

**Purpose / Project Justification**

The purpose of this project is to help the owner (Sparky) of “Excel Property Management” (EPM) in automating their property ledger. Their current solution is an excel file (sample given) that is mostly manual and used by various support staff. However, this solution has caused some entry errors as some of his staff are not trained on excel and add typos occasionally. Sparky is also concerned about information privacy as some support should not have access to the customer data (currently just address).

Objectives and Success Criteria

The objective of this project is to deliver an excel based VBA menu-based solution that reduce the human errors in doing the day to day business with the rental ledger and at the same give Sparky the ability using the ledger manually as he does now. EPM is aware of potential security issues as a VBA can potentially be “hacked” by disabling macros, but has accepted that risk for this part of it – Phase 0.

In discussion for the better solution, Phase 1, EPM would like a more secure web-based solution so that users can access the data from any device as well as be able to rely on best practices in IT, including server, database, security, and backup processes. No additional implementation requirements given as Sparky/EPM have limited knowledge and would like our company to provide a cost-effective solution. For auditing purposes, for Phase 1, EPM would like logging and viewing of user activity including login, specific actions taken to which property, etc..

High Level Requirements

Since the current mode of using the excel is needed, the ledger transaction data should be kept in the spreadsheet. However, the customer data, and other restricted data should be stored in access database as Sparky is familiar with that technology and would be able to perform any IT functionality until his business grows. For everyone besides the admin (Sparky), the users should not be able to enter or view any of the spreadsheet in its raw form as that has been some of the cause of human error in the current ledger. So for non-admin functionality, from their perspective, it should look like a menu driven application.

So currently his support staff support all the rentals, but with the new ledger, would like to have support staff should only have access to a subset of the rentals that are grouped and assigned by Sparky. They should be able to add a new entry into the ledger with a comment for rent received, enter a charge for damages/etc., and give credit to the tenant for rent collect and/or materials purchased for the property by the tenant. They should be able to see the view only the full ledger including the balance but not able to modify any past entries. The support role should also have access to read the tenants phone numbers, property address and email address(es) and due dates and late fee grace period.

Upon opening, the application should authenticate the user and only give access to the appropriate data and functionality for their role. After authentication, if the user is Sparky (say admin role) or the support staff (say property manager role), the application should prompt for any ledger items to be entered based on the date i.e. a new monthly charge for rent based on each properties monthly rent anniversary. Also the code should prompt the user to enter an entry for a late fee (fee varies by property) to be applied if rent is past due (can be from 3-5 days from the rent anniversary). Once the recurring ledger items as noted before, the property manager should be able to enter credit for rent/etc. as mentioned before.

Sparky has hired a business analyst that should only be able to generate reports of the various properties individually, grouped, or as a whole. This role should NOT have access to any of the customer data nor any of the ledger entries, just rollup of number in the ledger.

The admin role (Sparky) should be able to do everything that the property manager role and business analyst can do. Upon authentication, the admin should be allowed to select if they want the menu mode or legacy mode. In legacy mode, it should just take them to the spreadsheet like currently and do nothing else. In menu mode, the admin should also get a warning for all the properties that have a lease expiring within 90 days. In addition, the application should only allow admin(s) to add/close out a tenant from a property, that can add/change roles for the application, add a new property to the application (each property is a separate spreadsheet), and be able to preset the property groups for reports and access rights of the support staff.

NOTE: The existing excel file given shows current typical usage for EPM and has some inconsistencies and possible errors as you may see. All customer data has been changed to avoid privacy issues.



v1.1b

Arizona State University

Project Charter: Excel Property Management Ledger Software

Assumptions / Constraints

For phase 0 (Excel manual mode and access based on role)

- Must be excel, VBA with menus vs. excel based solution.
- Must be able to be used by Sparky in its current manual mode.
- Support staff should have the right level of access
- Customer and other critical data must be stored locally in an access database.
- Business analyst role should be supported. The initial report for this phase should show Gross rent collected by quarter or by year and should be able to get this data for each individual property, as well as the defined groups, or for all the rentals.
- The high-level requirements listed above must be supported.

For phase 1, Website accessed via browser and all data in a database. No other assumptions are known at the time of this document.

Preliminary Risk Statement

Here are some initial risks identified for Phase 0 and noted to the customer and has found these to be acceptable for the initial phase.

Summary Milestones / Schedule

Phase 0 – Solution to be delivered by the end of class.

Phase 1 – This right now is negotiable based on timeline we provide to Sparky and the cost.

Summary Estimated Budget

The project manager will be the sole resource working on Phase 0 solution. The PM will work internally with his management for a schedule, cost and resources needed to deliverable phase 1.

Project Manager Responsibilities

The project manager assigned to this customer is you.