Project Charter

**Project Title -** Goal Pro App

**Client/ Company -** Goal Pro

**Sponsor -** Catherine De Vincenzo **Data Initialised -** 23/07/2019

**Project manager -** Jarrod Singh **Date Appointed -** 23/07/2019

**Purpose or justification of the project –**

The client’s current system is aimed at high-school students. This system utilises a paper-based system. In 2019, most high-school students prefer to use digital systems over use paper-based. The client now wishes to hire a project manager to undertake the creation of a mobile application (for high-school students to use) and a web application (for admin purposes).

**Description of the project. (**Scope Statement**)**

This project requires the development of a mobile application and a web application. The mobile application will be used by high-school students for the purposes of teaching them to set life goals and providing them with incentives for achieving those goals. The web application will be used by the client to view students’ statistics (The number of students actively using the app, the number of downloads, the number of users that have completed goals…etc.). The budget and time constraints are noted in the Feasibility document attached. The major tasks or phases of the project are listed in detail in the attached Work Breakdown Structure document.

**Explanation of what the project must deliver to honour the Scope Statement. (**Scope of Work**)**

A fully functioning (Android) Mobile application must be developed, tested and deployed within 9 weeks from the start of the project (24 September 2019) and must not exceed the budget of R1000.

A fully functioning Web API (web application that allows data to be sent and received between the database and the mobile application) must be developed, tested and deployed within 9 weeks from the start of the project (24 September 2019) and must not exceed the budget of R1000.

A web application (that displays user statistics and data [for the mobile application]) must be developed, tested and deployed within 9 weeks from the start of the project (24 September 2019) and must not exceed the budget of R500.

**Estimated budgetary requirements:**  R 2500

**Estimated Duration of project from approval to delivery:** 9 weeks

**Milestones. (**Key dates**)**

|  |  |
| --- | --- |
| Date | Relevance to the project |
| 23/07/2019 | Project Initiation |
| 26/07/2019 | Documentation and modelling |
| 29/07/2019 | Application Development Begins |
| 10/09/2019 | Application Testing & Bug fixes |
| 24/09/2019 | Project Deployment |
| 25/09/2019 onwards | Application Maintenance |
| TBC | Project Presentation |

**Identified Risks** (High level risk analysis that relates to the project.)

|  |  |
| --- | --- |
| Risk | Implication |
| Unable to acquire affordable hosting. | The web application (API) will be unable to send and receive data between the mobile app and the database. |
| Customer dissatisfaction | The developed application will not be put into production. |
| The cloud hosting provider has down-time | The mobile application as well as the web application will not function until the hosting provider is operational again. |
| Security | User credentials or data are compromised by unauthorised parties. |
| Scope Creep (The client adds additional requirements for the application as the existing solution is being developed.) | The application will not be completed within time or budget constraints or the new features will not be implemented within the app. |
| Transitioning | The new system will not be as effective as the existing system or may lack certain key features that users will expect or require. |

**Stakeholders**

|  |  |
| --- | --- |
| Stakeholder | Description of how they may affect or be affected by the project. |
| Client | The client is dependant on the new project to ensure that their business continues to run efficiently in 2019 and onwards. |
| Project Manager | The project manager is directly involved in the project and is responsible for the success or failure of the project. Their reputation is at stake. |
| Team | The team is responsible for the development of the complete software solution and ensuring that all features work correctly. |
| Students | The students will be the main users of the application and will be interested in whether the application functions correctly or not. |
| Parents | Parents will be interested to know whether the app benefits their children and that their children’s personal information is secured. |
| Government Entities | The Government entities will be interested to know if the POPPI act is implemented into the application to prevent user information from being misused. |

Criteria for project success

|  |  |  |  |
| --- | --- | --- | --- |
|  | Objectives | Criteria for Success | To be accepted by |
| **Scope** (What is being delivered?) | A completed Android application. A completed web application. | Both applications must include all the functionality required by the client and must meet the performance and quality requirements expected by the client. | Client (Mrs De Vincenzo) |
| **Time** (When it is being delivered?) | Both applications must be fully developed and tested by the 24th of September 2019 | All milestones listed above, must be met and the completed applications must be put into production no later than the 25th of September 2019. | Client (Mrs De Vincenzo) |
| **Cost** (How much it will cost to deliver?) | The total cost of both Android and Web applications is R2500. | The budget of R2500 must not be exceeded by the Project Manager and his team. | Client (Mrs De Vincenzo) |
| **Quality** (What quality standard is acceptable?) | Both applications must meet the requirements (performance, security, functional, reliability, user experience) agreed upon in this document. | Users must be happy with the quality of the Android application and The Client must be satisfied with the web application. | Client (Mrs De Vincenzo) |

Project manager’s authority levels.

* Project managers level of authority to **use funds in accordance with the budget**.

The project manager can use the funds according to what they need to purchase e.g. cloud storage, servers etc. and they can assign costs as they come in.

* Project managers level of authority to **make technical decisions**.

The project manager needs to understand the customers problem, how to solve it and how it’s going to benefit the customer. Their level of authority is high, because they can differ from the client’s approach to the problem and find more efficient ways for development.

* Project managers level of authority to **make changes to the scope**.

The project managers can’t make changes to the scope unless they have permission from the client.

* Project managers level of authority to **use hire and fire staff**.

The project manager has primary responsibility for providing leadership to the project team in

the form of planning, organizing, and controlling the work effort to successfully accomplish the

project objective. As a result of this immense level of responsibility the project manager is granted

the level of authority whereby he is allowed to hire and fire staff from the project team. This could

be done for various reasons and would eventually result in a much more organized

and efficient team.

* Project managers level of authority to **manage conflict and escalate issues**.

Conflict in project management is inevitable. The potential for conflict in

information systems development projects are usually high because

it involves individuals from different backgrounds and orientations working together to complete

a complex task. The cause of conflict in team projects can be related to differences in values,

attitudes, needs, expectations, perceptions, resources, and personalities.

Therefore, the project manager needs the skills to deal with conflicts between team members

and escalate the relevant issues that are having a negative impact on the team. The project manager

needs to be able to effectively resolve conflicts, which would lead to a more productive

environment.

**Project approved** / **Project not approved**

**Name**   **Signature Date**

Project initiator - Catherine De Vincenzo 23/07/2019

Project Sponsor - Catherine De Vincenzo 23/07/2019

Project Manager - Jarrod Singh 23/07/2019