<PROJECT NAME>

Project Charter

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| Project Sponsor:  Project Manager:  Date:  Version: | NN  NN  2019-01-01  1.0 |

Document Management

Document Revision History

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Document Owners and Approvers

The undersigned acknowledge they have reviewed the project charter and authorize and fund the <PROJECT NAME> and all the Work Streams described in this document. Changes to this charter document will be coordinated with and approved by the undersigned or their designated representatives.

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| Name & Title | Role | Signature | Date |
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1. Introduction

The <PROJECT NAME> Project Charter documents the information required by decision makers e.g. project sponsor and steering committee members to approve the project’s scope, timeline, resources, etc. as described in this document.

The intended audience of the project charter is the project sponsor, senior stakeholders, leadership, project steering committee and individuals taking part in the execution of the project (e.g. vendors).

1. Executive Overview

<Half a page executive overview why this project is required and some background information>.

* 1. Project Goals

The overall goals for this initiative are indicated below. Each work stream will have clearly defined objectives and deliverables to measure and track the delivery of the work performed.

The overall objective and goal of the <PROJECT NAME> is to address the key pain points identified.

List of pain points:

**AA** I **BB** I **CC** I **DD**

These pain points will be addressed through the defined work stream identified and described in the Project Charter together with a plan to …….

Sub-Project and Work Stream Goals

* XYZ
* XYZ
* XYZ
* XYZ
* XYZ
  1. Problem Statement

The problem statements and pain points that are driving this <PROJECT NAME> are captured below in more detail. This is a summary of feedback and some of the main pain points identified.

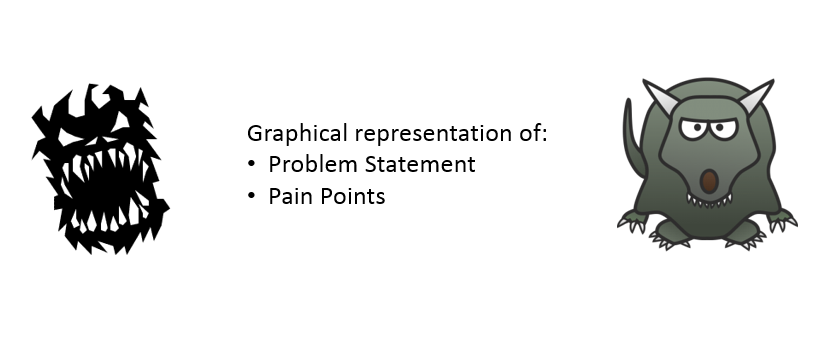


Figure 1: Main Problem Statement and Pain Points

1. Project Scope & Work Streams / Sub-projects

The overall project consist of a number of work streams, each managed as a separate entity but integrated and managed under this Project.

Each work stream will have an identified WS lead that is responsible for managing the day-to-day execution of the work stream as well as SPOC identified from the client.

Each work stream reports to the <PROJECT NAME> (NN of Project manager) on a weekly basis to ensure they are on track and delivering expected value. The client Project Manager is NN.

A high level description of the work streams is included below and additional information of each work stream can be found in the appendix. Each work steam will have detailed project plans with key milestones and deliverables, identified risks etc. to manage the work stream.

All documents will be stored in a dedicated project repository created for this initiative.

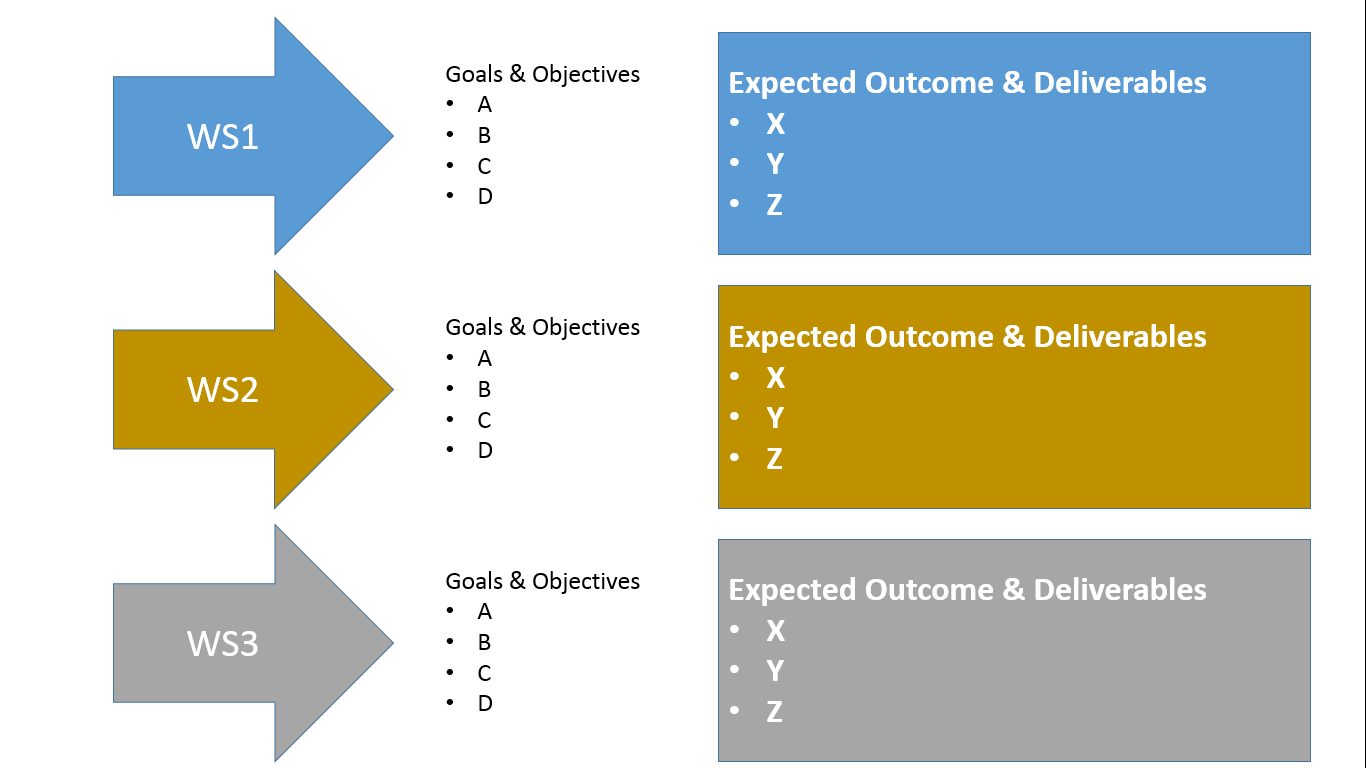


Figure 2: Project Scope – Integrated Work Streams

A high level description of each work stream is captured below to provide an overview of the scope of the initiative.

| Work Stream | Description |
| --- | --- |
| WS 1: NAME  WS Lead: NN  Client SPOC: NN |  |
| WS 2: NAME  WS Lead: NN  Client SPOC: NN |  |
| WS 3: NAME  WS Lead: NN  Client SPOC: NN |  |
| WS 4: NAME  WS Lead: NN  Client SPOC: NN |  |
| WS 5: NAME  WS Lead: NN  Client SPOC: NN |  |

Table 1: Overview of Work Streams

1. Resource Requirements

The following resources for a successful project execution.

* 1. Resource Requirements (People)
  2. Budget

Third parties, consulting etc.

* 1. Skills

Required skills for the project to be successful

* 1. Infrastructure (HW & SW)
  2. Facilities & Locations
  3. Other Requirements

1. Critical Success Factors

Critical success factors (CSF) are the critical things that are imperative for the project and each of the work streams to be successful.

CSF’s represent areas that must be given special and continual attention to ensure the project will be successful.

The following Critical Success Factors have been identified.

| # | Critical Success Factor | Comments |
| --- | --- | --- |
| 1 | Strong OCM support and OCM Lead identified | A dedicated Organizational Change Management (OCM) Lead is required to drive and promote change for all the work streams impacting the organization.  Structured OCM activities (Communications, training, resistance management, stakeholder engagement etc.) will be imperative for the project’s success in many forms and to different stakeholders. |
| 2 | Allocated resources must have sufficient time available to execute step change project activities | Many of the project members are part of BAU / operational activities. Leadership must enable the projects members to spend sufficient time to project activities. |
| 3 | Involvement of client leadership, regional organizations and key stakeholders (e.g. vendors) | It is critical for the project’s success to engage key stakeholders, including regional organizations, vendors and business areas. |
| 4 |  |  |
| 5 |  |  |

Table 2: Critical Success factors

* 1. Critical Dependencies

|  |  |
| --- | --- |
| WS | Dependency |
| WS1 |  |
| WS2 |  |
| WS2 |  |
| WS2 |  |
| WS2 |  |
| WS3 |  |
| WS3 |  |
| WS3 |  |
| WS4 |  |
| WS4 |  |
| WS4 |  |
| WS5 |  |
| WS5 |  |
| General |  |
| General |  |

Table 3: Critical Dependencies

1. Project Schedule & Timeframes

Each work stream will have their own defined schedule and timeline.

Any outstanding work stream activities, if any, after its completion will be transitioned over to the capabilities within the BAU organization through structured handover activities.

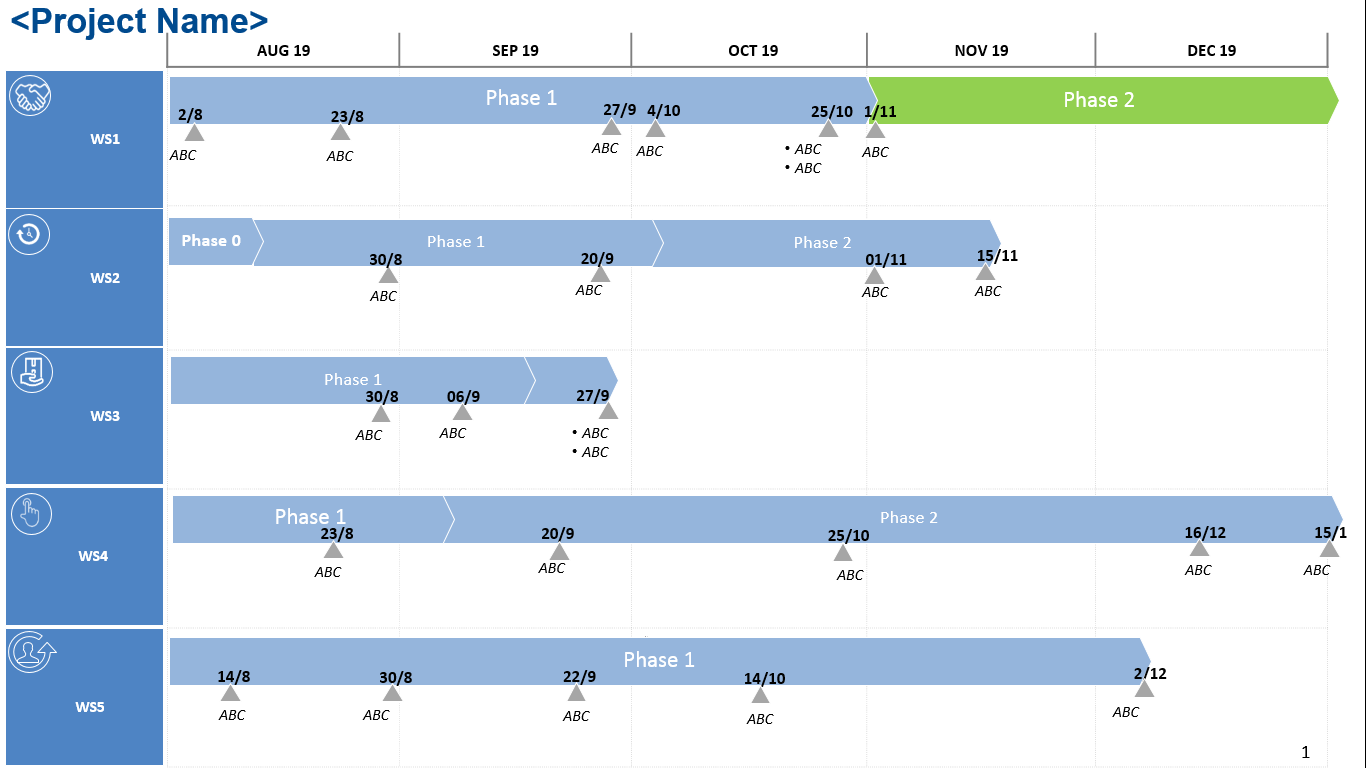


Figure 3: Project Timeline

1. Project Organization & Governance
   1. Roles and Responsibilities

| Role | Name & Org. | Responsibilities |
| --- | --- | --- |
| Project Sponsor | NN | Person responsible for acting as the project’s champion / sponsor and providing direction and support. In the context of this document, this person together with the Steering Committee approves the request for funding, approves the project scope represented in this document, and sets the priority of the project and its work streams relative to other projects in his area of responsibility. |
| Project Manager | NN | Person who manages and drives the overall project and has accountability for each work stream. Ensures that the project delivers required quality, is on time, delivers the specified deliverables, outcomes and customer satisfaction. |
| Client SPOC | NN | Counterpart from the Client organization managing the project initiative and works streams together with the project manager. |
| Work Stream Leads | NN  NN  NN  NN  NN | Identified and dedicated resources responsible for the day-to-day execution of the work stream they have been assigned to. They provide weekly written status reports to the project manager and continuously communicates with the project manager. Ensures sufficient funding, staff and resources is available to deliver the expected outcome of the work stream. |
| Client Work Stream SPOCs | NN  NN  NN  NN  NN | Client identified and dedicated resources that will support the work stream leads in the day to day execution of the work stream. The Client SPOCs will take decisions required to move the work stream forward. |
| Work Stream Member | Roles  Groups | Identified key resources and roles who are responsible for the day-to-day execution of the work stream they are assigned to. |

Table 4: Roles & Responsibilities

* 1. Steering Committee Members

The steering committee will meet monthly or when required, scheduled invitations done by the Project Manager based on agreed date in the previous steering committee. The Project Manager will provide a status report and address issues, escalations and requests from the work streams.

| Name | Role |
| --- | --- |
| NN |  |
| NN |  |
| NN |  |
| NN |  |
| NN |  |
| NN |  |
| Participating Members | |
| Project Manager |  |
| Client SPOC |  |

Table 5: Steering Committee Members

* 1. Key Stakeholders

A Change Impact Assessment will be made of the various Work Stream initiatives. This, together with a Change Readiness Assessment, will enable the project to identify who, how and when people within the ecosystem will be impacted by the <PROJECT NAME>.

This information will enable us to determine and plan the nature of the engagement, communication and training that will be required to ensure that any changes are understood by the people affected and adopted and embedded in their way of working.

We will communicate and engage with Key Stakeholder identified during this process on a regular basis in order to build their confidence, competence and commitment to the <PROJECT NAME>.

1. Key Risks

A number of key risks have been identified at the start of the project listed below. During the execution of the work streams, the risk register will be managed and updated. A Risk Level is calculated based on the Impact and Probability.

The full Risk Register will be located in the project repository, additional information of the Risk matrix is available in the appendix. The list below only consist of key risks (Risk Level >= 15)[[1]](#footnote-2).

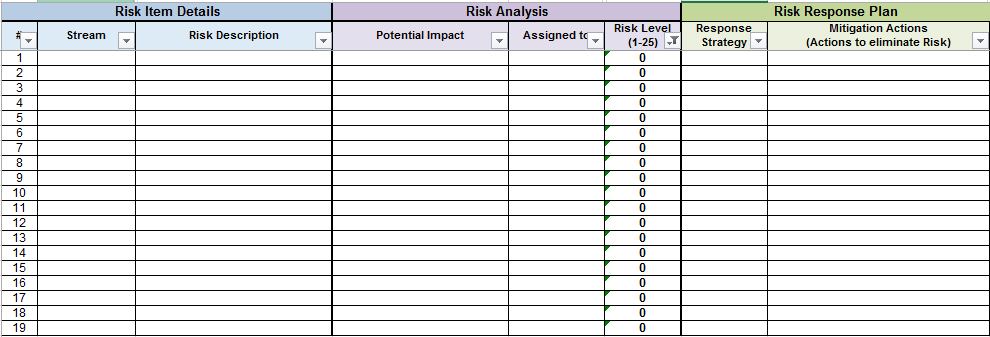
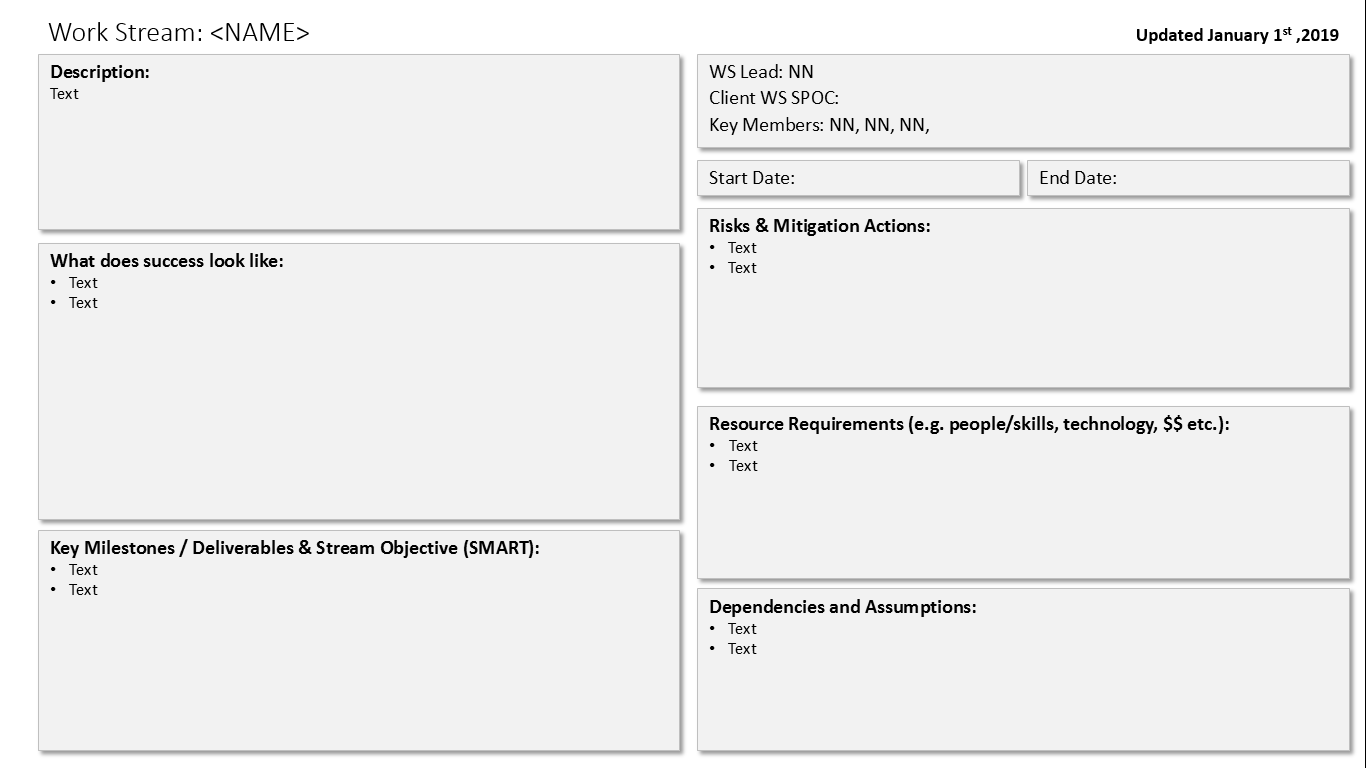
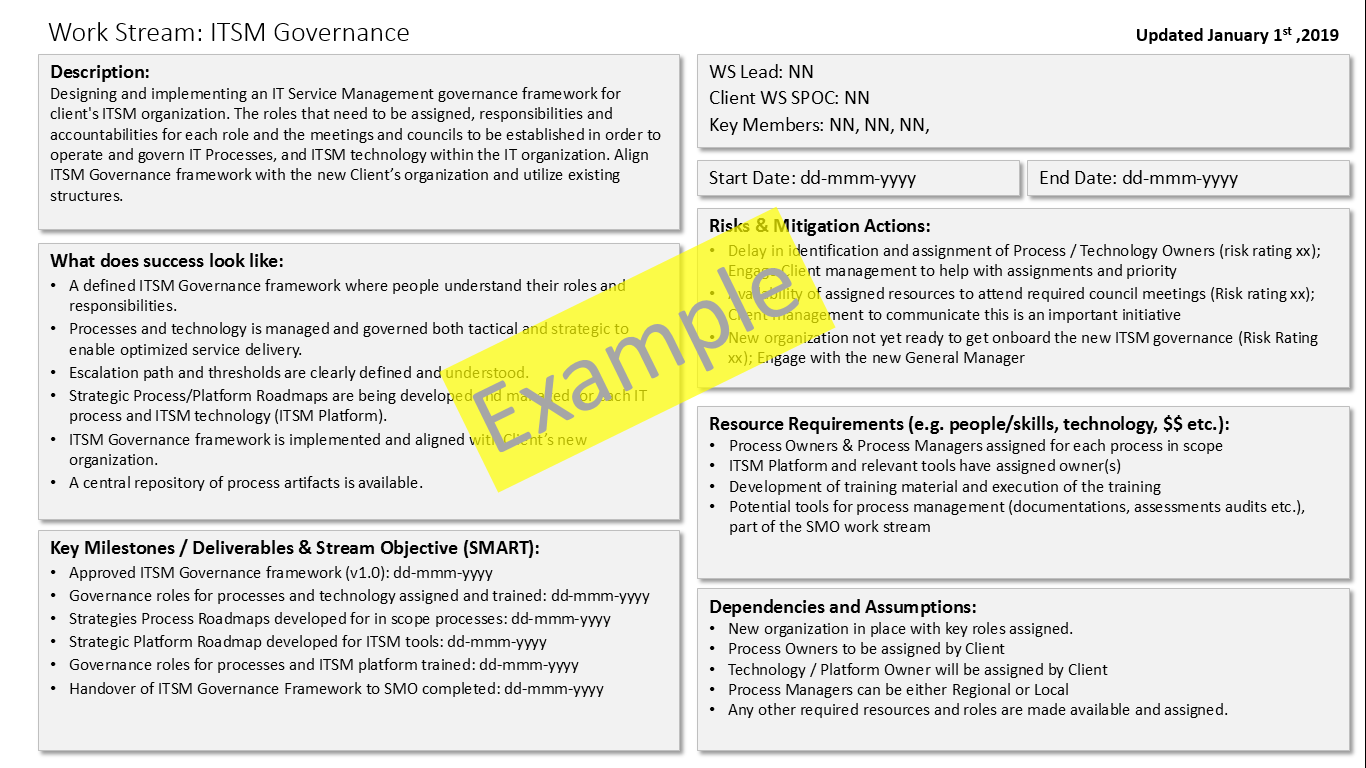


Table 6: Identified Risks and Mitigations

1. Appendix
   1. Appendix A: Work Stream Details





* 1. Appendix B: Stakeholders - Weekly Status Report

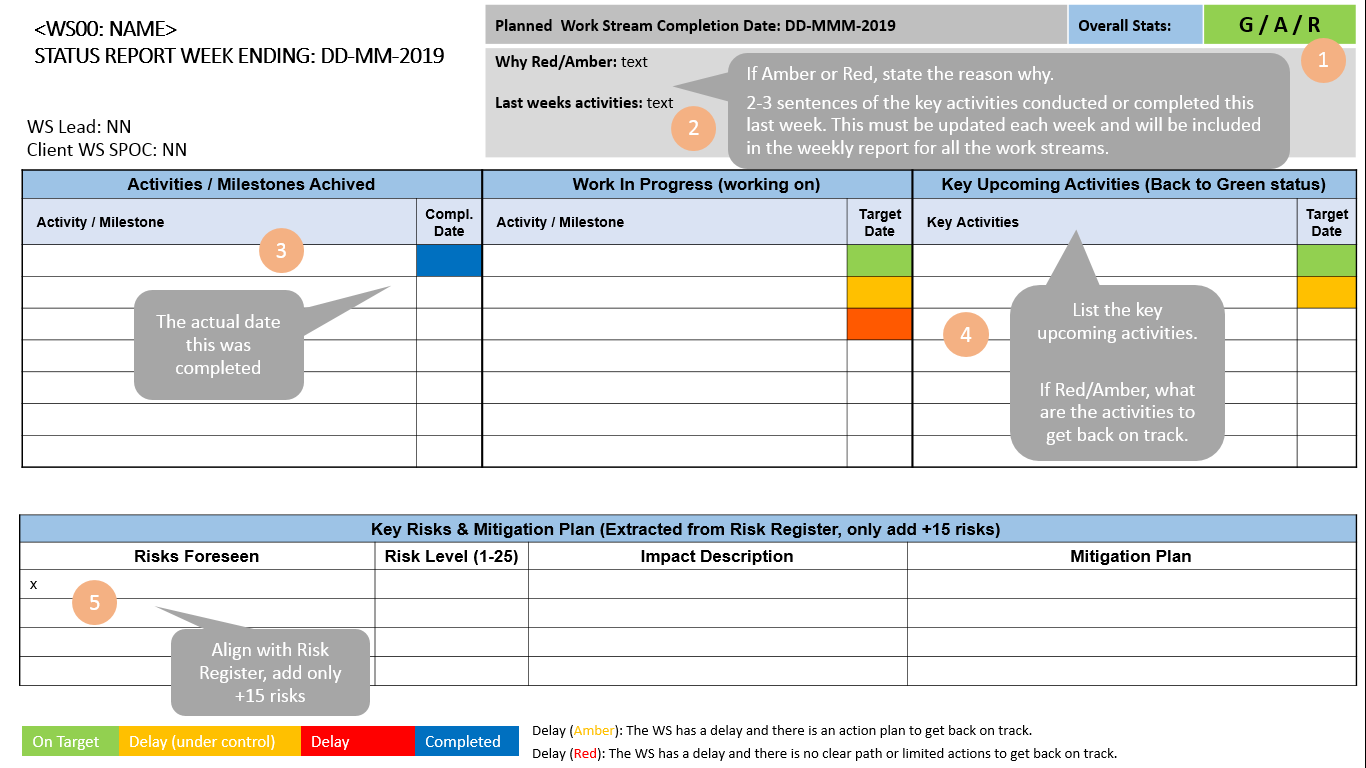
Each Friday by 17:00 CET every work stream lead will submit a report to the Project Manager (storing the report in the project repository) to provide an update of progress, challenges and open actions. The Project Manager will consolidate all work stream reports and create a consolidated Project Report that will be shared with key stakeholders by 17:00 CET each Monday.

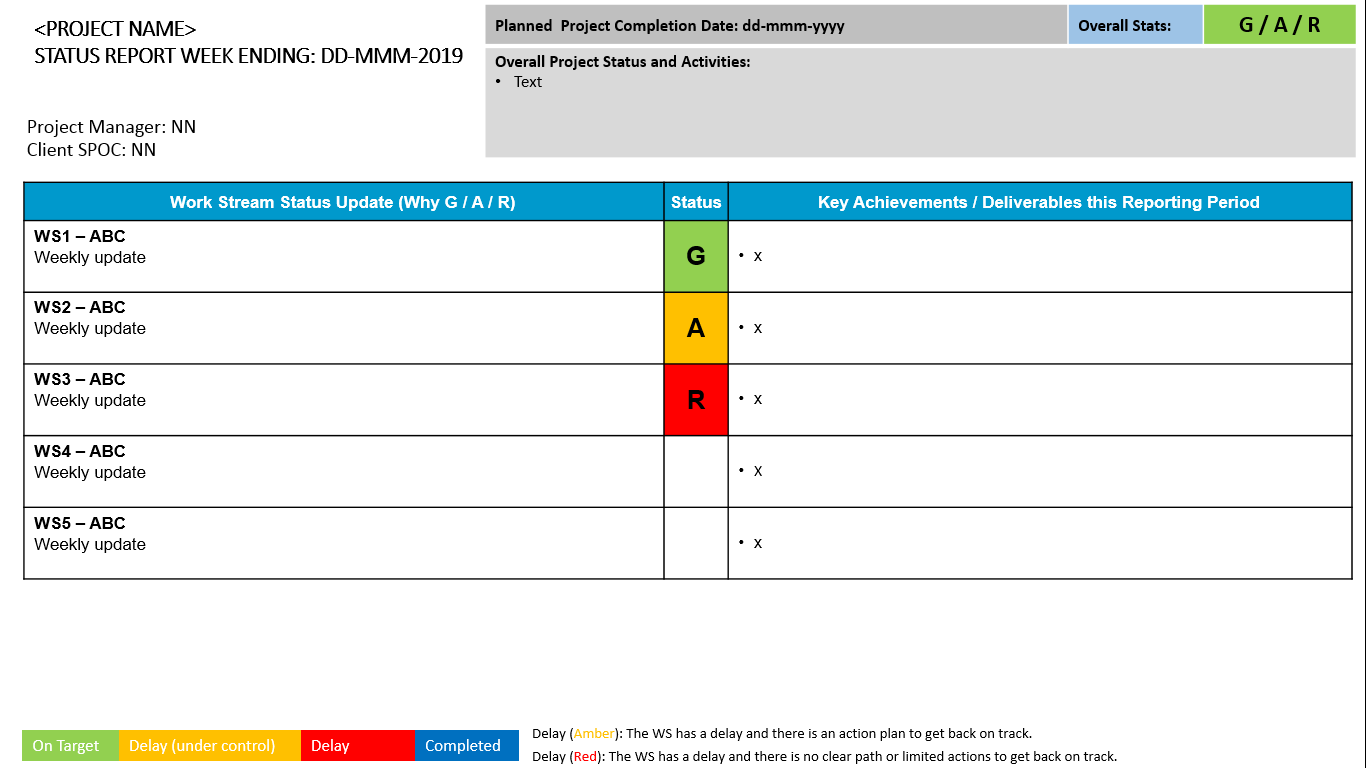
Key Stakeholders for project report distribution:

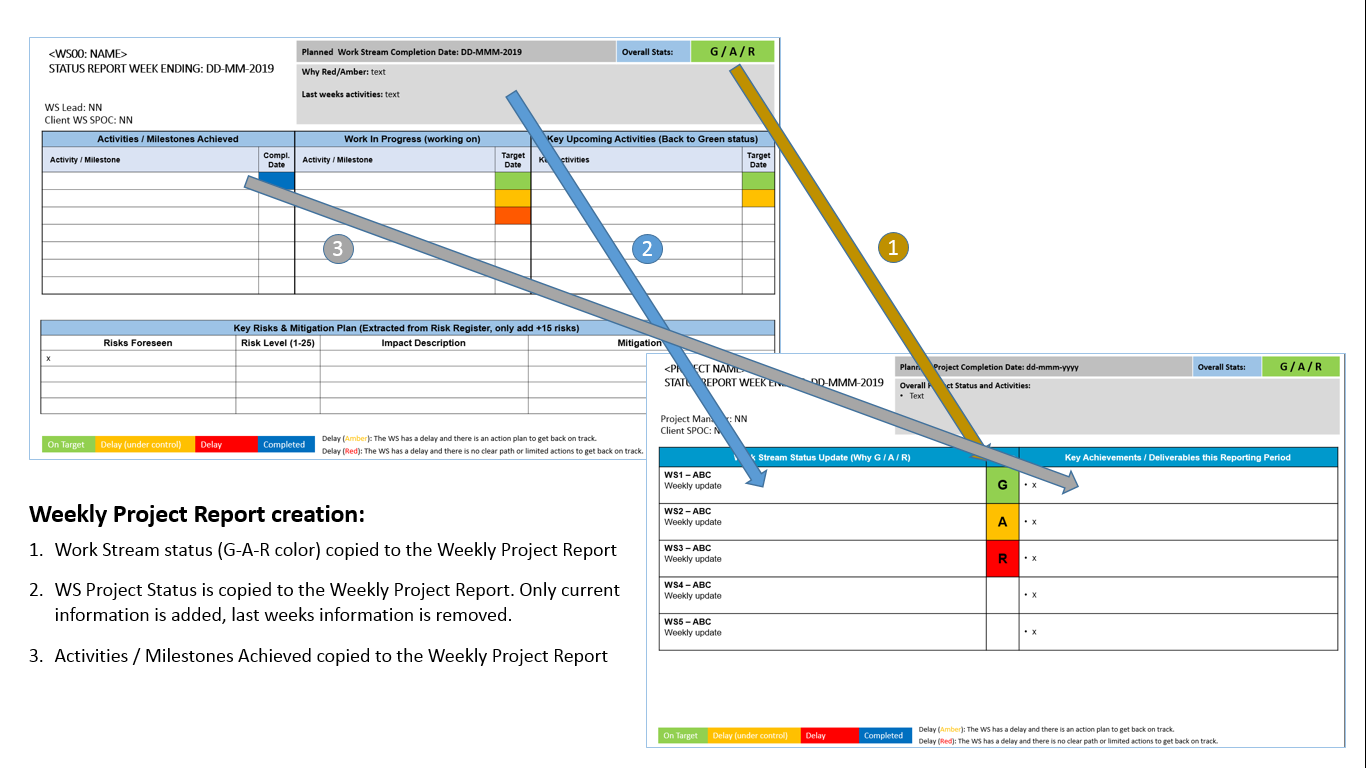
| Stakeholder Name | Title / Role | Email |
| --- | --- | --- |
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Table 7: Stakeholder Distribution List

* 1. Appendix C: Weekly Status Report format







* 1. Appendix D: Risk Matrix

The risk rating is calculated based on the Impact and the Probability (Impact \* Probability = Risk Level).

All risks are documented, analyzed and a response plans are developed for risks with a risk rating with 15 or higher.







Risk Matrix

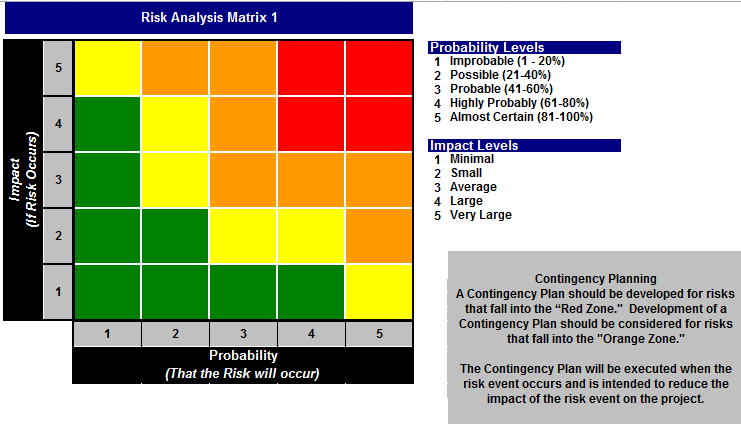


Figure 4: Risk Matrix

1. Calculated by multiplying the probability of occurrence (1-5) by the impact of risk (1-5), max risk level is 25. [↑](#footnote-ref-2)