**After altering this document be sure to update the current version number and re-upload to the google doc in shared folder, change name to current version number, and save previous version in OLD CHARTER sub-folder.**

**Part I: Project Overview**

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name** | Ticket Management System | | |
| **Project Charter Author** | Colton Zeinner, Isaac Adducchio, Elle & Brendan Fisher | | |
| **Creation Date** | 16 May 2017 | Last Revision Date | 5/16/2017 |
| **Project Version** | 1.1 | | |
| **Project Charter Status**  **(Pending/Approved/Reflect)** | Pending | | |
| **Proposed Project Start &**  **End Date** | Start: May 2017  End: August 2017 |

**Part II: Project Details**

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| --- | --- | --- | --- | --- |
| **Project**  **Description** | Implement a streamlined process for users to submit trouble tickets to appropriate agent, and track ticket status until a resolution is reached. | | | |
| **Project Scope** | The scope of the project includes:   * + Web System for submitting tickets, altering current user’s tickets and admin ability to close tickets.   + Desktop ticket tracking system   + Automated Ticket Assignment System     The scope of the project does not include:   * Mobile Application * Mobile Support | | | |
| **Project Objectives** | Create a streamlined process for ticket management for both the service desk and customer with the following actions:   * + Centralize information   + Create Web system and mobile system that will allow users to submit and track tickets   + Automate ticket assignment process to deliver tickets to agent instantaneously | | | |
| **Project Participants, Roles & Responsibilities** | **Participant** | **Project Role** | | **Project Responsibilities** |
| Ken | CEO | | Overview Project |
| Chuck | CTO | | Overview Project |
| Isaac Adducchio | Front End Developer | |  |
| Colton Zeinner | Project Manager | |  |
| Elle | Lead SQL Developer | |  |
| Brendan Fisher | Front End Developer | |  |
| User |  | |  |
| User |  | |  |
| **Communication Plan** | Email and Group Message | | | |
| **Project Risks & Mitigations** | **Risks** | | **Mitigation** | |
| Web, desktop, and mobile systems may not interact properly. | | Extensive software testing to check for correct outputs on all systems | |
| Some group members may not do their part. | | Conduct weekly check-ins to ensure individuals are reaching prescribed. | |
| Rely on users to correctly select category their issue fits into. | | Have set amount of issue categories and examples of issues to assist user in properly identifying correct choice. | |
| **Project Benefits** | * + Allow customers to easily initiate tickets 24 hours/day via web or mobile system.   + Increased visibility from ticket tracking system.   + Automated ticket assignment system will reduce issue resolution time. | | | |
| **Project Costs** | Not Applicable, all software used will be free and open source. | | | |
| **Project Constraints** | * Tight timeframe * Lack of web development experience * Unknown end user | | | |

**Part III: Timeline**

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| May 09, 2017 | First Meeting - Complete Project Charter |
| May 16, 2017 | Complete UML Model |
| May 23, 2017 | Complete Requirements Document |
| May 30, 2017 | Complete Requirements Analysis Document |
| June 06, 2017 | Complete Design Document |
| June 13, 2017 | Complete Technical Design Document |
| June 20, 2017 | Implement Design |
| June 27, 2017 | Complete Test Plan |
| July 11, 2017 | Code Review |
| July 18, 2017 | Complete Support Plan |
| July 25, 2017 | Project Presentation |
| August 01, 2017 | Project Presentation |