Project charter

Full Stack Test Scenario Tracking System

August 26, 2025

3A, Jalan Teknologi, Taman Sains Selangor, 47810 Petaling Jaya, Selangor

# Version Control

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| --- | --- | --- | --- |
| Version | Revision Date | Updated By | Summary of Changes |
| 1.0 | August 26 | BEH HAO JUN | Initial Version |

# Project Overview

This section provides an overview of the Test Scenario Tracking System with its objectives and the scope of the system. The aim is to establish a clear understanding of the system's purpose and the key features it will offer to improve issue tracking and resolution within the organization. Below are the detailed objectives and scope of the project:

1. Objective:

The Test Scenario Tracking System aims to streamline and modernize the process of creating, assigning, executing, and tracking test scenarios in software development and system testing workflows. The system will serve as a centralized, role-based platform that enhances transparency, traceability, and accountability among Business Analysts, Quality Assurance Engineers and Project Managers.

1. Scope:

The system will be developed as a Full-Stack Web Application which is available to authenticated users within the organization. It will include:

* **User & Role Management**:Authentication and role-based access control (e.g., admin, QA, BA).
* **Test Scenario Management**: Creation, editing, assignment, execution tracking, and version control of test scenarios.
* **Defect & Outcome Tracking**:Linking scenarios to defects and recording pass/fail analytics with audit logs.
* **Dashboard & Reporting**:Summarized views of test progress, execution outcomes, and bottlenecks.
* **Notification Features**:Email and in-app notifications for execution updates, reassignments, or failures.
* **System Design & Integration**:RESTful API for frontend-backend communication, relational database for test case/result persistence.
* **Deployment & Scalability**:Hosting on cloud platforms for demo/testing with considerations for performance and security.
* **Documentation**: Comprehensive technical documentation including ERDs, API docs, and flow diagrams.

# Project Details

This section provides an overview of the Test Scenario Tracking System project details, outlining the project stakeholders, assumptions, constraints & risks to ensure successful implementation. The aim is to present the key details of project execution and confirm that all requirements for implementing the enhanced ticketing system are fulfilled. Below is the list of stakeholders and resources for this project:

1. **Location**

The project design and development process will primarily be conducted at the SIP’s main office and the requirements gathering for the project are collected from SIP’s Business Users (HRD Corp Project Members and Supervisor).

1. **Stakeholders:**
   * **Full Stack Developer: Beh Hao Jun** 
     + Client Requirement Gathering
     + Documentation & Planning
     + System Design and Data Modeling
     + Frontend Development & Backend Development
     + Integrate Database and APIs
     + Project Integration with Issue Ticketing System
     + Project Documentation
     + Develop Project Test Script and Perform Testing
   * **Supervisor: Izzul** 
     + Provide Project Guidance and Mentorship
     + Review Project Documents and Deliverables
     + Project Progress Monitoring
   * **End users: PMs, BAs, QAs, Testers, BUs, Admins**
     + Provide Detailed Business Requirements
     + Participates in System Walkthroughs and Demos
     + Perform User Acceptance Testing (UAT)
     + Validate system functionality and Give Feedback
2. **Resources**

* **Human Resources:**
* Full Stack Developer (Intern)
* **Technical Resources:**
* Development Platforms: Eclipse, Visual Studio Code
* Programming Languages: Java Spring Boot, Angular, SQL
* Database: PostgreSQL
* Wireframing Tool: Figma
* Supporting Tools: GitHub (Version Control), Postman (API Testing), MS Project (Project Management)

1. **Assumptions**
   * **Single Developer Development**
     + The project will be developed and maintained by a single person with guidance from the supervisor and other feedback from end users
   * **Internet & Browser Requirement**
     + The users of the system should have a stable internet connection and modern web browser to access the system.
   * **Controlled Deployment**
     + The system will only be deployed in a controlled environment and not as a full-scale enterprise solution
   * **User Availability for UAT**
     + End users will be available for feedback and testing during the UAT phase.
   * **Willingness to Transition**
     + End-users are open to transition from manual steps to using the newly developed Test Scenario Tracking System.
   * **Unchanged Requirements**
     + All requirements of the Test Scenario Tracking System are assumed to remain unchanged during the project lifecycle. The unchanged requirements are to ensure that the project team can design and develop the system without the need for significant adjustment.
2. **Constraints**
   * **Limited Timeline**
     + The project must be completed before the 2u1i period ends.
   * **Stakeholder Availability**
     + The BA, QA, Testers, and Supervisors may be busy with other work which potentially limits the availability of the Test Scenario Tracking System Project.
   * **Controlled Deployment Environment**
     + The system will be deployed as an in-house solution within the organization’s local infrastructure. It is designed to support a limited user base (approx. 50–100 concurrent users). It will not be hosted on enterprise-grade or cloud environments due to scope and budget limitations.
   * **Integration Dependency**
     + The Test Scenario Tracking System must be integrated with the Issue Ticketing System to ensure bugs are logged and synchronized properly. The integration approach will depend on the available interfaces (APIs, database access, or file exchange).
   * **Scalability Limitation**
     + The system will be deployed as an in-house solution within the organization’s local infrastructure. It is designed to support a limited user base, with an estimated maximum of 50–100 concurrent users. The system will not be hosted on enterprise-grade or cloud environments due to scope and budget limitations, which may restrict scalability and external accessibility.
   * **Single Developer Resource**
     + Development and maintenance are handled by a single developer, which may limit the speed of implementation and bug resolution.
3. **Risks**
   * **Performance Risk**
     + If the system usage grows beyond the expected 50–100 concurrent users, the system may experience performance issues due to infrastructure limitations.
   * **Security Risk**
     + Since the system will be accessible outside the organization’s local network, inadequate security measures (authentication, encryption, firewalls) may lead to unauthorized access or data breaches.
   * **User Adoption Risk**
     + Employees may resist using the new system due to lack of familiarity, insufficient training, or preference for existing manual processes.
   * **Integration Risk**
     + Synchronization issues between the ticketing system and the test scenario tracker may cause mismatched or incomplete information across systems.
   * **Resource Risk**
     + Limited development time, skills, or support may lead to incomplete features or delays in delivery.
   * **Maintenance Risk**
     + Once deployed, the system may face challenges in long-term maintenance if there is no dedicated team to handle bug fixes and updates.

# Project Timeline



# Milestone Schedule

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| --- | --- |
| **Milestone** | **Target Date** |
| Project Charter & Timeline Approved | 1 Aug 2025 |
| Requirements Specification (SRS) Completed & Approved | 1 Oct 2025 |
| System Design Finalized (FSD) & Approved | 3 Dec 2025 |
| Backend Development Completed | 9 Mar 2026 |
| Frontend Development Completed | 9 Mar 2026 |
| System Testing Completed (UAT Sign-off) | 27 Mar 2026 |
| System Deployed & Documentation Completed | 24 Apr 2026 |
| Project Closure | 11 May 2026 |

# Project Charter Approval and Sign-off

The undersigned acknowledge that they have reviewed the Project Charter for the Ticketing System with Test Scenario Tracker Integration. Approval of this document indicates agreement with the project scope, objectives, deliverables, assumptions, constraints, risks, and milestone schedule as defined herein.

This document formally authorizes the project team to proceed with the planning and execution of the project in alignment with the details outlined.

**Approval Signatures:**

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| --- | --- | --- | --- |
| **Role / Title** | **Name** | **Signature** | **Date** |
| **Supervisor** |  |  |  |
| **Project Manager** |  |  |  |
| **Business Analyst** |  |  |  |
| **Technical Lead** |  |  |  |
| **QA** |  |  |  |