

# Project Charter

## Help Center Improvement Project

<b>Prepared By:</b>	Randall Alberts
<b>Version:</b>	1.0
<b>Date:</b>	5/6/05
<b>Estimated Completion Date:</b>	

<b>Sponsor:</b>	Mary Jane Casto
<b>Project Manager:</b>	Randall Alberts
<b>Technical Rep:</b>	

## Approval Signatures

**Mary Jane Casto**  
Name

**Director**  
Title

Date

**Randall Alberts**  
Name

**Project Manager**  
Title

Date

Name

Title

Date

## Final Customer Sign Off

Name

Title

Date

Name

Title

Date

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<b>Revisions</b>				
Date	Document Version	Approved By	Pages Affected	Comments
5/6/05	1.0		All	Initial Draft

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<b>Key Stakeholders</b>			
<b>Project Title:</b>	Help Center Improvement Project	<b>Date Prepared:</b>	5/6/05
<b>Prepared By:</b>	Randall Alberts, PMP	<b>Project ID:</b>	
<b>Project Sponsor:</b>	Mary Jane Casto	<b>Phone:</b>	
<b>Division:</b>	IS&T	<b>Department:</b>	
<b>Project Manager:</b>	Randall Alberts	<b>Phone:</b>	404-651-2676
<b>Division:</b>	IS&T	<b>Department:</b>	

<b>Vision:</b>	How does this project contribute to the Overall Vision? Which company strategy does this project align?
<p>Implement Help Center and associated IS&amp;T Function improvements which were derived from findings of the NetworkD blue print. This will help contribute to IS&amp;T's mission of providing high quality and responsive information to the Georgia State University Community.</p>	

<b>Problem/ Opportunity</b>	What is the problem or opportunity that this project poses to correct or take advantage? What priority should be given this project?
<p>The performance of the Help Center is not achieving an acceptable level as expressed by many inside of IS&amp;T and a number of IS&amp;T customers. The opportunity exist to enable the Help Center to be IS&amp;T's single point of contact for campus customers (students, faculty and staff). The current Help Desk reputation will be changed into one that is more efficient and helpful to customers at all levels.</p>	

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<b>Objectives</b>	Describe the time budget and performance objectives for this project.
<p>Some of the objectives of this project include:</p> <ul style="list-style-type: none"> <li>* Clearly define IS&amp;T services in a formal document for reference inside and outside the department</li> <li>* Finalize the Help Center's Standard Operating Procedure (SOP)</li> <li>* Increase productivity by implementing steam lined methods to contact the Help Center (Web form)</li> <li>* Spread the use of Remedy throughout the IS&amp;T Organization</li> <li>* Create career paths for all employees in the Help Center</li> <li>* Improve job satisfaction for the employees of the Help Center</li> <li>* Improve the use of knowledge management tools in the organization to improve efficiency and consistency</li> </ul>	

<b>Measurement</b>	What are the criteria for measuring the success of this project?
<p>Every project must determine success by measurable means. The measurements for this project will include:</p> <ul style="list-style-type: none"> <li>* Two additional heads will be added to the Help Center by June 30<sup>th</sup></li> <li>* Decrease in Call Abandonment Rate</li> <li>* Complete Job satisfaction surveys for Help Center employees</li> <li>* Complete SLAs for IS&amp;T by August 25th</li> <li>* Implement Knowledge Management Process by June 28th</li> <li>* Set up and capture measurable metrics for IS&amp;T organization</li> </ul>	

<b>Stakeholders</b>	List all of the individuals, departments or users who will be impacted by the outcome of the project.		
<table style="width: 100%; border: none;"> <tr> <td style="vertical-align: top; width: 50%;"> <ul style="list-style-type: none"> <li>- J L Albert - AP / CIO</li> <li>- Mary Jane Casto - Director</li> <li>- Randall Alberts - Sr. Project Manager</li> <li>- Tim Jones - Help Center Manager</li> <li>- Joe Amador - Customer Support Services</li> <li>- Kenneth Graves</li> <li>- John Bandy</li> <li>- June Moss</li> <li>- IS&amp;T Employees</li> <li>- Students</li> <li>- Faculty and Staff</li> <li>- Board of Regents</li> <li>- University System of Georgia</li> <li>- GSU IT Vendors</li> </ul> </td> <td style="vertical-align: top; width: 50%;"> <p><b>Project Team:</b></p> <ul style="list-style-type: none"> <li>Tim Jones - HC</li> <li>Ken Graves - HC</li> <li>Joe Amador - UETC</li> <li>Keith Campbell - UCCS</li> <li>John Bandy - UIS</li> <li>June Moss - Metrics</li> </ul> </td> </tr> </table>		<ul style="list-style-type: none"> <li>- J L Albert - AP / CIO</li> <li>- Mary Jane Casto - Director</li> <li>- Randall Alberts - Sr. Project Manager</li> <li>- Tim Jones - Help Center Manager</li> <li>- Joe Amador - Customer Support Services</li> <li>- Kenneth Graves</li> <li>- John Bandy</li> <li>- June Moss</li> <li>- IS&amp;T Employees</li> <li>- Students</li> <li>- Faculty and Staff</li> <li>- Board of Regents</li> <li>- University System of Georgia</li> <li>- GSU IT Vendors</li> </ul>	<p><b>Project Team:</b></p> <ul style="list-style-type: none"> <li>Tim Jones - HC</li> <li>Ken Graves - HC</li> <li>Joe Amador - UETC</li> <li>Keith Campbell - UCCS</li> <li>John Bandy - UIS</li> <li>June Moss - Metrics</li> </ul>
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<b>In Scope</b>	Describe the items that are in scope for the successful completion of this project. Any items not listed are not understood as being in scope.
<p>A complete list of in scope items are listed in the project plan. Some of the items deemed in scope include:</p> <ul style="list-style-type: none"> <li>* Hiring of Help Center Employees</li> <li>* Improve help center communication with customers</li> <li>* Granting access and training of Help Center staff to increase first call resolution</li> <li>* Work on defining reports that are acceptable to management and have meaning to the operation</li> <li>* Complete Help Center SOP</li> <li>* Define and sign off on Help Center SLA with the business</li> <li>* Remedy Training for programmers and IS&amp;T Level 2 &amp; 3</li> <li>* Business alignment of the organization to meet customer needs</li> <li>* Internal OLA for Help Center Organization</li> </ul>	

<b>Out of Scope</b>	Describe the items that are out of scope for the successful completion of this project. Any items not listed are not understood as being out of scope.
<p>Every project is constrained by time, resources and requirements. In defining the scope of this project, the items that will be considered out of scope include:</p> <ul style="list-style-type: none"> <li>* Purchase of hardware for new applications</li> <li>* Hiring of employees outside of the Help center</li> <li>* ICommand implementation</li> <li>* Not pushing further Remedy adoption in colleges</li> <li>* Consolidation of UETS and Help Center</li> </ul>	

<b>Resources</b>	What resources are needed to complete this project in scope and on time? Resources include people, skills and equipment.
<p>Resources needs for this project include:</p> <ul style="list-style-type: none"> <li>* Project Manager</li> <li>* Subject Matter experts for the areas</li> <li>* Dedicated server space for project documentation</li> <li>* Capital for hiring of new employees and implementation of system improvements identified by Project Plan</li> </ul>	

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<b>Interdependencies</b>	In order to complete this project, does it require any other projects or tasks outside of the Project Team's control to complete in order to be successful?
<p>This project will complete successfully if the following projects outside the scope of this project are completed in a timely manner. If not then other options will need to be defined by the project team.</p> <ul style="list-style-type: none"> <li>* Customizing Remedy for 0, first and second level support.</li> <li>* ICommand Project               <ul style="list-style-type: none"> <li>* Security Alerts to Help Center</li> <li>* Ability for Help Center to reset Windows accounts</li> <li>* Help Center's use of PC Anywhere</li> <li>* Help Center's ability to push software to workstations</li> </ul> </li> </ul>	

<b>Assumptions</b>	What assumptions are being made about the resources, budget, schedule, etc.?
<ul style="list-style-type: none"> <li>* Adequate and timely resources will be made available as needed during the project duration</li> </ul>	

<b>Constraints</b>	List major constraints that are on the project team and the completion of this project. Be sure to include milestone dates, resource availability and budget.
<ul style="list-style-type: none"> <li>* The main constraint will be the on-going operation of the Help Center support during the transition process</li> </ul>	

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