

# Project Charter

## Mustang Consolidated Project

TAC 216 Companion Guide Version: 2.0v

Project Start: September 25, 2021

Projected End: June 26, 2022

Approval of a project charter indicates an understanding of the purpose and content described in this deliverable. By signing this Project Charter, you agree that work will begin on this project and that resources are committed as described.

Approver Name	Approver Title	Signature	Date
Harsh Chaudhari	CEO		09/26/2021
Siddham Sharma	Project Manager	S.S.	09/26/2021
Yash Katariya	Lead Developer	Yash Kataria	09/26/2021
Aaron Holle	Business Analyst	Aaron Holle	09/26/2021

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

### Organization Description

One of the most recognized names in the banking industry, Mustang, is reputed for generating incomparable customer value. It is a part of the largest financial market that provides services worth \$114.5 billion and 6.3 million people and of this, the Banking system alone generated a net income of \$236.8 billion in 2018<sup>1</sup>. Although the stats may be less old, and during COVID times, there was a global economic slowdown, the banking sector continues to maintain a strong footing in the right direction. This is backed by the 6.7% Commercial Banking in the US Market Size Growth in 2021 calculated by IBIS World<sup>2</sup>. This will open a lot of potential business from this industry in the coming future.

With their mission to “Lead the industry by simplifying banking by holding technological advancement in one hand and the customers in other”, and their rigorous and timely auditing focused mindset, Mustang has become the bank World trusts. With clients holding as small as a 100-acre farm on Tatooine, to being the official banking partner of as many as 60 fortune 100 companies, Mustang is truly global. Being one of the few banks to survive the monetary crisis of 2008, Mustang supported the rebuilding of the economy. The next goal for Mustang is to partner with governments and worldwide humanitarian causes to support them in building a better world.

Mustang offers several services that include the following:

- Personal Banking: Checking, Savings, Credit & Debit cards, Insurance
- Loans
- Digital banking
- Business loans
- Treasury services

### Project Summary

Mustang is widely recognized as the go-to Bank for guarantee safe and secure services. They have approached us to implement a solution that will fundamentally resolve how their internal team interacts with their systems and how performance is being monitored.

They are seeking resolutions for more than a few problems. The legacy system that is currently implemented resembles a disjointed set of applications that require individual sign-ins. For employees working on more than one application, this is an issue as it expects them to remember as many as 15 different credentials. Also, this increases the vulnerability of the system to security attacks, as some users may choose to use the same password for applications. Thus, we will be providing a single sign-on that helps the employees use their current email-based login to log into all their applications.

<sup>1</sup> <https://www.selectusa.gov/financial-services-industry-united-states>

<sup>2</sup> <https://www.ibisworld.com/industry-statistics/market-size/commercial-banking-united-state>

Along with this, Mustang also wants some applications to be available on mobile for convenience to the frequent flying management leads so that they can promptly respond to requests and provide feedback. At the same time, the client is also expecting the system to generate consolidated performance reports to help track employees. They intend to do this by looking at the amount of service requests that they revived and how many did they managed to resolve.

## Deliverables

#	Description	Owner	Comments
1	A single sign-on for multiple web applications	Aaron Holle	For a wide range of services offered by the bank, an already existing login procedure should be used to authenticate the users for all services.
2	A new web application that shows employees' performance dashboard	Harsh Chaudhari	The new application tracks the performance of the employees based on the service request and the cases resolved.
3	Mobile-First approach and consistent UI (User Interface) design for faster approvals	Siddham Sharma	The application should be compatible with mobile devices for faster approvals from the leadership.
4	Guidelines of the infrastructure purchased.	Yash Katariya	To track the investments and the feasibility of the infrastructure
5	Documentation of the third-party applications used.	Aaron Holle	To track the dependency on the external tools and modules
6	Basic training of various procedures for the employees	Harsh Chaudhari	To familiarize the users with the flow of the new application.

## Out of Scope

Exclusion	Exclusion Reason
Advanced training for troubleshooting is not included	The time and budget constraints of the project make the training unfeasible
Customer Support for the new web application is not included	The budget constraints of the project make it unfeasible
Scalability report for future expansion is not included	Because of the time constraints, the feasibility analysis is not included in the scope of the project
Advanced training for troubleshooting is not included	The time and budget constraints of the project make the training unfeasible

## Section 2: Assumptions, Constraints and Dependencies

### Assumptions

#	Description	Reason for Assumption	Impact if Incorrect	Comments
1	Resources with the required skills will be available to accomplish the project on schedule.	The Bank has the Subject Matter Experts assigned to the project.	Impact to quality.	The project should not be hindered by the lack of resources or skills.
2	The Consolidation Project will be thoroughly tested for glitches and security concerns.	The team includes seasoned cyber security engineers.	Impact to quality.	The Bank deals with the sensitive client details.
3	The deliverables within the Consolidated project will have a well-defined schedule and scope.	The team has a good track record for meeting deadlines.	Impact to schedule and scope.	The project is time-bound and should be within scope.

### Constraints

#	Description	Reason for Constraint	Impact if Incorrect	Comments
1	Project must be completed within 7 months	Infrastructure and Web implementation needs to be completed within 7 months	Impact to schedule	Project delay would affect the organizational efficiency and incur business loss.
2	Project Budget should not exceed \$120,000	The Bank must reserve funds for other initiatives.	Impact to cost	Budget constraints are decided by the Leadership based on the previous large-scale projects
3	Chosen Technologies should have reliable security mechanisms and support	Mustang Bank deal with huge volume of PII information	Impact to quality, cost	Failure to comply with the security standards would attract

#	Description	Reason for Constraint	Impact if Incorrect	Comments
				hefty fines and legal actions.

## Dependencies

#	Description	Reason for Dependency	Impact if Incorrect	Comments
1	Each Team should have skilled resources for niche domain.	Each sub-team having appropriate number of Developers, Testers, Analysts will balance the team	Impact to schedule, quality.	Balanced team would ensure a better-quality deliverable.
2	Outputs of Planning and designing phases should be well-documented before the Development phase begins	Good Documentation will clarify and expedite the development phase	Impact to schedule, quality.	Project Blueprint, Technical Specification Document, Software Requirement Specification Document should be created
3	Security assessment must be completed after each development phase	Vulnerability exploitation must be handled before time	Impact to quality, cost.	Fixing security loopholes early on will ensure a robust system and software
4	Mitigation Plan should be created for risks identified	In case of risks, the project should not be stalled	Impact to quality, cost.	Known risks will be better managed with the mitigation plan in place
5	QA Sign-off should be received before proceeding to the next Development phase	Bugs and edge cases should be addressed before moving the code into the production environment	Impact to quality, cost, and schedule.	QA sign-off would confirm that the deliverable meets the established standards.

## Section 3: Schedule, Budget and Project Team

### Rough Schedule

#	Milestone	Planned End Date
1	Project Inception	September 25, 2021
2	Project Team Setup	September 30, 2021
3	Requirement Elicitation	October 14, 2021
4	Project Planning Phase	October 28, 2021
5	Project Analysis Phase	November 10, 2021
6	Project Solution Design Phase	November 25, 2021
7	Project Development Phase (Plan Review)	December 1, 2021
8	Phase 1 Development	December 22, 2021
9	Phase 1 Testing	December 27, 2021
10	Phase 1 Sign-off: <b>Single Sign-On Implementation and Authentication Change Completion</b>	December 30, 2021
11	Phase 2 Development	January 5, 2022
12	Phase 2 Testing	January 25, 2022
13	Phase 2 Sign-off: <b>UI Revamp and Mobile Application Completion</b>	February 02, 2022
14	Phase 3 Development	February 26, 2022
15	Phase 3 Testing	March 15, 2022
16	Phase 3 Sign-off: <b>Dashboard Application Completion</b>	April 12, 2022
17	Project Handover	April 26, 2022
18	Project Warranty and Support	June 26, 2022

### Rough Budget

#	Amount	Source
1	\$22,000	Vendor Partnership Cost
2	\$18,000	Infrastructure and Hardware cost
3	\$10,000	Software Licensing Cost
4	\$55,000	Resource Salaries and Expenses
5	\$5,000	Project Specific trainings
6	\$10,000	Miscellaneous Expense (Travel, Food, Office Accessories etc.)
<b>Total Project Estimate</b>	\$120,000	

## Initial Project Team

Role	Name/Title	email	Phone
Project Sponsor	Harsh Chaudhari	harsh_chaudhari@tamu.edu	281.786.5369
Project Manager	Siddham Sharma	siddham.sharma@tamu.edu	224.349.1706
Lead Developer	Yash Katariya	yashkatariya@tamu.edu	979.326.8790
Business Analyst	Aaron Holle	aaron.holle@tamu.edu	214.802.2112

## Section 4: Risk and Quality Considerations

One of the biggest risks of this project is being able to effectively integrate all the dozens of systems working together. While anyone system may not be too difficult, building a single system that can accommodate all of them will be challenging. Properly understanding the kinds of metrics that the executives currently want and what they might want in the future will be critical in making sure that this system has buy-in at an elevated level. Additionally, if we cannot make the system easy enough to use then we may face backlash and low buy-in from employees who use the system daily. The main quality concerns that we have are regarding the data of the bank, ensuring that users can get their information quickly and accurately is vital considering customers finances are on the line, additionally, the banking industry is highly regulated, so we must make sure that we are not only following the regulations properly but also treating the case with the severity it deserves.