**MIS 4596**

**Project Charter**

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| ***Project Title*** | Book Booker | ***Product/Process Impacted*** | Online Book Transactions |
| ***Start Date*** | 1/29/2018 | ***Organization/Department*** | Book Sales |
| ***Target Completion Date*** | 4/24/2018 | ***Champion*** | Angie Wang |

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|  |  | **Description** | | | | | | | | | | | | |  | |
| **1. Project Description** |  | College students do not have a centralized system of exchanging and selling book products. Students often look to post books on websites like ebay, facebook, amazon, offerup to sell/buy books. This process is not efficient as it does not revolve around any particular universities. | | | | | | | | | | | | |  | |
| **2. Project Scope** |  | Creating an application where students can sell/buy books in one centralized system that is easy to use.  The team will start by gathering information regarding required books for classes at Temple University. Allowing consumers to filter by their college, select the book they want to buy and pay either electronically or in person meet up. Also, the ability to sell books by selecting drop down options of classes on campus, creating a title, marking the price, uploading picture, etc. | | | | | | | | | | | | |  | |
| 1. **Project Goal and Deliverables** | | | | |  |  | **Metrics** | | **Baseline** | **Current** | | **Goal** | |  | | |
|  | | | | |  |  | Amount of users | | 500 downloads | 0 | | 1,000 downloads | |  | | |
| The team will focus on planning and designing an easy to use idea where an intermediary can connect students to buy and sell books, than execute this idea by developing a mobile application. | | | | |  |  | Customer Satisfaction | | 90% gave 4-5 star rating | 0 | | 90% gave a positive experience rating. | |  | | |
|  | | | | |  |  | Money Saved and Earned | | 40% is saved/earned | 0 | | Students saved/earned 50% more. | |  | | |
|  | | | | |  |  | Cash Payments vs. Electronic Payments | | Implementing Venmo, Paypal | 0 | | 60% transactions are electronic | |  | | |
| **4. Business Results Expected** | | |  | One thousand downloads within the first month of launch at Temple University.  90% of customers gave positive user experience ratings.  Expand to ten Universities within three months of launch.  Students saved/ earn 50% more money than they would have with Book Broker.  More than 60% transactions are electronic payments . | | | | | | | | | | | |  |
| **5. Team members** | | |  | Angie Wang (Champion) - Project Manager  Tim McNiff - Prototyper  Jurgen Aliaj- Business Analyst  Frank Tkachenko- Prototyping | | | | | | | | | | | |  |
| **6. Support Required and risks** | | |  | In order for the application to be successful we will need to reach a large audience by marketing to as many students as possible.  Application can fail if too few users adopt the application or if there aren’t enough textbooks being bought and sold on the app. | | | | | | | | | | | |  |
| **7. Customer Benefits** | | |  | This application will help simplify the process of selling/buying books for college students. It is convenient for students to save money and earn money. | | | | | | | | | | | |  |
| **8. Technology Architecture** | | |  | WordPress, JustInMind, Social Media (Instagram and Facebook for marketing)  Tim - WordPress, JustInMind  Frank - Social media marketing consultant specializing in Facebook and Instagram, WordPress developing experience, JustinMind  Angie - Some experience in WordPress, JustinMind., Social Media Platforms Jurgen - JustinMind , Social Media | | | | | | | | | | | |  |
| **9. Overall schedule/Work Breakdown Structure** (Key milestones & dates) | | | | | | **Responsible**  **individual** | | **Output (notes, diagrams, interviews, screen prints)** | | | **Date started if in progress**  **Or Expected completion date** | | **Date completed or date completion is expected** | | | |
| Planning | | | | | | Angie, Jurgen | | Planning schedule , Scope, Use Cases | | | January | | February | | | |
| Analysis | | | | | | Angie , Jurgen | | Diagrams, Charts, Business Requirements, Business Case | | | March | | April | | | |
| Design | | | | | | Frank, Tim, Jurgen , Angie | | Framework + flow of application | | | March | | April | | | |
| Implementation: Construction | | | | | | Frank, Tim | | Rough prototype with basic framework | | | March | | April | | | |
| Implementation: Testing | | | | | | Frank, Tim | | Test for bugs, and easy to use UI/UX. | | | April | | April | | | |
| Installation | | | | | | Frank, Tim | | Completed prototype | | | April | | April | | | |

**Charter Development Guidelines:** Examples are in *italic*s. You can expand the form to meet your requirements as you enter text.

**Project Title**: Enter the name for your project – the name should convey a sense of purpose. Should contain an action word; such as – improve, develop, implement, reduce, etc.

*Reduce Cycle Time for Resolving Disability Disputes*

**Product/Process Impacted**: What you are working on.

*Disability Claim Process*

**Champion:** The sponsor of the project.

*Department Head*

**Organization:** Where you work.

*Corporate HQ – Shared Services*

**Start Date:** This is the first day on the project.

**Target Completion Date:** This is depending on the negotiated time line and scope with the sponsor.

1. **Project Description:** Several sentences addressing: why you are undertaking this project, the magnitude of the problem, general approach to be taken and expected benefits.

*The Shared Services Benefits Group receives on average 30 claim appeals per month. Many of these are resolved by providing information clarifying the process and others should have been handled locally or by directly working with the service provider. This project will improve the process currently in use so that calls/claims are resolved quicker. This will allow members of this organization to focus on more strategic issues and will improve client satisfaction and eliminate re-work.*

1. **Project Scope:** What the boundaries are of the process that you are going to be working on.

*This "Process" begins with opening of a claim dispute and ends when the disputed claim case being closed.*

1. **Project Goal:** Describe the target(s) that you are planning to achieve. Reduce cycle time by 50%, reduce cost per computer installation by 50% etc. If you don’t have a quantifiable target then you cannot claim that you have reached your goal.

Include the historical baseline information. The current value for the process will be updated as the project progresses toward your goal.

*For cycle time: Baseline- 2 days, Current- 2 days, Goal- 1 day (the goal reflects the 50% reduction from baseline)*

*For cost: Baseline- $1000, Current- $800, Goal- $500 (the goal reflects the 50% reduction from baseline)*

You may have other metrics that you are working to impact; if so, substitute them for any that don’t apply. You may have only one metric and will rarely have more than three.

1. **Business Results:** What the benefits are to your organization when this project is complete. How will this project impact your organizations “Dashboard” metrics? What will be the impact to the financial bottom line?
2. **Team Members:** List the dedicated team members and also any other regular contributors to the success of the project.
3. **Support Required:** Identify other resources that may be required, such as outside consultants etc.
4. **Customer Benefits:** What the benefits are to the customers of this project if the process/product is improved.

*The people using the claims dispute process will get faster results and resolution of their claim. This should result in better customer satisfaction levels with the process as well as improved productivity of service operators through fewer status inquiries.*

1. **Technology Architecture:** What are the tools you will be using (development tools, data base, etc)? How will you obtain the tools? What is the level of experience of specific team members with these tools?
2. **Schedule:** Enter the anticipated dates that you will complete each phase of the project; work with your champion to determine these dates.