

# Project Charter – ICT Project

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**Project Title:** *Implementation of Google Workspace for Company-Wide Collaboration*

**Project Sponsor:** Chief Executive Officer (CEO)

**Project Manager:** [Your name], ICT Project Manager

**Date of Authorization:** 26 August 2025

## 1. Purpose and Background

The company currently relies on fragmented email and file storage systems, leading to inefficiencies, limited collaboration, and increased IT maintenance costs. To modernize the digital workplace and support both onsite and remote employees, this project will implement Google Workspace (Gmail, Drive, Docs, Sheets, Meet, and Calendar). The transition aims to standardize communication, improve collaboration, and enhance productivity across all departments.

## 2. Objectives

- Successfully migrate all employee email accounts to Gmail by January 2026.
- Provide each staff member with a Google Workspace license, ensuring access to Drive, Docs, Sheets, and Meet.
- Reduce IT support calls for email and document sharing by 30% within the first year.
- Train 100% of employees in effective use of Google Workspace within three months of rollout.

## 3. Scope (High-Level)

### In Scope:

- Migration of email accounts from existing system (e.g., Microsoft Exchange).
- Setup of Google Workspace accounts, groups, and admin controls.
- Data migration of documents from legacy storage (shared drives, Dropbox, etc.) into Google Drive.
- Deployment of Google Meet for video conferencing.
- Staff training sessions and support guides.

### Out of Scope:

- Custom software development outside Google Workspace.
- Integration with legacy applications not supported by Google APIs.

## 4. Deliverables

- Fully configured Google Workspace environment with domain integration.
- Migrated email, contacts, and calendars for all employees.

- Company-wide shared drives for departments.
- Training resources (videos, quick reference guides, workshops).
- IT support plan for post-deployment.

5. Assumptions and Constraints

- Assumptions: Internet connectivity available for all employees; management support for migration downtime.
- Constraints: Must comply with company data security policy and Australian data protection laws. Migration must be completed by December 2025.

6. Timeline

Phase	Task	Duration	Start Date	End Date
1. Initiation	Project approval and planning	2 weeks	01/09/2025	14/09/2025
2. Preparation	User accounts setup, environment config	3 weeks	15/09/2025	05/10/2025
3. Migration	Email, calendar, and file migration	4 weeks	06/10/2025	02/11/2025
4. Training	Staff workshops and resources	2 weeks	03/11/2025	16/11/2025
5. Go-Live	Cutover and monitoring	1 week	17/11/2025	23/11/2025
6. Support	Post-implementation review & support	2 weeks	24/11/2025	07/12/2025

7. Budget

Item	Estimated Cost (AUD)
Google Workspace Licensing (12 months)	\$12,000

Migration Tools & Services	\$5,000
Training & Workshops	\$3,000
IT Staff Time & Support	\$8,000
Contingency (10%)	\$2,800
Total Estimated Budget	\$30,800

## 8. Stakeholders

- Sponsor: CEO
- Project Manager: [Your name]
- IT Team: Responsible for migration and account configuration.
- Department Managers: Ensure team adoption and participation in training.
- All Employees: End users of Google Workspace tools.

## 9. Roles and Responsibilities

- Sponsor: Approve funding, provide executive backing, resolve escalations.
- Project Manager: Oversee migration timeline, manage risks, coordinate with vendor.
- IT Team: Execute technical setup, perform migrations, provide user support.
- End Users: Participate in testing, training, and provide feedback.

## 10. Risks (High-Level)

- Data loss during migration.
- User resistance to switching from current tools (e.g., Outlook, Dropbox).
- Temporary downtime impacting business operations.
- Licensing cost overruns if scope expands.

## 11. Approval & Authorization

By signing, the sponsor formally authorizes the initiation of this project and the allocation of resources.

Signature (Sponsor): \_\_\_\_\_

Date: \_\_\_\_\_