**MIS 4596**

**Project Charter**

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| ***Project Title*** | ***Easing the Process of Renting an Off-Campus Apartment*** | ***Product/Process Impacted*** | ***Apartment Renting Process*** |
| ***Start Date*** | ***9/11/2018*** | ***Organization/Department*** | ***Temple University*** |
| ***Target Completion Date*** | ***12/1/2018*** | ***Champion*** | ***Department Head*** |

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|  |  | Description | | | | | | | | | | | | |  |
| **1. Project Description** |  | What problem is the team addressing? What problems do customers have?  We are addressing a problem that Temple students have when going through the process of renting off-campus housing. Outside of going on a house tour, students do not know other factors like outside noise, neighbors, convenience, etc. We plan on providing a platform where students can give feedback on their total living experience by rating different factors of the apartment.. Our app wants to give students information that they necessarily won’t have by looking online and going on a house tour. | | | | | | | | | | | | |  |
| **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?  Our platform will only consist of apartments that are a certain radius from Temple University so any apartments not in that radius will be outside the work of our team. Other areas outside of our work include other schools (our platform is strictly Temple off-campus housing), any information pertaining to landlords, and buying apartments. The specific parts of the overall problems that we will focus on is the process of choosing an apartment once the choices are narrowed down. We want this platform to make the decision-making process easier and quicker. | | | | | | | | | | | | |  |
| 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** | |  | |
| The team must deliver:   1. A project deck 2. Project charter 3. Budget spreadsheet 4. Data model 5. Process model 6. Systems architecture design 7. Project site 8. Relevant screenshots of prototype | | | | |  |  | Total app downloads | | **0** | **0** | | **3000** | |  | |
|  | | | | |  |  | **Total reviews made** | | **0** | **0** | | **1000** | |  | |
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| **4. Business Results Expected** | | |  | * Sponsor’s advertisements * Google Adsense * Sell books on site (maybe) | | | | | | | | | | | |  |
| **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: Aleksi Aaltonen * Team Members: Michael Blum, Sean Doyle, Steven Suender, and Nick Napolitan   + Project Manager: Michael Blum   + Documentation/Deliverable Manager - Steven Suender   + Data/Process Model Manager - Nick Napolitan   + Prototype Manager - Sean Doyle | | | | | | | | | | | |  |
| **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   * Application updates * Monitoring of apartments (new housing, housing no longer existing) * Censoring of language/profanity on application   Obstacles   * Presence of advertisers * Unmet requirements * Managing workload of team members * Immediate communication of team members | | | | | | | | | | | |  |
| **7. Customer Benefits** | | |  | How will this project help the customer of the organization? Could improvements have a negative impact on the customer?  The students that utilize this apartment buying process will feel more comfortable with the decision that they make. This should result in higher student satisfaction levels while living in their off-campus apartment which could translate to a more pleasant overall school experience. | | | | | | | | | | | |  |
| **8. Technology Architecture** | | |  | What are the specific tools/technologies you will be using? What is the experience of team members with these tools?  We will be utilizing JustinMind to build our prototype. Each our our team member have utilized this tool for a prior project. We will also use various Microsoft Office platforms (Word, PowerPoint, Excel) | | | | | | | | | | | |  |
| **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 | | | | | | Michael, Nick, Sean, Steven | | Website, notes, deliverables | | |  | |  | | |
| Analysis | | | | | | Michael, Steven | |  | | |  | |  | | |
| Design | | | | | | Sean, Nick | |  | | |  | |  | | |
| Implementation: Construction | | | | | | Sean | |  | | |  | |  | | |
| Implementation: Testing | | | | | | Nick | |  | | |  | |  | | |
| Installation | | | | | | Michael, Steven | |  | | |  | |  | | |

**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 Disab*

**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.