**MIS 4596**

**Project Charter**

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| ***Project Title*** | ***Improve Parking in Philadelphia*** | ***Product/Process Impacted*** | Parking |
| ***Start Date*** | ***January 27, 2015*** | ***Organization/Department*** | ***TBA*** |
| ***Target Completion Date*** | ***May 5, 2015*** | ***Champion*** | ***TBA*** |

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|  |  | Description | | | | | | | | | | | |  |
| **1. Project Description** |  | Philadelphia is one of the nation’s largest cities with over 1.5 million residents. Many people who work in the city live in the surrounding suburbs and travel in every day. This creates a problem when it comes to finding parking. People spend an inordinate amount of time driving around to find street parking due to the excessive rates at parking garages. By creating a mobile application, people in Philadelphia will spend less time trying to find that perfect parking spot and more time enjoying the city. | | | | | | | | | | | |  |
| **2. Project Scope** |  | Our process begins when someone steps outside their house, workplace, or anything in between. This is when the user will open the application and submit any parking spots available. Our process ends once the user has found a place to park. | | | | | | | | | | | |  |
| 1. **Project Goal and Deliverables**   Reduce the average amount of time it takes for someone to park by 50%. | | | | |  |  | **Metrics** | | **Baseline** | | **Current** | **Goal** | | |
|  | | | | |  |  | Time to Park | | **10 minutes** | | **10 minutes** | **5 minutes** | | |
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| **4. Business Results Expected** | | |  |  | | | | | | | | | | |  |
| **5. Team members** | | |  | Zack Bambary  Andrew Crerand  Dan Kovacs  Bakari Malik  Tyler Sliney | | | | | | | | | | |  |
| **6. Support Required and risks** | | |  | Our goal is to get local businesses involved with our application so they can tell potential customers how many spots are currently open in the area surrounding their business. In order to do that, we may need help from outside resources that could put us in touch with businesses that would have an interest in doing this. | | | | | | | | | | |  |
| **7. Customer Benefits** | | |  | The customer would greatly benefit from this application because it would save them time, possibly money, and unwanted frustration. | | | | | | | | | | |  |
| **8. Technology Architecture** | | |  | Justinmind will be a huge asset in helping us create our vision for the application. That will be provided, so there will be no expense for that. This will be a learning experience for everyone involved, but basic knowledge of Justinmind will allow our goals to be achieved faster. | | | | | | | | | | |  |
| **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  **(Will be completed once Project Champion is determined)** | | | | | |  | |  | |  | | |  | |
| Analysis | | | | | |  | |  | |  | | |  | |
| Design | | | | | |  | |  | |  | | |  | |
| Implementation: Construction | | | | | |  | |  | |  | | |  | |
| Implementation: Testing | | | | | |  | |  | |  | | |  | |
| Installation | | | | | |  | |  | |  | | |  | |

**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.