RMIT UNIVERSITY

Vroom Car Scheme Project
PROJECT CHARTER

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Distribution

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Amendment History

Section	Page	Version	Comment
1	5	1.1	Updated project summary as some requirement for the project changed according to the client's need and requests.
			<Enter Comments to explain the reason for the document text or other changes, e.g., Updated text after walkthrough with the stakeholders, or e.g., Updated section after technical consultation>

Add a row for each section update or consolidate if changes are minimal. NOTE: Changes should be tracked within the document if the document is to be re-distributed, so that the audience can quickly see the changes.

Staff or Entities Consulted

Name	Position / Organization
Melina Vidoni	Client, Sponsor

Related Documents

Name	Author	Description
Project Folder	Stella, Sarah, Robin, Sefira, Tyler	This is the project's folder. Within it, there are files needed for the documentation of this project. The folder can be found here.

Preface

The purpose of this document is to outline the Charter for a car rent system project by Vroom. It serves as an agreement between the project team, the sponsor and the supervisor. It outlines the project's purpose and how the project will be approached, resourced, managed and delivered. Any amendments after this document has been signed off will be via addenda.

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1   Project Summary

The purpose of this project is to develop a web application for a car share scheme. As the business owns a number of cars for rent located around the CBD, the project is intended to provide features of the system to allow their customers to look up and book for a car, handle transactions and data management which makes the business more structured, convenient and expandable. The ideal application should be easy to use, robust and well-designed. In the end, the application should meet the requirements as follows:

- To provide a platform where the customer can see the list of cars and choose a car to be rent.
- To let the customer book the car they want and proceed with the payment.
- To let the customer, keep track of their booking and edit the booking information.
- To let the admin, see customer's order and keep track of the orders.
- To let the admin, add, edit, and delete cars' information.
- To let the admin and customer see the booking histories.
- To let customer reset their password through their emails.

2   Project Sponsor

This project is sponsored by Melina Carolina Vidoni of RMIT University.

3   Stakeholders and End Users

Stakeholder	Responsibilities
Car Share Company Owner	Determine the business demand, manage communication between stakeholders and key partners, and monitor the business metrics and analytics.
Car Share Company Employees	Work according to the specific jobs assigned by business owner.
Customers / Drivers	Use the application, follow the guidelines and policies.

4   Appointment of Project Leader

The project leader is Sefira Karina. The project leader was appointed because she has some experiences in working on both frontend and backend and has experience in working with the Laravel framework which will be used for this project, making her the best fitted to lead the team on this project.

5   Project Team Members

The project team members and their respective roles are:

No	Name	Role
1	Ignatia Stellarista	Scrum Team, Frontend Developer
2	Sarah Nurwidhiafitri Sukamto	Product Owner, Frontend Developer
3	Sefira Karina	Scrum Master, lead Backend Developer
4	Thach Nguyen	Scrum Team Leader, Backend Developer
5	Supun Kwan	Scrum Team, Backend Developer

6   Project Methodology and Approach

For Vroom, the development team will apply the Scrum methodology with a variation of Kanban Board approach. With Sarah the Product Owner, Sefira as the Scrum Master, and the rest of them will be in the Scrum Team (Thach will be the Scrum team leader).

The project is planned to span from Week 4 to Week 11, which is 8 weeks in total. The team is going to work in 2-week iterations (4 sprints in total). From week 12 after, the team will be focusing on refactoring and polishing code for final release as well as the documentation of the whole project.

For the meetings, every week the team will have a 1-2 hours meeting on Mondays to discuss what the team tries to achieve within that week, requirement breakdown, task allocation and hindrances the team is facing. There will be another meeting with the client (Dr Melina Vidoni) on every Wednesday for reporting and requirements clarification.

The Scrum Team is comprised of the front-end and back-end team. The front-end team is responsible for the presentation of the web application. Their tasks include making the user interface and linking the backend APIs with the user interface with HTML, CSS, JavaScript, and Angular framework. On the other hand, the back-end team focus on setting up the database and optimising the flow in business processes (booking a car and return process). Backend team will be using PHP, Laravel framework, and MySQL as the database. To connect to MySQL, the members will use XAMPP locally, and ClearDB in production environment. Other tools that will be used includes Postman and Git. Heroku will be used for development.

Regarding the team approach, within Sprint 0 (from Week 1 – 3), after receiving the requirements, the team will analyse the business needs and design booking and return process for the car rental business with web-based application. The team also work on epics and break down to user stories to propose to the client for approval. After all the features which described in user stories are accepted for implementation by the client, Project Charter and developing environment will be finalised by the end of week 3. In the following sprints, features will be prioritised by the Product Owner and the Product Owner will decide which features or user stories are implemented within a certain sprint.

The reasons why the team chooses this approach are mainly because it maximises the team's responsiveness to the customer needs and requirement, with the highest priority requirements to be implemented first. Also, Scrum artefacts and meetings provides data on how the team perform, which the client can use to monitor the project.

7   Project Governance

The Governance model is as follows:

In the first 3 weeks or Sprint 0, there will be a meeting with the client every Wednesday morning to gather and clarify requirements.
During the project, all decisions will be made based on the requirements gathered from the client and to do so brainstorming and honestly sharing perspectives are required.

For a communication method, Slack is used as a collaboration hub to communicate and discuss within the team and the client. However, to keep everything up on the track, the team has decided to conduct a weekly physical retrospective meeting to update, bring up questions, give feedback to each other and find ways to improve in the next sprints to reduce the chance of risk and issue occurrence. Then after the

meeting we record a meeting minute to document and inform members of what happened in the meeting. This usually takes around 1-2 hours every Monday afternoon or on Wednesday after meeting with the client. The reasons that physical meeting is chosen instead of virtual or online meeting because explaining in person is easier, allows us to best understand each other through body language and emotion, and brings full attention to the meeting.

If there is an issue occurs during a sprint and the person responsible for the task is unable to fix the issue, it will be recorded in the issue list and discussion list. Then, the team will try to fix it together in the next group meeting.

For work tracking process, we will be using Trello to manage the workload among the team and to give the client a better-visualised presentation on the progress of the project (Link to the Trello board can be found here). A burn-down chart will also be presented for the Scrum Master and client to keep track of the team's velocity and obstacles they might have. The burndown chart for all 4 sprints can be seen here.

As a Scrum team, the team consists of Product owner, Scrum master, Scrum team leader and members. And everyone in the team take part as a developer.

1. Sarah Nurwidhiafitri Sukamto is the Product owner of this project. She is the person who reports and contacts with the client, and along with the scrum master, she designs the product backlog and sprint backlog, organize meeting, and organize the work distribution. She takes part of the front-end development team.
2. Sefira Karina is the Scrum master. Along with the product owner, she designs the product backlog and sprint backlog, organize meeting, and organize the work distribution. She is also the leader of the back-end development team and is responsible for doing deployment, code review, and merging pull requests for the backend.
3. Thach Nguyen is the Scrum team leader. He provides direction and instruction to the team and keep the team running smoothly till the team reaches the goals. He takes part of the back-end development team.
4. Supun Kwan is a Scrum team member. As a scrum team member, he participates in the sprint planning meetings and sprint retrospective meetings. He takes part of the back-end development team.
5. Ignatia Stellarista is a Scrum team member. As a scrum team member, she participates in the sprint planning meetings and sprint retrospective meetings. She takes part of the front-end development team and is responsible for doing deployment for the frontend.

8 Project Scope & Deliverables

Project Deliverables
Since this team use Scrum Methodology, a continuous deployment at the end of each sprint will be done. Here are the features that the team plans to deliver at the end of each sprint. This might change depending on the client's preference and the work condition of the team. Since the team also use a bit of Kanban, if a member has finished all their task, he/she may take more tasks from the next sprint.

Deliverables	Features
Sprint 1	-Customer registration, and admin account creation -User (customer, admin, super admin) authentication and authorization -Customer account's activation by admin -Main page where the list of cars can be seen
Sprint 2	-Things related to managing cars (admin can create, update, edit, and delete existing cars) -Things related to managing rent and return locations (admin can create, update, edit, and delete existing locations) -Customer can see the details of the car

	-Sorting cars based on customer's closest location.
Sprint 3	-Things related to booking a car, may include the booking payment -Customer's current booking page -Customer's booking history page
Sprint 4	-Activating membership card's status after payment -Customer's edit profile page -The page for super admin to manage admins
Sprint 5	-Car unlocking process with membership card -Car returning process

Project Boundaries

By the end of this project, there will be 5 major deliverables. There will be no extra deliverables outside the list mentioned above, unless the client requests additional requirements.

Each sprint mentioned in the list will take 2 weeks each. Should there be any delays, the feature(s) from the previous sprints will be taken to the next sprints. There will also be penalties applied, following the rules mentioned in the team's code of conduct. The code of conduct file can be seen here.

Finally, this project charter will be signed off by our client and also sponsor, Melina Vidoni.