
University of North Georgia**Project Charter****Prepared:** February 12, 2018

Project Name: Parking Services Notification System**Project Group:** Flash Cloud (flashcloud@ung.edu)

Customer: University of North Georgia – Parking Services**Project Sponsor:** Dr. Mady (Ash.Mady@ung.edu)**Project Start/End dates:** 1/23/18 – 4/17/18

Project Overview:

- This project will create a notification system for integration with the current parking services system. The purpose of the system is to automate message sending for notifying UNG's parking permit users about their upcoming permit expiration date.

Objectives:

- Increase valid permit usage
- Increase customer service support
- Automate the service using database manipulation
- Improve customer satisfaction by providing more timely information
- Provide simple procedure for official parking service database integration

Key Assumptions:

- Logging in to the parking services site displays data from the official database.
 - A test database will suffice for demonstrating the service.
 - Short term parking permits or passes do not require expiration notifications.
 - A notification sent three weeks before permit expiration allows adequate renewal time.
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Stakeholders and Responsibilities

Stakeholder	Role	Responsibility	Signatures
Jordan Todd	Developer	Develop	<i>Jordan Todd</i>
Stephanie Vercellotti	Developer	Develop	<i>Stephanie Vercellotti</i>
Brittany Ward	Developer	Develop	<i>Brittany Ward</i>