product increments.  Professor Burris: Teams put forth their best effort with several completed, high quality applications to showcase at the end of the semester to the client.  UMKC Dept of Computer Science & Electrical Engineering: Continue to uphold a positive reputation among potential student employers such as Commerce Bank.  Users: Obtain a functional and well designed app that adheres to the specified requirements and can be easily extended or modified in the future. | |
| **Purpose (Problem or opportunity addressed by the project)**:  Some Commerce Bank customers receive automatic direct deposits from government social security checks.  If a customer dies, he or she may mistakenly receive a direct deposit into their banking account before the government correctly terminates the deceased person's income. If this happens, the government needs to cooperate with Commerce Bank to reclaim their funds so Commerce must keep track of these cases. The current system to do this at Commerce is through an Excel spreadsheet, however, the company would like to make the process more automated by using a case management application. | |
| **Goals and Objectives**:   * Create a simple, intuitive web application that creates a straightforward tool for the ACH Department at Commerce bank to track open requests and research past requests * Create a graphical interface that is both aesthetically pleasing, while not distracting or confusing the user. * Provide easy-to-use functionality for producing useful reports of information that can help Commerce in their analysis. Flexibility in what kind of information can be produced is ideal. | |
| **Schedule Information (Major milestones and deliverables)**:  01/29/2016 - 1st half of Project Charter Complete  02/05/2016 - Gather requirements  02/08/2016 - 2nd half of Project Charter Complete  02/10/2016 - Product Backlog & Use Cases for Iter #1 Complete  02/17/2016 - Requirements Document Complete  02/29/2016 - Technical Prototype Complete  03/02/2016 - Project Plan Complete  03/06/2016 - Iteration #1 & Use Cases for Iter #2 Complete  03/09/2016 - Customer Approved UI Prototype Complete  03/16/2016 - Architecture Document Complete  03/20/2016 - Iteration #2 & Use Cases for Iter #3 Complete  03/21/2016 - Project Demo  03/25/2016 - Sprint Review with Commerce Bank  04/10/2016 - Iteration #3 & Use Cases for Iter #4 Complete  04/24/2016 - Iteration #4 & Use Cases for Iter #5 Complete  04/27/2016 - User Guide and System Documentation Complete  05/02/2016 - Iteration #5 Complete  05/05/2016 - Product Released  05/06/2016 - Present Product to Commerce Bank | |
| **Financial Information (Cost estimate and budget information)**:  Project has no monetary budget as all labor and technology is unpaid or free.  However, team members will have to devote about 5 hours/week to complete project assignments in a timely manner. Time is a valuable expense for students and time management skills will be key for project completion. | |
| **Project Priorities and degrees of freedom:** Dates are not flexible without prior authorization from the sponsor. Budget is extendable in terms of hours put in by each team member. This is at the discretion of the team based on approaching deadlines. Team roles are not changeable, but members may contribute to other roles based on workloads of individual team members. This will be determined on a need basis. | |
| **Approach:** Iterative and incremental development is planned. If client feedback is available, it will be used in each iteration. No code will be released without passing a code review first. The first iteration will focus on establishing the development technology and basic functionality of the app. Subsequent iterations will build upon that and incorporate more features as time allows. | |
| **Constraints**:   * No expenses are available for the project * App completed by May 5. * App built using .NET or Java MVC framework | |
| **Assumptions**:   * Commerce will provide project requirements. * Commerce will provide some form of project feedback. * Changes in requirements will be conveyed at least 2 weeks prior to their deadline. * All requirements can be completed with respect to the financial budget. | |
| **Success Criteria**: The project will be considered a success if (1) the team delivers an operational prototype at the end of the semester with the features mentioned in the goal section above, and (2) 80% or more of the team members would be willing to work together on another software project in the future. | |
| **Scope**:  Four different types of positions that will have varying levels of access to modify details of an ACH case through the use of a UI.  Call center needs the ability manually create a new case. A case may also be created by the ACH Ops importing/uploading a NACHA file. ACH Ops needs the ability to add details/notes/investigation to a case as it is being worked.    The case will remain open until case has been paid. Case may be re-opened and modified after closed. Date created and the amount of time the case has been opened must be tracked in order to track SLA.  ACH Ops needs ability to search for cases by search criteria to either find a specific case, or find multiple cases.  ACH needs useful reporting to examine stats. | |
| **Risks and obstacles to success**: A risk the team faces is a lack of experience and familiarity with developing web apps in general, framework. This lack of experience makes it difficult to predict the level of work required for the app's features and we do not yet have a clear picture of how the code will be implemented. New technologies encountered in this project present technical risks that could delay progress. In addition, working effectively as a team presents a risk for every group project. The project presented here is much too large for a single person to complete, so strong cooperation, patience, and willingness to help each other are key attributes toward fulfilling the success criteria. | |
| **Signatures**  **\_** Hemin Qaradagi**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Project Manager**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Project Sponsor**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Customer**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Technical Lead** | |