Project Charter

**PROJECT/PROBLEM DESCRIPTION:**   
Describe the problem you are trying to solve. Provide relevant background information to help somebody who is not familiar with the subject to understand how we got to our current state, and why it is important to act. Propose a solution and explain the benefits of the solution.

**PROJECT GOALS & OBJECTIVES:**   
Summarize what you wish to achieve with this project. Usually broad and long-term outcomes. Goals are the “WHAT” the project will accomplish. *Example: Build an improved website with more relevant content and an enhanced UX that meets the accessibility needs of all audiences.*

**Objectives/ Measures of Success**:

* Tangible results that address the project goal(s)
* Objectives are the “HOW” you know the project has accomplished its goal(s)
* Think SMART: Specific, Measurable, Achievable, Realistic, Timebound
* *Example: Website users can get to high profile content in three clicks or less.*
* *Example: The website will be inclusive and will meet WCAG2.1AA standards by 2021.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***ITS Goals*** | | ***ITS Strategy*** | | ***ITS Core Competencies*** | |
|  | Student Experience |  | Create a distinctive teaching, learning and student engagement experience that supports differentiated STEM-educated leaders. |  | Continual Improvement |
|  | Research and Scholarship |  | Create a cyberinfrastructure, solutions, and a collaborative culture that empowers growth in the scale and impact of Mines research, innovation, and scholarship. |  | Active Collaboration |
|  | Connected Community |  | Connect and extend the Mines community to prospective students, alumni, the surrounding community, and to national and international partners, establishing Mines as a preferred partner through innovation, service, and the use of technology. |  | Solutions Focused |
|  | Digitally-Powered University |  | Realize a digitally advanced university supported by data-informed business processes and secure, integrated solutions that support Mines as a great place to live, explore, learn, and work |  | Innovation |
|  | Premier IS Organization |  | A service-focused IT organization that is a collaborative partner in providing technology solutions *{that empower and support the IT strategic plan and its strategies and goals}.* |  | Leading Edge Technologies |

**OR**

|  |  |
| --- | --- |
| ***Applicable Mines@150 Goals*** | |
|  | A producer of differentiated and highly desired STEM-educated leaders |
|  | A leader in educating STEM students and professionals |
|  | A go-to-place for use-inspired research and innovation needed for challenges facing industry and society |
|  | Accessible and attractive to qualified students from all backgrounds |
|  | A great community to learn, explore, live and work |
|  | A preferred partner for talent, solutions and life-long learning |
|  | The exemplar for alumni affinity, visibility and involvement |

**PROJECT SCOPE:**

**Inclusions:**

* List out the work (usually at a high level) that will be performed by the project team.
* *Example: Review current website content and categorize: keep, change, delete.*
* *Example: Develop three website wireframes for executive committee decision.*

**Exclusions:**

* What might people think is part of the project, but really it isn't?
* *Example: Integration of the “Contact Us” form with the CRM.*
* *Example: Creation of a “Members Only” area for a customizable user experience.*

**PROJECT ASSUMPTIONS:**

* Things you assume to be true for the project to be successful.
* *Example: Dreamweaver licenses will be furnished to the project team.*
* *Example: The Executive Committee will provide approvals within 5 working days.*

**HIGH-LEVEL RISKS:**

* An event or condition that, if it occurs, has an effect on project objectives or delivery.
* *Example: Unanticipated staff turnover may cause schedule delays.*
* *Example: WCAG standards may be updated in December, requiring scope changes.*

**PROJECT TEAM:**

|  |  |  |  |
| --- | --- | --- | --- |
| ***Role*** | ***Responsibilities*** | ***Estimated Commitment\**** | ***Staff*** |
| Sponsor/ Steering Committee | *Examples: Budget, Critical & Change Decisions, Clear Roadblocks* | x-x hrs/ week or month | Name  Name  Name |
| Process/Project Owner | *Examples: Operational Lead, Campus Communications, Training* | x-x hrs/ week or month | Name  Name  Name |
| Project Manager | *Examples: Project Guidance & Management; Project Team Communications* | x-x hrs/ week or month | Name |
| Project Team | *Examples: Technical Design, Team meetings,  Project Input & Collaboration,  Project Task Execution* | x-x hrs/ week or month | Name  Name  Name |
| Vendor Partners | *Examples: Requirements specifications, Relevant modifications and updates* | x-x hrs/ week or month | Name  Name  Name |
| Key Stakeholders | *Examples: Requirements Input, Resource Approvals, Receive Project Updates* | x-x hrs/ week or month | Name  Name  Name |

*\*High level initial estimates only and subject to change based on specific needs throughout the project*

**PROJECT DELIVERABLES (documents, products, results that are produced during the project):**

|  |  |
| --- | --- |
| ***Deliverable*** | ***Deliverable Description*** |
| *Example: Project Schedule (Plan in TDX)* | * *A project schedule will be created in TDX and will be presented to the Project Steering Committee for approval during a meeting.* |
| *Example: Website Wireframes* | * *Three website wireframes will be created in LucidChart and a link will be provided to the executive committee for approval of one design.* |
| *Example: Implementation and Go-Live of the Redesigned Website* | * *The project team will create an Implementation and Go-Live checklist that will be filled out and submitted via email to the Project Steering Committee and Executive Committee members upon completion.* |

**HIGH-LEVEL BUSINESS REQUIREMENTS:**

|  |  |  |
| --- | --- | --- |
| ***#*** | ***Requirement Description*** | ***R/D\**** |
| 1 | Something the product or service must do or a quality it must have (or is desired). |  |
| 2 | *Example: Access to the admin portal shall require MFA* | *R* |
| 3 | *Example: The website shall be capable of accepting payments via Apple Pay* | *D* |

*\*Required/Desired***ESTIMATED TIMELINE:**

|  |  |
| --- | --- |
| ***Timeframe\**** | ***Project Phase Focus*** |
| **Month x-x** | **Initiating & Planning**: *Examples: Contracts, Technical Guides, Objectives & Requirements gathering, Identify Stakeholders and Resources needed* |
| **Month x-x** | **Implementation**: *Examples: Develop schedule, Review Requirements with Project Team, Build Server Environment, Provide Vendor Access, Install & Configure Software, Authentication, Integration, Training, Campus Comms, Go-Live* |
| **Month x** | **Close-Out:** *Examples: Post-Implementation Review, Lessons Learned, Next Steps for Process & System Owners* |

*\*Standard estimates only and will change based on requirements, solution, and resource availability*  
**CHARTER APPROVAL:**

|  |  |  |  |
| --- | --- | --- | --- |
| ***Role*** | ***Name*** | ***Approval Date*** | ***Signature/ Approval Method*** |
| Sponsor |  |  |  |
| <Key Stakeholder> |  |  |  |
| Project Manager |  |  |  |