

Project Charter

GMAIL & Google Apps Project ID 090908

Prepared By:	Bob Diveley
Version:	1.2
Date:	9/10/2008



Sponsor:	Abraham George
Project Manager:	Bob Diveley

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Approval Signatures

Name _____

Title _____ Date _____

Name _____

Title _____ Date _____

Name _____

Title _____ Date _____

Final Customer Sign Off*

Name _____

Title _____ Date _____

Name _____

Title _____ Date _____

* Should be completed as a final signoff to the project.

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Project Information

Project ID:	090908	
Sub Status:	X Under Consideration	<input type="checkbox"/> Steering Committee Review
Investment Type:	<input type="checkbox"/> Analysis <input type="checkbox"/> New System <input type="checkbox"/> System Consolidation <input checked="" type="checkbox"/> System Replacement	<input type="checkbox"/> Maintenance <input type="checkbox"/> Other <input type="checkbox"/> System Decommission <input type="checkbox"/> System Upgrade
Solution Type:	<input type="checkbox"/> Custom Software <input type="checkbox"/> Hardware <input type="checkbox"/> Other	<input checked="" type="checkbox"/> Package Software <input type="checkbox"/> Vendor Implementation
Classification:	<input type="checkbox"/> Student Systems <input type="checkbox"/> Decision Support Systems <input checked="" type="checkbox"/> E-Mail <input type="checkbox"/> CINS Instructional Support <input type="checkbox"/> Help Desk <input type="checkbox"/> Identity Management <input type="checkbox"/> University Software Licensing <input type="checkbox"/> System Hosting <input type="checkbox"/> Research Computing <input type="checkbox"/> Financial Systems <input type="checkbox"/> Technology Planning and Futures	
Project Start (estimated):	10/01/2008	
Project Finish (estimated):	01/01/2009	
Fiscal Year:	2008-2009	

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Key Stakeholders			
Project Sponsor:	Abraham George	Phone:	507-8111
Division:	CINS	Department:	CINS
Project Manager:	Bob Diveley	Phone:	507-8118
Division:	CINS	Department:	CINS

Stakeholders	List all of the individuals, departments or users who will be impacted by the outcome of the project.
<p>Students</p> <p>Faculty</p> <p>Administration</p> <p>Staff</p>	

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Summary:	How does this project contribute to the overall Vision of Columbus State University? Which University strategy does this project align?
<p>The project strives to fulfill the university goal of offering the finest academic, social and educational experience for our students by replacing our current antiquated E mail and calendar system. Also the GMAIL system offers many additional opportunities for collaboration and improved educational delivery through Google Apps. The project demonstrates our commitment to excellence in use of technology.</p> <p>An additional business justification is the moving of personal and organizational Web sites (studentwebs.colstate.edu, facstaff.colstate.edu, and clubs-orgs.colstate.edu) from our Windows server to the Google site. Right now, the Web Team only provides web space and a URL for personal and organizational Web sites. The limited tools for developing the site are Frontpage and FTP. We provide such a low level of features and support, the move to Google sites will be a big step.</p> <p>Some of the benefits:</p> <ul style="list-style-type: none"> * 1 less Windows server to manage * Able to shutdown the CSUWEB domain * Do not have to upgrade Frontpage server extensions to Sharepoint servers * Do not have to implement Secure FTP, which we need to do. * Estimation of \$5,000+ in saving from not having to get training on latest Windows software and SFTP software needed for server. * Giving users more features for their web site that CINS could never provide * Centralizing access to site for editing as well as combining login information. * No longer having to manually creating web sites when users request them. * No longer having to rebuild server every 2-3 years that takes 40+ hours to complete. 	

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Priority: 100 is the Highest Priority	88
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Priority Elaboration:	Why should this project be given the priority suggested? Are there any legal requirements or security issues mandating implementation?
<p>The confines of the current antiquated system impact our ability to continue to deliver the best educational experience for our students. Although there are not legal requirements to implement the new system, the cost savings and dramatic improvement in capability push this project to the top of the list for technology projects at CSU.</p>	

Problem/ Opportunity	What is the problem or opportunity that this project poses to correct or take advantage? (Not the project benefits)
<p>The new system will alleviate members from the CSU community having to delete E Mails from their systems due to storage shortfalls. Also the ease of calendar use and scheduling will facilitate time efficiencies. The current economic difficulties at CSU and in the Georgia System will be helped by using this creative project that greatly improves services while significantly decreasing cost.</p>	

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Benefits	Identify the Tangible and Intangible benefits that will be derived from this project implementation.
Tangible:	
<ul style="list-style-type: none"> • More storage per user • Ease of use calendar • Google Apps • Save Money • Better service 	
Intangible:	
<ul style="list-style-type: none"> • Better communication at CSU • Student satisfaction / cutting edge technology 	

Critical Success Factors	Critical success factors (CSFs) are those business factors that should be accomplished in order to consider this project a success. An initiative can have up to 4 high level Critical Success Factors.
1.	Transition of E Mail in less than 1 week
2.	CSU agreement to project & buy in
3.	GMAIL works with Cougarnet smoothly
4.	CSU community learns new system

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In Scope	Describe the items that are in scope for the successful completion of this project. Any items not listed are not understood as being in scope.
<ul style="list-style-type: none">• develop test “sandbox” site for CINS development team• clear any legal and sign Google agreement• test Google APIs for upload provisioning of accounts• test all APIs for continuity purposes• move archive E Mails from IPLANET for faculty, staff and administration• test multiple Domain concept for transition• coordinate with Google technical for implementation• coordinate with Sungard technical for implementation	

Out of Scope	Describe the items that are out of scope for the successful completion of this project. Any items not listed are not understood as being out of scope.
<ul style="list-style-type: none">• CSU does not approve project• Reluctance from CSU community to change E Mail systems	

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Risks / Opportunities	What risks or opportunities are associated with completing this project, or not completing this project? What risks or opportunities can be identified when considering resources needed to complete this project?
<p>The major risk of the project would be to be left without any functional E Mail system, obviously an unacceptable risk. When shifting the responsibility from CINS to Google for much of the functional effort we lose some control of the system.</p> <p>Although this is a major project and will consume resources, the return benefits in cost saving and utilization far outweigh these risk elements.</p>	

Costs	What are the costs associated with this project (<i>Cost are usually estimated with a confidence rating at the beginning and continue to firm up during the planning process.</i>) ROI and labor Cost are optional – Detail on on-going operating cost is welcomed at the bottom of the section.												
<p>Costs:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Hardware \$ -</td> <td style="width: 50%;">Consulting \$ 8,500.00</td> </tr> <tr> <td>Software \$ -</td> <td>Internal Labor \$ -</td> </tr> <tr> <td>Support Contract \$ -</td> <td></td> </tr> <tr> <td>Other \$ 4,000.00</td> <td></td> </tr> <tr> <td>Expense Total \$ 4,000.00</td> <td>Labor Total \$ 8,500.00</td> </tr> <tr> <td colspan="2" style="text-align: center;">Total Cost: \$ 12,500.00</td> </tr> </table> <p>Initial Cost \$ 12,500.00 Monthly Cost of Ownership \$ - Monthly Benefit \$ - Cumulative ROI #DIV/0!</p> <p><i>*Based on a three year rate of return</i></p> <p>ROI is calculated as $1 - \frac{\text{Total Cost} + (\text{Cost of Ownership} * 36)}{\text{Monthly Benefit} * 36}$</p>		Hardware \$ -	Consulting \$ 8,500.00	Software \$ -	Internal Labor \$ -	Support Contract \$ -		Other \$ 4,000.00		Expense Total \$ 4,000.00	Labor Total \$ 8,500.00	Total Cost: \$ 12,500.00	
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Expense Total \$ 4,000.00	Labor Total \$ 8,500.00												
Total Cost: \$ 12,500.00													

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Funding Source

Describe the source of the project funding including if the money is from another part of the University, or Tech Fee

The funding source will be the cost savings from cancelling the **ProofPoint** annual fee and equipment maintenance. (\$24k and \$8k respectively)

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Interdependencies	In order to complete this project, does it require any other projects or tasks outside of the Project Team's control to complete in order to be successful?
<p>The major tasks that are outside the control of the project team are Google's technical staff's ability to work as per our schedule. We must complete the transition over the break between the Fall and Spring semester (2008-2009)</p>	

Milestones	In this section the user can identify the top 4 milestones and their proposed completion dates.	
Milestone	Description	Completion Date
1.	Project approved	10/01/2008
2.	Contract signed w/Google	10/15/2008
3.	Testing regimen completed	12/15/2008
4.	System live	01/01/2009

Technology	What technology will be used to deliver the solution?		
<input type="checkbox"/> ASIC <input type="checkbox"/> C++ <input type="checkbox"/> COM <input type="checkbox"/> DBA <input type="checkbox"/> Java <input type="checkbox"/> Novell <input type="checkbox"/> Other <input type="checkbox"/> eQuest <input type="checkbox"/> TCP/IP	<input type="checkbox"/> ASP <input type="checkbox"/> Oracle App Exp <input type="checkbox"/> PLSQL <input type="checkbox"/> Oracle Forms <input type="checkbox"/> LDAP <input type="checkbox"/> SQL - Oracle <input type="checkbox"/> Peoplesoft <input type="checkbox"/> SAS <input type="checkbox"/> Unix	<input type="checkbox"/> Banner <input type="checkbox"/> HP Network <input type="checkbox"/> AdAstra <input type="checkbox"/> Extreme Networking <input type="checkbox"/> Linux <input type="checkbox"/> Oracle <input type="checkbox"/> Perl <input type="checkbox"/> SQL Server <input type="checkbox"/> X Outside vendor	<input type="checkbox"/> C# <input type="checkbox"/> WEB <input type="checkbox"/> Crystal <input type="checkbox"/> HTML <input type="checkbox"/> Content Mgmt <input type="checkbox"/> Luminis Portal <input type="checkbox"/> .NET <input type="checkbox"/> Solaris <input type="checkbox"/> Visual C++

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<input type="checkbox"/> Windows	<input type="checkbox"/> XML	<input type="checkbox"/> MySQL	<input type="checkbox"/> OITT MOD
<input type="checkbox"/> Voyager	<input type="checkbox"/> Wireless	<input type="checkbox"/> PHP	

Team Composition	How will the Project Team be composed?
<input type="checkbox"/> CINS Dept Internal <input checked="" type="checkbox"/> CINS and Vendor <input type="checkbox"/> CINS and OITT	<input checked="" type="checkbox"/> Cross-CINS Dept Internal <input type="checkbox"/> CINS and Functional <input type="checkbox"/> Other

Resources	What resources are needed to complete this project in scope and on time? Resources include people, skills and equipment. Include an estimate to the time a resource is needed. (ex. DBA – 4 months, Programmer – 2 Months)
Network Admin – 2 weeks Desktop Support – 1 week Programmer – 3 weeks Project Manager – 5 weeks Webmaster – 1 week Management – 1 week	

Assumptions	What assumptions are being made about the resources, budget, schedule, etc.?
Major assumption is that the project will be fully supported by the CSU community.	

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Constraints	List major constraints that are on the project team and the completion of this project. Be sure to include milestone dates, resource availability and budget.
<p>Major constraint would be delay in approving project and losing our “window of opportunity” to complete the project over the winter break.</p>	

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