# Project Charter

## Cloud based PoS System for Dessert Emporium

##### Version of TAC 216 Companion Guide: V1

##### Start: 01/01/2016

##### Projected End: 06/01/2016

Approval of the Project Charter indicates an understanding of the purpose and content described in this deliverable. By signing this deliverable, each individual agrees work will be initiated on this project and necessary resources are committed as described herein

Approver Name Title Signature Date

Parth Bhavsar Analyst Parth Bhavsar 02/07/2018

Shilpa Subramanian Project Manager Shilpa Subramanian 02/07/2018

Vikrant Raj Khatri Technologist Vikrant Raj Khatri 02/07/2018

### Section 1: Project Summary, Deliverables and Scope Excludes

#### Project Summary

#### Get It Done Consulting, with our unparalleled expertise in the field, has helped over a 1000 small business across the globe to tap into their true potential and to successfully franchise their businesses. Our in-house Subject Matter Experts(SMEs) are talented professionals with valuable industry experience, who follow a tailor-made approach to tackle each and every problem. We understand that learning the intricacies of the problem is as important as deriving the best solution, as we believe that the former leads to the latter.

#### The Dessert Emporium, a small business that quickly grew to be a local favorite in Dallas, TX, and Miami, FL is looking to expand their business and the owner has reached out to Get It Done Consulting to help him with this transition. Including the two primary locations, The Dessert Emporium will now branch out to over 25 locations in the next 5 years. We at Get It Done Consulting, will help achieve their goal by helping them set up a state-of-the-art PoS system. We plan on providing a scalable cloud-based system with minimal hardware footprint while ensuring integrated inventory tracking and mobile order taking capabilities. We will set our initial targets around understanding their existing system and analyzing their needs. Then we shall explore and analyze the industry-leading restaurant PoS vendors’ products to zero in on the best-suited option for our client. Finally, we will move on to installation of secure Wi-Fi access points, deployment of the system along with the app-support and plan initial training and handover meetings before we take their business online.

#### The project execution has been planned reach conclusion with a span of 6 months while adhering to a set budget of $350,000.00. However, the active project support will be ensured for a period of 5 years to ensure the smooth expansion of Dessert Emporium’s business. We really are looking forward to seeing our client’s business grow and are sure that we would definitely “Get It Done” in the best possible way.

#### Deliverables

| Deliverable # | Description | Owner | Business Goal/ Initiative |
| --- | --- | --- | --- |
| Del - 1 | Project plan | Shilpa | Analyze the available restaurant PoS software solutions and cloud technology offerings to come up with the project implementation plan |
| Del - 2 | Project schedule | Shilpa | To understand and clearly define all the tasks that are to be completed before the project can meet the definition of done(DoD), to ensure that the project is progress on track and as per the schedule |
| Del - 3 | Web based inventory tracking software | Vikrant | Build an inventory management software to integrate with the PoS solution and allow scalability to support at least 25 locations |
| Del - 4 | Cloud based PoS system | Parth | Arrive at the best COTS solution by evaluating the client’s needs and comparing various PoS solutions of industry leading vendors |
| Del - 5 | Mobile and Wi-Fi support | Shilpa | Analyze the mobile usability and Wi-Fi connectivity support of the PoS and inventory software to arrive at the feature enhancement plan |
| Del - 6 | Mobile computing solution | Parth | Research and implement a cost effective mobile computing solution |
| Del - 7 | Cabling, connectors and wireless devices | Vikrant | To plan and allocate the optimum hardware connectivity resources for enabling the PoS service to go online |
| Del - 8 | Secure payment gateway | Vikrant | Implement a secure payment gateway to accept secure credit card payments from the customers |
| Del - 9 | System usage and trouble-shooting document | Shilpa | To deliver to the client, a comprehensive document clearly defining how to use the software and the software troubleshooting guideline |
| Del - 10 | Project closeout documents | Shilpa | Official project conclusion report has to be produced to ensure that the project completion and delivery is documented, and all stakeholders are on the same page |

#### Scope Excludes

| Exclusion | Exclusion Reason |
| --- | --- |
|  |  |
|  |  |
| Any further training that may be required at the end of the agreed upon duration (5 business days or 60 hrs) of training | The total cost of the project has been estimated based on various parameters which includes number of business hours spent in providing training for all personnel. If the hours of training needed exceeds the decided limit, the total project cost shall also increase |
| Mobile devices for locations other that the 2 current locations of the Dessert Emporium | The project introduces a new cloud-based PoS system and a web-based inventory management system while ensuring cloud technology support to minimize hardware footprint. Since a fixed price contract has been signed and there are too many unknowns, we shall limit the mobile device support to the existing two locations for the initial phase of the project. |

### Section 2: Assumptions, Constraints and Dependencies

#### Assumptions

| Assumption # | Description | Reason for Assumption | Impact if Incorrect | Comments |
| --- | --- | --- | --- | --- |
| A - 1 | There exists a cloud-based PoS system that is suitable for the client’s business | Most businesses these days are moving from traditional to cloud based PoS systems | Showstopper |  |
| A - 2 | PoS and inventory management software will allow at least 25 locations to be added | Businesses tend to expand across locations and so, the software used by the businesses should be scalable | Additional features need to be built into the PoS system to customize it as per the client’s needs.  This would ultimately lead to increased cost and overshooting of the deadline |  |
| A - 3 | The infrastructure at the existing client locations will have the provision to support the new connectivity equipment | To provide an online cloud-based PoS service to customers, the client locations must have provision for the installation of connectivity equipment and related services | Showstopper |  |
| A - 4 | The integration of the various components of the project will happen seamlessly | Since we are choosing COTS solutions instead of building the components from scratch, integration of these components would have already been tried and tested by other parties | The testing effort may overshoot the predefined timelines which would in-turn lead to the overshooting of the budget |  |

**Constraints**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Constraint #** | **Description** | **Reason for Constraint** | **Impact if Incorrect** | **Comments** |
| C - 1 | Limited time-period (6 months) | Client constraint | Customer dissatisfaction |  |
| C - 2 | Fixed budget ($350,000) | Client constraint | Contractor commitment estimate will exceed the budget |  |

#### Dependencies

| Dependency # | Description | Reason for Dependency | Impact if Incorrect | Comments |
| --- | --- | --- | --- | --- |
| D - 1 | The inventory tracking system and the PoS system should be in place and integrated before final testing and installation can be done | All the components of the project should be in place and integrated before the end-to-end tests are carried out | System’s quality may be compromised and so it may run into failure after the installation is done |  |
| D - 2 | The hardware components required for the system need to be tested for their functionality and performance before the final performance evaluation of the software system can be carried out | Even if the software solutions chosen are highly performant, if there is a glitch in any of the hardware components, expected performance will not b e delivered by the system | The system’s overall performance may be lacking because of the hardware issues and additional effort may go in from the software teams to attain the expected performance |  |

### Section 3: Schedule, Budget and Project Team

**Rough Schedule**

|  |  |  |
| --- | --- | --- |
| **Schedule #** | **Milestone** | **Planned Date** |
| S - 1 | Project plan | 02/08/2018 |
| S - 2 | Project schedule | 02/15/2018 |
| S - 3 | Web based inventory tracking software | 03/01/2018 |
| S - 4 | Cloud based PoS system | 03/15/2018 |
| S - 5 | Mobile and Wi-Fi support | 03/29/2018 |
| S - 6 | Mobile computing solution | 04/12/2018 |
| S - 7 | Cabling, connectors and wireless devices | 04/26/2018 |
| S - 8 | Secure payment gateway | 05/10/2018 |
| S - 9 | System usage and trouble-shooting document | 05/22/2018 |
| S - 10 | Project closeout documents | 05/28/2018 |

#### Rough Budget

|  |  |  |
| --- | --- | --- |
| **Budget #** | **Purpose** | **Amount** |
| B - 1 | Inventory management system | $60,000.00 |
| B - 2 | Wireless Access Points and Wi-Fi access | $50,000.00 |
| B - 3 | Mobile application for order/pay | $40,000.00 |
| B - 4 | Salary | $150,000.00 |
| B - 5 | Travel | $15,000.00 |
| B - 6 | Office expense | $5000.00 |
|  | **Subtotal** | **$320,000.00** |
| B - 7 | Indirect expenses | $30,000.00 |
|  | **Total** | **$350,000.00** |

#### Preliminary Project Team

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **Name/Title** | **email** | **Phone** |
| Project Leader | Shilpa Subramanian/PM | shlipa@gidc.com | 979-123-4567 |
| Core Team Member | Parth Bhavsar/Analyst | parth@gidc.com | 360-321-0987 |
| Core Team Member | Vikrant Raj Khatri/Technologist | vikrant@gidc.com | 512-890-1234 |

### Section 4: Risk and Quality Considerations

#### Complexity and Risk Assessment Level

The project for Dessert Emporium although seems to be a typical off-the-shelf PoS system, but taking into consideration various other deliverables such as an Inventory Management Software that needs to be integrated with the said Point of Sale System, a cloud-based technology to limit the hardware footprint and a robustness for future scalability to support up to 25 locations raises the complexity of the project. Therefore, analyzing aforementioned complexities and other project dimensions, that include but are not limited to project uncertainty, criticality, and size, the project risk level was determined to be level 2.

#### High Level Risks

#### There might be a chance of major infrastructure changes at the client location in order to contain the hardware requirements.

#### Personnel at the client locations may not be competent enough to adapt to new technology changes within the established limit of training hours.

#### Climatic conditions in Miami, FL have a history of disrupting businesses. Hence, this may adversely affect project budget and schedule.

#### Initial Quality Considerations

#### Although high-end PoS systems provide advanced features such as Email Marketing and Employee Management, we shall not be buying these functionalities in order to adhere to the project scope and the budget fixed by the client.  Getting a PoS system with reduced features might have an impact on the cardinal modules and that would have to be considered.