**MIS 4596**

**Project Charter**

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| ***Project Title*** | Survey Application | ***Product/Process Impacted*** | None |
| ***Start Date*** | 2/2/2016 | ***Organization/Department*** | MIS/Accounting |
| ***Target Completion Date*** | 4/27/2016 | ***Champion*** | Tony Messina |

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|  |  | Description | | | | | | | | | | | | |  | |
| **1. Project Description** |  | What problem is the team addressing? What problems do customers have?  Online surveys are currently time consuming and boring. Many surveys also screen you out half way through. We are aiming to create an application that makes surveys easy and hassle free to complete as well as be profitable to our company. | | | | | | | | | | | | |  | |
| **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?  The boundaries:  Start point: Nothing  End point: Functional survey application  We will focus on usability and the probability of survey success. | | | | | | | | | | | | |  | |
| 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?  We must deliver a working prototype of an application that revolutionizes how online surveys are taken. Baseline performance is not applicable. The metrics that will be measured are customer satisfaction, customer retention, and overall user success rates. Our goals are as follows:  Customer Satisfaction: 80%  Customer Retention: 80%  Overall User Success Rate: 90% | | | | |  |  | **Metrics** (propose specific metrics for your project, e.g., cost reduction, time reduction, customer satisfaction, etc.) | | **Baseline** | **Current** | | **Goal** | |  | | |
|  | | | | |  |  | Customer Satistaction | | 0% | 0% | | 80% | |  | | |
|  | | | | |  |  | Customer Retention | | 0% | 0% | | 80% | |  | | |
|  | | | | |  |  | Overall User Success Rate | | 0% | 0% | | 90% | |  | | |
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| **4. Business Results Expected** | | |  | We expect to partner with over 40 retailers and data surveyors to sell our survey results. | | | | | | | | | | | |  |
| **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?  We are accountable to Tony Messina. Messina is our project sponsor and also our champion.  Our team members and their roles are below:  Tom Couser: Senior technical director (Development / Prototyping)  Khaleque Ismail: Controller (Financial Services / Prototyping)  Nicolas Hurtado: Chief Information Officer (Business Process documenter)  Donjie Wang: CEO (Use case creator/ Prototyping)  For expert guidance we can turn to our mentor. | | | | | | | | | | | |  |
| **6. Support Required and risks** | | |  | What additional resources does the team need? What obstacles does the team see, and how can they be resolved?  For the prototyping part of the project we will need no additional resources. Obstacle wise, our  project relies on a text to speech engine which may be hard to implement with traditional framework applications. This may be able to be resolved by actually developing a prototype of the application. | | | | | | | | | | | |  |
| **7. Customer Benefits** | | |  | How will this project help the customer of the organization? Could improvements have a negative impact on the customer?  It will help the customer by making earning money from surveys easier and more enjoyable.  We don't believe improvements could have negative impacts on 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?  At this point in time we are still looking into the proper tools. Justinmind or another prototyping tools  will most likely be used but there is also a possibility of using Intel XDK, Zend, or Invisions. We  all have varying experience with prototyping tools and programming. | | | | | | | | | | | |  |
| **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 | | | | | | Donjie Wang | | notes, diagram | | | 2/2/16 | | 2/16/16 | | | |
| Analysis | | | | | | Nick | | Diagrams, Analysis documents | | | 2/16/16 | | 3/1/16 | | | |
| Design | | | | | | Thomas Couser | | Prototype | | | 3/1/16 | | 3/10/16 | | | |
| Implementation: Construction | | | | | | Thomas Couser | | WIP product | | | 3/10/16 | | 3/25/16 | | | |
| Implementation: Testing | | | | | | Khaleque | | Report | | | 3/25/16 | | 3/27/16 | | | |
| Installation | | | | | | Khaleque | | Final product | | | 3/27/16 | | 4/20/16 | | | |

**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.