



Computing

## Project Charter Lite

# Technology Store Reboot

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Version 1.0

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CONCURRENCES:

   
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Project Sponsor

## Charter Revision Log

Revision	Description	Effective Date
1.0	Develop TSR Charter	1/20/2016
1.1	Update content in Section 10.2	2/1/2016
1.2	Correct font and numbering throughout the document	2/4/2016

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## 1. Project Purpose/Background

The purpose of this project is to design and implement a Technology Store that fulfills the needs of Fermilab

## 2. Project Scope

The Technology Store will be expandable easy to use for obtaining technology products quickly to do your job at Fermilab. This includes but is not limited to: computers, computer accessories, software, monitors, subscriptions. Items ordered through the Technology Store shall be delivered to the user in a ready to use state.

## 3. Project Deliverables

- eMarketplace support for ordering standard hardware Technology Store items and other computer peripherals and accessories
- Standard hardware Technolgy Store orders shall be delivered to the user within seven days after approval
- Order support and delivery of customized hardware items
- Order support and delivery of enterprise and custom software
- Technology Store orders will be delivered directly to FCC Prep area (bypassing Fermilab Receiving)
- Modernized imaging and data transfer process for computers

## 4. Assumptions

- A TS item is a standard or custom laptop, desktop, tablet or custom computer peripheral or accessory
- A TS order will include at least one TS item and may include other standard computer peripherals and accessories
- Customized TS items shall follow the current requisition and approval processes in Miser and EBS
- TS software orders don't require requisitions or approvals
- TS items ordered through eMarketplace will follow the eMarketplace requisition and approval processes
- Standard computer peripherals ordered separate from a computer will follow standard Fermilab receiving processes

## 5. Project Customers

- All Fermilab employees

## 6. Project Stakeholders

- Procurement
- Finance
- Computing
- Receiving

- Dell Managed Service

## 7. Project Time Frame

Integration with eMarketplace July 26, 2016

## 8. Project Acceptance Criteria

This project will be considered complete when the following conditions have been met:

1. When standard hardware TS orders are delivered to the user within 7 days
2. Modernized imaging and data transfer process for computers in place

## 9. Flexibility Matrix

	<i>Most Critical (Inflexible)</i>	<i>Moderately Critical (Adaptable / Negotiable)</i>	<i>Least Critical (Accepting / Will Concede)</i>
<b>SCOPE</b>	X		
<b>SCHEDULE</b>			X
<b>RESOURCES</b>		X	

## 10. Project Organization

### 10.1. Project Team

Project Sponsor: Jon Bakken

Project Manager: Lita Scott

Technical Lead: Eileen Berman

Business Analyst: TBD

Service Owner: Quinton Healy

### 10.2. Responsibilities

The Project Sponsor is responsible for obtaining organizational support and commitment of resources to the project; setting scope and providing guidance to the Project Manager and Technical Lead; and addressing obstacles, issues and concerns.

The Project Manager and Technical Lead is responsible for the project achieving its objectives.

The Project Manager is primarily responsible for:

- Preparing and maintaining project management artifacts such as the charter, budget, schedule, status reports, and lessons learned.
- Coordinating project work activities
- Monitoring and reporting on progress against plans. This also includes:
  - Developing the project management plan and all related component plans;
  - Keeping the project on track in terms of schedule and budget
  - Managing project scope, including overseeing Project Change Control
  - Identifying, monitoring, and responding to risk
  - Providing accurate and timely reporting of project metrics.
- Non-technical requirements and specifications, and related non-technical documentation
- Non-technical decisions in the project
- Coordinating the development and execution of the Project Communications Plan, in consultation with the Project Sponsor and others as appropriate.
  - In the event of a crisis or other unplanned event (for example, the backing out of a planned change), the Project Manager is responsible for approving all communications messages sent to affected parties, such as stakeholders, customers, users, and project team members.
  - Depending on the severity of the situation, the Project Manager will consult with the Project Sponsor and Technical Lead as appropriate.
  - In the event that the Project Manager is not available to approve communications, responsibility for approving communications will reside with the Project Sponsor or Technical Lead. Delegation of responsibility will be clearly defined by the Project Manager.

The Technical Lead directs the technical work necessary to design, develop, implement, test, and deliver a product, system or service that achieves the project's objectives. The Technical Lead is primarily responsible for:

- Technical requirements, specifications, and design documentation
- Insuring that the technical design meets the technical requirements and specifications
- Service Management topics, including ITSM Service Design and Change Management, working with the service owner.
- Technical decisions in the project
- Directing the technical work performed by the project team

Project Team members are responsible for:

- Reviewing and understanding the tasks assigned to them
- Meeting the due dates of tasks as assigned
- Communicating the status of assigned items
- Communicating any issues that have a potential to impact progress

## 11. Project Reports

The Project Manager will report status to the Project Sponsor(s) via bi-weekly status meetings.

The Project Manager will report status during the project status meeting on a monthly bases

The Project Team will meet on a weekly basis to discuss project status, review progress against milestones and deliverables, and discuss risks, issues and concerns.

