

Trebor Systems

Fall 2020 Technical Upgrade Project

Project Charter, Preliminary Scope, WBS

Submitted by:

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Project Charter – Revision 10/1/2020

Project Name: Trebor Systems Preliminary Scope and Project Charter

Summary of Project Origins and Objectives:

Trebor System is a small, private business with 20 employees, focusing mainly on providing website design and upgrade services for other companies. There are 15 Web Developers, 3 Administrative and Sales, 2 managers working for the company. They currently have approximately 120 customers. The company started with a tight budget however has seen a substantial 7 year growth in business since it was established. The owner of Trebor System, Ms. Reni Stadler, has decided to initiate a technology upgrade for all hardware and software in the company. The objective of the project is to provide recommendations for upgraded hardware and software, purchase and install satisfied hardware and software, transfer previous data to upgraded hardware with no data loss, backup data onto a cloud service, and recommend training services for Trebor's employees regarding the new software.

Business Case

Our solution is to provide technology upgrade services, including recommendation of hardware and software, and implementation. Through the latest information regarding electric hardware and software that our consulting team researched, Trebor Systems could receive an analysis report comparing equipment performance and price with our recommendation. With Trebor System's final decision, our team would provide seamless implementing services, eliminating any concerns and inconvenience of daily work. The benefits of the upgraded equipment to Trebor Systems and its employee includes:

- Improve employee efficiency and their quality of work
- Integration of maintenance procedures/protocols in hopes of reducing risk of server failure/downtime
- Increased hardware capacity and longevity
- Increase competition compared with similar companies
- More room for opportunities to bring in new clients - expansion of business
- Elimination of out-dated/robust systems

Organizational Context:

This project is intended to provide an optimal plan for upgraded Hardware and Software with higher capacity and performance and will also provide a “turnkey” service to implement the proposal.

Sponsor: Ms. Reni Standler, Owner

Project Manager: Salvatore Albanese

Assistance: Joe Jaconetta, Olivia O’Neill, Sichun Xu

Stakeholder Register:

Name	Position	Internal/External	Project Role	Contact Information
Reni Stadler	CEO Trebor Systems	Internal	Sponsor	reni.stadler@trebor.com
Tim O’Connor	TS Operations Manager	Internal	Advisor	tim.oconnor@trebor.com
Salvatore Albanese	Project Manager	External	Project Manager	sealbane@g.syr.edu
Olivia O’Neill	Senior Consultant	External	Team Member	oliviajoneill2@gmail.com
Joe Jaconetta	Business Analyst	External	Team Member	jwjacone@g.syr.edu
Sichun Xu	Technician	External	Team Member	sichunxusu@gmail.com

Project Scope:

Trebor Systems is a small web design and upgrade company that is in need of a technological upgrade. This is a turnkey project; therefore, our team will be in charge of the entire upgrade and implementation. This will include an assessment of the all twenty employees' systems, a proposal for the hardware/software, a document of measurements for the workspaces, documented approval of all steps, and an implementation plan. Once approved by the Operations Manager, Tim O'Connor, and CEO, Reni Stadler, the team will then purchase 20 systems, associated workspaces, and all software, including cloud storage. The original space located at Trebor systems should then be cleared, all old data transferred to a cloud storage software, and the system be put in.

Our team holds the assumption that the two-week deadline will not be exceeded due to the phasing only allowing one task to get done a day. In addition, we assume that all parts of the hardware/software and new workspaces face no technical difficulties. Furthermore, we assume that Trebor Systems has the proper internet hardware and a stable connection for us to proceed implementation of the software. Lastly, we are under the assumption that the Kick-off Meeting will be held on Monday December 14th.

There are various constraints in which the team is working within. The First being that since we are working with a turnkey project, we have to replace the entire staff's hardware to the same system in order to create commonality. Secondly, we need the approval of Tim and Ms. Reni for all parts. Thirdly, the implementation and testing have to work around the company's business hours(8:00am-5pm), therefore, operations will occur on the weekends. Lastly, the project has a two-week lifespan in which all the work for the upgrade must be complete.

In-Scope Activities:

- Consultation for Mac and PC hardware/ software
- Cost estimate for Mac and PC systems including associated hardware (mouse, keyboards, printers, and cables)
- Analysis of office space
- Work Space layout plan

- Implementation plan
- Training plan for employees using new hardware
- Approval documents

Out of Scope Activities:

- Configuring Internet connection hardware
- Regular testing and maintenance (later phase)
- Personalizing Employees' desktops

Project Milestones:

- Proposals and documents drawn up
- Stakeholder approval
- Purchase of hardware/software
- Implementation of the hardware/software
- Close out meeting

Project Budget:

PROJECT COST ESTIMATES (TANGIBLE COSTS)				
MATERIAL COSTS	# Units	Cost/Unit	Sub Totals	% of Total
Windows Hardware	6	\$720	\$4,320	5%
Mac Hardware	15	\$900	\$13,500	16%
Licensed Software	20	\$210	\$4,200	5%
Software Development			\$25,000	30%
Cloud Storage Server	1	\$300/month	\$3,600/year	4%
TOTAL MATERIAL COSTS:		\$50,620.00		
LABOR COSTS	# Units	Cost/Unit/Hr	Sub Totals	% of Total
Trainee Cost	20	\$350	\$7,000	8.5%
Project Manager Labor	126 hrs	\$95	\$11,970	14.5%
Project Team Labor	112 hrs	\$70	\$7,840\$	9.5%
Systems Testing (10% of material costs)			\$5,562	7%
TOTAL LABOR COSTS:		\$32,372.00		
TOTAL PROJECT COST ESTIMATE:		\$82,992.00		

*We recommend starting with an initial budget of \$90,000-\$95,000 to have reserve cash in place due to possible risk of underestimation or unaccounted-for future expenses.

Deliverables:

- Hardware Upgrade: New computers and computer accessories
- New Software Implementation
- Employee Training on new systems
- Cloud Storage Server offering 5 TB of storage per user
- Proposal/Approval Documents: Draft documents outlining the project plan, all recommendations, schedules, and budgets.
- Measurements Document: Outline Office Space measurements.
- Implementation plan and execution:

Management Constraints:

- With the new “turnkey” project in motion for Trebor Systems, the best way to have commonality across the business is to switch all positions over to the same hardware system.
- Tim and Reni both need to give their approval of the proposal before proceeding with implementing the proposal.
- Web Developer testing and move in can only be done on the weekends, as client business hours take place from 8:00am-5:00pm Monday through Friday (phasing gets done one by one to not be disruptive to the business).
- Implementation time period of 2 weeks.

Assumptions:

- The time restriction of a 2 week implementation period will not be exceeded due to the phasing only allowing one to get done a day.
- All parts of the hardware and new work spaces for Trebor Systems are correct and face no technical difficulties with new hardware.
- Trebor Systems has proper internet hardware and a stable connections
- Trebor Systems has the budget and resources for the new hardware, phasing and implementation, and Harbor Line Consulting assistance
- Initial Kickoff Meeting will be taking place on Monday, December 14th.

Initial list of Potential Risks:

- The business hours of Trebor Systems is going to make the 2 week implementation period harder to achieve and possibly make the project take longer than expected.
- With having the developers using Apple products and the rest of the company uses PCs, the transitional learning curve for the company can take longer than expected with new hardware coming in.

Roles for Decisions, Policy, Approvals:

- **Ultimate Approval at all project levels:** Ms. Reni and Tim O'Connor
- **Project Manager:** Sal Albanese
- **Project Schedule Manager:** Sichun Xu
- **Senior Consultant:** Olivia O'Neill
- **Business Analyst:** Joe Jaconetta

Communication:

Communication between the team and both Reni and Tim O'Connor will be constant and team meetings will take place throughout the proposal, phasing, and installment phases to make sure the project is on pace and up to status.

Approval of this Charter:

Salvatore Albanese: _____ Date: _____

Joe Jaconetta: _____ Date: _____

Olivia O'Neill: _____ Date: _____

Sichun Xu: _____ Date: _____

Reni Stadler: _____ Date: _____

Tim O'Connor: _____ Date: _____