**AGILE PROJECT CHARTER TEMPLATE**

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| **GENERAL PROJECT INFORMATION** | |
| **PROJECT NAME** | UTD ReportPro |
| **PROJECT SPONSOR** | Mark Thouin - Director, MS Information Technology and Management, Information Systems |
| **PROJECT MANAGER** | Samip Subedi |
| **PRODUCT MANAGER** | Musa Shogunle |
| **EXPECTED START DATE** | February 2023 |
| **EXPECTED COMPLETION DATE** | May 2023 |
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| **PROJECT DETAILS** | |
| **EXECUTIVE SUMMARY** | UTD ReportPro is an app that will be used by UTD individuals to report problems on campus and help get issues to the proper department to ensure a timely solution. The problem could be as menial as a restroom being out of order to the extreme, such as reporting an active shooter. The reporting app would also allow the reporting student/individual to choose the department to receive the report. For example, the student/individual could select a department such as UTD Police, OIT department, or everyone as the recipient.  While the current UTD App allows for general comments, the UTD ReportPro app is focused on enabling seamless communication between UTD individuals and UTD departments. This platform aligns strongly with the university’s objectives by informing in-time situations related to students, employees, infrastructure, etc. and resolving it.  Moreover, it may increase satisfaction rate of attending UTD as UTD individuals notice that their concerns on campus are being addressed. In addition to benefiting the university reputation and UTD individuals (students, faculty, staff, etc.), this app also benefits UTD departments in receiving quick knowledge from individuals on campus. |
| **SUCCESS METRICS** | * **Goal:** Students notice that their reports are being viewed and managed by the departments in a timely manner.   + **Measurable Objective:** We will be surveying our student stakeholders after 2 months of version one software launch; we want their satisfaction to be at least 7.0 or higher on a 0-10 scale. * **Goal:** Departments notice that the reports received by students are valuable.   + **Measurable Objective:** We will be surveying our department stakeholders after 2 months of version one software launch; we want their satisfaction to be at least 7.0 or higher on a 0-10 scale. * **Goal**: Ensure seamless delivery of incident reporting from users to departments.   + **Measurable Objective:** We will determine the number of incidents reported to a specific department and the number of incidents received by that same specific department. We will verify that there is a 1:1 ratio --- every incident reported to a specific department should be received by that specific department. * **Beta-Test Goal:** UTD Police can respond faster to non-emergency incidents across campus.   + **Measurable Objective:** The time it takes for UTD Police to respond to a reported incident on the app should be equal to or less than the time it takes for UTD Police to respond to an incident via 972-883-2222 (non-emergency number). (With the inclusion of other departments as the app progresses in development, we will be assessing the response time of those departments as well in a similar manner.) |
| **HIGH-LEVEL REQRUIMENTS** | * The app userbase can only be accessed by UTD students and individuals (meaning UTD credentials are required). (This is to ensure that outsiders do not take advantage of the app with malicious intent.) * The app is compatible with iOS and Android mobile systems as well as computer operating systems. * The app will have a drop-down function where students can choose which department they want to send the report to. * The app will also allow the users to take pictures and attach it for reference. * The app will also have a page to track the completion progress of the reports/tickets created by the user. |
| **MILESTONE SCHEDULE** | * **February 1st, 2023**: Roll out iOS and Android Beta Version. The app features general mass reporting and the ability for students to send reports to UTD Police Communications. * **March 1st, 2023**: Go live with Version 1, which has integrated 2 other additional departments: UTD OIT Department and UTD Campus Occupational Safety and Health (UTD Office of Research & Innovation). * **April 1st, 2023**: Complete research on stakeholder feedback after release of Version 1 and begin implementing feedback to produce Version 2. * **May 1st, 2023**: Go live with Version 2,which has integrated more departments, such as University Housing and departments stakeholders want in the app. |
| **SUMMARY BUDGET** | The expected budget is **$100,000.00**  The following table represents estimated costs that contribute to the budget. |
| **COST-BENEFIT ANALYSIS** | The high positive percentage of the ROI and IRR calculated below shows that the benefit of this project outweighs its gains. Revenues from on/off-campus advertisements on the app will cancel out the cost and continue to bring in revenue even after the 10th year that is described in this analysis. |
| **STAKEHOLDER REGISTER** | 1. Mark Thouin - Project Sponsor, Director, UTD MS Information Technology and Management, Information Systems    1. [mark.thouin@utdallas.edu](mailto:mark.thouin@utdallas.edu)    2. (972) 883-4011 2. Larry Zacharias – UTD Police Chief    1. [larry.zacharias@utdallas.edu](mailto:larry.zacharias@utdallas.edu)    2. 972-883-2232 3. Frank Feagans - UTD Chief Information Officer (Office of Information Technology)    1. [Frank.Feagans@utdallas.edu](mailto:Frank.Feagans@utdallas.edu)    2. 972-883-2911 4. Richard C. Benson - UTD President    1. [president@utdallas.edu](mailto:president@utdallas.edu)    2. (972) 883-2201 5. John Walls - Vice President for Communications (Office of Communications)    1. [john.walls@utdallas.edu](mailto:john.walls@utdallas.edu)    2. 972-883-2155 6. Shane Solis - Senior Director, Research, Campus, and Environmental Safety (UTD Office of Research & Innovation)    1. [shane.solis@utdallas.edu](mailto:shane.solis@utdallas.edu)    2. 972-883-4730 7. Ryan White - Assistant Vice President for Residential Life (University Housing)    1. [rmw042000@utdallas.edu](mailto:rmw042000@utdallas.edu)    2. 972-883-7430 8. Jack Sierputowski - Editor In Chief (UTD Mercury)    1. [editor@utdmercury.com](mailto:editor@utdmercury.com) 9. Kaylee Chang, Vice President of Comet Marketing    1. [Kaylee.Chang@UTDallas.edu](mailto:Kaylee.Chang@UTDallas.edu) 10. Communications, Richardson City     1. [AskRichardsonCommunityEvents@cor.gov](mailto:AskRichardsonCommunityEvents@cor.gov)     2. 972-744-4104 |
| **POWER/ INTERST GRID AND COMMUNICATION METHOD** | Communication Methods:   * **Manage with maximum effort:** Weekly email updates with significant details and every two weeks we will have virtual meetings for feedback and discussion * **Monitor Closely:** Once a month email report with major updates on development; monthly meetings as needed upon request of stakeholders * **Monitor:** Send email blast every two months * **Keep Informed:** Feature on UTD Mercury/ UTD News email (news@lists.utdallas.edu/ [newscenter@utdallas.edu](mailto:newscenter@utdallas.edu)) |
| **TEAM MEMBERS** | 1. Noshirwaan Homiyar Aibada 2. Musa Shogunle 3. Samip Subedi 4. Shekhar Subedi 5. Sherin Thomas |