**PROJECT CHARTER**

**Project name:** Development of a support ticketing system

**Project manager:** Kenneth Maduka

**Project description:**. The business problem at hand is that there's no repository system and no proper tracking of complaints if a case has been resolved already or if a request has been delivered successfully. Presently, the business does not have a support system for client concerns and requests. The project focuses on the business need to have its own support ticketing system that would enable its clients send emails or phone calls to discuss their issues and requests.

**Project duration:** 12 weeks (3 months)

**Project scope:** The scope of the project is centered around;

* Delivering a support ticketing system that has the capability to raise and resolve issues of both internal and external clients within agreed time limit and SLA:

1. Urgent - 2 - 3 Business Hours

2. High - 4 - 8 Business Hours/ 1 Business Day

3. Medium - 8 - 16 Business Hours/ 1 - 2 Business Days

4. Low - 16 - 32 Business Hours/ 2 - 4 Business Days

* Designing, testing, and deployment of the ticketing system.

**Project objectives/goals:**

* To deliver a support ticketing system that can store client data (complaints, resolution) in its repository.
* To maintain customer service standard and consolidate interactions into one thread.
* To Track valuable service metrics and KPIs
* To provide an information system that can monitor tickets and corresponding solutions accordingly.
* To deliver a support ticketing system that is prompt in solving customer complaint depending on its urgency and severity. This will in turn reduce client wait time by 85%

**Project budget:** Within £30,000

**Project risk:** These are the identified uncertainties that may or may not occur during the project

* Use of a previously unused platform.
* Lack of rigorous testing.
* Conflicting knowledge levels of the users and help desk personnels.
* Aggressive deadlines
* Project team members leaving.
* External risk, eg change in laws, economic shifts and natural disasters.
* Budget issues.
* New and existing company client might feel indifferent or dissatisfied in using the new complaint reporting system.
* Failure to satisfy the system requirements of stakeholders.

**Project team roles and responsibilities:**

* Project Manager: The Project Manager will be responsible for;
* Planning the project in accordance with company goals.
* Managing the project even during uncertainties.
* Procurement, execution and resource management of the project
* Completion and delivery of the project within time and budget.
* Business analyst: The Business Analyst will be responsible for;
* Evaluating the needs of the business and stakeholder engagement.
* Making sense of the available information and ensures that the project team understands all the details
* Facilitating communication and knowledge sharing to ensure clients’ needs are met effectively.
* Research and requirement elicitation through appropriate means
* Conducting user acceptance testing
* Developer: The Developer will be responsible for;
* Identifying, designing, installing, and testing the support ticketing system they have built for the company from the ground up.
* Maintaining and updating the programme to ensure that all security problems are fixed, and it operates with new databases.
* Writing and producing efficient program codes for referencing and reporting.
* Quality assurance engineer: The QA engineer will be responsible for:
* Reviewing quality specifications and technical design documents to provide timely and meaningful feedback.
* Creating detailed, comprehensive and well-structured test plans and test cases.
* Estimating, prioritizing, planning and coordinating quality testing activities.
* SME: The subject matter expert will be responsible for:
* Providing input into and/or create and execute user documentation and training material.
* Supporting the definition of processes and policies, supply business rules and procedures, and communicate the contexts in which the rules, processes and polices are applied.
* Guide other professionals on the project/program to ensure the content is accurate
* Obtain or provide approval for changes to rules, processes and policies