

# Project Charter: QuickFix Web Application Development

## Part I: Project Overview

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| <b>Project Name</b>  | QuickFix Web Application Development                           |                                 |              |
| <b>Project Charter Author</b>                              | Becca Tran, Javier Dario & Srushti Jitendrakumar Patel         |                                 |              |
| <b>Creation Date</b>                                       | Oct 31, 2024   | <b>Last Revision Date</b>       | Oct 31, 2024 |
| <b>Project Requestor</b>                                   | Javier Dario   | <b>Project Manager</b>          | Becca Tran   |
| <b>Project Charter Status<br/>(Pending/Approve/Reject)</b> | Approved   |                                 |              |
| <b>Project Sponsor Signature</b>                           | Srushti Jitendrakumar Patel and Quickfix Cross-Functional Team | <b>Date of Project Approval</b> | October 2024 |
| <b>Proposed Project Start &amp; End Date</b>               | Start: October 2024<br>End: December 2014                      |                                 |              |

## Part II: Project Details

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| <b>Project Description</b> | <p>The QuickFix Web Application is a platform that connects tradespersons with clients who need their services. The application will enable users to browse and book services, receive notifications, and manage their profiles efficiently. QuickFix will streamline the user experience and facilitate easy access to tradespersons across various service categories.</p> <p>The QuickFix Web Application Development will include the following activities:</p> <ul style="list-style-type: none"><li>- Design and develop a user-centred home page tailored to key user tasks.</li><li>- Implement robust profile creation and management for tradespersons and clients.</li><li>- Implement a filter system for tradespeople, allowing users to browse by ratings, service type, and location.</li><li>- Develop an intuitive booking process with payment integration and history tracking</li><li>- Integrate user and tradesperson notifications for service requests, quotes, promotions, and service status updates.</li><li>- Develop a partner portal to streamline the onboarding of</li></ul> |
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|                                     | <p>tradespeople and businesses, expanding the platform's reach.</p> <ul style="list-style-type: none"> <li>- Implement interactive training modules for tradespeople to educate them on platform usage and quality standards.</li> </ul>  |
| <b>Project Purpose</b>              | <p>The QuickFix platform is designed to bridge the gap between users seeking specific trade services and qualified tradespersons who can fulfill those needs. The aim is to create a user-centric application that allows for efficient tradesperson bookings and values transparency in ratings and reviews. This platform will foster trust, convenience, and accessibility for both customers and tradespersons.</p>   |
| <b>Project Goals &amp; outcomes</b> | <p>The outcomes of this project will be:</p> <ul style="list-style-type: none"> <li>- A user-friendly platform that aligns with customer and tradesperson needs.</li> <li>- An efficient search and booking system with location-based filtering</li> <li>- Integration of rating and review functionality to help users make informed decisions</li> <li>- A comprehensive notification system for real-time updates on service requests and promotions</li> <li>- A secure payment processing system to ensure the safety of both parties.</li> <li>- A comprehensive notification system for real-time updates on service requests and promotions</li> </ul> |
| <b>Project Scope</b>                | <p>The scope of the project includes:</p> <ul style="list-style-type: none"> <li>- All pages and functionalities within the QuickFix application domain</li> <li>- Features enabling tradesperson profile management, service filtering, secure payment, booking process, and notifications</li> <li>- Partner Portal and training modules for tradespeople</li> </ul> <p>The scope of the project does not include:</p> <ul style="list-style-type: none"> <li>- Third-party integrations unrelated to the service booking or payment process</li> </ul>   |
| <b>Project Deliverables</b>         | <p>The main deliverable of this project will be a fully functional, user-centred QuickFix web application.</p>  |
| <b>Benefits</b>                     | <p>The QuickFix web application will provide:</p> <ul style="list-style-type: none"> <li>- A centralized platform to connect customers with qualified tradespersons</li> <li>- An intuitive interface that enables users to find, compare, and book services efficiently</li> <li>- A reliable system for tradespersons to receive job notifications and manage profiles</li> <li>- Training and support tools that enhance the usability and adoption of the platform by tradespersons</li> </ul>  |
| <b>Stakeholders</b>                 | <ul style="list-style-type: none"> <li>- Tradespersons</li> <li>- Clients</li> <li>- Staff</li> </ul>   |

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| <b>Constraints / Risks</b> |   |
| <b>Assumptions</b>         |   |
| <b>Project Team</b>        | <ul style="list-style-type: none"> <li>- Becca Tran</li> <li>- Javier Dario</li> <li>- Srushti Jitendrakumar Patel</li> </ul> |

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| <b>Constraints / Risks????</b> | <ul style="list-style-type: none"> <li>· Tight timeframe: while much of the prep work for this project has been underway for a number of months, we still have much to do to launch an updated website by September 2013.</li> <li>· Project team: we have complete confidence in the project team but also realize that the individuals on the team have other demands on their time that might, at times, take priority.</li> <li>· Internal stakeholder buy-in: to truly develop a user-centred website, we will have to balance what we (i.e. library staff) think is important for the website with user behaviours and needs, allowing the latter to take precedence over the former when the two come into conflict.</li> <li>· Timing of user testing: Getting users to participate in user testing can be difficult.</li> </ul> |
| <b>Assumptions</b>             | <p>This project is based on the following assumptions:</p> <ul style="list-style-type: none"> <li>· The library is committed to developing a website that is user centred, not organization-centred</li> </ul>   |
| <b>Project Team</b>            | <p>Randy Oldham<br/> Kim Garwood<br/> Karen Nicholson<br/> Amanda Etches<br/> Doug Horne<br/> Robin Cooper<br/> Pam Jacobs<br/> Andrea Karpala</p>   |
| <b>Budget Requirements</b>     | <p>The main budget requirement to complete this project is staff time. The CMS we have chosen (Drupal) is free, so there is no cost to implement it. We will need a small amount of funds (\$500 max) to reimburse any students/faculty for their time used for testing.</p>   |
| <b>Key Dependencies</b>        | <ul style="list-style-type: none"> <li>- ITS will need to install Drupal</li> <li>- Ongoing support from ITS for any server/CMS maintenance over the course of the project</li> </ul>  |

| Communicati<br>on Plan | When        | What  | Who            |
|------------------------|-------------|---|----------------|
|                        | Jan 2013    | Set up a project blog (for ongoing communication with stakeholders) | Amanda         |
|                        | Jan 2013    | LibALL introducing the project, team, blog, charter                 | Randy          |
|                        | Jan 2013    | Library Forum intro to the project                                  | Randy & Amanda |
|                        | Feb 4 2013  | Blog post of project charter and success criteria                   | Randy          |
|                        | Feb 11 2013 | Blog post of site goals   | Amanda         |
|                        | Feb 13 2013 | Update to Library Forum   | Amanda & Randy |
|                        | Feb 26 2013 | Blog post of critical tasks   | Randy          |
|                        | Feb 27 2013 | Update to Library Forum   | Amanda & Randy |
|                        | Mar 12 2013 | Blog post of Personas   | Amanda         |
|                        | Mar 13 2013 | Update to Library Forum   | Amanda & Randy |
|                        | Mar 26 2013 | Blog post of new navigation   | Randy          |
|                        | Mar 27 2013 | Update to Library Forum   | Amanda & Randy |
|                        | Apr 18 2013 | Blog post on content strategy                                       | Randy          |
|                        | Apr 24 2013 | Update to Library Forum   | Amanda & Randy |
|                        | May 1 2013  | Blog post update on progress  | Randy          |
|                        | June 1 2013 | Blog post update on progress  | Randy          |
|                        | July 1 2013 | Blog post update on progress  | Randy          |
|                        | Aug 1 2013  | Blog post update on progress  | Randy          |
|                        | Sep 1 2013  | Announce soft launch of site to liball                              | Randy          |
|                        | Sep 1 2013  | Blog post on soft launch  | Randy          |
|                        | Oct 1 2013  | Announce training for content providers                             | Randy          |
|                        | Oct 1 2013  | Blog post announcing training                                       | Randy          |

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|                         | Oct 2013    | Deliver training to content providers                                       | Randy                  |
|                         | Dec 16 2013 | Announce hard launch of new site  | Randy                  |
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| <b>Project Timeline</b> | <b>When</b> | <b>What</b>   | <b>Who</b>             |
|                         | Feb 4 2013  | First Meeting – Go over Project charter; clarify scope and success criteria | Project team (RO lead) |
|                         | Feb 11 2013 | Draft site goals  | Project team (AE lead) |
|                         | Feb 2013    | User Interviews   | UX Team                |
|                         | Feb 26 2013 | Critical task brainstorm  | Project team (RO lead) |
|                         | Mar 12 2013 | Persona Development   | Project team (AE lead) |
|                         | Mar 12 2013 | User survey for top 3 site tasks  | Randy, UX Team         |

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|  | Mar 26 2013    | Develop navigation   | Project team (RO lead)  |
|  | Mar 2013       | Open card sort with team and users                                       | RO, AE                  |
|  | April 2013     | Closed card sort with team and users                                     | RO, AE                  |
|  | April 18 2013  | Develop content strategy   | RO, AE                  |
|  | April 2013     | Revise web style guide for contributors                                  | RO, AE                  |
|  | April-Aug 2013 | Meet with teams to fill out content                                      | Working Group & Webteam |
|  | Sept 2013      | Soft launch of redesigned website  | Web Team                |
|  | Sept 2013      | Check Success Criteria   | Project Team (RO lead)  |
|  | Sept 2013      | Develop permissions & approval plan for content contributors             | RO                      |
|  | October 2013   | Develop training materials for content contributors and deliver training | RO & Web Team           |
|  | Dec 16 2013    | Hard launch of new Library website                                       | RO & Web Team           |
|  | Jan 2014       | Re-perform user testing to verify completion of project                  | UX and RO and AE        |