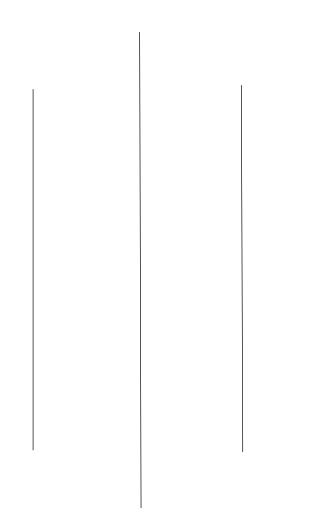# 2022-T1 CSD 3423 – INTRODUCTION TO PROJECT MANAGEMENT

(FSDM Group 2)

ASSIGNMENT – PROJECT CHARTER

GROUP - E

Submitted by
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Submitted to
Sadaf Moheddin
"Lecturer / Supervisor"

Project Name: - Upgrades on CINEFLIX (OTT Platform)	
Project description: -	CINEFLIX is an Online OTT platform for watching movies, tv shows, documentaries, and dramas which are currently facing multiple issues, due to which the company is losing its customers, revenue is decreasing rapidly, and customers are not happy as they are providing negative reviews. Some of the high-level assumptions are: • The user interface is not appealing and interesting to use. • The user interface is very complex which makes it harder for a user to find their desired content. • Less a number of features such as the option of filtrations, no subtitles, no download option, etc. • Website and mobile applications take too much time to load the data. • Payment methods show errors many times. • Less content is available.
Project objectives: -	The objective of this project is to investigate the reasons for problems in the applications and propose a solution to improving customer satisfaction by providing a better user interface, backend, networking, payment modes, and content, which will attract a greater number of customers and also increase the revenue of the company.
Project is considered successful when: -	• It increases the company revenue by at least 45%. • Improve customer satisfaction. • Increase the number of downloads from Google Play and App Store. • The app has received more than 80% positive reviews and ratings of 4-5 stars on both Google Play and the App Store. • Zero QA Errors • When the user interface of the website and application becomes easy and simple to use • When the user interface becomes interesting and attractive for the user. • When the network becomes faster and there should be no delay in the loading of data from the networking end. • When the backend processes the data 3 times faster. • When online platform works smoothly and faster even in heavy traffic. • When issues with payment mode get resolved and it works without any unnecessary errors.

Project Participants: -	Title:	Name:
	Project Sponsor Project manager Quality Control Lead Tester Developer team leader	Basanta Shahi Anuj Meena Meera Raghuvaran Prit Patel Navdeep Saini

| **Available Resources: -** | • Two data analysts to collect the data/information to find the actual problems.
 • A networking team for one week.
 • Two backend developers for two weeks.
 • Two frontend developers for one week.
 • A tester to test the website and mobile application.
 • Quality analysis team to check that the final project meets the sponsor's requirements.
 • Current budget: $7000.
 • Testing environment:
   1. PC: Windows 11, i5 11th generation, 4GB RAM, 512GB ROM.
   2. PC: Apple MacBook Air 2015, 8GB RAM, 128GB ROM.
   3. Mobile: Apple 11 pro.
   4. Mobile: Samsung Galaxy S22. |

Milestones: -	Status: -	Due: -	Deadline: -
	• Work breakdown structure	07/10/2022	10/10/2022
	• Adding new features after beta-testing	17/10/2022	25/10/2022
	• Completing the new frontend design.	15/10/2022	16/10/2022
	• Normalizing the backend.	16/10/2022	17/10/2022
	• Adding a new payment mode.	19/10/2022	20/10/2022
	• Approval from the tester.	22/10/2022	23/10/2022
	• Approval from the quality analysis team.	25/10/2022	16/10/2022
	• Getting approval for the final project from the sponsors.	27/10/2022	27/10/2022
	• Closing of project	30/10/2022	1/11/2022
Potential Risks: -	• The team may not be able to meet deadlines due to undergoing a lot of quality control measurement strategies or a lack of resources. • The team may run over budget due to extended development or testing time. • The data collected and assumptions about the Platform can be insufficient which can create problems in fulfilling the sponsor's requirement. • New frontend design might not get along with the theme of the company. • The database of the company may not be enough to hold anticipated data. • Backend and database modification may lead to the loss of data of the company. • If issues with payment mode does not resolves, customers can lose their money.		

Approval: -	Title and name: -	Date: -
	Tester: Prit Patel Signature: *Prit*	23/10/2022
	Developer team leader: Navdeep Saini Signature: *Navdeep*	16/10/2022
	Quality Control Lead: Meera Raghuvaran Signature: *Meera*	23/10/2022
	Project Manager: Anuj Meena Signature: *Anuj*	15/10/2022
	Project Sponsor: Basanta Shahi Signature: *Basanta*	27/10/2022