**Project Charter Plan**

**<SUPPORT TICKECTING SYSTEM>**

**FOR AN**

**IT CONSULTING COMPANY**

**London**

**United Kingdom**

**1st may 2022**

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# Executive Summary

For the past few years, our IT Consulting company has been subject to numerous internal and external breaches because of poor ticketing system. This poor management system has resulted in a huge loss to the company because the company was unable to track customer complaints effectively. This project has been created to address and correct the issues so as to put customer satisfaction to a 100% and prevent further loss. The project will integrate a high-level support ticketing with the help of technology solutions platform in order to establish a more customer satisfaction which will lead to an increase in sales.

# Project Purpose/Justification

## **Business Need**

The Support Ticketing System project has been created to increase customer satisfaction in order to prevent further financial damages. The costs associated with the successful design and implementation of these issues will be recovered as a result of the anticipated customer satisfaction, leading to an increase in customers which will also lead to an increase in sales.

## **Business Objectives**

The business objectives for this project are in direct support of our corporate strategic plan to improve Customer Satisfaction and reduce costs associated with customers. All issues will be raised only through the Support Ticketing System and to treat the issues raised based on their Service-level agreement (SLA). The following SLAs will be following

* Urgent ticket shall be treated between 2- 3 Business Hours
* High tickets shall be treated between 4- 8 Business hours, this can also extend to 1 full Business day.
* Medium tickets shall be treated between 8-16 Business hours, can be extended to a full 1-2 Business days
* Low tickets shall be treated between 16-32 Business hours, can be extended to a full 2-4 Business days.

# Project Description

The Support Ticketing System project will provide a system where everyone in the company would be able to monitor tickets and the corresponding solutions in real time. The project will utilize improved technology which will create three levels of support to deal with issues based on its urgency, priority and the levels of the issue complications. The levels of support in this support ticket system shall be categorized in to 3 phases, which are Level 1 – This will be the first point of contact and also to acknowledge the ticket, Level 2- This will deal specifically with the issue and will be treated by an expert, the expert will do an in-depth analysis on the issue raised, Level 3- This is a level where tickets that were not solved in the first two levels will be treated. The issues will be solved by the Developers of the system and also technical experts.

 All hardware and software will be integrated into the company’s current IT platforms in order to establish increased security while allowing all systems and processes to continue without interruption.

## **Project Objectives and Success Criteria**

The objectives which mutually support the milestones and deliverables for this project have been identified. In order to achieve success on the Support Ticketing System project, the following objectives must be met within the designated time and budget allocations:

* Develop the wireframe of the Support Ticketing system within the next 20 days
* Complete list of required hardware/software which meets budget allocation within the next 25 days
* Create a simulated solution using the available resources to test the solution within the next 60 days
* Achieve a simulated solution which allows no security breaches and complete testing within the next 90 days
* Implement the support ticketing system solution across the organization within the next 120 days.

## **Requirements**

This project must meet the following list of requirements in order to achieve success.

* The client shall raise a ticket in the system when the any issue comes up
* Level 1 Support will acknowledge the ticket, if the issue is not solved, the system will escalate it to Level 2 Support and if it’s not done at that level, the issue will be assigned to the Level 3 Support which consists of the Developers and the technical team.
* Level 3 Support will claim, resolve and close all issues.
* The solution must be tested prior to deployment
* Solution must be implemented without disruption to operations.

Additional requirements may be added as necessary, with project sponsor approval, as the project moves forward.

## **Constraints**

The following constraints pertain to the Support Ticketing System project:

* All hardware and software must be compatible with the current IT platforms
* All hardware and software must be purchased in accordance with the allocated budget and timeline
* Two Software Developers, One UI/UX and one Software tester will be provided as resources for this project

## **Assumptions**

The following are a list of assumptions. Upon agreement and signature of this document, all parties acknowledge that these assumptions are true and correct:

* This project has the full support of the project sponsor, stakeholders, and all departments
* The purpose of this project will be communicated throughout the company prior to deployment
* The IT manager will provide additional resources if necessary

## **Preliminary Scope Statement**

The project will include the design, testing, and delivery of Support Ticketing System for the IT Consulting company. All personnel, hardware, and software resources will be managed by the project team. All project work will be independent of daily and ongoing operations and all required testing will be done in the IT department of the organization. All project funding will be managed by the project manager up to and including the allocated amounts in this document. Any additional funding requires approval from the project sponsor. This project will conclude when the final report is submitted within 30 days after the Support Ticketing System solution is tested and deployed throughout the organization, all technical documentation is complete and distributed to the appropriate personnel, and a list of future security considerations is complete and submitted to the Head of IT.

# Risks

The following risks for the Support Ticketing System project have been identified. The project manager will determine and employ the necessary risk mitigation/avoidance strategies as appropriate to minimize the likelihood of these risks:

* Potential disruption to operations during solution deployment

# Project Deliverables

The following deliverables must be met upon the successful completion of the Support Ticketing System project. Any changes to these deliverables must be approved by the project sponsor.

* Fully deployed Support Ticketing System solution
* Technical documentation for Support Ticketing System solution
* Recommendation list for future improvement considerations

# Summary Milestone Schedule

The project Summary Milestone Schedule is presented below. As requirements are more clearly defined this schedule may be modified. Any changes will be communicated through project status meetings by the project manager.

|  |
| --- |
| **Summary Milestone Schedule**  |
| **Project Milestone** | **Target Date (mm/dd/yyyy)** |
| 1. Project Start
 | 01/01/2022 |
| * Complete Solution Design (UI/UX)
 | 01/21/2022 |
| 1. Acquire Hardware and Software for the project
 | 01/26/2022 |
| 1. Complete Solution Simulation with New Hardware/Software
 | 03/01/2022 |
| 1. Complete Solution Simulation and Testing
 | 04/01/2022 |
| 1. Deploy Solution
 | 05/01/2022 |
| 1. Project Complete
 | 05/15/2022 |

# Summary Budget

The following table contains a summary budget based on the planned cost components and estimated costs required for successful completion of the project.

|  |
| --- |
| **Summary Budget – List component project costs**  |
| **Project Component** | **Component Cost** |
| 1. Personnel Resources
 | £ 110,000 |
| * Hardware
 | £ 45,000 |
| 1. Software and Licensing
 | £ 75,000 |
| 1. Continued Support Ticketing System Management
 | £ 15,000 |
| **Total** | **£ 245,000** |

# Project Approval Requirements

Success for this project will be achieved when a fully tested Support Ticketing System, and all technical documentation, is fully deployed throughout the company within the time and cost constraints indicated in this charter. Additionally, this measure of success must include a recommendation list for future considerations as we fully anticipate the necessity of this solution to evolve in order to prevent future ticketing system issues. Success will be determined by the Project Sponsor, who will also authorize completion of the project.

# Project Manager

Sodiq Idowu is named Project Manager for the duration of this Project. Mr. Sodiq’s responsibility is to manage all project tasks, scheduling, and communication regarding the Support Ticketing System project. His team, consisting of two Software Developers, one UI/UX designer and one software tester will be matrix support from the IT department. Mr. Sodiq will coordinate all resource requirements through the IT department manager. Mr. Sodiq is authorized to approve all budget expenditures up to, and including, the allocated budget amounts. Any additional funding must be requested through the Project Sponsor. Mr. Support Ticketing System will provide weekly updates to the Project Sponsor.

# Project Team Members

**Project sponsor**

The Project Sponsor is Mr. Olan. He oversees the project from a high level. He is a member of senior management and are responsible for steering the overall vision. He will create S.M.A.R.T. goals, resolve conflicts, remove obstacles, and sign off on any major project components.

His key responsibilities are:

* Create overall project vision
* Make key decisions within the project
* Approve budget and changes
* Take inventory of project resources

**Project leader**

The project leader, Mrs. Damn, is primarily to oversee the day-to-day details of the project. Some of the project lead’s roles and responsibilities include making sure the project proceeds within a given timeframe, under the stated budget, and achieves the goals and objectives set. The project manager’s responsibilities also include the people component. Mrs Damn will oversee the project team to keep everyone on task, mitigate problems and make sure that everyone understands their individual role within the greater project.

Her key responsibilities are:

* Create the project plan
* Manage components of the plan
* Delegate tasks to key team members
* Create a project schedule
* Lead team members through each phase
* Pivot directions when problems arise
* Communicate to team members and senior management

**Project team members**

All Project team members are internal. We will have 3 team members.

Their major responsibilities;

* Solve project objectives
* Complete tasks in areas of expertise
* Deliver project responsibilities within deadlines
* Communicate with project lead on roadblocks
* Document progress, setbacks, and new processes

**Business Analyst**

Mr. Sodiq is the business analyst for this project. He is responsible to define a business’s needs and recommends solutions to make the project better. He is also to help maximize the value of the project deliverables.

His major responsibilities are;

* Assisting in defining the project
* Gathering requirements from business units or users
* Documenting technical and business requirements
* Verifying that project deliverables meet the requirements
* Testing solutions to validate objectives

**Developers**

Mr. Jamie will be the developer of this project. He will be the one in charge of writing the code and developing the software products. Apart from coding, he will be responsible for sending regular updates to the Project Manager, he will also work closely with other team members, such as designers, the QA team, and testers.

His major responsibilities are;

* Develop the features laid out in the Sprint.
* Update the status of the software project to the Project Manager or Tech Lead.
* Estimate the amount of time needed to deliver a given task

**QA**

Miss Fad will be the QA of this project. She will provide support to projects to confirm that adequate practices are used during the development process. She is to ensure quality at the process level in projects. She will also help to mitigate any conflict and encouraging good teamwork.

His major responsibilities are;

* Evaluate the execution of processes and production of deliverables according to the defined software process.
* Identify and document deviations in the use of standards and procedures.
* Provide feedback about the results of the quality assurance tasks to take corrective actions.

**Testers**

Mr Jack will be the Tester for this project and he will be responsible for making sure that the software solution meets the business requirements and identifying possible bugs, defects, or weaknesses of the implementations, confirming the quality or usability of a program, and guaranteeing that the product complies with the quality standards.

His major responsibilities are;

* Understand what the system’s requirements are in order to create and review adequate test cases.
* Alert functional consultants about inconsistencies in the specifications.
* Create and execute test cases to detect bugs and report them in the tracking tool.
* Use automation tools to facilitate regression tasks.

# Authorization

Approved by the Project Sponsor:

 Date:

<Project Sponsor>

<Project Sponsor Title>