|  |  |
| --- | --- |
| **Name: James Heikkinen**  **Course & Term: MGMT-260, Fall 2023** | **Project Charter** |

|  |  |
| --- | --- |
| **Title** | Integrating Artificial Intelligence Chatbot in an Information System to Increase the Productivity of Fictional Company, INC’s Employees |

|  |  |
| --- | --- |
| **Brief**  **Description &**  **Justification** | The goal of this project is to implement artificial intelligence (AI) chatbot into the company’s information system to increase overall productivity. Other companies in our industry are taking advantage of AI in the workplace. As a result, the employees accomplish tasks at a faster pace.  This project will consist of conducting research on the various types of AI chatbot software and assessing which software will benefit the organization. Then, the software that is chosen will undergo a Cybersecurity software risk assessment. Once the software has been considered safe, it will be integrated into the testing environment for software testers to ensure the AI provides the expected requirements. The final phase will be deploying the software into the production environment. |

|  |  |
| --- | --- |
| **SMART Goal(s)** | Spend under $50,000 in 6 months for conducting research and risk assessing artificial intelligence chatbot software for the company’s information system. Will evaluate at least three potential software solutions based on pre-defined criteria. Which will ensure the correct software implementation for the organization’s information system.  Manage a budget of $200,000 for testing and deploying the artificial intelligence chatbot software onto the information system within a 6-month time frame. Testing will be completed in 3 months and will have specified criteria for deployment approval. Deploying the AI software into the production environment will be completed within 3 months after the testing phase. This goal is necessary for finalizing the project to support the organization’s increase in the productivity of its employees. |

|  |  |
| --- | --- |
| **Budget**  **Estimate** | **Total Allocated Budget:** $250,000  **Research/Risk Assessment:** $50,000   * **Research –** Software developers will conduct research on at least three compatible AI software solutions. ($20,000) * **Risk Assessment** – Verify software contains no bugs or security vulnerabilities. ($30,000)   **Digital resources:** $200,000   * **Purchase Software With Licenses** – Purchase approved AI software for testing environment while staying within budget. ($50,000) * **Conduct Testing** – Design, configure, and train AI to work with information system data in a testing environment. ($100,000) * **Deploy in Production Environment** – Deploy AI software based on configuration that was approved on the testing environment ($50,000) |

|  |  |
| --- | --- |
| **Scope** | **In-Scope**   1. **Software Research:** Assessing the most compatible AI software for the organization’s information system. 2. **Software Risk Assessment:** Verify the new software is safe to implement on the organization’s information system. 3. **Purchase Software:** Purchase software for testing. 4. **Test Software:** Design and experiment with the AI software and ensure functionality meets criteria for production. 5. **Deploy Software:** Deploy approved software into the production environment.   **Out-of-Scope**   1. Third-party tools for AI software. 2. Training in AI software development. 3. Implementing AI software for clients to use. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Stakeholders &**  **Roles** |  | | |
| **Name** | **Title** | **Role** |
| Jane Doe | CEO, Fictional Company, Inc. | Project Sponsor |
| James Heikkinen | Software Architect | Project Manager |
| John Doe | Information Technology Manager | Int. Stakeholder / Project team member in charge of the information system. |
| Jessica Johnson | Cybersecurity Manager | Int. Stakeholder / Project team member in charge of the company’s Cybersecurity |
| Jerry Johnson | Software Test Lead | Int. Stakeholder / Project team member in charge of testing the AI software and creating metrics for employee (Client) productivity. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Constraints**  **Assumptions**  **Risks** | **Example** | | |
| **Constraints** | **Assumptions** | **Risks** |
| Limited Budget | AI Software integration will fit within the company’s allocated budget. | Financial risks will halt the implementation of the Software. |
| Non-Compatible Software | There will be a compatible AI software for the organization’s information system. | Financial risk when researching software that will not be compatible. |
| Limited Time testing Software | Testing and configuring AI software will be completed in 3 months. | Finances may be at risk if organization can not expand their budget for AI project. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Approval** |  | | |
| (signature) | (signature) | (signature) |
| Jane Doe | James Heikkinen | Jerry Johnson |
| Project Sponsor | Project Manager | Software Test Lead |