Project Charter

Project Name:	Eliminate Pharos Print Quota for Student, Faculty, and Staff	Project Start Date:	1/19/2011
Project Sponsor:	Dr. M. Leatherbury	Project End Date:	8/11/2011
Project Manager:	David Ellis		

1. Project Stakeholders:

List all applicable project stakeholders.

Position	Title/Name/Organization	Phone	E-mail
Sponsor Representative	VP Information Technology Dr. M. Leatherbury OIT	25602	leatherbury@uta.edu
Project Manager	IT Academic Coordinator David Ellis OIT	25020	ellis@uta.edu
Customer / User Representative(s)	Library Systems Coordinator Bob Samson Library	23728	samson@uta.edu
	See section 9.2		

2. Executive Summary

Provide a brief overview of this project.

- Develop a business process to determine recovery costs, scheduling, and department reimbursement of print revenue
- Determine print charges necessary to break even based on the recovery cost (not intended to make a profit)
- Remove current free print quota from Pharos controlled printers and implement print charges

3. Project Purpose

Explain the reason(s) for doing this project.

3.1. Business Need / Problem

The Business Need / Problem is an issue or opportunity pertaining to the business which needs to be resolved / acted upon. State in specific terms the issue or opportunity this project will address. Often, the Business Need / Problem is a critical business issue or initiative in the Sponsoring Organization's Strategic Plan.

- Printing is increasing yearly and costs are escalating
- Reduction of printing is in line with the University's sustainability efforts
  Ref: http://www.uta.edu/oit/cs/computerlabs/pharos-printing/2010-Print-Quota-Change.php
- Due to budget constraints, the University must save resources for essential services

3.2. Business Objectives

Define the specific Business Objectives of the project that correlate to the strategic initiatives or issues identified in the Sponsoring Organization's Strategic Plan. Every Business Objective must relate to at least one strategic initiative or issue and every initiative or issue cited must relate to at least one project business objective.

Strategic Plan Element	Project Business Objectives
Determine Design Process	
Determine Appropriate Charges	Cost to students should be enough to cover replacement costs of printers, maintenance costs, and pay for consumables (paper, toner)
Create Reimbursement Process	Devise a process for reimbursing departments for printing purchases in their labs
Eliminate Existing Print Quota	Reduce paper usage and reduce current costs to departments

4. Project Overview

4.1. Project Description

Describe the project focus, approach, customer(s), and the boundary limits of the project.

To determine printing recovery costs, OIT will gather current direct costs within OIT for the last two years and correlate those to printer page counts, Pharos data, and CS Gold records.

OIT will work with stakeholders to devise a process to collect charges from client print jobs and reimburse departments.

Pharos clients will no longer receive print quota on MavExpress Card. Pharos clients will add money to their MavExpress card to pay for Pharos printing.

4.2. Scope

The Project Scope addresses the who, what, where, when, and why of a project.

The scope will only encompass current printers managed by the Pharos Uniprint system. System change needs to be in place prior to the start of the Fall 2011 semester.

4.3. Assumptions

Assumptions are statements taken for granted or accepted as true without proof. Assumptions are made in the absence of fact. List and describe the assumptions made in the decision to charter this project.

It is assumed that:
- Printing demand will be streamlined
- The project has executive support for this sensitive initiative
- Current customers will initially be opposed to this change
- Appropriate departments will provide resources
- Data necessary for business process is captured and is accessible in Pharos
- University has necessary expertise to allocate reimbursement to departments
- We have adequate expertise and information for accurate cost recovery analysis
- MavExpress card will continue to be the method for print payment
- Process to add money is sufficiently streamlined
- Non-participants will want to join
- Change will not impact other processes

4.4. Constraints

Constraints are boundary conditions that the project must stay within. List and describe the constraints applicable to this project.

- The question of subsidizing a portion of the quota is non-negotiable. UTA will no longer subsidize student printing
- Establishing printing costs and reimbursement processes must be established and well communicated prior to 8/11/2011
- MavExpress will be the only way to pay for this printing

5. Project Requirements / Deliverables

The Project Requirements / Deliverables define what the project must accomplish, including the customer/ user requirements and products / services to be provided by the project.

- Existing print quota in impacted labs must be disabled by Fall 2011
- Estimate of cost recovery minimums
- Announcement to students no later than 4/15/2011
- Process for determining
- Process for reimbursing departments for printing purchases in their labs
- Well communicated

6. Project Management Milestones and Deliverables

Provide a list of Project Management Milestones and Deliverables. This list of deliverables is not the same as the products and services provided by the project, but is specific to the management of the project. An example of a Project Management Milestone is the Project Plan Completed.

Milestone / Deliverable	Estimated Date	Responsible Individual
Determine cost recovery	3/1/2011	Pam Tremaine, David Ellis
Create process for reimbursement	4/1/2011	David Ellis
Advertise plan	4/15/2011	Communications
Plan Implemented	8/11/2011	David Ellis

7. Personnel & Other Resources

Identify the personnel and other resources required by the project and/or committed to this project by the project sponsor. Additional resources may be committed upon completion of the detailed project plan.

| Resources	Description
Project Team	- David Ellis - Erin Morgan - Pam Tremaine - Dustin Fu - Katasha Sylvain - Bob Samson - MavExpress Representative - Representatives of other impacted users groups
Support	OIT Lab Support, Library Information Technology, OIT Helpdesk, MavExpress
Facilities	ARDC, Davis Hall
Equipment	Impacted Printers, Kiosk machines
Software Tools	Pharos Uniprint Software, MavExpress CS Gold Application
Other	

8. Project Risks

Risks are statements of issues or problems that have the potential to arise but have not yet occurred. List and describe the initial risks for this project.

- Reliable method will not be found to correlate actual printer page counts, Pharos Print Server records, and CS Gold charges
- Disagreement on print cost between other impacted user groups
- Disagreement on appropriate accounting fund dispersal method
- Lack of an identified person to reimburse departments

9. Project Organization

9.1. Project Organization Chart

Provide a graphic depiction of the project's organizational structure. The project's hierarchal diagram begins with the project sponsor and includes all project stakeholders.
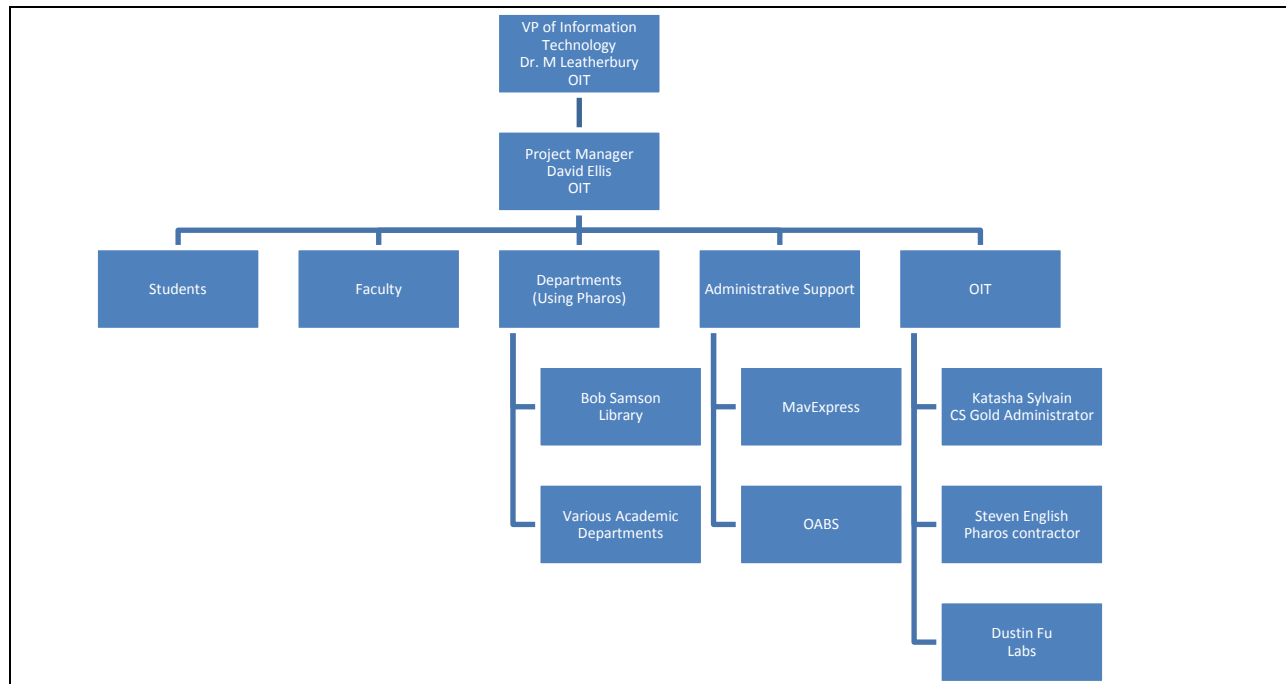
9.2. Roles & Responsibilities

Describe the Roles and Responsibilities of all project stakeholders identified for this project.

Stakeholder Title	Name	Roles & Responsibilities
Sponsor	Dr. Maurice Leatherbury	Champions the project, mitigates high level issues and competing projects, provides financial backing for project
Project Manager	David Ellis	Allocates resources, resolves issues, coordinates project resources and project activities, manages project risks, elevates issues to sponsor
Student Representative	Alaina Cardwell	Liaison between project team and student body to provide input and feedback
Faculty Representative	TBD	Liaison between project team and faculty to provide input and feedback
Pharos System Administrators	Bob Samson / David Ellis	Provides input and feedback into the design of the business process, including cost recovery analysis and departmental reimbursement. Testing and verification of newly designed business process
OIT Helpdesk	Funda	Everything
Departmental Functional Leads	Departments with Pharos printers	Provides input and feedback into both the design of the cost recovery business process and departmental reimbursement business process. Testing and verification of newly designed business processes
MavExpress	TBD	Understands process, provides technical expertise, generates technical options for application reconfiguration to accommodate new (which ones) business process
Departmental Reimbursement POC	TBD OABS?	Coordinates and or performs departmental reimbursement (Design or verification?)
CS Gold Administrator	Katasha Sylvain	Understands process, provides technical expertise, generates technical options for application reconfiguration to accommodate new (which ones) business process
Pharos contractor (TracSystems)	Steven English	Understands process, provides technical expertise, generates technical options for application reconfiguration and creates reports to accommodate new business process (cost recovery analysis and departmental reimbursement)
OIT Lab Support Lead	Dustin Fu	Provides input and feedback into the design of the business process, including cost recovery analysis and departmental reimbursement. Provides technical support for testing and verification of newly designed business process

10. Approval Signatures

The Signatures of the people below document acceptance and approval of the formal Project Charter. The Sponsor Representative must have the authority to commit the organization's resources to the project. The Project Manager is empowered by this charter to proceed with the project as outlined in the charter.

Position/Title	Signature/Printed Name/Title	Date
Sponsor Representative		
Project Manager		