

# Project Charter Document

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**Agency:**  
**Division:**  
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## Prepared By

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## PROJECT CHARTER PURPOSE

The project charter defines the scope, objectives, and overall approach for the work to be completed. It is a critical element for initiating, planning, executing, controlling, and assessing the project. It should be the single point of reference on the project for project goals and objectives, scope, organization, estimates, work plan, and budget. In addition, it serves as a contract between the Project Team and the Project Sponsors, stating what will be delivered according to the budget, time constraints, risks, resources, and standards agreed upon for the project.

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### 1 PROJECT EXECUTIVE SUMMARY

[The executive summary should be a high-level summary of what issues or problems the project was created to correct. Typically, the executive summary also provides the background information and general statements regarding the project's purpose or justification which will be covered in more detail in the appropriate section(s) of the charter. ]

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### 2 PROJECT PURPOSE

[This section describes the purpose and justification of the project in the form of business case and objectives. The business case should provide the reasoning behind the need for this project as it relates to a function of the business.]

#### 2.1 Business Need

[Discuss the logic for the Business Need/Case (market demand, organizational need, customer request, technological advance, legal requirement, ecological impacts, social need, etc). This section should also include the intended effects of the business case (i.e. cost savings, process improvement, new product development, etc).]

#### 2.2 Business Objectives

[This section should list the Business Objectives for the project which should support the organizational strategic plan.]

The business objectives for this project are as follows:

- 
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### 3 PROJECT DESCRIPTION

#### 3.1 Project Objectives and Success Criteria

[Objectives should be SMART: Specific, Measurable, Attainable, Realistic, and Time-bound. The project manager must be able to track these objectives in order to determine if the project is on the path to success. Vague, confusing, and unrealistic objectives make it difficult to measure progress and success.]

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

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#### 3.2 Requirements

[The project team should develop a list of all high-level project requirements. These requirements are clear guidelines within which the project must conform and may be a result of input from the project sponsor, customer, stakeholders, or the project team.]

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

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#### 3.3 Constraints

[Constraints are restrictions or limitations that the project manager must deal with pertaining to people, money, time, or equipment. It is the project manager's role to balance these constraints with available resources in order to ensure project success.]

The following constraints pertain to this project:

- All hardware and software must be compatible with our current IT platforms
- All hardware and software must meet state standards
- All hardware and software must be purchased in accordance with the allocated budget and timeline

#### 3.4 Assumptions

[The project team must identify the assumptions they will be working under as the project goes forward. These assumptions are what the project manager/team expects to have or be made available without anyone specifically stating so.]

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 agency prior to deployment
-

### 3.5 Preliminary Scope Statement

[The preliminary scope statement is a general paragraph which highlights what the project will include any high-level resource or requirement descriptions, and what will constitute completion of the project. This preliminary scope statement is exactly that: preliminary. All of this information will be expanded upon in greater detail as the project moves forward and undergoes progressive elaboration.]

## 4 RISKS

[All projects have some form of risk attached. This section should provide a list of high-level risks that the project team has determined apply to this project.]

Probability Rating	Likelihood	Description
N/A	100%	Not a risk (i.e., a likelihood of 100% means the risk has already occurred and therefore it is an issue- not a risk!)
High	>75% and <100%	Occurrence is very likely and may not be controlled by following existing processes, procedures and plans.
Medium	>40% and <= 75%	Occurrence is likely and may not be entirely controlled by following existing processes, procedures and plans.
Low	< 40%	Occurrence is unlikely and may not be entirely controlled by following existing processes, procedures and plans.

#	Risk Area	Likelihood	Risk Owner	Project Impact-Mitigation Plan
1	[Project Risk]			[Replace this text with a description of the Mitigation Plan.]
2	[Project Risk]			[Replace this text with a description of the Mitigation Plan.]

## 5 ISSUES

### Priority Criteria

High – Show stopping item. Will cause interruption to the project, stoppage of work, or impact project’s scope, cost, or schedule; requires immediate follow-up and resolution.

Normal – Will not impact continuation of work or create new tasks in the short-term.

Low – Will not impact continuation of work or create new tasks.

N/A – Not an issue.

#	Date	Priority	Owner	Description	Status & Resolution
1	[mm/dd/yy]			[Issue 1 description]	[Replace this text with Status and Proposed or Actual Resolution.]
2	[mm/dd/yy]			[Issue 2	[Replace this text with

#	Date	Priority	Owner	Description	Status & Resolution
				description]	Status and Proposed or Actual Resolution.]

## 6 PROJECT DELIVERABLES

[This section should list all of the deliverables that the customer, project sponsor, or stakeholders require upon the successful completion of the project. Every effort must be made to ensure this list includes all deliverables and project sponsor approval must be required for adding additional deliverables in order to avoid scope creep.]

Phase	Major Deliverable
Start-up	<ul style="list-style-type: none"> <li>• Kick-off Presentation/Materials</li> <li>• Updated Work Schedule</li> <li>• Project Charter</li> </ul>
Requirements	<ul style="list-style-type: none"> <li>• Project Management Plan</li> <li>• Project Work Schedule</li> <li>• Requirements Analysis</li> <li>• Business Requirements Document</li> <li>• Functional Specifications Document</li> <li>• Data Conversion Plan</li> <li>• Development Environment</li> <li>• Monthly Status Report</li> </ul>
Design	<ul style="list-style-type: none"> <li>• Technology Architecture Plan</li> <li>• System Security Plan</li> <li>• Transition Plan</li> <li>• Knowledge Transfer Plan</li> <li>• Design Specifications</li> <li>• Test Environment</li> <li>• Change Control Log</li> <li>• Monthly Status Report</li> </ul>
Development	<ul style="list-style-type: none"> <li>• Test Plan</li> <li>• Training Plan</li> <li>• Data Conversion Software</li> <li>• Test Scenarios</li> <li>• Issues Log</li> <li>• Change Control Log</li> <li>• Weekly Status Report</li> </ul>
Testing	<ul style="list-style-type: none"> <li>• Training Materials</li> <li>• Test Scripts</li> <li>• Test Results Report</li> <li>• Production Environment</li> <li>• Project Deliverable Acceptance Form</li> <li>• Change Control Log</li> <li>• Weekly Status Report</li> </ul>
Implementation	<ul style="list-style-type: none"> <li>• Training Materials</li> <li>• User Manual</li> <li>• Application Support Manual</li> </ul>

	<ul style="list-style-type: none"> <li>• Systems Administration Manual</li> <li>• Help Desk Manual</li> <li>• Application Software</li> </ul>
Close Out	<ul style="list-style-type: none"> <li>• Project Summary Report</li> </ul>

## 6.1 Deliverables Out of Scope

[Replace this text with a description of key logical areas not considered part of the boundaries of this project. Examples of these Out-of-Scope Deliverables may include data, processes, applications, or business management.]

## 7 SUMMARY MILESTONE SCHEDULE

[This section provides an estimated schedule of all high-level project milestones. It is understood that this is an estimate and will surely change as the project moves forward and the tasks and milestones and their associated requirements are more clearly defined.]

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 – List key project milestones relative to project start.	
Project Milestone	Target Date (mm/dd/yyyy)
• Project Start	
• Complete Requirements Analysis	
• Complete Solution Design	
• Acquire Hardware and Software	
• Complete System Construction	
• Complete System Testing and Acceptance	
• Deploy System Implementation	
• Project Complete	

## 8 SUMMARY BUDGET

[The summary budget should contain general cost components and their planned costs. As the project moves forward these costs may change as all tasks and requirements become clearer. Any changes must be communicated by the project manager.]

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
<ul style="list-style-type: none"> <li>Personnel Resources                             <ul style="list-style-type: none"> <li>Development Rate FY12 = \$46/h * [ ] h</li> </ul> </li> </ul>	\$
<ul style="list-style-type: none"> <li>Hardware</li> </ul>	\$
<ul style="list-style-type: none"> <li>Software and Licensing</li> </ul>	\$
<ul style="list-style-type: none"> <li>Travel</li> </ul>	\$
<ul style="list-style-type: none"> <li>Other Costs</li> </ul>	\$
<b>Total</b>	<b>\$</b>

## 9 Project Structure Approach

The methodologies which will be employed on the management of this project are:

- Systems design and development methodology
- Project management methodology

## 10 Project Team Organization Plans

Project Team Role	Project Team Member(s)	Responsibilities
Project Sponsor		<ul style="list-style-type: none"> <li>• A manager with demonstrable interest in the outcome of the project</li> <li>• Responsible for securing spending authority and resources for the project</li> <li>• The ultimate decision-maker</li> <li>• Provides support for the Project Manager</li> <li>• Approves major deliverables</li> <li>• Signs off on approvals</li> <li>• May elect to delegate these responsibilities to other personnel</li> </ul>
Program Manager		<ul style="list-style-type: none"> <li>• Oversees the project at the portfolio level</li> <li>• Owns most of the agency resources assigned to the project on the agency</li> </ul>
<b>Project Team</b>		
Project Manager		<ul style="list-style-type: none"> <li>• Responsible for managing all project management tasks, scheduling, and communication regarding the project</li> <li>• Will coordinate resource requirements</li> <li>• Responsible for ensuring the Project Team completes the project</li> <li>• Develops Project Plan with the team and manages the team's performance of project tasks.</li> </ul>

Technical Lead		<ul style="list-style-type: none"> <li>Responsible for ensuring that all technical aspects of the project are addressed</li> <li>Responsible for implementing project in a technically sound manner</li> <li>Responsible for all technical designs</li> <li>Oversees implementation of the designs</li> <li>Develops technical documentation</li> </ul>
Project Team Members		<ul style="list-style-type: none"> <li>Responsible for executing tasks and producing deliverables as outlined in the Project Plan</li> </ul>
<b>Customers</b>		
Customer Agency Representatives		<ul style="list-style-type: none"> <li>Responsible for accurately representing their agency's needs to the Project Team</li> <li>Validate that the deliverables describe the product or service they want the project to produce</li> <li>Expected to bring information about the project back to the Customer community</li> <li>Test the product or service the project is developing, using and evaluating it while providing feedback to the Project Team</li> </ul>
<b>Key Stakeholders</b>		
		<ul style="list-style-type: none"> <li>Key stakeholders impacted by the project</li> <li>Need communication with and are not included in the other roles defined for the project</li> </ul>
<b>Vendors</b>		
		<ul style="list-style-type: none"> <li></li> </ul>
<b>Change Control Board</b>		
		<ul style="list-style-type: none"> <li>Designated group which reviews technical specifications and authorizes changes within the organizations infrastructure</li> </ul>

## 11 COMMUNICATIONS PLAN

The following table identifies the communications requirements for this project.

Communication Type	Objective of Communication	Medium	Freq.	Audience	Owner	Deliverable
Kickoff Meeting	Introduce the project team and the project. Review project objectives and management approach.	<ul style="list-style-type: none"> <li>Face to Face</li> </ul>	Once	<ul style="list-style-type: none"> <li>Project Sponsor</li> <li>Project Team</li> <li>Stakeholders</li> </ul>	Project Manager	<ul style="list-style-type: none"> <li>Agenda</li> <li>Meeting Minutes</li> </ul>

Project Team Meetings	Review status of the project with the team.	<ul style="list-style-type: none"> <li>• Face to Face</li> <li>• Conference Call</li> </ul>	Weekly	<ul style="list-style-type: none"> <li>• Project Team</li> </ul>	Project Manager	<ul style="list-style-type: none"> <li>• Agenda</li> <li>• Meeting Minutes</li> </ul>
Technical Design Meetings	Discuss and develop technical design solutions for the project.	<ul style="list-style-type: none"> <li>• Face to Face</li> </ul>	As Needed	<ul style="list-style-type: none"> <li>• Project Technical Staff</li> </ul>	Technical Lead	<ul style="list-style-type: none"> <li>• Agenda</li> <li>• Meeting Minutes</li> </ul>
Monthly Project Status Meetings	Report on the status of the project to management.	<ul style="list-style-type: none"> <li>• Face to Face</li> <li>• Conference Call</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>• PMO</li> <li>•</li> </ul>	Project Manager	<ul style="list-style-type: none"> <li>•</li> </ul>
Project Status Reports	Report the status of the project including activities, progress, costs and issues.	<ul style="list-style-type: none"> <li>• Email</li> </ul>	Monthly	<ul style="list-style-type: none"> <li>• Project Sponsor</li> <li>• Project Team</li> <li>• Stakeholders</li> <li>• PMO</li> </ul>	Project Manager	<ul style="list-style-type: none"> <li>• Project Status Report</li> </ul>

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## 12 PROJECT REFERENCES

Milestone	Deliverable
[Name of Document/Reference]	[Description with available hyperlinks]

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## 13 APPROVALS

Date: \_\_\_\_\_

Prepared by: \_\_\_\_\_  
Project Manager

Approved by: \_\_\_\_\_  
Project Sponsor