**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**

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| **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.     - Tickets are actively stored by companies SQL database.   + Desktop ticket tracking system   + Automated Ticket Assignment System     The scope of the project does not include:   * Mobile Application * Mobile Support * Active notifications for status of ticket * Ability to contact helpdesk directly * Bug tracking ability. | | | |
| **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 | | | |
| **Assumptions** | * + Users will appropriately categorize their issues   + Administrators will appropriately assign priority | | | |
| **Constraints** | * + The system will not review the submitted tickets for validity, agents must review them manually and determine the appropriate action to take, if any.   + The system will not sort tickets by anything other than priority.   + The system will not notify admins when a new ticket is submitted.   + Desktop Application will be pre installed on user's Windows computer | | | |
| **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 |  | |  |
| **Stakeholders** | Users:   * Anybody that uses the platform * Platform works as advised and maintains tickets   Investors:   * Shareholders/Board of Trustees   Employees:   * See users.   Businesses:   * IT departments and any department that actively use IT departments | | | |
| **Communication Plan** | * Documents will be stored and shared in google drive. * Documents in Google drive will be saved with a version number. When documents are edited for resubmission, the the version number is incremented. * Code will be shared and stored in FreeHostia.com * Group text message is used when the team is planning meeting times and asking questions. | | | |
| **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** | Website Creation: $200  Desktop Application: $150  Mobile Application $355  Database Hosting: $15/month  Testing: 10 hours / week @ $15  General Labor: 1,500 | | | |
| **Project Constraints** | * Tight timeframe * Lack of web development experience * Unknown end user | | | |
| **Deliverables** | The three main deliverables of this charter are mobile application, desktop application and web application. The mobile application will be an in house application will be an in house application hosted and maintained by the active company and distributed as such. All data and movements will maintain on the active network of the company. The same goes for the desktop application and will only be accessible from company computers on which the application has been installed. The web application will be online and openly accessible 24/7 from any access point. The database and all active codebases will be maintained by the company using this software. | | | |

**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 |