

Contract

The project is conducted for learning purposes in order to simulate the actual work done according to the MUST method for the course Business Processes and Organisation, Fall 2013, at the IT university of Copenhagen. The project will produce a business case, but will not solve the investigated problem. The project will be supervised by Nina Boulus-Roedje and Elisabeth Broe Christensen.

Purpose of project charter

The project charter defines the objective of the project and what work has to be done to reach this objective, as well as which resources the project team needs from DANX and which deliverables the company will receive.

The project charter serves as a contract between the project team and DANX, such that everyone involved in the project has the same view of the vision, assumptions, planning, resource consumption and boundaries of the project.

Premise

Scope

The scope of the project includes internal communication, not communication with customers and others outside of DANX. In other words this means that customers will still have the same high degree of service and availability from all IT-staff, because the proposed solutions do not seek to change the way customers communicate with the IT-staff of DANX.

Critical preconditions

- It must be possible for the project group to observe how the work flow of DANX is on a regular day.
- The project group can conduct interviews with persons relevant to the assignment.

Assignment and Objective

The employees of DANX can not access error reports from a specific customer, because the reports are not documented or do not contain information that identify the customer. This hinders potential evaluation of support given to a customer.

How can employees of DANX access documentation for customer support?

The problem is solved when at least one employee of DANX can access documentation for customer support within two minutes.

Agreements and coordination

The project groups contact person in DANX is marketing manager Malene Vig Hjarnaa. she will be responsible for providing contact to other employees inside the company and making the required resources available. Malene can be contacted on mhj@danx.dk, during regular office hours, i.e. 0900-1600. The contract extends to 16. december 2013.

Signatures

Malene Vig Hjarnaa

Mark Thorhauge

Date _____

Activity	Date/Time	Actors
Interview and presentation	24.09.2013 09:00 - 12:00	Malene Hjarnaa, Gert Philipsen, Lasse Trier
Interview	23.10.2013 10:00 - 10:45	Lasse Trier, Lahib
Interview	13.11.2013 10:00 - 11:00	Lasse Trier, Jakob
Interview	20.11.2013 10:00 - 11:00	Lasse Trier
Interview	27.11.2013 10:00 - 11:00	Lasse Trier
Interview	29.11.2013 10:00 - 11:00	Gert Philipsen