**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** |  | What problem is the team addressing? What problems do customers have?  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** |  | What areas are inside and/or outside the work of the team? What are the boundaries (start and end points)? What specific parts of the overall problem will you focus on?  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. | | | | | | | | | | | | |  | |
| 1. **Project Goal and Deliverables**   What must the team deliver to be successful? Does the team goal link to the key performance parameters established by the sector leadership teams? What is the baseline performance? How will the goal be measured? | | | | |  |  | **Metrics** (propose specific metrics for your project, e.g., cost reduction, time reduction, customer satisfaction, etc.) | | **Baseline** | **Current** | | **Goal** | |  | | |
|  | | | | |  |  | Amount of users | |  |  | | 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 an mobile application. | | | | |  |  | Customer Satisfaction | |  |  | | 90% gave a positive experience rating. | |  | | |
|  | | | | |  |  | Money Saved and Earned | |  |  | | Students saved/earned 50% more. | |  | | |
|  | | | | |  |  | Cash Payments vs. Electronic Payments | |  |  | | 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** | | |  | Who is this team accountable to? Who is your champion? Who is on this team? What are the specific skills/roles of each team member? Who can the team turn to for expert guidance?  Angie Wang (Champion) - Documentation  Tim McNiff Prototyping  Jurgen Aliaj- Documentation  Frank Tkachenko- Prototyping | | | | | | | | | | | |  |
| **6. Support Required and risks** | | |  | What additional resources does the team need? What obstacles does the team see, and how can they be resolved?  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** | | |  | How will this project help the customer of the organization? Could improvements have a negative impact on the customer?  This application will help simplify the process of selling/buying books for college students. | | | | | | | | | | | |  |
| **8. Technology Architecture** | | |  | What are the specific tools/technologies you will be using? What is the experience of team members with these tools?  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, | | | March | | April | | | |
| Design | | | | | | Frank, Tim, Jurgen , Angie | | Framework + flow of application | | | February | | March | | | |
| Implementation: Construction | | | | | | Frank, Tim | | Rough prototype with basic framework | | | February | | March | | | |
| Implementation: Testing | | | | | | Frank, Tim | | Test for bugs, and easy to use UI/UX. | | | March | | 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.