**MIS 4596**

**Project Charter**

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| ***Project Title*** | ***Easing the Process of Renting an Off-Campus Apartment*** | ***Product/Process Impacted*** | ***Apartment Searching 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?  Under current conditions, Temple University students encounter a multitude of issues in searching for off-campus housing while having no access to resources that could greatly enhance a student’s search process, tenancy, and overall student experience. Students typically seek to rent strictly based on proximity to the university’s main campus and are therefore presented with limited living space options and a high concentration of various property owners/managers. Even if a house tour is conducted, students cannot reasonably know key housing factors such as the nature of interactions with a landlord/manager, maintenance standards, outside noise, neighbors, convenience, etc. In the opinion of our organization, the most essential housing factor that Temple students have low awareness of is safety and security of a unit’s location. Thus the University faces the threat of losing future and current students without a comprehensive approach to securing safe student housing. We plan on providing a platform to address these issues where students may review the feedbacks of past and current peers on total living experience, composite ratings on a unit’s different key housing factors, and aggregated scores for both housing units and prominent property owners/managers in the area. Our website aims to provide students with information essential to their decision making process that would otherwise be unavailable or difficult to find in an overall effort to enhance the student experience and strengthen Temple University. | | | | | | | | | | | | |  |
| **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’s geographic scope will be limited to housing units within a certain radius of Temple University’s main campus. Additionally, areas outside of our scope include servicing other universities (our platform is strictly concerned with Temple’s off-campus housing) and securing tours of/leases for properties. The focus of the platform is assisting in the process of choosing/reviewing housing options already under consideration by a student in their search process. | | | | | | | | | | | | |  |
| 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   + Local advertising   + Brand advertising * Google Adsense | | | | | | | | | | | |  |
| **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?  Students will be better equipped to make the hefty decision of choosing where to live, promoting the likelihood of students being happy/comfortable with their living experiences and the choices they make; this further translates into higher levels of student satisfaction and overall school experience. Studies find that students who live in dorm housing (a more controlled environment) typically receive better grades. Temple University will help to provide a more controlled environment in an off-campus setting through this collaborative platform, forgoing costs in constructing new dorm buildings while still enabling a better performing student body that is also generally happier with their overall experience at Temple. Students would also receive incentive for participation, being offered a chance at prizes or monetary awards at the discretion of the organization. | | | | | | | | | | | |  |
| **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 | | | 9/18/2018 | | 10/25/2018 | | |
| Analysis | | | | | | Michael, Steven | | Surveys | | | 9/25/2018 | | 10/23/2018 | | |
| Design | | | | | | Sean, Nick | | Rough draft of prototype (sketch) | | | 10/18/2018 | | 11/9/2018 | | |
| Implementation: Construction | | | | | | Sean | | JustInMind Prototype | | | 10/20/2018 | | 11/15/2018 | | |
| Implementation: Testing | | | | | | Nick | | Test JustInMind Prototype | | | 11/15/2018 | | 11/22/2018 | | |
| Installation | | | | | | Michael, Steven | | Updating website to include final deliverables | | | 11/24/2018 | | 11/30/2018 | | |

**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.