



## **ISYS 630 Project Management**

### **Pie Pub Restaurant**

#### **Project Charter**

Group 3

#### **Team members**

Abeer Katiyal | Aditya Purandare | Sneha Chandrashekaraiah

# PROJECT CHARTER

**Project Title:** Pie Pub Restaurant Expansion

**Project Customer:** Pie Pub Restaurant

**Project Manager:** AgVentures Inc

**Project Sponsor:** Restaurant and Franchise owners

**Date prepared:** 02/12/2016

## Project Purpose or Justification:

Pie Pub restaurant currently has its branches in Dallas, TX and Miami, FL. Owing to flourishing business, the owners have decided to expand Pie Pub restaurants to 25 branches, under the franchise regime. The issues that need to be addressed to have a modern chain of restaurants are as follows:

- Replace antiquated Point of Sale (PoS) systems with scalable PoS solution
- Integrated inventory management system
- Wi-Fi access for software systems and customers
- Mobile table-management technology

We plan to expand and technologically arm the current two branch restaurant business to a 25 branch franchise-owned distributed business to gain a competitive edge in the restaurant business.

## Project Description:

To be technologically adept, we propose to install the best available and in-budget COTS solution for PoS system and provide cloud-based connectivity. We plan to provide wireless internet access for table management software and encourage longer customer stays in the restaurant.

## Project and Product Requirements:

Our recommended PoS solution provides access to reports, modify menus, allow customized login credentials, and real-time data updates. Hardware includes cabling, connectors, routers, modem, laptops, tablets, PoS terminal. Access is provided from anywhere and at any time, based on credentials.

- Requirements gathering and risk analysis on equipment, software, PoS and cloud based technology
- Analysis and recommendation on the hardware and software implementation
- Customization on COTS PoS, wireless routers, cloud computing technology
- Equipment purchase, installation and unit testing at all locations
- Recommendation of web-based inventory management software
- Providing scalable infrastructure to 25 locations, and possible expansion
- Training to staff at all locations in 5 days and maximum 60 working hours
- Integrating data from all the locations and perform integration testing

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- Provide testing, quality analysis and sustenance analysis
- Web-based inventory management and tracking system
- Provide precise and detailed documentation for all analysis and testing
- Define standards on documentation, reporting and processes
- Provide secure credit-card processing system
- User-acceptance testing
- Endurance testing

## Acceptance Criteria:

- No synchronization failures across branches
- Endurance test results approval
- Automatic upgrades to software
- Significantly reduce hardware footprint in all stores
- User acceptance test results are approved
- Test results of integration testing are approved
- Project is in budget
- 10% acceptance rate for low priority risks

## Initial Risks:

- Budget constraint: Given the \$350,000 budget, the quality of hardware, software and other purchases will have to be made in accordance.
- Training: Most restaurant workers are not tech-savvy, so training them on the processes, do's and don'ts of the system in the given timeframe of 5 days and 60 hours might prove difficult.
- Integration issues: The management now includes franchise owners, who might want custom features, which might prove difficult to integrate. Also, integration across the geographically distributed locations might take longer than usual and prove more difficult in the anticipated timeframe.
- Deadline and priority management: Given the scope of project, timeline is going to be stringent. Also, testing requirements for successful deployment, error detection and correction might prove difficult.

Project Objectives	Success Criteria	Person Approving
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## Scope:

Scope is defined by the "Requirement Gathering" and	Success will be measured on adherence to requirements	Margaret Thatcher
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“Scope Definition” documents. Any changes or enhancements will be submitted through “Change Request” documents	and scopes defined in the documents mentioned.	
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## Cost:

Budget shall be maintained by bidding tenders or obtaining optimal deals on hardware and software	Purchase, setup and payment is managed within budget	Pranab Mukerjee
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## Time:

Requirement gathering, analysis, testing, documentation, deployment and user acceptance testing are done in as mentioned in the phase document	Completion of SDLC and staff training in 6 months	Manmohan Singh
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## Quality:

Quality analysis will part of each phase. Quality testing and user acceptance testing will be done.	All user concerns are addressed and answered.	Charles Kurowski
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## Other:

N/A	N/A	N/A
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Summary Milestones	Due Date
Requirement Analysis (Hardware and Software)	01/19/2016
Project and architecture design	02/01/2016
Risk analysis	02/16/2016

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Development and customization	04/15/2016
Unit Implementation and testing	04/30/2016
Integration and testing	05/12/2016
Quality testing	05/25/2016
User-acceptance testing	05/31/2016
Training	06/02/2016

## Estimated Budget:

The estimated budget is \$350,000 for 6 months of project completion. This include the staff, software hardware and external expenses incurred related to the project

- Complete purchase cost of hardware and software and 40% of the payment will be before the project begins.
- 30% payment will be done after the development phase is done and the stakeholders sign off on the phase completion
- The last installment of the payment will be done after successfully deploying the payment.

## Project Manager Authority Level

## Staffing Decisions:

The core team will comprise of a project manager, three software developers, a solution architect, 2 testers, 1 business analyst, 1 network engineer.

- Project Manager: Oversees the project progress, any major change or deviation from initial agreement will require his/her sign-off. He is responsible for successful initiation, planning, design, implementation, monitoring and deployment of the project
- Software Developer: Key player in successful implementation and deployment of the customized product
- Tester: Tests for any deviation in product behavior and performance in case of abnormal input. Also tests for the quality of the product performance according to specified protocols.
- Business Analyst: Key person responsible for requirements gathering, analysis and business solution to any issues.
- Network Engineer: Deals with the network integration of the COTS and hardware at the location.

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## Budget Management and Variance:

A high level estimate breakup of the budget is as follows:

- Hardware: \$55,000
- Software: \$55,000
- External Connectors: \$7000
- Staff: \$233,000

The project manager can alter the team structure and size as he sees fit. any variance in the budget with 1% can be made without any approvals.

## Technical Decisions: (Assumptions)

- Successful installation and integration of data of COTS PoS from all location
- 24/7 wireless access availability to all staff and customers.
- Successful deployment of cloud based technology reducing the hardware footprint to a bare minimum.
- Establishing a secure inventory management system and tracking system using Universal Product Code on all product.
- Establish auto-upgradation of software to all systems so there are no downtime to any upgrade.

## Conflict Resolution:

- Any minor change to the initial approved requirement document will be presented in the form of change request document.
- Addition of any major module or enhancement will be presented as an enhancement document.
- After every phase conclusion, a stakeholder meetings will take place where sign-offs on the current stage will be done.
- In case of major discrepancy, both the client and the company will present their case with third party negotiators.

## Escalation Path for Authority Limitations:

The following will be followed for any escalation:

- Any change related conflict will be done with reference to “Requirements Specification” document.
- Negotiators and all stakeholders will be present in all conflict resolution meetings.
- Escalations will follow pre-approved hierarchy and only properly filed applications will be entertained.
- Arguments from both sides will be heard and a third party negotiator will be present
- All issues will be given a reference number and filed for future use

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- An escalation path is described below:
  - a. Internal escalation route:- Team leader-->Project manager-->Administrator-->Executive
  - b. Vendor escalation route:- Team leader-->Project manager-->Account manager-->Account executive

## Approvals:

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**Project Manager Signature**

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**Sponsor or Originator Signature**

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**Project Manager Name**

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**Sponsor or Originator Name**

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**Date**

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**Date**