# General Information

|  |  |
| --- | --- |
| **Project Name/Project #:** |  |
| **Business Process Owner/Sponsor:** |  |
| **Author:** |  |
| **Attachments:** |  |

# Revision / Change History

|  |  |  |
| --- | --- | --- |
| **Revision Level** | **Revision Date** | **Description of Changes** |
| 01 | 4/28/11 | 1. Template version |
| 01 |  | 1. Initial Project Charter |

*The purpose of the Project Charter is to define the business goals and objectives and it should include a description of the business need the project will address as well as the deliverables resulting from the project. It is the statement of the scope in a project. It identifies the main stakeholders, provides a preliminary delineation of roles and responsibilities, and defines the authority of the project manager. It serves as a reference of authority for the future of the project*

*Assumptions, constraints for the initiative will also be included. In particular, any assumption or constraint affecting the project's schedule, budget, or quality will be listed.*

*The Project Charter should also define how the project will be managed and the governance surrounding the project including change, issues and risk management. This document is the agreement between the project sponsor, the project manager and the major stakeholders and is the guiding document for ALL further project planning and work.*

*The intended audiences for the Project Charter are the project sponsor, the project manager and all project team members. The complexity of the Project Charter should reflect the complexity of the project. Yet, at the Initiation Phase, the charter should only contain enough detail to justify the project moving to the Proposal Phase. The information should be captured at the level that it is known, with documenting major assumptions. As the project moves through the Proposal Phase, many of the assumptions will be fully defined and concluded through the decisions made at the Proposal Phase Exit meeting.*

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1. Purpose and Objectives

This should include background and WHY the project is being undertaken – what are the drivers and the business strategy that are the impetus for the project. Also include a high level description of what the project should achieve. *Wherever possible, these objectives should also be defined in terms of the consequences of not doing the project. At this time, much of the details are not known, yet an overview of the scope of the initiative should be defined in the purpose of the project.* *Scope is a precise definition of project boundaries.* *Scope Dimensions may include but are not limited to: Business/IT processes, Customers, Departments/Organization Areas, Locations, Applications/Systems, Infrastructure, Data.*

**The purpose of the project is to:**



**This project will affect the business processes in the following organizations:**



**This project is aligned with the following business strategies:**



# 2 Approach, Deliverables and Timeline



## Approach

The Approach should define at an initial high–level an outline of how the project objectives are to be accomplished. This would include the expectation of using a vendor or third party to assist with implementation, whether development and configuration would be done internally or externally, and which SDLC approach is expected to be used.



## Deliverables

The project management deliverables for the project should be agreed upon at this point with some description of the level of detail expected in each. Based on the project complexity analysis, more rigor is needed for more complex projects. Some deliverables can be combined or eliminated in less complex projects. The Project Manager and the PMO will agree on the list and level of detail below.

|  |  |  |
| --- | --- | --- |
| **Project Deliverable** | **Include** | **Comments** |
| Sponsor Interview | Required |  |
| Project Charter | Required |  |
| Complexity Analysis Spreadsheet |  |  |
| Project Schedule | Required |  |
| Project Budget | Required |  |
| Current State (As-Is) |  |  |
| Future State (To-Be) |  |  |
| Use Cases |  |  |
| Statement of Requirements | Required |  |
| Solution Delivery Proposal | Required |  |
| Concept Architecture |  |  |
| Hosting Services Agreement |  |  |
| Funding CAR | Required |  |
| Statement of Work |  |  |
| Disaster Recovery Plan | Required |  |
| Detailed Functional Requirements |  |  |
| System Design Specifications |  |  |
| Application Security Architecture |  |  |
| Unit Test Specifications |  |  |
| Testing Strategy | Required |  |
| Test Plan | Required |  |
| System/Integration Test Specifications |  |  |
| User Acceptance Test Specifications |  |  |
| Training Materials/Work Instructions |  |  |
| Support and Help Desk Procedures |  |  |
| Training Plan |  |  |
| Implementation Plan | Required |  |
| IT Change Notification |  |  |
| Proactive Monitoring Procedure |  |  |
| Team/Sponsor Surveys |  |  |
| Project Assessment and Close | Required |  |

## Timeline

The project timeline is a high level understanding of when the project is expected to start and given the assumptions and approach outlined in this document, what the duration of the project will be. It is good to note any major milestones, dates of sub-projects if known, and expected length of Execution or Launch Phases.

# Dependencies

List project dependencies and the reason for each if known.

|  |  |
| --- | --- |
| **Depends On** | **Reason** |
|  |  |
|  |  |

# Assumptions (Critical Success Factors)

List all assumptions made when determining cost, scope dependencies, deliverables, etc. for this project – what is the project team assuming in order to have a successful project.

Examples: Funding will be available by expected start date. Implementation Partner will have sufficient resources to meet project timelines.

# High Level Risks and Issues

## Risk Event

List high level project risks

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk** | **Impact (H/M/L)** | **Probability (H/M/L)** | **Mitigation Strategy** |
| Several high priority projects will compete for IT resources | H | H | Approve budget for external resources |
|  |  |  |  |

## Known Decisions/Issues

List current or pending decisions or issues that may affect the project. During the Initiation Phase, often there are no known issues, so this section can be removed in those cases.

# Project Constraints

List project constraints and the reason for each

## Technology Constraints

|  |  |
| --- | --- |
| **Constraint** | **Reason** |
|  |  |

## Date Constraints

|  |  |
| --- | --- |
| **Constraint** | **Reason** |
|  |  |

## Resource Constraints

|  |  |
| --- | --- |
| **Constraint** | **Reason** |
|  |  |

## Budgetary Constraints

|  |  |
| --- | --- |
| **Constraint** | **Reason** |
|  |  |

## 

## Regulatory Constraints (SOX, DOJ, Governmental, Legal)

|  |  |
| --- | --- |
| **Constraint** | **Reason** |
|  |  |

# Budget / Benefit Summary

The Budget Estimate at this time will be a summary of the known items with significant variability in the ranges of costs provided. The budget will be refined once the project plan has been completed.

## Budget

Is there available budget for this project?

What is the funding plan?

|  |  |
| --- | --- |
| **One Time Costs:** | **Range of $:** |
|  |  |
|  |  |
| Annual Recurring Costs: | Range of $: |
|  |  |
|  |  |
| Expected Budget Needed for Proposal Phase | Amount Needed: |
| List the major cost items needed to complete the Proposal Phase. |  |
|  |  |

## Benefits

List a high level overview of the expected benefits of the project in the following areas if can be estimated.

* New Capabilities
* Efficiency Improvements
* Cost Savings/Increased Revenues
* Other Benefits
* Risk Avoidance (potential business risk of not implementing this project)

# Organization/Stakeholders

List the key roles and areas of the organization that must be involved to ensure success of the project. This includes key business resources areas as well as technology resources.

|  |  |
| --- | --- |
| **Project Roles** | **Description** |
| Sponsor | If known, list title or part of the organization where the Sponsor should be from. |
|  |  |

# Project Control

The following section is standard to the controls that must be in place through the course of the project and does not require modification. Any changes to the Project Control must be agreed upon by the PMO.

## Roles and Responsibilities

Roles and responsibilities will be **documented and updated** in a *Responsibility Matrix* by the Project Manager. This may also include the creation of a Steering Committee and associated project governance.

## Change Management

Once the Project Charter is signed and agreed upon, it will not be changed or updated– unless significant changes or modifications need to be made. Rather changes will be noted in the Change Request (CR) documents and will be reviewed and approved separately. Therefore, the scope of a project will be the summation of its approved Project Charter plus (minus) any approved Change Requests. Change Management is the process by which the change requests are managed, approved, and incorporated into the project. This process is defined as a part of the Project Portfolio Management (PPM) process.

## Issues Management

Issues represent matters which may impede the progress or success of the project, and include decisions that cannot be resolved quickly or without research. Issues will be **documented and updated** in an *Issues Log* by the project team. Project Leadership will review and assign issues to the appropriate owner. All Project Team members will be responsible for monitoring and resolving issues and action items assigned to them. The Project Manager will monitor the progress of issue resolutions to ensure timeliness and resource availability. Efficient and accurate issue resolution is critical to the success of the project.

## Risk Management

The risk management approach is used to determine whether there are inherent risks to the project and identifying plans to manage those risks. Risks will be documented and updated in a *Risk Plan* by the Project Manager and include impact and probability of each risk as well as a mitigation plan for each. Risks will be re-evaluated/identified throughout the life of the project and mitigation plans implemented as required.

## Knowledge Transfer

Select personnel will be involved in the project, and it is the responsibility of the Project Leadership to ensure transfer of knowledge to rest of the department and end-users. All processes will be documented and will be made available to the personnel responsible for continuing support, and end users. In addition, the project team will work to ensure that others have a thorough understanding of all processes so that they may take ownership of on-going activities and improvements. The project manager should refer to corporate standards for document storage.

## Quality Management

The Project Manager will be responsible for ensuring the quality of all work. In addition, the Project Manager and Project Leadership will review all project documentation and results in order to track progress, make recommendations, and ensure accurate completion of all project activities. The objective is to provide a mechanism to ensure high quality deliverables, on time, on budget. The PMO also plays a role in Quality Management through the Gate Reviews.

# Approvals

Actual approvals may be in electronic format but authorized approvers for this document should be named here.

**Project Charter Disposition:**  Approved  Declined  Returned

**Definitions:**

**Approved**: The Project Charter is approved as is, and the project team is authorized to proceed.

**Declined**: The Project Charter is declined at this time due to other strategic priorities. It may be revisited at a later date.

**Returned**: The Project Charter is being returned for additional information or answers to specific questions. Explanation of reason for return is attached.

**Approval:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Role** | **Approval** | **Date** |
|  | Project Manager |  |  |
|  | Project Sponsor |  |  |
|  |  |  |  |