

ABC Web Designs

Project Charter

Project Name: Website Redesign for XYZ Company

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● PROJECT PURPOSE

The goal of this project is to build a website for XYZ Company so that they can have a more professional website as their customer base continues to grow. We aim to accomplish this by re-designing, building, and setting up their new website within three to six months.

● SCOPE

●.1 PROJECT SCOPE DESCRIPTION

Executive sponsor(s): Lisa Sellers

Project sponsor(s): Tom Kane

ABC Design will build, redesign, and set up a more professional website for XYZ Company within three to six months. Lisa Sellers is the executive sponsor responsible for funding the project from her department funds. Tom Kane is the XYZ Company project sponsor who has been assigned to design, build, test, and host their new website.

●.2 MAJOR DELIVERABLES

- Project management plan
- Design recommendations and content layout design guidance for a new web page
- Home page
- Internal page templates
- Installation, customization, and configuration of core applications, APIs, and plugins
- Site structure and content
- Final implementation to the production hosting server
- Launch of the public-facing website

●.3 HIGH-LEVEL REQUIREMENTS

Business requirements:

- The website should provide access to the XYZ Company sales system using an API.
- The website should ensure that all displayed sales information is consistent.
- The website should provide a data entry screen for recording customer contacts.
- The website should provide notifications to account executives when a customer opens a trouble ticket.
- The website should provide a screen to view historical trouble tickets for a customer.

- The website should provide the capability to provide an optional survey whenever a customer cancels their account.
- The help desk must be active seven days a week between 7:00 AM and 8:00 PM.
- Website maintenance must be performed as required from 8:00 PM to 11:59 PM on Sunday.

User requirements:

- The product screen must accept production information, including lot, product number, and date.
- The status screen must provide the ability to produce a product summary report.
- All customer interface screens must provide the ability to print on-screen data to the printer.
- All website functions should be compliant with city, state, and federal guidelines for international web operations for the following locations:
 - Los Angeles, CA
 - Toronto, Canada
 - New York, NY
 - Paris, France
 - London, England

Functional requirements:

- The website must display a complete list of XYZ Company products and services.
- The website must provide an About page containing XYZ Company history and other pertinent data.
- Each web page must display the company logo.
- The website must contain all XYZ Company information as follows:
 - XYZ Company address
 - XYZ Company hours of operation
 - XYZ Company phone number
 - XYZ Company email address
- The web application must accept orders from customers.
- The web application must be able to process a sale and accept payment.
- The web application must produce a receipt detailing a customer's purchase information, including the following data:
 - Items purchased
 - Cost of each item
 - Total cost of the order
 - All receipts must include the following information:

- Customer first name
- Customer last name
- XYZ Company logo at the top of the receipt
- Company name, phone number, and address at the bottom of the receipt
- An API must be enabled for the web application to access the sales database and produce weekly, monthly, and yearly sales reports.
- Sales reports must be rendered on the screen with minimal scrolling.
- Sales report data must be downloadable in an Excel spreadsheet format.
- The web interface for the sales repository must be responsive, allowing for proper display on multiple devices for personal and business purposes.
- The website must be accessible for use by customers with varying abilities, such as people with vision impairments, mobility impairments, or hearing impairments.
- The user interface for the product repository should be responsive, allowing for proper display on tablets, laptops, and desktop devices.
- The system should generate a weekly report of product order changes that includes the information below:
 - Customer name
 - Product affected
 - Date of change
 - Type of change
 - Product description
 - Product inventory at the time of change
- The system should generate a weekly product inventory report that includes the following information:
 - Product name
 - Product description
 - Product inventory location
 - Current product inventory amount
 - Product threshold amount
 - Product owner name
- The web application must be intuitive and easy to use by sales representatives, managers, and employees.

Nonfunctional requirements:

- The web application must be available in several languages, including English, Spanish, Japanese, French, and Italian.
- The web application must allow several sales to be made simultaneously without downgrading performance.
- The login pages should be encrypted.
- Data validation should be done server-side.

- Strong, cross-platform compatible encryption should be enforced.
- Multi-Factor authentication should be enforced.
- Website sales functions should be encrypted for all transactions.
- Before checkout, customers should enter a username and password or be offered a Check out as a guest option.
- All website components should be accessible and comply with level AA of the WCAG compliance standards, which include the requirements below:
 - Color contrast is, in most instances, at least 4.5:1.
 - Alt text or a similar solution is used for images that convey meaning.
 - Navigation elements are consistent throughout the site.
 - Form fields have accurate labels.
 - Status updates can be conveyed through a screen reader.
 - Headings are used in logical order.

Quality requirements:

- The website must be operational 24 hours a day, 6 days a week (Monday through Saturday), including all national holidays. The site should be available 20 hours on Sunday to accommodate the maintenance window.
- The website should send an acknowledgment email within three seconds in response to user inquiries, sales orders, and transactions.
- Navigation between product menus and available inventory should not exceed one second.

Transition requirements:

- The existing simple website that provides minimal XYZ Company information must remain in place until the new site is ready for launch.
- The current website should be migrated from the current hosting service to the ABC Web Designs servers.

●.4 SUMMARY MILESTONE SCHEDULE

The existing simple website that provides minimal XYZ Company information must remain in place until the new site is ready for launch. The current website should be migrated from the current hosting service to the ABC Web Designs servers.

Milestone Name	Estimated Delivery Time/Date
Project launch	Two weeks from project charter acceptance
Gather and finalize XYZ web requirements	Three weeks from project launch date
Draft design	Two weeks from finalizing requirements
Final web design	One week from draft design completion

Milestone Name	Estimated Delivery Time/Date
Web development completion	Seven weeks from final web design
Web user testing completion	Three weeks from development completion
Live beta testing completion	Four weeks from user test completion
Perform final updates from beta testing	Three weeks from completion of a live beta test
Go live	One week from performing final updates

●.5 CONSTRAINTS

- Project staff will not be able to work weekends or holidays to make up for any schedule delays.
- There are no current backfill opportunities for any of the currently assigned project staff.
- Customer stakeholders assigned to provide information and data to project staff must respond to all requests within 24 hours to meet the baseline schedule requirements.

●.6 ASSUMPTIONS

- The project work schedule will be five days a week, excluding weekends and holidays.
- Project work hours are between 8:00 AM and 5:00 PM daily.
- Meeting rooms at the customer site are readily available for stakeholders on a regular or as-needed basis.
- No overtime budget is available to cover.

●.7 ACCEPTANCE CRITERIA.

- The website is fully operational within six months from the project launch date.
- A backup of all XYZ Company website information is maintained offline in case of catastrophic failure.
- System errors or failures are kept below 3% per month based on total system transactions.
- The help desk is actively maintained from 7:00 AM to 8:00 PM seven days a week.

● OVERALL PROJECT RISK

- After all the requirements have been thoroughly captured and understood, the project schedule might exceed the six-month target date for completion.

- Changes in project staff may unexpectedly occur due to attrition, requiring time to fill the position and transition the required work.
- The wide area network and local area network have been unstable recently, with relevant upgrades being made by the service providers. The instability of the network might cause further delays in the project baseline schedule.

● BUDGET SUMMARY

Project Team Role	Hourly Rate	Estimated Hours Monthly		Estimated Labor Costs Monthly	Estimated Labor Cost for 6 Months
Shavern Belle, Sr. Project Manager	\$65.00	125		\$8,125.00	\$48,750.00
Helen Peters, Sr. Web Designer	\$51.00	16.		\$816.00	\$4,896.00
Jason Morris, Sr. Developer	\$56.00	77		\$4,312.00	\$25,872.00
Scott Fassett, Database Administrator	\$54.00	21		\$1,134.00	\$6,804.00
Cindy Lewis, Project Analyst	\$48.00	58		\$2,784.00	\$16,704.00
Subtotals:				\$17,171.00	\$103,026.00

The total estimated budget is: \$103,026.00

● KEY STAKEHOLDER LIST

Stakeholder Name	Title/Role	Phone Number	Email Address
Roger Wilson	CFO	503-924-0723	Roger.Wilson@XYZCompany.com
Edward Speck	Product Manager	845-612-3487	Edward.Speck@XYZCompany.com

James Pulliam	Professional Services Manager	718-203-1498	James.Pulliam@XYZCompany.com
Carol Donners	Warehouse Manager	917-785-3256	Carol.Donners@XYZCompany.com
Lisa Sellers	Executive Oversight Committee Chairperson	813-203-0481	Lisa.Sellers@XYZCompany.com
Tom Kane	Facilities Manager	212-405-6790	Tom.Kane@XYZCompany.com

● PROJECT SUCCESS CRITERIA

- The project is fully funded with contingency and management reserve allocations to address project risks and other potential unknowns.
- Stakeholder assignments to the project are maintained and remain static.
- Stakeholder responses to questions or data are responded to in a timely and efficient manner, not to exceed 24 hours.
- Project team staffing remains stable and consistent throughout the project.

● PROJECT EXIT CRITERIA

- No known issues will impact the start of the successor phase.
- The project sponsor and project manager have fully signed off on the completion of the current phase.
- Project performance has not exceeded a 10% threshold above the cost baseline for the current phase.
- All project staff required to support the successor phase are fully available to support the schedule.

● CORE TEAM MEMBERS

Name	Title/Role	Phone Number	Email Address
Shavern Belle	Sr. Project Manager	929-466-1239	SBelle@ABCDesign.com
Helen Peters	Sr. Web Designer	646-587-9432	HPeters@ABCDesign.com
Jason Morris	Sr. Developer	727-890-3452	JMorris@ABCDesign.com

Scott Fassett	Database Administrator	917-386-1457	SFassett@ABCDesign.com
Cindy Lewis	Project Analyst	212-938-4765	CLewis@ABCDesign.com

● PROJECT APPROVAL REQUIREMENTS

- Project approval will be required to initiate the project and will be required for final project closure acceptance. This requires approval from the following stakeholders:
 - Tom Kane: Manager of XYZ Company (Project Sponsor)
 - Shavern Belle: Project Manager, ABC Web Designs
- The XYZ project sponsor must accept and approve each milestone before ABC Web Designs can proceed to the next milestone step.
- All project changes from baseline acceptance must be approved in writing by the project sponsor.