# PROJECT CHARTER

**Project Title:** Support Ticketing System

**Project ID:**

**Start Date:** 08/04/2022 **End Date:**

**Budget:**

**Project Manager:** Janelle Bowman

**Project Goal:**

Improve customer satisfaction by introducing a reliable support ticketing system that will be running 24hr/7. Resolving maximum requests from clients at the first contact.

**Project Scope:** A Support Ticketing System where everyone in the company can monitor tickets and the corresponding solutions using a ticketing tool.

All client issues and requests shall be raised only through the ticketing system.

**Project Deliverables:**

* A client support ticketing system
* Support Team Training
* Project Management reports and documentation
* Time tracking report

**Project Milestone:**

|  |  |
| --- | --- |
| **Milestones** | **Business Hours** |
| Urgent | 2-3 |
| High | 4-8 |
| Medium | 8-16 |
| Low |  |

**Project Assumptions/Constraints:**

* The support ticketing system will be done by one system developer
* Budget limitations
* The accuracy of the milestones for the project to be delivered
* Team members have all the required skills

**Project Team Roles and Responsibilities:**

|  |  |
| --- | --- |
| **Role** | **Responsibility** |
| Project Manager | Responsible for planning, directing, and managing a project. |
| Business Analyst | Analysing the solution requirements and supporting the development of the software product. |
| Developer | In charge of writing the code and developing the software products required for the project and also sending regular updates to the Project Manager. |
| Quality Assurance Engineer | Reviewing quality specifications and technical design documents to provide timely and meaningful feedback |
| SME (Subject Matter Expert) | Offer their subject matter expertise in understanding the terminology, processes, constraints, and technology of a specific business area or product line, or service. |
| Project Sponsor | Makes major decisions about the project scope and direction and making resources available for the project execution. |
| Software Tester | Conducts tests to ensure that software performs according to its specification. |