

**Student Mentoring System**  
**Project Charter**  
by Kaizen

## Document Control

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### Document Approvals

Role	Name	Signature	Date
Project Sponsor	Robert Barker		
Project Review Group	James Chrisman		
Project Manager	Rotating		

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# 1 Executive Summary

The project will provide a platform for stakeholders to find pairing in a more efficient manner than was previously being done. This will be accomplished by using Stripe for payment processing and Drupal for signup/sign in and news feed. Assuming usage of UofL Sub-Domain, Mail Service, LDAP Services, and Career Track Services. With the project being in line with UofL's Information security policies and standards requirements.

## 2 Project Definition

Acts as a platform for a larger number of users which automates, accelerates, and increases pairing of stakeholders.

### 2.1 Vision

- To reduce rate of attrition in CIS program
- To reduce lost income
- To connect stakeholders
- To grow workforce
- To Increase community engagement

### 2.2 Objectives

#### **Business Objectives:**

- Reduce rate of attrition in CIS program
- Reduce lost income
- Connect stakeholders
- Grow workforce
- Increase community engagement

#### **Technology Objectives:**

- Provide an effective communication for students and mentors
- Easy and accessible for all users

### 2.3 Scope

- Include a Landing Page
- Include a Signup and Log In capability
- Include a Search Section for Mentors
- Ability to Contact mentors
- Include Discussion Board
- Include System Announcements
- Include an Event Calendar
- Include Donations capability
- Include a Job Board
- Include a Message Board

- Include a Mailing List
- Include Alumni Surveys
- Include a FAQ

## 2.4 Deliverables

Item	Components	Description
Mentor / Mentee Connection	<ul style="list-style-type: none"> <li>• The ability for Mentors willing to assist students in CIS program to create profiles for students to view</li> <li>• The ability for students enrolled in the CIS program to view mentors and relevant information about the mentors to select on who to reach out to</li> </ul>	Several potential mentors based on profile information would be displayed to students as well as contact information for further mentoring to be coordinated.
Search Section for Mentors	The ability for both mentees and mentors to find one another	Used by both mentees and mentors to filter by Demographics, gender, age, race, location, interests, etc.
Newsfeed	Administrators should be able to edit the information displayed to website visitors about upcoming CIS related events and announcements	A newsfeed will be displayed on the landing page after sign in displaying relevant CIS information program information and news to users.
Discussion Board	The ability for users to post any questions or concerns	Public to all students/alums as well as outside users where users can post questions, updates and have general discussions
System Announcements	The ability for users to see posts regarding any important information	A System wide banner notifications/dedicated page, like a rolling announcement feed, where admins will post information regarding website maintenance or updates.
Event Calendar	The ability for users to see and share events	Page or section of page where a calendar widget will be placed that users are able to share events to.
Donations	The ability for users with or without an account to donate funds through Stripe to UofL CIS	A Stripe widget built into the site for quick easy donations to be made directly to the CIS program
Job Board	<ul style="list-style-type: none"> <li>• Outside Job sponsor sign-up and</li> </ul>	Listings from head-hunters and companies with job specifications and

	<p>communication access on the Job Board</p> <ul style="list-style-type: none"> <li>• Ability for Students to view, reach out/apply for open position</li> <li>• Ability for Administrators to have executive control over what is permitted to be submitted or remain available on the Job Board</li> </ul>	requirements for Students to view and respond to.
Mailing List	Users may be able to receive e-mails including job postings, new mentors' registers, events coming up, etc. if they sign up to be on the list	Portion in the settings that will allow users to sign up for the mailing list. Emails would include information about job postings, new mentors' registers, events coming up, etc.
FAQ	A helpful page for users that will include frequently asked questions	A page for the frequently asked questions which will include information on what people can expect in their distinct roles, how to make the best use out of the website, etc.

### 3 Project Organisation

#### 3.1 Customers

Customer	Representative
Students	First-year Students, Second-year Students, Third-year students, Fourth-year Students
Alumni	Previous Students
High School Students	Incoming Students
Department Chairperson	CIS Department
Local Business	Local Government

#### 3.2 Stakeholders

Stakeholder	Interested in
Students	Services to better education and enrich learning environment.
CIS Department	Line up potential career paths for students. Use services to grow as a department.
University of Louisville	Supporting CIS growth to build reputation.
Local Government	Looking to increase state revenue and create jobs.

### 3.3 Roles

Role	Resource Name	Assignment Status	Assignment Date
Project manager	Ulani Bouataveth	Assigned	9/12/2021
Requirements Analyst	Nora Alshimary	Assigned	9/12/2021
Systems Architect	Kyle Broyles	Assigned	9/12/2021
Systems Analyst	Mercedes Logsdon	Assigned	9/12/2021
Developer	Aaron Henry	Assigned	9/12/2021
Developer	Rylan Jaquess	Assigned	9/12/2021

### 3.4 Responsibilities

#### Project Sponsor

The Project Sponsor is the principal 'owner' of the project. Key responsibilities include:

- Defining the vision and high-level objectives for the project
- Approving the requirements, timetable, resources and budget
- Authorising the provision of funds / resources (internal or external)
- Approving the project plan and quality plan
- Ensuring that major business risks are identified and managed
- Approving any major changes in scope
- Receiving Project Review Group minutes and taking action accordingly
- Resolving issues escalated by the Project Manager / Project Review Group
- Ensuring business / operational support arrangements are put in place
- Ensuring the participation of a business resource (if required)
- Providing final acceptance of the solution upon project completion.

#### Project Manager

The Project Manager ensures that the daily activities undertaken on the project are in accordance with the approved project plans. The Project Manager is responsible for ensuring that the project produces the required deliverables on time, within budgeted cost and at the level of quality outlined within the Quality Plan.

Key responsibilities include:

- Documenting the detailed Project Plan and Quality Plan
- Ensuring that all required resources are assigned to the project and clearly tasked
- Managing assigned resources according to the defined scope of the project
- Implementing the following project processes: time / cost / quality / change / risk / issue / procurement / communication / acceptance management
- Monitoring and reporting on project performance (re: schedule, cost, quality and risk)
- Ensuring compliance with the processes and standards outlined in the Quality Plan
- Reporting and escalating project risks and issues
- Managing project interdependencies
- Making adjustments to the detailed plan as necessary to provide a complete picture of the progress of the project at any time.

## Project Team Members

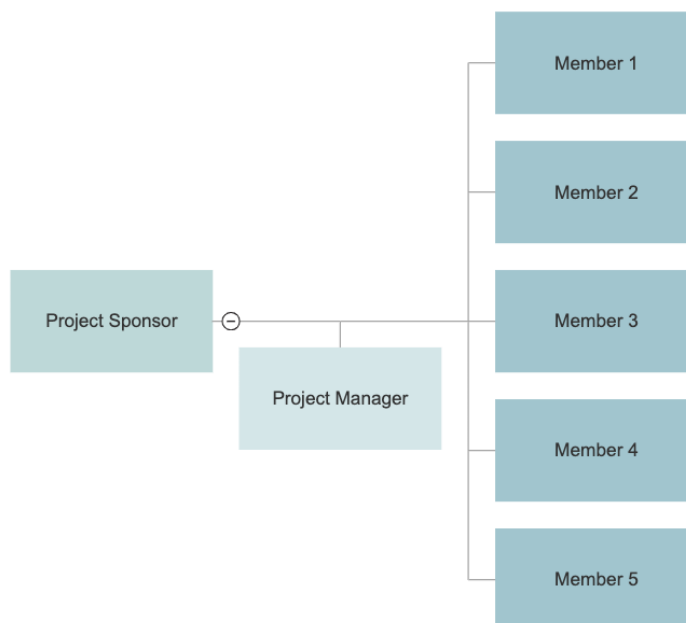
A Project Team member undertakes all tasks necessary to design, build and implement the final solution.

Key responsibilities include:

- Undertaking all tasks allocated by the Project Manager (as per the Project Plan)
- Reporting progress of the execution of tasks to the Project Manager on a frequent basis
- Maintaining all documentation relating to the execution of allocated tasks
- Escalating risks and issues to be resolved by the Project Manager.

## 3.5 Structure

Depicts the reporting lines between each of the key roles described above within a Project Organisation Chart.



## 4 Project Plan

### 4.1 Approach

Phase	Approach
Initiation	Outline the method by which the project will be further defined, the project team appointed, and the Project Office established.
Planning	Define the overall planning process to ensure that the phases, activities, and tasks are undertaken in a co-ordinated fashion.



Execution	Describe the generic phases and activities required to build, test, and implement the deliverables of the project.
Closure	Describe the steps required to release the deliverables to the business, close the project office, reallocate staff and perform a Post Implementation Review of the project.

## 4.2 Milestones

Milestone	Date	Description
Project Proposal	09/26/2021	Final version of SOW and PC
Dev Update	10/17/2021	Screenshots of Dev progress in Word document
Demo 1 Presentations	10/25/2021	(Iteration #1 – Present your project (~50% should be completed))
Demo 2 Presentations	11/15/2021	(Iteration #2 – Present your project (~75% should be completed).
Final Demo	12/08/2021-12/11/2021	Final Progress Report
Final PPT	12/08/2021-12/11/2021	Final PowerPoint presentation

## 4.3 Resource Plan

Role	Start Date	End Date	% Effort
<i>All Project Roles will be adopted by all members at different points during the lifespan of the project</i>	8/23/2021	12/08/2021 - 12/11/2021	100% during scheduled meetings and presentations

## 4.4 Financial Plan

Category	Cost	Value
Development	<ul style="list-style-type: none"> <li>Project Developers</li> <li>Data Analyst</li> <li>Data Administrator</li> <li>Project Manager</li> </ul>	\$ 11,880 \$ 7,253 \$ 6,932 \$ 5,786  \$ 31,850
Operational	<ul style="list-style-type: none"> <li>AWS Hosting</li> <li>Domain</li> </ul>	\$ 7,796 \$ 10  \$ 7806
Marketing	<ul style="list-style-type: none"> <li>Advertising / branding</li> <li>Promotional materials</li> <li>PR and communications</li> </ul>	Free via student emails

## 5 Project Considerations

### 5.1 Risks

Description	Likelihood	Impact	Mitigating Actions
Difficulty managing donations	Low	Very High	Use Stripe for payment processing
Poor Communication about events and news	Low	Low	Use Drupal plugin for news feed
Users unable to properly access site	Low	High	Use Drupal plugin for signups and sign in

### 5.2 Issues

Summary of the highest priority issues associated with the project. Issues are defined as “any event which currently adversely affects the ability of the solution to produce the required deliverables”.

Description	Priority	Resolution Actions
Currently None	NA	NA

### 5.3 Assumptions

- Usage of UofL Sub-Domain
- Usage of UofL Mail Services
- Usage of UofL LDAP Services
- Usage of UofL Career Track Services

### 5.4 Constraints

- The new system must be in line with the University of Louisville’s Information Security Office Policies and Standards Requirements.
- The project must be completed without the help of non-team member.

### 5.5 Dependencies

- The project will require a content management system

- The project will require a hosting provider

## **5.6 Success Criteria**

The software must meet all the written specifications and be completed on time.

## Feasibility Analysis:

- Technical Feasibility:** Most of the users and analysts have a good understanding of the underlying business process in the functional areas. The users of the system are familiar with the technology, as most students and teachers are accustomed to using online tools like discussion boards. The project is a rather small, reducing the complexity and risk associated with it. The integration of the new software system with the existing systems should be straight forward. Overall, this project has a low technical risk and is capable of being built.
- Economic Feasibility:** The cost benefit analysis found that the development of the new system would cost roughly \$32,000, with an annual operating cost of \$7,800, annual revenues exceeding \$32,000, and tangible benefits exceeding \$30,000 each year. The analysis also discovered two main intangible benefits, the new system would help to turn Louisville into a tech hub and create more demand for CIS jobs. The return on investment is extremely high at roughly 280%. The project would break even within the first year of operation. Based on the estimates the financial risk is very low and the return on investment is very high. We should build the new mentoring system as it would be a very good investment of organization's resources.

Year	0	1	2	3	4	5	
<b>Benefits</b>							
Reduction in Student Loss (0)		32,473	35,110	37,960	41,043	44,375	
Revenue in donations		1,635,692	1,668,406	1,701,774	1,735,810	1,770,526	
<b>Annual Total Benefit:</b>		<b>1,668,165</b>	<b>1,703,516</b>	<b>1,739,735</b>	<b>1,776,853</b>	<b>1,814,902</b>	
<b>PV of Benefits:</b>		<b>1,570,038</b>	<b>1,508,997</b>	<b>1,450,428</b>	<b>1,394,234</b>	<b>1,340,320</b>	\$
<b>PV of All Benefits:</b>		<b>1,570,038</b>	<b>3,079,034</b>	<b>4,529,463</b>	<b>5,923,697</b>	<b>7,264,016</b>	
<b>Sunk Costs</b>							
Project Developers	11,880						
Data Analyst	7,253						
Data Administrator	6,932						
Project Manager	5,786						
<b>Total Sunk Cost:</b>	<b>31,850</b>						
<b>Annual Operational Costs</b>							
AWS Hosting	7,796	7,796	7,796	7,796	7,796	7,796	
Domain Fee	10	10	10	10	10	10	
<b>Total Operational Cost:</b>	<b>7,806</b>	<b>7,806</b>	<b>7,806</b>	<b>7,806</b>	<b>7,806</b>	<b>7,806</b>	
<b>Total Costs:</b>	<b>39,656</b>	<b>7,806</b>	<b>7,806</b>	<b>7,806</b>	<b>7,806</b>	<b>7,806</b>	
<b>PV of Costs:</b>	<b>37,323</b>	<b>7,347</b>	<b>7,347</b>	<b>7,347</b>	<b>7,347</b>	<b>7,347</b>	
<b>PV of all Costs:</b>	<b>37,323</b>	<b>44,670</b>	<b>52,016</b>	<b>59,363</b>	<b>66,710</b>	<b>74,057</b>	
<b>Total Project Benefits Cost:</b>	<b>-39,656</b>	<b>1,660,359</b>	<b>1,695,710</b>	<b>1,731,929</b>	<b>1,769,047</b>	<b>1,807,096</b>	
<b>Annual NPV:</b>	<b>-37,323</b>	<b>1,562,691</b>	<b>1,501,650</b>	<b>1,443,081</b>	<b>1,386,887</b>	<b>1,332,973</b>	\$
<b>Cumulative NPV:</b>	<b>-37,323</b>	<b>1,525,368</b>	<b>3,027,018</b>	<b>4,470,099</b>	<b>5,856,986</b>	<b>7,189,959</b>	
<b>Return on Investment:</b>	<b>9708.69%</b>						
<b>Break-even Point:</b>	<b>between 0-1</b>						
<b>Intangible Benefits:</b>	1. Helps turn Louisville into a tech hub			2. Creates more demand for CIS Jobs.			

- Organizational Feasibility:** The project has a champion in the form of Dr Barker, he has initiated a request for the project. He has promoted the project to others in the organization. He has even allocated his class's time to the development of the project and provided us with the resources need