



Group Number		Tuesday Tagus	Tuesday Alameda	Thursday Alameda	Friday Alameda
20			x		
Student Number	Student name				
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Project Charter

Project Purpose

- What?

With this project we intend to develop an information system (HR Portal) composed by 4 modules and integrated with the legacy system for our client (ISTRetail).

- Why?

This project's main goal is to help our client overcome these difficulties: modify employees' personal information, manage the holiday's process, manage the training process and guarantee a timely communication of corporate information.

Deliverables

- HR-Portal
- Employees register module
- Training management module
- Holidays and absences module
- Corporate information module
- Interface

Constraints

Cost :

- The project has an approved budget of € 200.000.
- The contract with a fixed price is expected to be less than € 120.000 (including software and services).
- The accepted budget variance (by the end of the project) shall be less than 5%.



Time:

- The project proposals shall be delivered until the 15th November to guarantee the project start in the first week of December 2019.
- The system should be operational four months after the project plan approval, with less than two weeks tolerance.
- The contractor shall offer a minimum warranty period of three months.

Stakeholders

Stakeholder	Expectations	Criteria / metrics
Employees	Effective internal and easy to use communication system	Surveys
HRD Director	Less workload Increased overall satisfaction of employees	No paper or emails needed
External supplier	Project success	Meet all the success criteria
SID Director	Team success	Project success
HRD team	Reduced administrative personnel processes	Surveys
SID team	Integration success Maintainable system	System testing Quality of technical documentation

Project Benefits

Benefit	Verification
Reduction in the DRH effort	50% reduction on the procedures for justification of absences
Reduction of the HHR effort	25% reduction on the planning of training actions
Turnover reduction	5% reduction
Reduce staff costs of DRH	10% reduction
Increased convenience of all employees in the relationship with the DRH	Survey

Project Management Success Criteria

Criteria	Metric
End User satisfaction	Number of non-conformities during acceptance tests should be less than 10%
Fast correction of non-conformities	Time for non-conformities correction must be less than 24 hours
Satisfactory training sessions	Training sessions evaluation can't be less than 3,75 (0 to 5 scale)
Time	The system should be operational four months after the project plan approval
Budget	€ 200.000

Success Factors

Factor	Responsible
Hardware and Infrastructures	ISTretail's technical coordinator
Available human resources	HRD Director
Integration between our framework and legacy application	SID

Uncertainties – Risks and opportunities

R #	Risk identification
1	Resistance of HRD employees who might see their jobs at risk, due to the reduction of administrative personnel processes
2	Difficulty in integrating the HR-Portal with SI-RH

O #	Opportunity identification
1	Reducing the workload of some people in the DRH allows them to be reconverted to technically more motivating tasks, such as competencies management
2	The quality improvement of internal communication could be a positive factor in the reinforcement of the organizational culture

Project Owner

Identification: HRD Director

Authority:

- Start project
- End project
- Approve changes

Project manager

Identification: To be appointed by the SID Director.

Authority: Not yet defined

Scope Plan

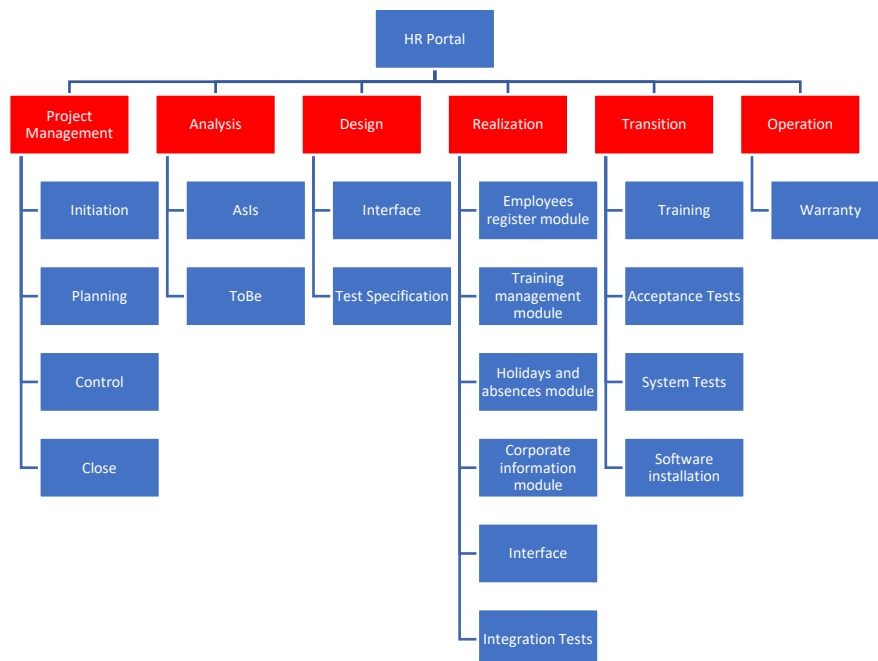


Figure 1 - WBS

WBS Dictionary

Note: Use the following template, already prepare for project management work packages, to describe each work package

Work Package	Project Initiation
Milestone	Project Started
Description (main activities)	Review Project Charter Review Stakeholders Identification Establish Project Team

Work Package	Project Planning
Milestone	Project Plan Approved
Description (main activities)	Review Project Scope and Time Define Project Organization Define communication plan Review project Plan Kick-off meeting

Work Package	Project Control
Milestone	
Description (main activities)	Control project work and changes Implement Project communication plan

Work Package	Project Close
Milestone	Project Closed
Description (main activities)	Review project objectives Collect Lessons Learned Provide Feedback Close contracts

Work Package	Analysis AsIs
Milestone	Analysis Completed
Description (main activities)	Survey employees register query and update process Survey training management process Survey holidays and absences management Survey communication of corporate information

Work Package	Analysis ToBe
Milestone	Analysis Completed
Description (main activities)	Requirement Specification



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Work Package	Design Interface
Milestone	Interface Design Completed
Description (main activities)	Design an interface that enables communication between framework and legacy system

Work Package	Test Specification
Milestone	Test Specification Completed
Description (main activities)	Specify different types of tests

Work Package	Employees Register Module
Milestone	Employees Register Module completed
Description (main activities)	Parametrization Define profiles and respective privileges Fulfill requirements

Work Package	Training Management Module
Milestone	Training Management Module completed
Description (main activities)	Parametrization Create scripts for data migration Define profiles and respective privileges Fulfill requirements

Work Package	Holidays and Absences Module
Milestone	Holidays and absences Module completed
Description (main activities)	Parametrization Define profiles and respective privileges Fulfill requirements

Work Package	Corporate Information Module
Milestone	Corporate Information Module completed
Description (main activities)	Parameterization Define profiles and respective privileges Execute Sprints Fulfill requirements Create Sprint Backlog



Work Package	Interface Implementation
Milestone	Interface Implemented
Description (main activities)	Implement the interface according to the requirements

Work Package	Integration Tests
Milestone	Integration Tests Completed
Description (main activities)	Execute and correct nonconformities

Work Package	Training
Milestone	Training Completed
Description (main activities)	Training the employees on how to use the new information system Provide technical documentation

Work Package	Acceptance Tests
Milestone	System Accepted
Description (main activities)	Realize tests and correct nonconformities.

Work Package	System Tests
Milestone	System Tests Completed
Description (main activities)	Execute tests and correct nonconformities.

Work Package	Software Installation
Milestone	Software Installed
Description (main activities)	Install all the required software for the information system to work properly.

Work Package	Warranty
Milestone	
Description (main activities)	Correct problems or nonconformities that might appear