**MIS 4596**

**Project Charter**

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| ***Project Title*** | Temple Course Scheduling | ***Product/Process Impacted*** | Course Catcher |
| ***Start Date*** | 01/16/18 | ***Organization/Department*** | Temple University |
| ***Target Completion Date*** | 04/17/18 | ***Champion*** | Tony Messina |

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|  |  | Description | | | | | | | | | | | | |  | |
| **1. Project Description** |  | Temple University students need a convenient application to see what courses are needed to graduate. This application would include their major requirements as well as tools that will help students plan, track, and maintain their schedules and courses. | | | | | | | | | | | | |  | |
| **2. Project Scope** |  | In terms in areas this application will be covering, Fox School of Business Undergraduate Students will our main target. Out of scope areas will include other colleges in Temple University. Our end point will be schools in the Philadelphia area.  We will focus on allowing to students to track their academic path, depending on their major and requirements. We will give students an outlet to find classes that cater to their interests based on reviews and surveys done by students. We will have advanced analytics that will allows students to narrow down interests with certain keywords. | | | | | | | | | | | | |  | |
| 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** | |  | | |
|  | | | | |  |  | Number of Course Reviews | | TBD | TBD | | At least 1 per class | |  | | |
|  | | | | |  |  | Application Rating | | TBD | TBD | | 5/5 Stars | |  | | |
|  | | | | |  |  | Number of Downloads | | TBD | TBD | | 55% of Fox School of Business Students | |  | | |
|  | | | | |  |  | Student Drop Rate | | TBD | TBD | | 20% less classes dropped | |  | | |
| **4. Business Results Expected** | | |  | * 10% increase of students graduating on time * Better class placement * 15% less dropped classes | | | | | | | | | | | |  |
| **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?  Champion: Tony Messina  Team Members:   * Jane: Project Manager * Mike: Business Analyst * Justin: Data Scientist * John: Application Developer | | | | | | | | | | | |  |
| **6. Support Required and risks** | | |  | What additional resources does the team need? What obstacles does the team see, and how can they be resolved?  Resources   * Academic Advisor * Mentor * Dars Reports * eSFF Reviews * JustInMind application   Obstacles   * Gathering data about available courses and professor ratings.   Risks   * Scope Creep * Scheduling pushbacks * Over-Budget | | | | | | | | | | | |  |
| **7. Customer Benefits** | | |  | How will this project help the customer of the organization? Could improvements have a negative impact on the customer?  Students will be able to find the classes they need to graduate with more efficiency. This will lead to more students graduating on time and the process will be much simpler. Students will be able to find general education and free elective classes that they actually enjoy. This overall will lead to a more positive experience at the university for the customer. | | | | | | | | | | | |  |
| **8. Technology Architecture** | | |  | What are the specific tools/technologies you will be using? What is the experience of team members with these tools?   * JustInMind   + 4 moderate * Google Drive   + 4 proficient * GroupMe   + 4 proficient | | | | | | | | | | | |  |
| **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 | | | | | | Jane | | Scheduling & documentation | | | 1/16/18 | |  | | | |
| Analysis | | | | | | All | | Models | | | 2/15/18 | |  | | | |
| Design | | | | | | Michael | | Prototypes | | | 3/01/18 | |  | | | |
| Implementation: Construction | | | | | | Justin | | Prototypes | | | 3/20/18 | |  | | | |
| Implementation: Testing | | | | | | John | | Testing Reports | | | 3/29/18 | |  | | | |
| Installation | | | | | | Justin & John | | Final Prototype | | | 4/12/18 | |  | | | |

**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 timeline 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.