# How to use this form:

\*delete page 1 & 2 of this template prior to submitting final charter

* **IF** this is Tier 1 or Tier 2 project, you must supply all other required documents as listed in the [IT/PPS No. 04.10](http://policies.txstate.edu/division-policies/information-technology/04-10.html)- ([document reference matrix](#_IT/PPS_Document_Reference) provided below)
* **IF** this is a Tier 3 or internal project, sections marked with*\*Tier 3 optional* are not required, however, may still be helpful.
* When proposing project team members and stakeholders, you must contact them prior to placing them on this charter to be sure they are both available and willing to participate.
* Prior to saving and submitting your charter, delete all “**TIPs**” and explanation text to help simplify and shorten the charter document.
* Save your document following the format *Project\_(project pre-fix)\_Charter\_(date)* (e.g. "Project\_TIP\_Charter\_01272016" for a project called Tipping Point.
* Send your completed document to your department director for review and feedback. (You are encouraged to schedule a meeting to discuss your proposal with other directors whose departments are affected by the proposed effort.)
* Your department director may then submit reviewed and approved documents for discussion at an upcoming PM Leadership meeting. If approved, you will receive notification through your director and may move into building the planning and tracking document.

# Project Lead Check-List

### You have just been assigned as a project lead, what next?

1. Identify project tier level (1 – strategic, 2 – key, 3 – local, or Internal)
   1. If this is a Tier 1 or 2, you’ll have required documents that need to be completed in specific order. It’s suggested you start with a document called a Business Case *(1-2 page document outlining the business case for the project, including any pertinent design decisions.)*
   2. You can begin by working through the charter template as a way to prompt yourself for elements you’ll need to consider. This document can be located on the resource page here: [ITS Project Templates](http://www.its.txstate.edu/departments/LearningTechnologyResearch/LTR_Resources.html)
2. Pre-charter meeting – this could include stakeholders, faculty clients e.g., TLTIG, and subject matter experts (team members) so information can be gathered to draft the charter accurately.
3. Draft project charter
   1. This phase will build on the information gathered during the Pre-charter meeting, and focus on designing the most efficient way to proceed on the project. Identify project resources, such as temporary staffing and new technology requests, as well as identify expected deliverables, timeline, etc.
   2. TIP: If you have questions, work with the director in your department and/or request time within the ITS Projects meeting (via Kevin Huffaker) to discuss the project
4. Review and finalize charter
   1. Pull together the projected team members to review the charter, solidify the time requirements for each role and finalize other aspects of the document
5. Submit charter
   1. Email the charter to your department director for review; the director has the responsibility to submit the charter to the ITS Projects team
6. Respond to ITS Projects team questions
   1. This will mostly take place within the project charter as comments/notes
      1. To be notified of comments and activities, you'll need to go to the charter document in Sharepoint, and look through the options menu for that document (denoted by the three little dots). Find "Alert me," and complete the settings you desire.
   2. In special cases, you will be asked to attend the ITS Projects team meeting to discuss and clarify aspects of the project
7. Obtain approval
   1. Once the ITS Projects team approves the charter, denoted by their dates of review on the bottom of the charter, the associated director will facilitate the creation of the project shell in Marionette; it is the project leads responsibility to confirm this is completed.
8. Draft live timeline
   1. This should start with the timeline/milestone items in the charter and expand as new dependencies and tasks are identified.
9. Hold kick-off meeting
   1. Schedule a meeting with project team where you will identify a regular meeting schedule, determine the audience and frequency for status updates and finalize the live timeline.
10. Update Marionette
    1. Review and update the project goal; include stakeholder update plan (ex. - Identified stakeholders will be emailed by COB every other Friday.)
    2. Link to the project charter and live timeline document.
    3. Set a project Health (red, yellow, green)
    4. Enter status update
11. Identify Communication Plan Needs (Tier 1 & 2 require communication plans, Tier 3 is at the discretion of the AVP.)
    1. Work with IMG early in the process to develop a communication plan.
    2. Link to the plan in Marionette by using “Links: Other”
12. Execute project
    1. Update stakeholders and escalate issues as necessary throughout project to completion.
    2. These activities should follow your meeting, communication and update schedules.
13. Complete project
    1. Complete a “project retrospective” or “lessons learned” document. This may be an informal report, or a more formalized document depending on the project requirements—currently no template is offered.
    2. In Marionette, click “Complete Project.” This issues a request for final approval from the PM Leadership Team.
    3. Once a project has been completed, migrate all required documents into the ITS Project Repository in the Archive folder, creating a new folder name consistent with the project.

Additional resources may be found on the [ITS PMO website](http://www.its.txstate.edu/departments/LearningTechnologyResearch/ITS-Project-Practices.html). Additional advice on developing your proposal/charter document or have questions about project management or the process, you are encouraged to schedule time with [Kevin Huffaker](mailto:khuffaker@txstate.edu?subject=Question%20about%20Project%20Charter%20template) or [Amy Boyd.](mailto:amyboyd@txstate.ed?subject=Questions%20about%20Project%20Charter%20))

## Project name: Date:

## Proposer:

## Project type – (choose one) Tier 1 – VPIT Strategic Initiative, Tier 2 – VPIT Key Initiative, Tier 3 – Unit level (ITS), Internal – within department

## Project Lead: **TIP:** If you already know who should lead this project, make sure you’ve talked with them.

## Concept Owner: (whose idea was this – such as your “executive sponsor”) \**Tier 3 optional (can delete his section prior to submitting final charter.)*

## Strategic Case – **TIP**: highlight relevant items below, delete any not selected*. \*Tier 3 optional (can delete his section prior to submitting final charter.)*

This project will address specific directives of the ITS mission by:

Promoting and supporting excellence in teaching and learning.

Developing reliable and innovative digital tools, and solutions.

Developing & enhancing learning spaces.

Developing partnerships with the academic community in support of teaching and learning.

None of the above.

Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### This project is:

An exploration of a potential new service or process.

The deployment of a new service.

The enhancement of an existing service.

The maintenance of an existing service.

None of the above.

Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### This project will address the following current ITS organizational challenges:

Updating the knowledge and skills of staff.

Improving student outcomes.

Providing user support in the Digital Learning Environment

Increased capacity for project activities

Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### This project aligns with the following IT/ITS Initiatives:

Learning Commons

Mobile Services

Information Security

Accessibility/ADA

Communications and Marketing

Faculty Qualifications

Active Learning

Learning Spaces

Analytics

Media Acquisition and Delivery

Promoting Student Success

None of the above.   
Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Key Stakeholder *\*Tier 3 optional (can delete his section prior to submitting final charter.)*

### **TIP:**These are the people and groups whose objectives MUST be satisfied. They are stakeholders who have the influence and authority to dictate whether a project is a success or not. They make or break the project. They must review and agree to this charter by adding a date in the “Approval Date” column.

|  |  |  |
| --- | --- | --- |
| Name | Department and Title | Approval date |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

# Project Description

### **TIP:** What is the purpose, product, or opportunity, and who stands to benefit from this? Why we need to do this. What would occur if we didn’t do it?

(start typing here)

### Requirements *\*Tier 3 optional (can delete his section prior to submitting final charter.)*

### **TIP:**Identify the high-level requirements the project must meet.

|  |  |
| --- | --- |
| Requirement | Description |
|  |  |
|  |  |
|  |  |

# Timeline

## **TIP:** When would this start, what future dates could be considered milestones, and when does this need to be completed by?

|  |  |
| --- | --- |
| Major Milestones | Target Date (if known) |
|  |  |
|  |  |
|  |  |
|  |  |

# Budget

## **TIP:** For this project to be successful, will it need ongoing support resources, staff, specialized training, travel, hardware, etc.…?

|  |  |  |
| --- | --- | --- |
| Item | Justification | Amount |
|  |  |  |
|  |  |  |
|  |  |  |

# Project Boundaries

### **TIP:** What objectives and goals are important to the successful completion of the project? Draw clear boundaries on what the project will do, and what it will NOT do. Does this project address only the first phase of a larger initiative, etc.?

|  |  |
| --- | --- |
| In-Scope Work | Notes |
|  |  |
|  |  |

|  |  |
| --- | --- |
| Out-of-Scope Work | Planned for future? (Yes/No, Target Date) |
|  |  |
|  |  |

# Related Projects *\*Tier 3 optional (can delete his section prior to submitting final charter.)*

### **TIP:**Identify any other projects and/or activities required to achieve the project’s objective. Provide either a diagram illustrating dependent or parallel projects, or list the associated projects and describe how they are related.

### Extended Stakeholders *\*Tier 3 optional (can delete his section prior to submitting final charter.)*

### **TIP:**These can be single individuals, teams, units, or departments who are affected by the execution or outcome of this project.

|  |  |
| --- | --- |
| Name | Department and Title |
|  |  |
|  |  |
|  |  |
|  |  |

# Project Team

### **TIP:**These are single individuals who execute the actual work of the project, and they must review and agree to this charter by adding a date in the “Date or Review” column.

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Dept. & Title | Possible Roles: Project Manager, Technical Lead, Subject Matter Expert(SME), Vendor Rep… | Date of Review |
|  |  |  |  |
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# Success Requirement

**TIP:**What criteria will determine if the project is a success? Identify both what you are measuring and how you will measure it?

|  |  |
| --- | --- |
| Requirement | Measure or Metric |
|  |  |
|  |  |
|  |  |
|  |  |

### Assumptions and Constraints *\*Tier 3 optional (can delete his section prior to submitting final charter.)*

**TIP:** If everything goes as planned, what would that look like? What assumptions have you made that would impact the project if they didn’t work out—what would that look like?

|  |  |
| --- | --- |
| Assumption or Constraint | Impact on the Project |
|  |  |
|  |  |
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|  |  |

# PM Leadership Review and Approval Sign-off

### Dates indicate the person is agreeing to this charter. Notes may indicate “things to consider” unless otherwise stated.

|  |  |  |  |
| --- | --- | --- | --- |
| Dept. | Approver | Approval date | Notes |
| AVP | Carlos Solis |  |  |
| LTR | Kevin Huffaker |  |  |
| LxD | Ann Jensen |  |  |
| LAS | Rori Sheffield |  |  |
| IMG | Laura Trial |  |  |
| LS | Brian Shanks |  |  |
| PM | Amy Boyd |  |  |

IT/PPS Document Reference Matrix *\*delete this page prior to submitting final charter*

| IT/PPS NO. 04.10ISSUE NO. 1EFFECTIVE DATE: 4/26/2017 | | | | |
| --- | --- | --- | --- | --- |
| **Requirements** | **Tier 1 / Strategic** | **Tier 2 / Key** | **Tier 3 / Local** | **Phase/order** |
| **Business Case Summary** | Business case summary should be a 1-2-page document outlining the business case for the project, including any pertinent design decisions. | Business case summary should be a 1-2-page document outlining the business case for the project, including any pertinent design decisions. | Business case summary is optional and most likely would be included in the charter. | Initiation - Step 1 |
| **Project Charter** | Charter should be comprehensive, and include all necessary items. Charter must be signed by all key stakeholders of the project. | Charter should be comprehensive, and include all necessary items. Charter must be signed by all key stakeholders of the project. | Charter is usually an abridged version of those required by Tier 1 and Tier 2 projects. | Initiation - Step 2 |
| **Budget Approval** | The project budget must be approved by the vice president for Information Technology as part of the charter approval process. | The project budget must be approved by the AVP of the area managing the project if no additional funding is required. If additional funding is required, it must be approved by the vice president for Information Technology. | The project budget must be approved (or approval delegated) by the AVP of the area managing the project. | Initiation - Step 3 |
| **Project Management Plan** | A project management plan must be created and signed off by the vice president. | A project management plan is optional at AVP discretion and signed off by the AVP. | No project management plan is necessary. | Planning - Upon Charter Approval |
| **Gantt Chart with Dependencies** | The project manager must produce and maintain detailed Gantt charts with task dependencies. | The project manager must produce and maintain detailed Gantt charts with task dependencies. | Gantt chart is optional. | Planning - Upon Charter Approval |
| **Resource (staff) Assignments** | The project plan must include individual resource assignments. Resources assigned to the project must sign off on their task commitments and schedules with approval from their immediate supervisor. | Resources assigned to the project must sign off on their task commitments and schedules with approval from their immediate supervisor. | This process is managed locally by the AVP. | Planning - Upon Charter Approval |
| **Marketing and Communications Campaign Plan** | A detailed marketing and communications campaign plan must be created. It is led by and approved by the Information Technology Marketing and Communications coordinator as part of the project plan approval. | A detailed marketing and communications campaign plan must be created. It must be approved by the Information Technology Marketing and Communications coordinator as part of the project plan approval. | A marketing and communications plan must be created as part of the project planning process. | Planning - Upon Charter Approval |
| **Project Milestone** | At least one milestone must be applied to the division Milestone chart. | At least one milestone must be applied to the division Milestone chart. | Milestone may be required. | Planning - Upon Charter Approval |
| **Issues Log** | An issues log must be maintained and available to the project team and ITC. | An issues log must be maintained and available to the project team and ITC. | This process is managed locally by the AVP. | Monitoring & Controlling |
| **Project Reporting** | A project summary report will be presented to ITC monthly, which includes the issues log. | A project status report will be provided to ITC monthly. | Reporting can be done at ITC round table. | Monitoring & Controlling |
| **Project Sign Off** | A formal project sign-off is required. The sign-off includes detail regarding project goals and whether they were met or not met. | A formal project sign-off is required. The sign-off includes detail regarding project goals and whether they were met or not met. | The sign off completion process is managed locally by the AVP. | Closure - On Completion |