**Project Charter Plan Template**

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**Project Charter Plan**

**NOC Software Evaluation**

**Arkansas Electric Cooperatives Corporation**

**1 Cooperative Way**

**Little Rock, Arkansas 72209**

**06/01/2020**

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# Executive Summary

The Arkansas Electric Cooperatives Corporation is beginning the process of establishing a Network Operations Center (NOC) on its main campus in Little Rock. Currently, the IT Infrastructure team utilizes services from SolarWinds to monitor the many different devices and services currently running on their network. The goal of this project is to evaluate other monitoring software to be used once the NOC is completed.

# Project Purpose/Justification

## Business Need/Case

This project has been created for the purpose of evaluating new network and infrastructure monitoring software against the SolarWinds service that is currently in place. AECC has used the SolarWinds service for approximately 15 years and want to determine if transitioning to a new software platform will be effective and feasible.

## Business Objectives

The business objectives for this project are in direct support of the CIO

* Evaluate and discuss the usefulness of new monitoring platforms
* Select 2 of the most promising platforms for a proof of concept deployment
* Choose a platform to use for the NOC

# Project Description

The NOC Software Evaluations project will allow for AECC to determine whether or not to continue to use the SolarWinds platform for monitoring its network infrastructure or to choose a different platform that has the core functionality with additional features that will improve productivity as well as reduce service failure and downtime.

## Project Objectives and Success Criteria

The objectives which mutually support the milestones and deliverables for this project have been identified. In order to achieve success on the NOC Software Evaluation Project, the following objectives must be met within the designated time and budget allocations:

* Evaluate and discuss the usefulness of new monitoring platforms
* Select 2 of the most promising platforms for a proof of concept deployment
* Use both products within the environment to determine effectiveness
* Compare each solution to each other as well as SolarWinds
* Choose a platform to use for the NOC

## Requirements

This project must meet the following list of requirements in order to achieve success.

* The software must be tested within the environment to properly understand its effect
* Solution must be scalable to cover monitoring and data collection from AECC sites across Arkansas
* The solution must be ready before the NOC is ready

Additional requirements may be added as necessary, with project sponsor approval, as the project moves forward.

## Constraints

The following constraints pertain to the NOC Software Evaluation project:

* Only two platforms should be selected to test within the environment
* Evaluation period should last at least two weeks
* Evaluations should be completed and well documented by August 2020.

## Assumptions

The following are a list of assumptions. Upon agreement and signature of this document, all parties acknowledge that these assumptions are true and correct:

* This project has the full support of the project sponsor and the ITI team
* The purpose of this project will be communicated throughout the company prior to deployment
* The ITI team will provide additional resources if necessary

## Preliminary Scope Statement

The NOC Software Evaluation project will include the design, testing, and delivery of an improved network monitoring solution that is scalable to collect business critical information across the different campuses and substations of the AECC. All personnel, hardware, and software resources will be managed by the project team. All project work will be independent of daily and ongoing operations and will include the work of the ITI team’s two college interns. This project will conclude when the decision is made as to which monitoring platform will be chosen to be deployed across the network.

# Risks

The following risks for the NOC Software Evaluation project have been identified. The project manager will determine and employ the necessary risk mitigation/avoidance strategies as appropriate to minimize the likelihood of these risks:

* Potential disruption to operations during solution deployment
* Security of cloud hosted monitoring solutions
* Higher cost of some solutions could interfere with budgets.

# Project Deliverables

The following deliverables must be met upon the successful completion of the NOC Software Evaluation project. Any changes to these deliverables must be approved by the project sponsor.

* Two fully tested network monitoring solutions
* Comparison and contrast of the two solutions compared to SolarWinds
* One solution being chosen and deployed to the entire network

# Summary Milestone Schedule

The project Summary Milestone Schedule is presented below. As requirements are more clearly defined this schedule may be modified. Any changes will be communicated through project status meetings by the project manager.

|  |  |
| --- | --- |
| **Summary Milestone Schedule – List key project milestones relative to project start.** | |
| **Project Milestone** | **Target Date (mm/dd/yyyy)** |
| 1. Project Start | 06/01/2020 |
| * Request demos from the selected companies | 06/20/2020 |
| 1. Select two platforms to test further | 06/26/2020 |
| 1. Meet with Reps from each platform to begin deployment | 07/15/2020 |
| 1. Complete Solution Simulation and Testing | 08/05/2020 |
| 1. Determine and deploy a solution (Or stay with SolarWinds) | 08/08/2020 |
| 1. Project Complete | 08/14/2020 |

# Project Approval Requirements

Success for the NOC Software Evaluation project will be achieved when two network monitoring solutions have been tested within a portion of the network and compared against AECC’s current solution, SolarWinds. Once the solutions have been tested, only one can be chosen out of three. Once the decision has been and the solution has been deployed to the rest of the network then the project will be complete.

# Project Manager

Timothy Bennett is named Project Manager for the duration of the NOC Software Evaluation Project. Mr. Bennett’s responsibility is to manage all project tasks, scheduling, and communication regarding the NOC Software Evaluation project. His team, consisting of the IT Infrastructure team as well as two college interns will be working on this project.

# Authorization

Approved by the Project Sponsor:

Date:

Daron Frederick

Director of IT Infrastructure