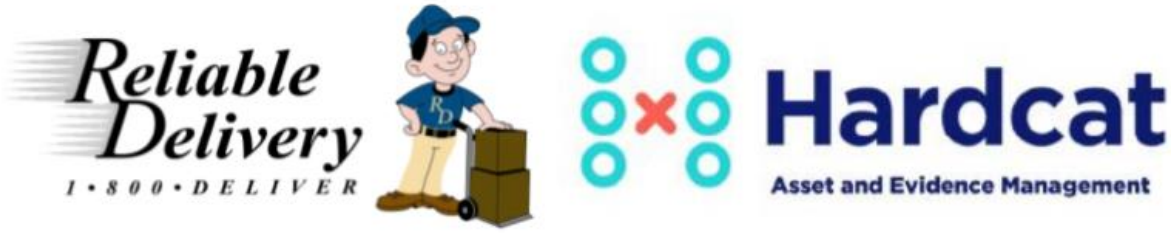
IST 645: Assignment 1A- Project Charter/Scope Document



Hardcat cloud asset management software implementation at Reliable Delivery

Project Charter

Submitted by,

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IT Project Manager

Reliable Delivery

PROJECT IDENTIFICATION:

Project Name: Hardcat Asset Management Software Implementation at Reliable Delivery

Project Number: RD2025

Project Start Date: September 08, 2020

Project End Date: To be decided

PROJECT BACKGROUND AND OVERVIEW:

Reliable Delivery is a premier on-demand, same-day delivery service provider in the states of Michigan and Ohio. With over 70 employees, Reliable Delivery offers expedited delivery services of couriers, small packages as well as freight delivery services. It focuses on the development, application, and execution of expediting and cost-effective delivery networks that are customized based on the individual need of the clients and their respective geographic regions. Recently, Reliable Delivery has been approached by a large legal firm in Michigan to help them in delivering municipal bonds and other financial instruments throughout the State of Michigan. Since the delivery involves valuable legal documents and financial instruments, it was important to ensure secure delivery and hence, the legal firm wants Reliable Delivery to track the documents in secured packages from the point of pickup to the delivery address and to translate it to a visual point on a corresponding map. However, Reliable Delivery's current shipping system tracks a delivery point by manual verification of location or transfer point by the courier. Thus, Reliable Delivery needs a new system that can track assets every few minutes without any input by the courier as well as displays the real-time tracking on a map.

Hardcat is an Australian company that provides assets, tools and equipment, property, and evidence tracking solutions in over 120 countries. Hardcat being a global leader in its field provides asset management software that helps in protecting businesses against financial and reputational losses as well as gives intelligence to make decisions with certainty. Reliable Delivery considers Hardcat as one of the viable asset management solutions to help them in ensuring the secure delivery of important documents. Implementation of Hardcat asset management software would help Reliable in tracking assets in the cloud electronically. The project would involve the implementation of this system in the delivery vehicles in Michigan along with proper sensors to get real-time tracking and to ensure secure delivery of valuable documents. With the successful implementation of this system, Reliable would gain a significant competitive advantage in Michigan and Ohio market areas.

PROJECT BUSINESS CASE:

The project aims to help Reliable Delivery in ensuring the secure delivery of valuable documents using Hardcat asset management software. The expected results of the project would be a reliable asset management tracking system that helps Reliable Delivery to track assets from the point of

pickup to the delivery address without any input by the courier and translates it to a visual point on the map for real-time tracking. The project would involve the implementation of this system in the delivery vehicles and assets along with proper sensors to get real-time tracking on maps and to ensure secure delivery of valuable documents.

Integration of Hardcat's cloud asset management software with Reliable Delivery's current shipping system would be a strategic move for Reliable Delivery. The project would have a huge impact on improving Reliable's business operations efficiency as well as its reputation. Reliable Delivery's core values include customer first and innovation. This project would help Reliable in staying true to its core values by servicing the demands of the customer with the use of a new cloud-based asset management software to ensure secure delivery of assets. Successful integration of Hardcat's asset management software with Reliable Delivery would also open up new collaborative opportunities for Reliable Delivery in delivering valuable documents and help in gaining a competitive advantage in its markets of operations.

DELIVERABLES:

1) PROCESS DELIVERABLES:

- Project charter/ scope document that outlines the project overview and scope of the deliverables.
- Project plan and schedule.
- Work-breakdown structure.
- Budget proposal.
- Negotiation reports.
- Minutes of meetings documentation for meetings held with the team, stakeholders, and other cross impacted areas of the organization.
- Project status reports to check the status of the project at different points as needed through the project sequence.
- Testing plan and report.
- Implementation plan that includes the process and steps to integrate the new software with the existing system.
- Final presentation and closure report.

2) PROJECT DELIVERABLES:

- Integration of Hardcat cloud asset management software with Reliable Delivery's existing shipping system to keep a track of assets automatically from pickup to delivery address point.
- Setting up an initial account for cloud-based Hardcat asset tracking services.
- Providing technical training and technical implementation assistance to the team to ensure that the team can manage the Hardcat cloud asset management software.

- Procurement and deployment of new sensors in vehicles and assets to obtain real-time tracking.

PROJECT TIME AND COST CONSTRAINTS:

TIME CONSTRAINTS:

The project start is September 8, 2020. The official project is expected to start by October 5, 2020, after the project charter/ scope has been approved. The target end date has not been decided. The target end date would be decided as the project plan progresses further.

BUDGET CONSTRAINTS:

No discussion has been held regarding the project budget at this point. The budget estimate will be provided by analyzing the quality, resources, and time constraints as the project plan advances through the different phases.

OUT OF SCOPE:

- New sensors would be deployed only on packages containing valuable assets and documents and not on all packages.
- Failure of sensors to track the packages accurately and efficiently in real-time.

ASSUMPTIONS:

- Hardcat's asset management software will be compatible with the existing shipping system.
- Hardcat's asset management software will be within the budget constraints of Reliable Delivery without any major costs in the future.
- No alterations will be made in the expected deliverables once the stakeholders sign off the project scope document.
- New personnel will be hired to provide technical assistance on cloud asset management software as well as to manage the cloud environment if required.
- All the team members will complete the tasks assigned as per the schedule to avoid any kind of delays.

PROJECT AUTHORITY:

1) STAKEHOLDERS:

NAME	ROLE
Adam Alberts	President and Chief Technology Officer, Reliable Delivery
Craig Holland	VP of Operations, Reliable Delivery
Tony Darin	Senior Vice-President of Sales, Reliable Delivery
Amy Holland	Chief Financial Officer, Reliable Delivery
Paulo Maine	Sales Representative, Hardcat
Nikita Dongare	IT Project Manager, Reliable Delivery

2) TEAM MEMBERS:

NAME	ROLE
Rayshawn Thompson	Business Analyst, Reliable Delivery
John Sweeny	Delivery Fleet Management Systems, Reliable Delivery
Mia Bolivar	Senior Systems Developer, Reliable Delivery
Arlene Bradshaw	Systems Developer, Reliable Delivery
Yuqin Luo	Quality Assurance Analyst, Hardcat
Naina Shukla	Data Analyst, Reliable Delivery
Faythe Scheidecker	Company Trainer, Reliable Delivery

3) ORGANIZATIONAL REPORTING STRUCTURE:

- Nikita Dongare, IT Project Manager will report to Adam Alberts, President and Chief Technology Officer at Reliable.
- The initial project team will report to Nikita Dongare, IT Project Manager at Reliable Delivery.
- The project team at Reliable Delivery would collaborate with the implementation team at Hardcat for technical training and implementation assistance.
- Nikita Dongare, IT Project Manager at Reliable Delivery would collaborate and coordinate with Paulo Maina, Sales Representative at Hardcat.

PROJECT MILESTONES AND PROJECT SEQUENCE:

The project will be carried out in the following phases, showing the milestones and general sequence:

- **Requirement Gathering:**

In this phase, meetings will be held between the IT project manager and the stakeholders to gather business requirements associated with the project. This will serve as a point of reference to document the evolution of the project, its key elements, and its implementation.

- **Project Initiation:**

In this phase, a summary of the project along with the project scope and deliverables would be defined. Also, necessary contracts would be signed between Reliable Delivery and Hardcat to proceed further.

Based on the requirement gathering and project initiation phase, a project charter document outlining the scope and expected deliverables of the project would be made. The project charter document is expected to be approved before October 5, 2020, which is the official expected start date of the project.

- **Project Planning:**

In this phase, the project team would put up an implementation plan for the integration of Hardcat cloud asset management software with the existing shipping system at Reliable Delivery. Resource allocation and project schedule would be developed after discussions with the stakeholders. A budget would also be proposed based on the time, resources, and scope of the project. Daily meetings would be conducted to ensure that the implementation plan meets the business requirements and scope.

- **Project Implementation and Execution:**

In this phase, training would be provided to the team members for understanding the cloud-based asset management software. Moreover, technical assistance for procurement and deployment of sensors would be provided by Hardcat to ensure that the integration is successful. After the training phase, the actual deployment of the sensors and integration of Hardcat asset management software with Reliable's shipping system would be implemented.

- **Project Testing and Final Deployment:**

In this phase, operational tests would be performed to ensure that the sensors can track the packages from the point of pickup to the delivery address and translate it to a visual point on the map. Additionally, testing of the cloud management software for quality assurance after integration would be performed. The system would be validated against the business requirements followed by the final deployment after approval from the key stakeholders.

- **Project Closure:**

In this phase, the final report and presentation will be submitted.

PROJECT MANAGEMENT AND INTEGRATION PLAN:

The project would follow agile methodology throughout the project planning, development, and deployment stages. This would give us a chance to welcome changing requirements, even in later stages of the projects. We would focus on iterative development, where requirements and solutions would evolve through collaboration between Reliable Delivery and Hardcat.

Project Initiation and Planning:

- Creating a project charter/ scope document outlining the scope and expected deliverables of the project for approval.
- Developing a work request form providing basic project information along with potential risks and benefits.
- Determining the feasibility of the project considering the time and budget constraints.
- Creating a work breakdown structure to organize the work required and allocate resources, budget, and time.

Project Implementation and Execution:

- Based on the requirement gathering and project scope document, an implementation and project design plan would be made and after approval from the stakeholders, the implementation of the system would begin.

- Planning of the project management strategy for integration of Hardcat cloud asset management software with the existing system at Reliable delivery along with the communications and forms needed for the different processes.
- Assessing possible financial and operating risks for the project as the project progresses.
- The scope and budget would be refined as the project advances.
- Integration of the cloud software with the existing shipping system as well as connecting it to the deployed sensors.
- Testing the systems for faults, taking feedback from stakeholders, and making necessary changes along the way.

Change Control Plan:

- Monitoring and assessing change requests on a daily basis by discussion with the team members and stakeholders with the current execution of the project.
- Analyzing the impact of change requests and excluding requests which are out of scope.
- Keeping financial and operational risks in mind while monitoring change requests.

The following procedure would be followed for change control:

- The change management form must be filled by the initiator. Once the form is filled, the project manager will review and analyze the reason for the changes requested.
- Organizing meetings with the team members as well as the stakeholders if the change is critical. The agenda of the meeting would be to discuss the impacts of the change on the project, resources needed for delivering the change, risks involved as well as the effect of the change on the other parts of the project.

Quality Management Plan:

- Operational tests after the first round of implementation to detect any possible anomalies.
- Regular testing and maintenance of the cloud software and sensors to ensure accuracy and reliability.
- Constantly updating the plan based on the quality test results.
- Quantifying the resources used, time spent, and cost involved in the project and measuring any deviations from the planned values to keep a check on resources, schedule, and budget.

Communication Management Plan:

- Internal meeting with team members on a daily basis to keep track of the project progress as well as to discuss the further required steps.
- Team members will be updating each other via emails and skype calls.

- Bi-weekly meetings with the stakeholders to share updates, get feedback and approval for the next steps.
- Face-to-face meetings with the entire team and stakeholders after each sprint.

Closure phase:

- Final deployment of the system and its maintenance.
- Ensuring that the implemented system meets all the business requirements mentioned by the stakeholders.
- Determining the future scope of the project by analyzing present flaws.
- Close the project by delivering the final project report and presentation.

PROJECT RISKS AND MITIGATION PLANS:

RISKS:

- Failure of sensors to track the locations accurately.
- Failure in integration of Hardcat cloud asset management software with the existing shipping system at Reliable Delivery.
- Lack of expertise in the procurement and deployment of sensors.
- Unforeseen delays due to technical or operational difficulties.
- The cost of integration might go over the decided budget.
- Unexpected changes in scope and deliverables.
- Difficulties in implementation due to lack of technical expertise and assistance.
- Violations of data privacy concerns.

MITIGATION PLANS:

- Use of agile methodology to keep the project scope flexible.
- Implementing continuing project quality management with weekly status reports and team reviews.
- Periodic training sessions for the team members to understand and learn about the Hardcat software as well as the procurement and deployment of sensors.
- Allocating extra budget for residual risks.
- Holding daily meetings with the team and stakeholders to get project updates and to ensure that the project schedule is being followed.
- Deciding on policies to avoid any data privacy violations.
- Regular testing of the system to avoid sudden failures.

PROJECT CHARTER APPROVAL:

Tony Darin (Senior Vice President of Sales)	**Date**
Craig Holland (VP of Operations)	**Date**
Adam Alberts (Chief Technology Officer)	**Date**
Amy Holland (Chief Financial Officer)	**Date**
Paulo Maina (Sales Representative)	**Date**
Nikita Dongare (IT Project Manager)	**Date**