# Project Charter

## [Longhorn Phone Corporation]

##### Version 1

##### Start: [9/18/18]

##### Projected End: [02/18/19]

### Section 1: Project Summary, Deliverables and Scope Excludes

#### Project Summary

The Longhorn Phone Company is in the midst of technological changes on a scale larger than it has attempted before. One change is to upgrade 500 desktop computers to thin-client computers within six months and a budget of $100,000.

The second challenge is to migrate seven proposed applications to the cloud within $150,000. There are two main concerns. The first one is the security of the data both for the firms and clients, and the second one is the scale and novelty of the project. One of the main decisions in the planning phase of the project is to decide whether the cloud services will be steered by an outside vendor or an internal IT group.

Ultimately, the real problem given is to perform hardware updates to thin clients and application migration to the cloud with focus on information security. As thin-client computers don’t offer as much computing power, but still offer access to the network, security is key. Also, now, all since the software applications themselves will run on the cloud, it is important to make sure the applications and their data remain secure.

#### Deliverables

|  |  |  |  |
| --- | --- | --- | --- |
| Deliverable | Description | Owner | Business Goal/ Initiative |
| Project Charter | This paper defines the project and different characteristics of the project. It is mainly used to get the project approved. |  | To provide a big picture and comprehensive view of the project to offer management to be able to easily assess and approve the project. |
| Project Scope Statement | This very specifically defines what is in the scope of the project, and what is not in the scope of the project. |  | This strict definition of the team’s responsibility helps prevent scope creep and helps finish the product on time. |
| Work Breakdown Structure | This breaks down the large project into tasks. |  | This very clearly defines the actual tasks that need to be accomplished to be able to complete the overall deliverable. |
| Stakeholder Analysis | This identifies the people that the project needs to involve and the people the project will affect to know who’s opinions and preferences to take into consideration. |  | This is important because without stakeholder engagement and with negative stakeholders, the project could go awry. |
| Gantt Chart | This shows how the project will be run - both the big picture and details. This is used during the project. |  | To keep everyone involved in the loop about deadlines and deliverables especially for smaller and individual tasks. |
| Pert Chart | A chart that shows the duration of each task. |  | This chart will help keep everyone coordinated and on schedule. |
| Project Updates | This is a regularly scheduled meeting among the different people involved in the project to provide updates and more. |  | These meetings will help clear confusion and help the different functions within the project resync. |
| Change Management Plan | This plan outlines how full user acceptance will be tackled. |  | All aspects of change - who it impacts, what it impacts, how it impact - are identified, and a plan is made to address them. |
| On Premise Server | This is the physical server that will stay on premise to host the private cloud. |  | A step towards physically constructing the cloud. |
| Network Security Plan | This plan shows how security will be ensured with thin-client computers, how they will connect to the private cloud, and how the cloud will be secured. |  | This blueprint helps get the team technically on the same page. It helps different parts of the team to work of their individual components knowing how it needs to fit into the bigger plan. |
| Final Deliverable | This includes an on-premise server to host the private cloud, the network connections, the migration of the listed applications to the cloud, and security of the desktops, network, and cloud. |  | The final product is the actual value add to the business. |

#### Scope Excludes

|  |  |
| --- | --- |
| Exclusion | Exclusion Reason |
| Moving more than the initially proposed applications to the cloud. | Moving more than the previously defined applications to the cloud will result in more complexities, cost, and delays to the project. |
| Buying the desktops | This is being done by an external consultant. |
| Installing the new desktops | This is being done by an external consultant. |

### Section 2: Assumptions, Constraints and Dependencies

#### Assumptions

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Assumption # | Description | Reason for Assumption | Impact if Incorrect | Comments |
| A-1 | *[Th* The storage offered in the Cloud should be sufficient to hold the upgraded and migration data. | Cloud services have been developed internally to meet the current transfer requirements. | Impact to system quality and resources |  |
| A-2 | During the transition between systems, the business functions will remain unaffected. | The scheduled work will be undertaken parallelly at the backend in an isolated environment. | Organization will face problems to access the network. |  |
| A-3 | The move will not affect the functionality of the applications. | There are no changes being made to the functions of the applications. | Some organizational processes may suffer a breakdown. |  |
| A-4 | The number of users are scalable depending on the required strength. | Cloud offers large storage space to accommodate multitudes. | Impact to cost. |  |
| A-5 | The applications upgraded to the private cloud will be secure . | Cloud service developed will use encrypted data and have anti-virus software. | Impact to data, organization and cost. |  |

#### Constraints

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Constraint # | Description | Reason for Constraint | Impact if Incorrect | Comments |
| C-1 | Resource distribution from the parent company ie. Longhorn Phone Conversation. | The organization has allotted a fixed budget to the project. | Impact to Cost |  |
| C-2 | Any issues and complaints faced due to the updated system should be reported within a period of two weeks. | Problems recognized earlier into the implementation phase are easier to address. | Impact to quality, cost and schedule. |  |
| C-3 | The project needs to be completed in 6 months. | Organization is decommissioning the database. | Impact to cost and schedule. |  |
| C-4 | Third party software cannot be used by users without prior approval. | Security measures to be undertaken as part of the cloud environment. | Impact to security, cost and schedule. |  |

#### Dependencies

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Dependency # | Description | Reason for Dependency | Impact if Incorrect | Comments |
| D-1 | Timely delivery of hardware. | Delivery is dependent on an outside vendor. | Impact to schedule and cost. |  |
| D-2 | Cloud integrity and sustainability should be tested before transferring applications to the cloud. | Every system should be tested before making the final changes. | Impact to cost, quality and schedule. |  |
| D-3 | Compatibility of hardware with the private cloud. | For the systems to work the cloud should be accessible on the hardware used to access it. | Impact to Quality. |  |
| D-4 | Testing results of applications on the cloud before migration. | Applications should work without error on the cloud for the project to be a success. | Impact on schedule, cost and quality. |  |

### Section 3: Schedule, Budget and Project Team

#### Rough Schedule

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| --- | --- | --- |
| **Schedule #** | **Milestone** | **Planned Date** |
| [S-1] | First Meeting- Go over Project charter; clarify scope and requirements | 09/17/2018 |
| [S-2] | Project scope statement & Stakeholder analysis *Complete* | 09/24/2018 |
| [S-3] | Gantt chart & PERT diagram Complete | 09/26/2018 |
| [S-4] | Migration of the test and development environments started | 10/15/2018 |
| [S-5] | Disaster recovery environments test | 12/01/2018 |
| [S-6] | Penetration test performed by a third party | 12/15/2018 |
| [S-7] | Migration of all the applications and data | 01/03/2019 |
| [S-8] | Test all the applications | 01/18/2019 |
| [S-9] | Verify completion of project | 01/26/2019 |

#### Rough Budget

|  |  |  |
| --- | --- | --- |
| **Budget #** | **Amount** | **Purpose** |
| [B-1] | 70,000 | Migration fee |
| [B-2] | 9,000 | Penetration test fee |
| [B-3] | 15,000 | Maintenance fee |
| [B-4] | 10,000 | Server |

#### Preliminary Project Team

| **Role** | **Name/Title** | **email** | **Phone** |
| --- | --- | --- | --- |
| [Project Sponsor] | [CEO] Ted Tele O’Fone | TedTeleOFone@lpc.com | 512 857 5746 |
| [Project Leader] | Rhea Sharma | rhea@lpc.com | 512 484 3048 |
| [System Analyst] | Karuna Kankani | karuna@lpc.com | 512 485 3857 |
| [Programmer] | Naresh Choudhary | Naresh@lpc.com | 512 495 8474 |
| [Security Analyst] | Shuang Li | shuang@lpc.com | 512 485 3874 |

### Section 4: Risk and Quality Considerations

#### Complexity and Risk Assessment Level

#### High Level

|  |  |
| --- | --- |
| Risk | Description |
| Scope creep | Developers might add features which were not required or approved resulting in irregular system behavior.  Team may not understand the requirement clearly ; |
| Stakeholder disagreement | Stakeholders might not have different perception about overcoming roadblocks resulting in confusion. |
| External Factors | Delay in project timelines due to external factor such as political unrest, natural calamities or failure of man-made system |
| Unmotivated/ unskilled team members | Outcomes of unmotivated employees or unskilled employees can be delays in project, missing timelines, poor product quality and reduced productivity |
| Lack of experience in cloud | This is the first time company has encountered cloud. With lack of prior experience and complexity of architecture , it is difficult to deliver good working model. |
| Cybersecurity risk | Cybersecurity has remained a concern in cloud. An attack might begin from internal negligence or external strike. |
| Lack of user acceptance | Final product may have unintentionally change in functionalities, unintentional changes in UI or slower performance than expected. This might result in low user acceptance rate. |

#### Initial Quality Considerations

* 100, 200, 500 number of High, major, low priority bugs respectively will be tolerated
* No changes in UI accepted
* System availability should be more than 90%
* System performance should not be below 80% of the parameters set for the final product
* No functional changes accepted