



Project Charter

ClassDASH

DoubleFast Inc.



National Project Management System
Business Projects-IT-Enabled
Analysis Phase

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Section 1. Charter Introduction

1.1 Document Change Control

| Revision Number | Date of Issue | Author(s) | Brief Description of Change |
|-----------------|-------------------|--|---|
| 1.0 | October 7th, 2022 | Coby Lam, Emile Keruzore, Shivani Ram, Zikai Hao, Pengfei Li | First iteration of the UVic ClassDASH project charter submitted for review and further discussion |
| | | | |

1.2 Executive Summary

Overview

The ClassDASH project was initiated after receipt of the Request for Proposal for a mobile food ordering solution by the University of Victoria's (UVic) Food Services. The several food outlets across campus offering a variety of foods to students, faculty, staff, and guests, were experiencing significant traffic at peak hours. This resulted in long lines and delays for hungry patrons -- many of whom could not always afford to wait in line before their next course or appointment. Therefore, a mobile ordering solution allowing patrons to submit their order ahead of time and pick up at their convenience was desired as a solution that could better serve patrons, and increase the efficiency of ordering and sales for Food Services. Consequently, upon delivery of the ClassDASH app, changes will be both experienced by the Food Service organization and their employees, as well as their hungry patrons, entailing important change management considerations. To ensure buy-in and clear lines of communication, key stakeholders were identified, including representatives from the UVic Food Services, the UVic Student Society, and the UVic Committee.

The primary goals of the project are fourfold:

- 1) To acquire at least 50% user base for students who consume one meal on campus a day (approx. 1350)
- 2) For students who consume at least two meals a day on campus, to cover at least 30% of their meal orders through the system
- 3) To avoid food waste through the implementation of the system; minimizing the volume of abandoned orders
- 4) Clear the congestion in front of shops by diverting what would be line-up orders through the system

Milestones

The major milestones for the project include the Inception, Identification, and Delivery of the product.

In the inception stage, completed by September 27th, 2022, the project scope is clarified, meetings with the client take place, and objectives determined and feasibility-analyses performed on potential solutions.

In this phase, meeting with and receiving approval from stakeholders is a key deliverable.

Next, the project identification milestone is reached October 25th, 2022, with the completion of a series of analyses including cost-benefit, SWOT, and risk assessments. A second client meeting where the project

proposal is discussed takes place. Further, a key stakeholder, the App developer, is delivered the requirements and approves them.

By November 25th, 2022, the project delivery milestone will be reached. Leading up to this milestone, objectives and requirements are translated into technical criteria, allowing for design and prototyping to begin. Key deliverables in this period include describing application performance goals and the creation of a domain and UI model, along with accompanying documentation. On the business side, kickoff and quality assurance meetings are conducted with the UVic Food Services and Committee stakeholders. Soon after, performance and quality reports are generated and brought to stakeholders for approval. Iterative prototypes are then created in consultation with stakeholders, with their use case and UI needs captured. As the final product is implemented, a third client meeting will take place, wherein the final report is presented, describing the CLassDASH implementation in full detail.

Risks

Ahead of the project and as it progresses, the key risks have been identified and mitigation plans developed. These include software-integrity breaches that could result in information theft and fraud, requiring mitigation through the use of a robust in-app security system using best practices. Further, there are important food safety considerations to ensure the risk of food borne illness is minimized, such as avoiding that food is out for significant periods of time before pick up. Some other important business risks and considerations relate to avoiding failed end user adoption through effective change management and communication processes, and forecasting the need for more food service staff and resources if the product greatly increases the volume of orders.

1.3 Authorization

This project charter formally authorizes the existence of the project, ClassDash, and provides the project manager with authority to apply organizational resources to project activities described herein. If there is a change in the project scope, the project charter will be updated and submitted for re-approval.

Pengfei Li October 7th, 2022
Executive Sponsor
Student Service Manager, University of Victoria

Leo Prosalendis October 7th, 2022
Project Sponsor
Student Representative, University of Victoria Student Society (UVSS)

Erica Christie October 7th, 2022
Project Sponsor
Food Services Manager, University of Victoria

Coby Lam October 7th, 2022
Project Lead
Lead Analyst, DoubleFast

Emile Keruzore October 7th, 2022
App Developer
Development Team, DoubleFast

Zikai Hao October 7th, 2022
Committee Head, University of Victoria Committee

Shivani Ram October 7th, 2022
Business Analyst
Project Team, DoubleFast

Section 2. Project Overview

2.1 Project Summary

During the first week of the fall term of 2022, the UVic campus food service department observed a massive daily population flow. The department received many complaints about the delay of campus food services facilities, including the University Center (Mystic Market) and The Student Union Building.

To optimize UVic food services and save students and staff time, we launched the project, ClassDASH, which requires the project team to provide a mobile application for our customers. Once this project is finished, students and staff on campus should order food easily from our online services.

2.1.1 Project Goals, Business Outcomes and Objectives

The UVic student service department did an investigation a few days ago about the current daily student flow on campus. Based on the results from the final report, roughly 2000 students rely on on-campus food services every day. About 15.7% of them consume at least two meals on campus, and 67.2% of them consume only one meal on campus. In the end, the project application will cover the majority of those people.

| No. | Goals | Objectives | Business Outcomes |
|-----|--|--|--|
| 1 | Students who consume one meal | Population of them | The system covers at least 50% of them using our application |
| 2 | Student who consumes at least two meals | Population of them | The system covers at least 30% of their meal orders |
| 3 | The system should not cause waste of food | Reducing abandoned order rate | The order abandon rate should not exceed 5% every day |
| 4 | The food provider will not get congested all day | Population of the waiting line in front of food provider shops | No more than <ul style="list-style-type: none"> ● 8 for the Grills ● 6 for all shops in UC |

2.1.2 Project Scope

The project ClassDASH consists of a mobile application with the functionality of ordering food on campus.

The application will provide the features below:

- Order food on campus through this application.
- Pay for their food.
- Check their food preparation status.
- Cancel orders.
- Fully integrated with the ONEcard system.

This project also includes some simulating tests while the designing team is working on the best performance.

While the project team tests this system, the normal UVic online system (including the ONEcard system) will not be interfered with by this project.

2.1.3 Scope Definition

ClassDASH is a mobile application design project which will provide UVic students and staff with a convenient way to order on-campus food online. This project contains one main software design project and two environment-simulating tests. Once the project is finished, the degree of crowdedness will be half of the current situation as estimated.

2.1.4 Boundaries

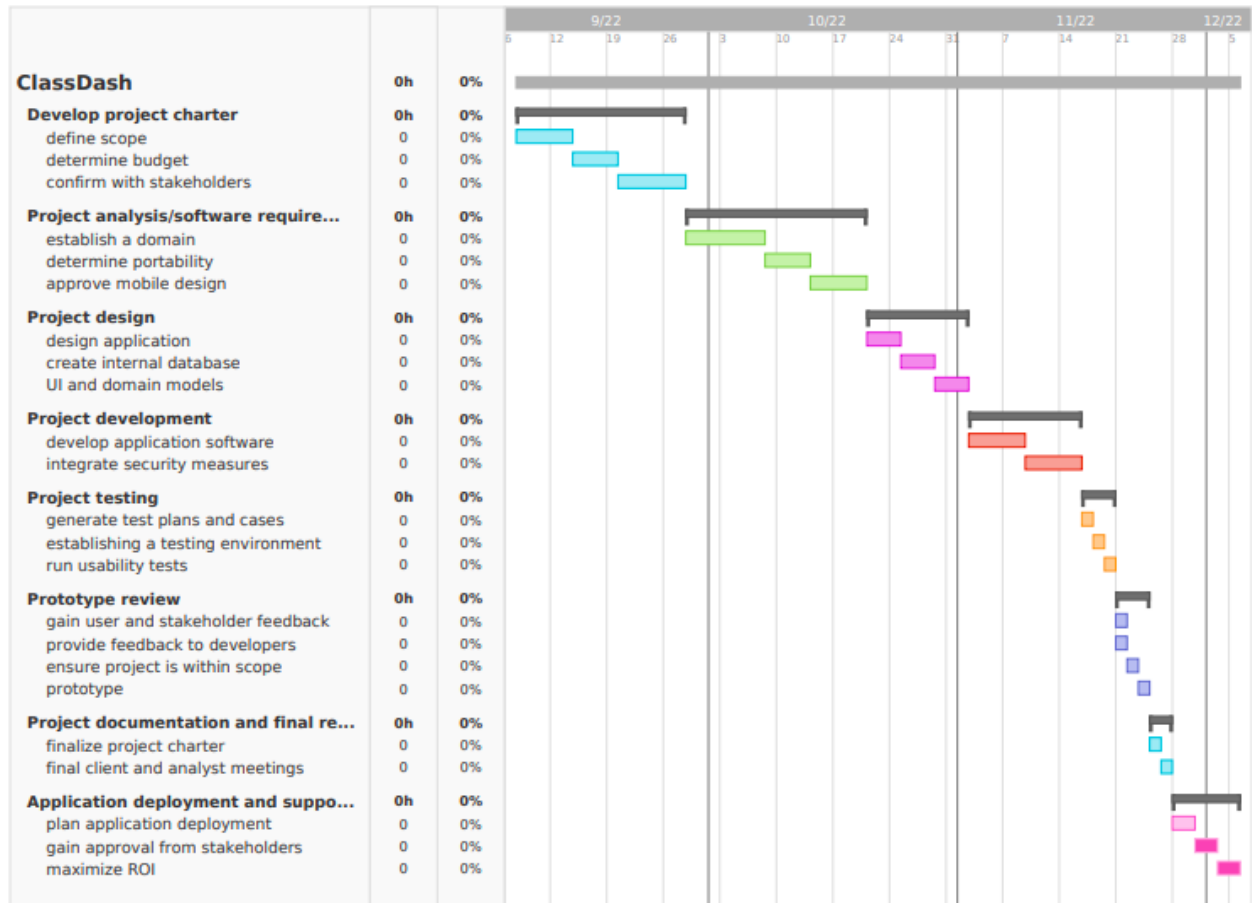
| Activities In Scope | Activities Out of Scope |
|--|--|
| 1. Software frame design and functionality check | 1. Specific frame requirements for maintenance |
| 2. Software interface design | 2. Artworks from specific designers |
| 3. 1 st simulation test | 3. Real situation test |
| 4. Embed system to UVic online system | 4. Credit card system check |
| 5. 2 nd simulation test | 5. Organize extra volunteers |
| 6. Application release | |

There are six activities in scope for the ClassDASH project. They are listed in chronological order. The out-of-scope activities are listed, but not part of the project.

2.2 Milestones

| Project Milestone | Description | Expected Date |
|---------------------------------|--|----------------|
| 1. Project inception stage | Clarify the scope, project objectives, solution feasibility, and first client meeting | Sep 27th, 2022 |
| 2. Project identification stage | SWOT (Strengths, weaknesses, opportunities, threats) analysis, cost-benefit analysis, risk assessment, project proposal, and second client meeting | Oct 25th, 2022 |
| 3. Project delivery stage | Translate the project objectives and requirements into technical criteria to allow detailed design, prototyping, then full implementation of the product (the ClassDash application), and third client meeting, the final presentation | Nov 25th, 2022 |

Gantt Chart:



2.3 Deliverables

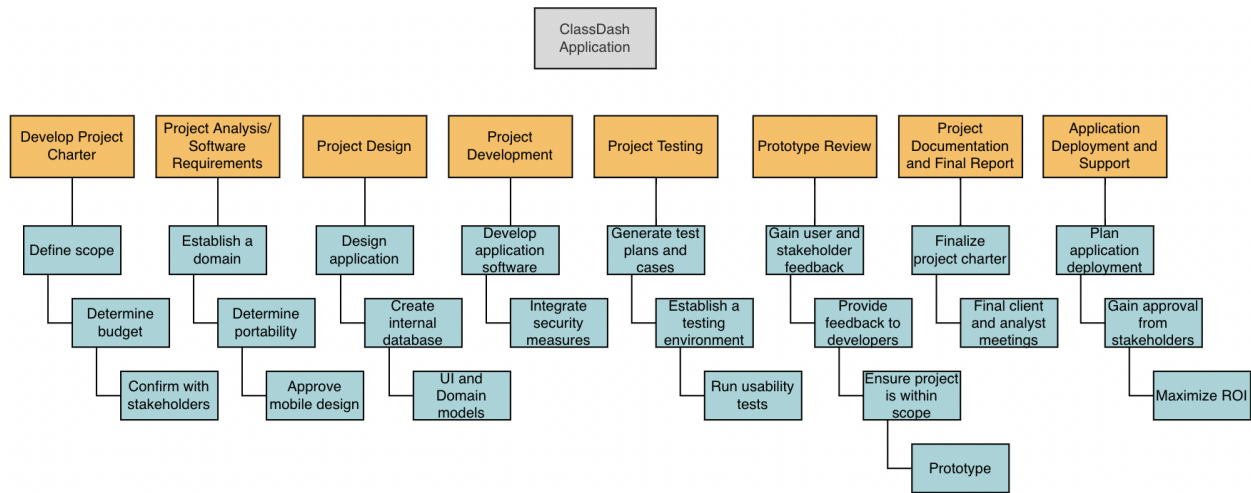
| Project Deliverable 1: Project scope | |
|--------------------------------------|--|
| Stakeholder: | UVSS student representative, app developer, the University of Victoria Committee, the Food Service manager |
| Description: | The project scope includes the boundaries of the project, each people’s responsibilities, and it sets up procedures for how completed work will be approved. |
| Acceptance Criteria: | A project scope statement should be approved by each stakeholder. |
| Due Date: | Sep 27 th , 2022 |

| Project Deliverable 2: Project analysis/software requirements and use cases section | |
|--|--|
| Stakeholder: | App developer |
| Description: | Project analysis/software requirements include both functional and non-functional requirements for implementing the project. Use cases section is the written description of how users will perform tasks on ClassDash |
| Acceptance Criteria: | List and define all the functional and non-functional requirements for the app developer, and all the requirements must be written to be objectively verified. A use cases documentation should be done |
| Due Date: | Oct 19 th , 2022 |
| Project Deliverable 3: Project design: domain model and UI model | |
| Stakeholder: | UVSS student representative, App developer, the University of Victoria Committee, the Food Service manager |
| Description: | Project design includes the project lifecycle of ideas, conceptual model of the domain that incorporates both behavior and data, and UI model includes a representation of how the end user interact with ClassDash and also how the system responds |
| Acceptance Criteria: | A description of the ClassDash application and its performance goals should be done. A domal model and a UI model documentation should be done |
| Due Date: | Nov 1 st , 2022 |
| Project Deliverable 4: Project development | |
| Stakeholder: | App developer, the University of Victoria Committee, the Food Service manager |
| Description: | Plan and allocate resources to develop the project |
| Acceptance Criteria: | Kickoff meetings should be done, quality assurance and allocation of resources should be done. |
| Due Date: | Nov 15 th , 2022 |
| Project Deliverable 5: Project testing | |

| | |
|--|---|
| Stakeholder: | UVSS student representative, App developer, the University of Victoria Committee, the Food Service manager |
| Description: | Project testing includes information about actual levels of performance and quality of the project. |
| Acceptance Criteria: | An overall project performance report and quality report of the project should be done and approved by stakeholders. |
| Due Date: | Nov 18 th , 2022 |
| Project Deliverable 6: Project UI Prototypes | |
| Stakeholder: | UVSS student representative, the University of Victoria Committee, the Food Service manager, App developer |
| Description: | Iterative analysis technique in which users are actively involved in the mocking-up of the UI for a system |
| Acceptance Criteria: | The textual description of requirements, use cases, domain models, and UI models that describe the client's needs should be all done |
| Due Date: | Nov 23 th , 2022 |
| Project Deliverable 7: Project documentation and final report | |
| Stakeholder: | UVSS student representative, App developer, the University of Victoria Committee, the Food Service manager |
| Description: | Project documentation including the key project details and documents that are required to implement it successfully, the final report describing the outcomes of your requirements gathering, analysis, and meetings with your client team |
| Acceptance Criteria: | Project status report should be done, and all use cases, domain models, and UI models should be include and done in the final report |
| Due Date: | Nov 25 th , 2022 |
| Project Deliverable 8: Project deployment | |
| Stakeholder: | UVSS student representative, App developer, the University of Victoria Committee, the Food Service manager |

| | |
|-----------------------------|--|
| Description: | Project deployment is to make the application (ClassDASH) ready for delivery. |
| Acceptance Criteria: | A deployment plan that includes the required staff for delivering the project, a checklist of all the required tasks, and determined release strategy. |
| Due Date: | December 5 th ,2022 |

Work Breakdown Structure:



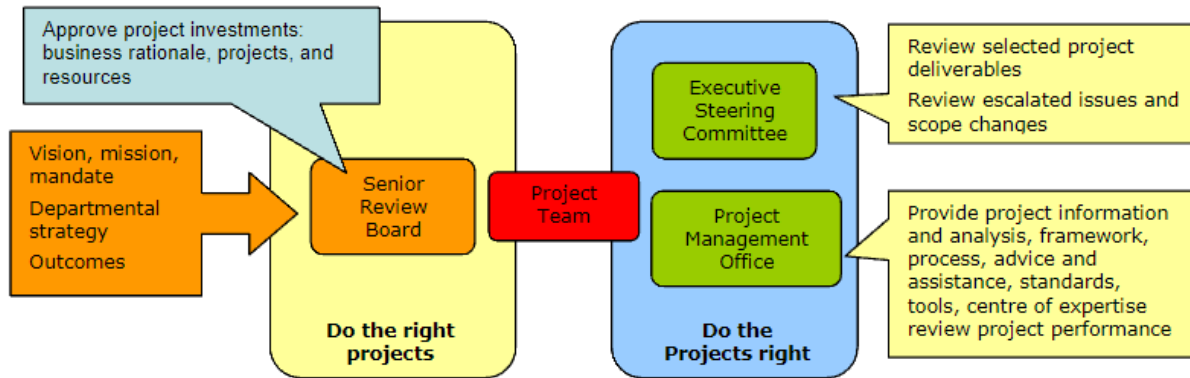
2.4 Project Risks

| No. | Risk Description | Probability (H/M/L) | Impact (H/M/L) | Risk Management Plan |
|-----|--|---------------------|----------------|--|
| 1 | By implementing this system on a smaller scale, there is a higher chance of information theft and defrauding. There is a higher risk of security breaches if the company underestimates the need for proper security precautions within the app. | Low | High | Budget and implement a high-quality security system within the app to protect users financial information that is used to pay. |

| No. | Risk Description | Probability (H/M/L) | Impact (H/M/L) | Risk Management Plan |
|-----|--|---------------------|----------------|---|
| 2 | Food quality can be reduced significantly if left out for long periods of time. If a student orders food and picks it up an hour later, there is a higher risk of food borne illnesses. | Medium | Medium | The app can offer pick up time periods, that way the food is made shortly before the pickup period and will not be left out waiting. This also puts responsibility on the person that ordered as their food will only be served in the time slot that they chose. |
| 3 | Without adequate communication and training, the intended end users, both patrons and food service workers, may fail to adopt the app. | Low | High | Implement proper training and communication guidelines to ensure successful adoption of the system. |
| 4 | Labor costs can increase as a result of an increase in the volume of orders. By giving customers the capability of “skipping the line” they are more likely to order, resulting in the increase in need for staff and other resources. | High | Medium | This can be combated by putting a cap on mobile orders within certain time periods to limit orders to a manageable rate. Another solution would include budgeting additional staff to mitigate high influxes of orders. |

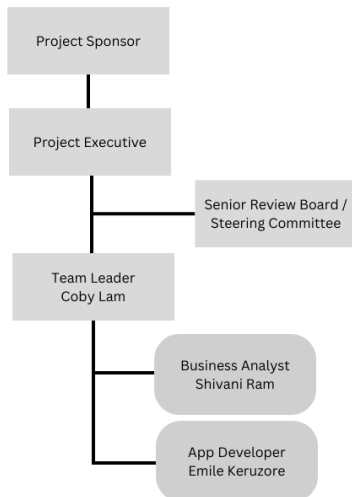
Section 3. Project Organization

3.1 Project Governance



The project would be governed by means of UVic’s Board of Governors, Project Review Committee and our Project Team. The role of Senior Review Board will be designated to the Board of Governors, they will primarily approve of the initial project investment and provide the permission for funding. The Project Review Committee would act as the Executive Steering Committee and the Project Management Office. They would be in charge of reviewing, escalating, maintaining the project as well as approving schedule, budget and scope changes. Lastly the Project Team is responsible for consulting clients and key stakeholders in addition to conducting internal meetings before communicating with the Project Review Committee.

3.2 Project Team Structure



3.3 Roles and Responsibilities

| Project Role | Responsibilities | Assigned to |
|--|--|---|
| Team Leader | <ul style="list-style-type: none"> ● Manages functional aspects of the project ● Manages formal and management reviews ● Helps research issues and change requests ● Maintains the scope, estimates, and work plans ● Ensures the proper reporting of status for their team members | Coby Lam |
| Business Analyst | <ul style="list-style-type: none"> ● Documents and maintains business requirements ● Uses analysis tools to improve project workflows ● Conducts research to provide systems and business support | Shivani Ram |
| Project Management Office/Steering Committee | <ul style="list-style-type: none"> ● Ensures effective communication | Project Review Committee |
| Senior Review Board | <ul style="list-style-type: none"> ● Approves project investments ● Reviews the business rationale, projects, and resources ● prioritizes projects based on specific criteria | Board of Governors |
| App Developer | <ul style="list-style-type: none"> ● Development of software solutions to meet customer needs ● Approves system requirements delivered by project team ● Creating and implementing source code ● Testing and debugging code. | Emile Keruzore |
| Project Sponsor | <ul style="list-style-type: none"> ● Has ultimate authority over and is responsible for a Program, project, or both ● Approves changes to the scope and provides whatever additional funds those changes require ● Approves budget-related deliverables ● Controls the business aspects of the project ● Assists in developing the project charter and project plans ● Executes formal reviews and management reviews ● Disposes of issues and change requests ● Makes user resources available ● Approves work products ● Assists in tracking action items and budgets ● Is responsible for the functional quality of the solution | Project Management Office manager Scott Thompson |

Section 4. Project References

More information concerning this project can be found in the following documents:

| Document Title | Version # | Date | Author and Organization | Location (link or path) |
|------------------------------|-----------|--------------|--------------------------------------|---|
| Project Request for Proposal | 1D | 25-Sept-2022 | University of Victoria Food Services | https://cobasaurusrex.github.io/ClassDash/documents.html |

Section 5. Glossary and Acronyms

| Term | Definition |
|-----------|--|
| UVic | University of Victoria |
| OneCard | UVic's private, fully integrated payment and identification system |
| UVSS | The student union in the University of Victoria |
| ClassDash | The application name of the project |
| Acronym | Name in Full |
| UVic | University of Victoria |
| UVSS | University of Victoria Students' Society |
| ROI | Return on Investment |
| UC | University Campus |
| SWOT | Strengths, Weaknesses, Opportunities, and Threats |