Date: October 15th 2024

PROJECT OF WEBSITE DEVELOPMENT
FOR PROJECT MANAGEMENT COURSES

Course: Intro to Project Management
Assignment: Team Project Assignment
Topic: Planning for a project to develop a website for Project Management Courses
By Team 7:
- Andy Deore C0616440 – Project Register & Communications Plan
- Chloe Damchuk C0953253 – Stakeholder Register & Cost Baseline
- Owen Ramsay C0942695 – Risk Register & Team Charter
- Prashant K C0948719 – Scope Statement
- Jainish Bista C0956131 – Schedule Baseline

Introduction:

The following document outlines the planning of the project to create a new website for educational courses for subject of Project Management. The primary goal of this project is to create a user-friendly, visually appealing, and informative platform that will attract prospective students to enroll in the courses related to Project Management. The website will also engage in attracting teaching faculties, current students, recent graduates, and industry professionals by providing access to valuable information, industry tools, and other stimuli which will indirectly spread the awareness about courses related to Project Management, and maintain industry's interest for this subject worldwide.

To ensure a well rounded, strategic, and effective approach to the website development process, this document will address the following topics in detail:

1) Project charter
2) Stakeholder Register,
3) Scope Statement,
4) Cost Baseline,
5) Schedule Baseline,
6) Various Risks associated,
7) Communications plan
8) Team charter.

With your support as our Project Sponsor, we will be able to manage the further planning & development as well as the execution & launch of this website. With our detailed and comprehensive approach, we plan to deliver a website that will not only effectively promote Project Management to potential students, but also to employers, and industry leaders who will then demand the completion of Project Management courses for career progression and job opportunities which will eventually lead to increased enrollment. We look forward to your guidance and feedback as we present our plan for website to you.

Project Charter:

- **Project Title:**

Planning and development of website for courses related to Project Management.

- **Project Purpose:**

To promote Project Management as a subject for potential students.

- **Project Objective:**
  1) Prepare a clearly defined plan to create a functioning website for Project Management in 3 weeks with our team and guidance of our Project Sponsor.
  2) Finalize on cost with considerations to required budget, time, resources, and expertise, as well as stakeholders, risks and opportunities within 2 weeks after plan is presented before our Project Sponsor
  3) Finalize the content, design, and layout of our website as per our scope statement with considerations to design, software, tools, and enrollment process within 2 weeks
  4) Finalize or rework the budget required for this project as per guidance from Project Sponsor.
  5) Start and manage the development of this website for the approved duration of 12 weeks.
  6) Finish the development of website and have it ready to be presented to Project Sponsor before the launch by 10th of January, 2025.
  7) Launch and make this website live for public once approved on January 25th 2025.

- **Project Deliverables:**
  1) Detailed plan for website development and creation
  2) Budget approved for the project
  3) Team of experts finalized and assigned to their tasks
  4) Website content is finalized with design, layout, software and database.
  5) Fully functioning website is ready and approved to be launched to public.

- **Project Success Criteria:**
  1) Project is completed within approved budget
  2) Project is completed within timeframe
  3) Website is functioning, user friendly, easy to navigate, and contains all the necessary information to read and enroll for public by proposed launch date i.e. Jan 25th 2025
  4) Website traffic is more than 10,000 per week across the world by February 25th 2025
  5) Website is generating 1000 new enquiries per week through website forms or click to call option to get more information on Project Management and enrollment process.
  6) Website has attracted a minimum of 100 verified experts and professionals to register, who work in the field of Project Management and excited to add their input on user friendly forum open to all registered members.
  7) Website has received a minimum of 500 students registering for various Project Management related courses led by 20 faculty members and instructors from March 2025
  8) Website is recognized and approved by Project Management Institute and further promoted by them as well as other institutions as a reliable source for Project Management studies.

- **Project Planning Team:**
  1) Project Sponsor
  2) Project Manager

3) Website Designers
4) Database developers
5) Front End developers
6) Website Programmers
7) Project Management Professors
8) Managerial Accounting professional
9) Lawyer specialized in Information Technology and Education laws
10) Media and Public Relation experts

- <u>Project Milestones:</u>
  1) Plan is prepared with consideration to all the aspects of Website Development and Student Enrollment Process
  2) Resources and budgets are approved for commencement of work
  3) Team of professionals is hired and ready to work on project
  4) Website software, design, content and layout is finalized
  5) Website Beta version* is ready for first focus group discussion before sending for approval
  6) Website is completely ready and functioning to put before second focus group discussion
  7) Website is ready for its final approval before the launch date
  8) Website is presented to industry professionals for expert opinion
  9) Website enquiries and traffic monitoring team is hired for next 12 months
  10) Website is launched on January 25th 2025.

Stakeholder Register:

A formal definition of a stakeholder is: "individuals and organizations who are actively involved in the project, or whose interests may be positively or negatively affected as a result of project execution or successful project completion" (Project Management Institute (PMI®), 1996).

Following table highlights some of the stakeholders, and the impact on them as a result of our specific project of developing a website for Project Management courses.

Stakeholder	Role / Description	Impact of Project	Level of influence	Success Criteria
Project Sponsor (Professor)	Provides funding and strategic guidance. Oversees the project at every step.	Ensures alignment with the organization's goals and approves major deliverables.	High	Project delivered on time, within budget, and aligned with goals.
Domestic & International Students	Primary users of website / target audience / target customers	Access to enrollment, accreditation, certification, career development & valuable tools and resources.	Medium	User Satisfaction, & on-going feedback
Project Team	Project oversight for planning, management and execution of deliverables	Ensures successful planning, management, and execution of deliverables	High	Project completed within timeframe, budget and scope hitting the goals.
Participating Colleges	Facilitates enrollment, in-class learning of courses, and related exams. Will receive increased revenue.	Collaborate on enrollment, curriculum and program offerings, exams, and etc.	High	Website allows increased number of enrollments resulting in higher revenue
Textbook Authors	Provide key educational resources used in courses.	Ensures website is resourceful and relevant	High	Increased sale of textbooks and on-going updates for study materials.
Project Management Institute	Global authority on project management standards and certifications.	Ensures the website aligns with PMI standards, which boosts credibility and	High	Website and curriculum align with PMI standards and increased enrollment resulting in higher revenue, and awareness.

		attracts students. Changes to PMI standards or requirements may require course updates.		
Instructors & Faculty	Develop teaching content, deliver lectures, assess & help students, and ensure course quality by conducting regular quizzes and giving assignments.	Ensures the effective teaching of course content, exam preparation and support for students.	High	Updated website with relevant course content. Increased revenue or wages.
IT Support Team	Manages technical issues and provides user support.	Ensures smooth operations and resolves issues quickly.	High	Technical issues resolved in 24-48 hours.
IT Development Team	Builds and maintains the website platform.	Ensures timely feature delivery and system stability.	High	On-time delivery of features with minimal disruptions.
Content Creators	Develop and manage learning materials for the platform.	Ensure engaging and relevant content.	High	Timely creation of high-quality content.
Program/Student Advisors	Provide academic and career advice to students.	Ensure student success and satisfaction.	Low	High student satisfaction with advisory services.
Professional Project Managers & Alumni	Offer industry insights, networking opportunities and mentorship for students.	Enhance learning through networking opportunities.	Medium	Active participation in mentoring programs, input in content, & feedback.
Website Moderators	Manage and monitor forums to ensure productive discussions.	Ensure community engagement and resolve conflicts.	Low	Active and constructive community engagement.
Enrolment & Admissions Team	Manage the student onboarding process.	Ensure smooth enrollment and payment processes.	High	Zero delays in enrollment and seamless admissions.

Legal & Compliance Team	Ensures the project complies with laws and regulations.	Prevent legal risks and ensure data privacy.	High	100% compliance with privacy regulations.
Corporate Partners	Internships, sponsorship, career opportunities.	Enhance student outcomes and employability.	Medium	Increase in internships and job placements.
IT services Providers	Provide external technical services.	Ensure platform scalability and uptime.	High	99.9% uptime and fast resolution of issues.
Government	Supports educational initiatives and may provide funding.	Provides policy support and funding.	High	Compliance with local policies and grant utilization.
Marketing Team	Promotes the platform and attracts users.	Drives enrollment and awareness.	Medium	Enrollment growth and brand visibility targets met.
Accreditation Agencies	Certify the academic quality and credibility of courses.	Ensure compliance with industry and academic standards.	High	Successful course accreditation.
Accounting Team	Manages payments, budgeting, and financial reporting.	Ensure financial stability and smooth payment processing.	Low	Accurate financial tracking and timely payments.
HR Team	Handles recruitment and management of project staff.	Ensure the project has sufficient talent.	Medium	Fully staffed team with low turnover.

Scope Statement:

Project Overview:

This project focuses on the planning, design, development, and launch of a website for Project Management courses. The goal is to create a user-friendly, informative, and scalable platform that promotes Project Management education, attracts prospective students, and engages key stakeholders such as faculty, alumni, industry professionals, and corporate partners.

Purpose: Serve as a industry standard for information, education, and certification as well as provide engagement among students, faculty, and industry professionals.

Features:

- Course catalog with detailed descriptions
- Faculty, students and industry expert profiles
- News section with industry updates & trends
- Community forum for discussions and networking
- Simple enrollment process
- Online learning and classroom scheduling

Goal: Increase enrollment, on-going engagement, and establish the website as a standard resource for Project Management education.

The project will align with PMI standards to enhance credibility, offer course certifications, and provide a professional network for students and alumni through dedicated forums. It will be launched on January 25, 2025, with the objective of increasing enrollment and awareness of Project Management as a career pathway locally and further globally.

Governance

A structured governance model will be put in place to ensure that the project remains aligned with its strategic objectives and is delivered successfully within the timeline. The project will be managed by a dedicated team under the leadership of a Project Manager, with oversight from a Project Sponsor, and guidance from industry professionals.

- **Project Sponsor:** Provides strategic direction and ensures alignment with organizational goals.
- **Project Manager:** Oversees daily operations, planning, scheduling, budgeting, and risk management.
- **Steering Committee:** Reviews progress, gives feedback, and approves key decisions.
- **Development Team:** Website designers, developers, content creators, and IT specialists execute tasks.
- **Change Management:** Major changes require approval from the Steering Committee.

Approach:

The project will be executed in multiple phases to ensure smooth and organized development:

1. **Initiation & Planning:**
   - Define scope, objectives, deliverables, and success criteria.
   - Develop timelines, resources, and budget plans.
   - Identify stakeholders and establish communication channels.
2. **Design & Development:**
   - Create wireframes and designs for feedback.
   - Build the website with course catalog, community forum, and faculty profiles.
   - Use modern web technologies for reliability, scalability and security.

3. **Testing & Quality Assurance:**
   - Conduct testing to ensure functionality and user experience.
   - Gather feedback from students, faculty, and industry professionals.
   - Make adjustments to improve usability and content.
4. **Launch & post-launch:**
   - Soft launch for a small group to identify final issues.
   - Official launch on **January 25, 2025**.
   - Provide 48 months of support and maintenance post-launch.

Assumptions:

- **Resource Availability:** All team members, technology, and content will be accessible throughout the project.
- **Stakeholder Engagement:** Timely & constructive feedback and approvals will prevent delays.
- **Stable Budget & Timeline:** Changes to scope will go through the formal change request process.
- **External Support:** PMI and other industry endorsements will be secured promptly to enhance credibility.

Exclusions:

- Physical infrastructure or évents.
- Ongoing technical support (handled separately).
- Custom course content for individual institutions.
- Direct job placement services

Major Deliverables:

Comprehensive Website Development Plan:
- Includes scope, objectives, timeline, resource allocation, task assignments, and success criteria.
- Approved project budget detailing expenses and resource requirements.

Team Formation and Task Assignment:
- Experts in design, development, content creation, IT, and marketing finalized and assigned specific tasks.

Website Platform:
- Mobile-friendly design with detailed course catalogs, faculty bios, and intuitive navigation.
- Forums for networking among alumni, students, and industry professionals.

Enrollment System:
- Secure online registration and payment gateway for student enrollment.
- Contact forms and click-to-call features for inquiries.

Content Finalization:
- Website content, including course descriptions, faculty profiles, and industry news, finalized.
- Design, layout, database, and software integrated for a seamless experience.

Compliance and Analytics:
- GDPR and CCPA compliance to ensure data privacy.
- Analytics dashboard to monitor traffic, engagement, and enrollment trends.

Training and Support Materials:
- User manuals and training guides for administrators and faculty to manage content and operations.

Website Launch: A fully functioning website, ready for public launch on January 25, 2025, following testing and approval.

Cost Baseline:

Cost Baseline is the approved, time-phased budget that includes estimated costs for all project activities, deliverables, and resources. (The standard for project management and a guide to the project management body, 2021)

The cost baseline for this project includes various costs associated **with planning, designing, testing, promoting and execution** of the new website for Project Management courses. Thorough analysis of costs before starting the project is important as it serves as a reference to monitor actual project spending and ensure that the project stays within the allocated budget. Following table showcases different costs which includes direct costs, indirect costs, as well as contingency reserve fund or Just-in-case reserve fund for unforeseen circumstances.

Cost Category	Estimated Cost (CAD)	Time Frame:	Notes	Project Phase	Direct / Indirect Cost
❖ **Salaries & Wages Cost**					
Project Manager	$60,000	8 Months	Manages the project from initiation to launch.	Planning to execution	Direct
Programmers	$50,000	6 Months	Coding and programming different tools and pages in website	Design & Development	Direct
Database Developers	$40,000	6 Months	Manage backend and database integration for smooth operation	Development	Direct
Front End Developer	$25,000	6 Months	Develops interactive web features and interface.	Design & Development	Direct
(6) Project Management Professors	$12,000	6 Months	Provide expertise and assist in content creation for the platform.	Planning & Testing	Direct
Accounting Professionals	$25,000	12 Months	Handles budgeting, tracking, and reporting.	Planning & Execution	Indirect
Lawyer (IT & Educational Laws)	$25,000	12 Months	Ensures legal compliance with regulations.	Planning & Development	Indirect
Media & Public Relations Experts	$15,000	6 Months	Manage outreach and promotional campaigns.	Execution	Direct
Quality Assurance (QA) Tester	$10,000	6 Months	Ensures the website functions correctly before launch.	Testing	Indirect
SEO Specialist	$5,000	6 Months	Drives organic traffic through SEO improvements.	Execution	Indirect
Content Writers	$8,000		Writes content on different web-pages with collaboration	Development	Direct
Customer Support Representatives	$24,000	6 Months	Offers support for 6 months after launch for all the users	Execution	Direct
Data Analyst	$40,000	6 Months	Provides insights into traffic, engagement, and performance.	Execution	Direct
Coordinators	$25,000	12 Months	Coordinates with different departments during project phases.	Planning to Execution	Direct
DevOps Engineer	$30,000	6 Months	Designs and maintains infrastructure.	Design to execution	Direct
Graphic Designers	$18,000	6 Months	Designs graphic for website and promotion materials as necessary	Design & development	Direct
System Administrators	$25,000	6 Months	Ensures system stability and run time	Testing & Execution	Direct
Social Media Reps.	$18,000	6 Months	Actively use social media for support & engagement	Execution	Direct
Training Specialists	$25,000	3 months	Training on website and tools for first 3 months	Development	Direct
Moderator	$15,000	6 months	Moderates' website forum as needed	Execution	Indirect
Total Salaries & Wages Cost = $ 495,000 CAD					

❖ Software & IT Costs:

Hosting & Cloud Services	$2,500	6 Months	Cloud-based hosting for scalability.	Development	Direct
Domain Name	$100	12 Months	Website domain registration.	Development	Direct
CMS Software	$1,200	12 Months	Content management system license.	Development	Direct
Payment Gateway Fees	$1,500	12 Months	Transaction fees for payments and enrollments	Execution	Direct
Analytics Tools	$1,000	12 Months	Track website traffic and user engagement.	Execution	Direct
Chat GPT	$200	6 months	AI support tool for tasks and inquiries.	All Phases	Indirect
MS 365	$600	12 Months	Microsoft Office and Teams	All Phases	Indirect

Total Software & IT Costs = $ 7,100

❖ Operational Costs:

Workplace Rent	$30,000	6 months	Office space rented for 6 months	All Phases	Indirect
Utilities	$18,000	6 months	Utilities budget for 6 months	All Phases	Indirect
Office Stationery	$5,000	12 months	Office supplies and stationery	All Phases	Indirect
Computers	$15,000	12 months	Computers for team	All Phases	Direct
Insurances	$5,000	12 months	Liability, risk and property insurances	All Phases	Indirect
Phones	$5,000	12 months	Phone plans for communication	All Phases	Indirect

Total Operational Costs = $ 78,000

❖ Marketing & Engagement Costs:

Focus Group Meetings (2)	$4,000	2 events	Gather feedback from key stakeholders.	Testing	Direct
Promotional Events	$10,000	2 events	Promote the website to target audiences.	Execution	Direct
Social Media Marketing	$15,000	4 months	Promote and engage users	Execution	Direct
News articles	$10,000	2 articles	Promote website and enrollment	Execution	Direct
Mailers & E-mail marketing	$10,000	4 months	Promotional mailers for marketing	Execution	Direct
Search Engine Optimization	$25,000	6 months	Google ad words and SEO cost	Execution	Indirect

Total Marketing & Engagement Costs = $74,000

❖ Contingency Reserve:

Just-in-Case	$30,000		Fund to cover unforeseen expenses.	All Phases	Indirect
Miscellaneous	$20,000		Funds to cover miscellaneous costs		Indirect
Managers Buffer	$50,000		Managers budget to manage uncertainties and risks		Indirect

Total Contingency Reserve = $100,000

TOTAL COST OF ENTIRE PROJECT: $754,100

❖ Projected Revenue

Enrollment Fees New Students Full Time	12 Months	1000 students x $1800 tuition	$1,800,000
New Students Part Time	4 Months	2000 students x $500	$1,000,000
Sponsored Ads Revenue	12 Months	Revenue from corporate sponsorships and ads	$200,000
Certifications & Consulting	12 Months	Project Management certifications and consulting	$50,000
Corporate Training	12 Months	Corporate Training Workshops and Seminars	$30.000
		Total Projected Revenue	**$3,050,030**

Communications Plan:

The communication plan ensures effective information exchange among team members, stakeholders, and external partners throughout the project lifecycle. It outlines how, when, and what type of information will be shared to keep all stakeholders aligned and ensure smooth project execution.

Following table explains our communications plan for stakeholders for this project:

Stakeholder	Communication Channel	Frequency	Responsibility
Project Sponsor	Email, MS Team, Video call	Weekly	Project Manager
Project Team	Email, MS Team, Video call	Daily	Project Manager
IT Development Team	Email, MS Team	Daily	Project Manager
IT Support Team	Email, MS Team	Weekly	Coordinators
Content Creators	Email, MS Team, Video call	Weekly	Project Manager
Marketing Team	Email, MS Team, Video call	Weekly	Marketing Manager
Legal & Compliance Team	Email, MS Team	As needed	Project Manager
Corporate Partners	Email, MS Team	As needed	Project Manager
Alumni	Email, MS Team	As needed	
Participating Colleges	Emails	As needed	Project Manager
Focus Group Participants	Emails	Testing Phase	Project Manager
Third-Party IT Service Providers	Emails	As needed	Coordinators
Admissions Team	Email, MS Team	As needed	Project Manager
Accreditation Agencies	Emails	As needed	Project Manager
Users (Students)	Emails, social media, mailers, advertising channels	Before launch	Project Manager

Following table highlights the different communication items and expectations throughout:

Items	Channel	Responsibility	Participants	Frequency
Project Kick-off Meeting	Video Call, Conference Call	Project Manager	Full team and sponsor	Once
Daily Touch-points	MS Team, Emails, Video Call	Project Manager	Full development Team	Daily
Weekly Status Reports	Emails	Project Manager	Sponsor, Team, Content creators	Weekly
Risk Review	MS Team, Calls	Project Manager	Team, Sponsor	Monthly
Marketing	Email, Video call, Telephone call	Project Manager or Marketing Mgr	Marketing Team	Bi-weekly
Focus Group	Email	Project Manager and Team	Focus group attendees	During Testing phase
Pre-launch	Email, Video Call	Project Manager	Sponsor, Team, Marketing, etc	Before launch
Post-launch	Email – MS team	Project Manager	Sponsor, Team, Support Team	After Launch

Communication Guidelines

MS Teams will serve as the primary collaboration platform for daily communication, task tracking, and document sharing.
Email will be used for formal updates such as reports, approvals, and escalations.
Meetings will follow a structured agenda with minutes circulated within 24 hours to document decisions and next steps.
Video Calls or **Conference Calls** will be used when in person meetings are not possible.
Escalation Process: Unresolved issues are escalated to the department manager, then to Project Manager and to Sponsor as necessary.

Risk Register:

The Risk Register is a critical tool for identifying, analyzing, and managing potential risks that could impact the success of the Website Development for Project Management Course project. This document outlines the key risks, categorizes them based on their nature (e.g., technical, financial, legal), and assesses their probability and impact using a qualitative risk analysis approach.

Each risk is assigned a Composite Index (calculated as Probability × Impact) to prioritize risks based on severity. The table also provides mitigation strategies to reduce the likelihood of risks occurring and contingency plans to address them effectively if they do materialize. This Risk Register ensures proactive risk management throughout the project lifecycle, helping the team remain prepared and aligned with project objectives.

RISK ID	Risk	Description	Category	Probability	Impact	Composite Index	STATUS	Mitigation / Contingency	RISK OWNER
R1	Going over Budget	Risk of exceeding the project's budget.	Finance	3	5	15	OPEN	Track expenses regularly. Contingency: Reduce scope or reallocate budget.	Project Manager
R2	Server Downtime	Hosting server becomes unavailable.	Technical	2	5	10	OPEN	Set up a backup server. Contingency: Use backup until resolved.	IT MANAGER
R3	Project Delays	Delays from sick days or unforeseen problems.	Schedule	4	4	16	OPEN	Build buffer time into schedule. Contingency: Reassign tasks or adjust deadlines.	Project Manager
R4	Poor Website Performance	Slow loading times for users.	Technical	3	5	15	OPEN	Optimize code and increase server capacity. Contingency: Upgrade server if needed.	Development Dept.
R5	Bugs in the Code	Website features not working as expected.	Technical	5	5	25	OPEN	Conduct thorough testing. Contingency: Fix bugs promptly.	QA Team
R6	Website Not Mobile Friendly	Issues accessing the website on non-desktop devices.	Technical	2	5	10	OPEN	Test across multiple devices. Contingency: Redesign to be responsive.	Development Dept.

R7	Missing Accessibility Features	Accessibility features missing (e.g., alt text).	Technical	2	4	8	OPEN	Add accessibility features. Contingency: Implement missing features promptly.	Development Dept.
R8	Legal Issues	Use of copyrighted material without permission.	Legal	3	5	15	OPEN	Verify all content licenses. Contingency: Remove infringing content.	Legal Team
R9	Poor Communication	Miscommunication among team or stakeholders.	Project Management	3	4	12	OPEN	Establish communication channels. Contingency: Hold regular meetings.	Project Manager
R10	Lack of Scalability	Website not designed for future expansion.	Technical	2	4	8	OPEN	Design with scalability in mind. Contingency: Scale as needed.	Development Dept.
R11	Inconsistent Design	Pages have different styles and layouts.	Usability	2	3	6	OPEN	Use a style guide. Contingency: Rework inconsistent pages.	Development Dept.
R12	Unclear Scope	Confusion about project scope.	Project Management	3	5	15	OPEN	Ensure all members understand the scope. Contingency: Provide clarification as needed.	Project Manager
R13	Poor Website Maintenance	Post-launch maintenance is inadequate.	Technical	2	4	8	OPEN	Develop a maintenance plan. Contingency: Assign maintenance team.	IT MANAGER

R14	Data Loss	Unexpected loss of website data.	Technical	2	5	10	OPEN	Regularly back up the website. Contingency: Restore latest backup.	IT MANAGER
R15	Browser Compatibility Issues	Website doesn't work properly across browsers.	Technical	3	3	9	OPEN	Test on multiple browsers. Contingency: Update code for compatibility.	IT MANAGER

Schedule Baseline:

The baseline is established by identifying all key project tasks, assigning durations, and linking them with Finish-to-Start (FS) dependencies.

In this project, the Schedule Baseline includes tasks across the Initiating, Planning, Executing, Monitoring & Controlling, and Closing phases, ensuring that all activities are appropriately structured to achieve the final project deliverables on time. This baseline will be used to monitor and control the project's timeline, providing a means to track deviations and assess impacts on the overall schedule.

The following table presents the key activities, their durations, and dependencies, forming the Schedule Baseline for the development of the Project Management Course Website:

Task ID	Activity	Duration (Days)	Predecessor(s)	Phase
1	Project Kickoff Meeting	1	-	Initiating
2	Develop Project Charter	3	1	Initiating
3	Identify and Register Stakeholders	2	1	Initiating
4	Finalize Scope Statement	5	2, 3	Planning
5	Create Communication Plan	4	4	Planning
6	Prepare Risk Register	5	4	Planning
7	Website Design (Wireframes & Mockups)	10	4	Planning
8	Frontend Development Begins	12	7	Executing
9	Backend Database Setup	12	7	Executing
10	Integrate Content and Media	7	8, 9	Executing
11	Quality Assurance Testing	8	10	Monitoring & controlling
12	User Feedback (Focus Group)	2	11	Monitoring & controlling
13	Bug Fixes and Optimization	5	11, 12	Monitoring & controlling
14	Launch Event Planning	4	10	Executing
15	Final Website Launch	1	13, 14	Closing
16	Social Media Campaign	10	15	Executing
17	Post-Launch Maintenance Setup	3	15	Closing
18	Ongoing Monitoring and Updates	30	17	Closing

Team Charter:

Program Name	Program Manager	Program Reference Number	Prepared by
Intro to Project Management	Andy Deore	CSD-3423	Owen Ramsey
Customer	Contact	Contact's Phone Number	Date Prepared
Lambton College	Odo Effiong	(555) 123-4567	Oct 10/2024

Team Roster:

Project Manager: Andy Deore
Subject Matter Experts: Chloe Damchuk, Jenish Bista, Owen Ramsey
Administrative Personnel: Prashant Kafle

Team Mission:

Our team's mission is to plan and develop a website to promote the Intro to Project Management course at Lambton College.

Team Objective:

1.   Have a clearly defined plan on how to create the website.
2.   Finalize on cost while considering to required budget, amount of time available, resources, our team's expertise, stakeholders, risks, and opportunities.
3.   Finalize the content, design, and layout of the website as per our scope statement.
4.   Finalize or rework the budget required for the project per Project Sponsor
5.   Start development of the website
6.   Finish development of the website and have it ready to be presented for approval
7.   Launch the website once approved.

Expectations of Team Members:

1.   **Proper Communication:** Team members are expected to respond to emails or other forms of communication in timely manner, team members are also expected to be active participants in team meetings by participating in team discussions and providing feedback on suggestions
2.   **Accountability:** Team members are expected to take accountability for meeting agreed-upon deadlines, take responsibility for mistakes that they have made, communicate challenges that they are having, and deliver high-quality work.
3.   **Professionalism:** Team members are expected to be professional and notify us if they will be late or absent in a timely manner, we expect team members to be prepared coming into meetings, to dress appropriately, and be respectful towards other colleagues.

Rules of Engagement:

1.   **Meeting protocols**
It is expected for team members to be on time for team meetings and inform the team if they will be late or absent in a timely manner, for meetings to stick to the agenda to keep the meeting on track and not waste people's time, and for there to be equal participation in team meetings.
2.   **Decision making process**
We will strive to make consensus-based decisions whenever possible with everyone's voice being heard before making the final decision. If a consensus decision can not be made then the project manager will

make the final decision.

3.   **Discussion protocols**

Discussions will be conducted with professionalism and respect to all team members, letting every team member equal time to speak during discussions about their proposals or concerns.

4.   **Conflict Resolution**

Conflict will be resolved by letting both sides convey their thoughts to get a better understanding on where both sides are coming from and to respect everyone's opinion on the topic.

Administrative Procedures:

1.   **Team communication management**

Team communication will mainly be conducted through email and microsoft teams. Timely responses are expected for messages from both email and teams.

2.   **Documentation control**

All documents will be properly titled to reflect what is contained in the document and documents will be properly dated with the date changing to the date it was last modified to keep track of when documents were changed.

3.   **Points of contact**

Stakeholder communication: Andy Deore

Technical issues: Chloe Damchuk, Jenish Bista, Owen Ramsey

Administrative support: Prashant Kafle

4.   **Escalation procedure**

The escalation procedure that our team will follow is to first identify the issues and then look for a solution then gather proof of the claim and explain the issue to the appropriate authority and then present the issue to executive stakeholders.

5.   **Work hours and overtime**

Work hours are from 9:00 am to 5:00pm Monday to Friday.

A request for overtime is sent to the project manger where they can either approved or deny the overtime request

Team Members Roles and Responsibilities:

Project Manager (Andy Deore):

Role Overview: The overall leader of the project

Responsibilities:

1.   Defining the scope of the project and the deliverables
2.   Developing the schedule and budget
3.   Communicating with team members and stakeholders
4.   Resolving risk and issues that come up
5.   Performance monitoring

Subject Matter Experts (Chloe Damchuk, Jenish Bista, Owen Ramsey)

Role Overview: Provide specialized knowledge in specific areas that the project needs to succeed

Responsibilities:

1.   Provide guidance to inform project decisions
2.   Provide support and training where needed
3.   Help solve problems in their related field

Administrative Personnel (Prashant Kafle)
Role Overview: Provide administrative support to ensure smooth day-to-day operations
Responsibilities
1.   Assist in scheduling and budget tracking
2.   Organize and manage documents
3.   Provide assistance to team members when required

Summary:

In this project, our team aims to develop a user-friendly website to promote Project Management education and facilitate course enrollment. Our objectives are clearly defined: to complete a functioning website within the approved timeframe, finalize the budget, content, and design, and ensure the site is ready for launch by January 25th, 2025.

Our deliverables include a detailed development plan, an approved budget, a team of experts, and a fully operational website. Success will be measured by launching the website on time, staying within budget, meeting traffic and engagement goals, and increasing student enrollment.

With the completion of key milestones such as finalizing the website's design, organizing beta testing, and preparing for the official launch, our team is excited to continue making progress. We look forward to the successful promotion of Project Management courses to prospective students worldwide.