**Conestoga** **College** **–** **SET**

**Milestone #2**

**Charter**

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| A1 | 2016-11-01 | • Initial release of document | Jennifer Klimova  Nathan Nickel  Wes Thompson  Alex Martin |
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Contents

[Project Charter 4](#_Toc466054764)

# Project Charter

**Project Title**: Lyly Systems and Development Term Project

**Project Start Date:** September, 04 2016

**Projected Finish Date:** December, 12 2016

**Project Purpose and Justification**

The project currently being in development enables industries to work efficiently and to be more organized. The scheduler being created allows all types of industries to organize their schedules efficiently and with ease.

Many industries currently face issues of scheduling when it comes to getting enough people to be able to work on time and on certain hours, and to keep track of all the changes being made to the schedule on a daily basis.

Many corporations use the old method of pencil and paper when making changes to the paper medium schedule. This is a great quick and dirty fix, but at the end of the day, the paper schedules can get lost or destroyed, or the schedule gets so messy with changes that the manager has to read handwriting and manually redo the entire schedule. This all takes time and many mistakes can be made.

With the use of this software, managers, supervisors, and employees can change, create, and view their schedules in a neat manner where there is no messy pencil markings everywhere and it can easily be accessible anywhere at any time. By utilizing this software, industries will be environmentally do better, their work flows will be more organized and efficient, and overall, it simply makes it easier.

**Context and Scope**

Companies that will be impacted by this project are all fast food industries, retailers, and depending on how the schedules work in certain industries, it can appeal to all business corporations as well. This project will mainly benefit internal users, however, a better work flow in a business, means better service which will affect external customers.

The boundaries and limits of the project includes that all changes done to the schedule has to be done through the software which can be accessed online or through a mobile application, it will be able to handle part time, full time, and other types of employees, it can handle instant messaging between co-workers, and it can handle excel schedules that were pre-made.

**Measurable Goals**

The goal of this project is to deliver a software system that will be an online and mobile scheduling application that is intuitive reliable and accessible. In order to achieve this goal the software must:

* have a profile for every user
* have different profile types for schedule managers and employees
* intuitively allow the schedule manager to create and manage their schedule
* allow workers to view their schedule online or on the phone app
* allow workers to request shift trades or time off
* allow schedule managers to easily approve or decline shift requests from their phone or online profile
* all users can see and clear notifications on their phone app or from their online profile

**Project Risk and Success Factors**

For this project there are both project development risks and project business success risks. One development risk is that during the development process one or more team members may drop out of the team or course or may otherwise be unable to continue on the development process. If this risk occurs the remaining team members will split up the remaining work as evenly as possible. Another risk is that a team member may not complete the work they were supposed to finish for a milestone. If a team member thinks they will be unable to finish their work for any reason they will inform the rest of the group as soon as possible and rest of the team will assist them. An additional risk is a lack of communication between team members. In order to combat this risk we have multiple ways to communicating such as email, Facebook, text messaging or weekly meetings. Misunderstanding project requirements is another anticipated risk. If a team member is confused about a project requirement they will clarify it with Jen or Nathan. If Jen and Nathan cannot clarify the requirement it will be discussed with the team as a whole and potentially the instructor until a conclusion is reached. There is also a potential risk of lost or corrupted code. To combat this risk we will a cloud based version of the code as the “gold copy” this gold copy of the code will only be updated with completed and working and tested sections of code. Each team member will also maintain their own copy of working code that they will make changes to. Any legacy copies of the code will be kept at least until the end of the school year as backups. A business success risk is that our target users may not like our product. In order to mitigate this risk we will have various users test our product during the different stages of development to gage their response to features as we add them. Another business success risk is that our product will go unnoticed even if it is better than our competitors. To combat this risk we will be testing and integrating our product with a couple large companies right off the start including Tim Horton’s. This will allow our product to spread between stores relatively easily and if our product is successful throughout the franchise then we can use that to advertise to other companies.

One success factor is that the project is completed on time, and it follows all of the specified requirements. Another success factor is that the system is intuitive reliable and accessible. An additional success factor is that our users like our software and would want to use it over competing scheduling applications.

**Project Organization – Lily Systems**

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| --- | --- | --- | --- |
| **Role** | **Name** | **Organization/**  **Position** | **Contact Information** |
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**Sign-off:** (Signatures of all above stakeholders. Can sign by their names in table above.)