

MIS 4596

Project Charter

Project Title	PROtect	Product/Process Impacted	Cyber/Info Security
Start Date	September 8, 2016	Organization/Department	IT, Security
Target Completion Date	December 6, 2016	Champion	N/A (our company will be a start-up)

	Description
1. Project Description	The problem is the lack of awareness of the security risks out there associated with the Internet of Things as well as the excess amount of security information for multiple technologies people carry nowadays. Customers may be overwhelmed with the amount of information regarding cyber security and may also not be aware of the options they have to help protect themselves from security risks. Additionally, many companies have a “bring your own device (BYOD)” policy that may compromise business IT security.
2. Project Scope	The areas inside the work of the team are spreading awareness of the cyber security risks to customers and small to medium sized businesses as well as providing trustworthy security reviews and ratings of the various technologies (e.g., websites, smart devices, etc.) associated with the Internet of Things. The start point of our service would be obtaining the customer’s information and preferences such as which devices they are using so we can customize the information they receive. The end point of our service would be the customer receiving and understanding the security information we send them by providing a simple, easy-to-read summary of the security risks with an option of viewing a more detailed report if needed. We will focus on spreading awareness (e.g., the level of the security risk) of the cyber risks out there through concise and customized information. Users will be able to choose the devices, services, and software on which they want to receive updates. The customized information will come from information the user has submitted voluntarily as well as through a scan of devices such as phones to see if any updates need to be made. We will also make recommendations of security steps to take. We will focus on both the individual customers and businesses.

3. Project Goal and Deliverables	Metrics	Baseline	Current	Goal
	Average Number of Updates per Device	10% of Updates pushed	N/A	100% of Updates Pushed
	Customer satisfaction	60% positive satisfaction annually	N/A	90% positive satisfaction annually
	Time to address security breach/risk	10% decrease annually	N/A	25% decrease annually
<p>The team must deliver a service that allows its end users to receive a concise and easy-to-read report of current security threats as well as recommended actions. Additionally, the service must have a working site platform that can be used as a reference for all cyber security concerns. The performance metrics will be customer satisfaction reports along with the number of security breaches since implementation of the service. The baseline performance will be a 60% satisfaction rate. Also, how quickly a threat is addressed should be reduced by 10% annually.</p>				

<p>4. Business Results Expected</p>	<p>Acquire a steady increase in customer subscriptions, targeting small to mid-sized businesses. Provide security threat information designed to be understood by users with high levels of knowledge (executive summary), with the ability to offer more in-depth details. These reports will contain information such as the technology impacted, who is impacted, the urgency and level of the risk, the date the risk started, and a brief summary of the risk among other vital information. Additionally, users will receive a recommended actions list on further steps to address these risks (e.g., links to updates, recommended security measures such as password changes, etc.). Throughout the process, maintaining positive business partnerships will be crucial in order to sustain relevant security threat information.</p>
<p>5. Team members</p>	<p>This team is accountable to the end-users, potential investors, and stakeholders.</p> <p>Team Members: Michael Bonatsos – Design, Implementation (Construction) Robin Hibbard – Planning, Analysis Anna Kim – Analysis, Implementation (Testing) Sean Murray – Design, Implementation (Construction) Joshua Sandoe – Planning, Installation</p> <p>Stakeholders: "Champion" – N/A (our company will be a start-up) "Expert Guidance" – David Schuff, Team Mentor "Team Mentor" – Dale Danilewitz</p>
<p>6. Support Required and risks</p>	<p>Additional Resources Needed: Outside security consultant (e.g., ITACS student) Outside research & outreach team</p> <p>Obstacles: Cooperation of industry leaders and government</p> <ul style="list-style-type: none"> • Have an established customer base that will support the business' mission and vision so that industry leaders and the government will see our company as credible <p>Obtaining most, if not all, security threats as close to real time as possible (i.e., before industry leaders and public)</p> <ul style="list-style-type: none"> • Have a team dedicated to looking for security threats such as on the Dark Web. <ul style="list-style-type: none"> ○ The Dark Web may not directly impact laypeople, but it will be a key resource in monitoring any criminal cyber activities (e.g., selling of accounts). <p>Selling the importance of cyber security awareness to small and medium sized business</p> <ul style="list-style-type: none"> • Have an easy-to-understand pitch about the benefits and serious risks cyber security threats represent
<p>7. Customer Benefits</p>	<p>The customer of the organization will be kept up-to-date with all past and present security breaches and threats and will receive recommended actions to take in order to address them. The customer will know the actions needed to take place in order to remain secure. Any feature improvements will be to improve the array of coverage and the customer's knowledge. The project team must beware of overloading the customer with too much information.</p>

8. Technology Architecture	<p>The technologies/tools used for the duration and closing of the project will consist of: JustInMind, for prototyping; join.me, for online meetings; Microsoft Office Suite/portal, for documentation, planning, and metrics; Temple OwlBox, for document sharing. All team members are proficient with the tools being used for this project from prior use in past projects.</p> <p>The architecture for the system at this time will consist of servers (internally managed or sourced by an external provider), we plan to develop a web application portal for users to manage their devices, and mobile applications.</p>			
9. Overall schedule/Work Breakdown Structure (Key milestones & dates) Primary Responsible Person (P) Secondary Responsible Person (S)	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	Joshua (P) Robin (S)	Proposal, Project Charter	9/06/16	9/17/16
Analysis	Robin (P) Anna (S)	Status Reports, Revised Project Charter	9/06/16	11/17/16
Design	Mike (P) Sean (S)	Prototype Layout, Community Website	11/17/16	11/17/16
Implementation: Construction	Sean (P) Mike (S)	Prototype	11/17/16	11/17/16
Implementation: Testing	Anna (P)	Prototype Demo	11/17/16	11/17/16
Installation	Josh (P) Robin (S)	Slide Decks	11/29/16	12/01/16

Charter Development Guidelines: Examples are in *italics*. 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.

- 2. 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.

- 3. 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.

- 4. 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?

- 5. Team Members:** List the dedicated team members and also any other regular contributors to the success of the project.

- 6. Support Required:** Identify other resources that may be required, such as outside consultants etc.

- 7. 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.

- 8. 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?

- 9. Schedule:** Enter the anticipated dates that you will complete each phase of the project; work with your champion to determine these dates.