
AUK SYSTEMS REFRESH – INITIAL PROJECT CHARTER

Version 1.~~2~~⁴
Project Confidential

Version #	Implemented By	Revision Date	Reason
1.0	Richard Jennings	24/5/2016	Initial Draft
1.1	Richard Jennings	28/5/2016	Sponsor Comments
<u>1.2</u>	<u>Richard Jennings</u>	<u>27/6/2016</u>	<u>Updated for Board Meeting</u>

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1 INTRODUCTION

The purpose of the project charter is to formalize the tasks and costs of the initial stage of the project. Please treat the document as confidential to the project team.

2 PROJECT OVERVIEW

The initial stage of the AUK Systems Refresh is to analyse the ongoing needs of its IT systems and recommend a programme of work to take the systems forward.

The major part of this work will be defining the requirements of a replacement for Aukweb. This covers Event Management, Membership Management, Content Management and Reporting. Some areas are quite mature and will require only moderate changes, whereas other areas need a radical overhaul.

For this stage of the project, the functional analysis needs to be completed in sufficient detail to form the requirements definition for a “Request for Proposal” from a short list of third party suppliers.

In parallel to the above an exercise will be undertaken to seek out potential suppliers that have capability in delivering the type of systems we need. To do this a very high level functional and technical definition of our requirements will be created, and circulated to find as many potential IT suppliers as we can. Defined selection criteria will be used to short list for the “Request for Proposal”.

Only at the proposal stage will we receive reliable costings and time scales on which we can decide how best to proceed with the projects.

It is very likely that there will be a recommended phased delivery, with a limited scope, and some of the Aukweb systems will need to continue for a period until all the current systems can be stood down.

3 JUSTIFICATION

AUK Limited is highly dependent on its IT systems. As a club constituted as a company limited by guarantee, Audax UK is highly dependent on its IT systems which also provide essential facilities for its members.

The systems are highly customised to support AUK and its members, and although they work well on a day by day basis, the current configuration poses a considerable threat to AUK in terms of “reputational risk” and “ability to enable future growth”.

Knowledge of existing systems is limited to very few people. A wider spread of knowledge to de risk the absence of key individuals.

Reputational Risk

The Aukweb service has continued availability issues.

The current configuration does not comply with the Government Cyber Security Guidelines. There is a risk of prolonged loss of service or private membership information leakage through malicious attack.

The membership portal is dated and cannot be upgraded.

Ability to Support Future Growth

Many of the processes required to support the existing Membership, Event Management and Validation activities require a considerable manual overhead to maintain accuracy and integrity.

Software enhancements cannot be introduced to improve working practices, and support new ride initiatives (eg GPS DIY, on-line shop as well as existing schemes such as AAA and OCD).

Attracting and retaining members is held back by the restrictions that the “look and feel” of the current web site provide and its limitations on modern mobile devices.

4 OBJECTIVES

- Define the requirements needed by AUK systems going forward.
- Propose options on a programme of work to deliver a systems refresh.
- Short list suppliers that could be used.
- Provide a first draft costs & timescales for an AUK systems refresh.
- Provide a “firebreak” before committing funds and resources to further work.

5 EXECUTIVE MILESTONES

Executive Milestones	<u>Original Estimated Completion Timeframe</u>	<u>Revised Completion Timeframe</u>
Systems Refresh - Requirements Definition	<u>Aug</u> Aug 2016	<u>Sep 2016</u>
Systems Refresh – Invitation To Tender	<u>Jul</u> July 2016	<u>Aug 2016</u>
Systems Refresh - Supplier Short List	<u>Jul</u> July 2016	<u>Sep 2016</u>
System Refresh - Request for Proposal	Sep 2016	<u>Oct 2016</u>
Systems Refresh – Programme of Work Options	Nov 2016	<u>Nov 2016</u>
Systems Refresh – Agreed Programme of Work inc Timescales & Costs	<u>Nov</u> Nov 2016	<u>Dec 2016</u>

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6 BUDGET ESTIMATE

Budget Lines	<u>Original Estimate</u>	<u>Revised Estimate</u> <u>Cost</u>
Salaries		£0
Delegate Stipend		£0
Travel Expenses Estimate		£2,000
<u>Contract Business Analyst 6 mnth</u>		<u>tbc</u>
TOTAL		£2,000

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7 ASSUMPTIONS, CONSTRAINTS AND RISKS

7.1 ASSUMPTIONS

- This is an opportunity to simplify AUK custom and practice.
- Where non-web users requirements cannot be met without significant cost in terms of finance and/or personnel, consideration may have to be given to them being dropped.

7.2 CONSTRAINTS

- The Requirements Definition phase is taking place during the peak holiday period.
- The user groups and analysts are providing time on “best efforts” in addition to normal work and cycling activities.
- All the individuals/teams are working remotely from each other.
- The ways of working are new to many of the participants and it will take time to establish best practices.

7.3 RISKS

Major Risk	Mitigation
Scope Creep	Refresh with “as is or less”.
Project ends up too big to deliver with funds available	Take opportunity to rationalise processes. Critically review custom & practice.
Package selection	May mean compromise on requirements.
Alienation of non web based users.	Non Web based users requirements will be included in the initial analysis. How these needs will be addressed as part be explicit in the next phase.
The time estimated for the milestones is a “guestimate” based on the constraints above.	The milestone dates will be reviewed each month.

AUK Systems Refresh – Initial – Project Charter

Major Risk	Mitigation
Nominal project implementation deadline of Oct 2017 cannot be met.	Give project the focus it needs.
The existing Aukweb system must run until it can be completely replaced by the new system.	A separate project looking at the stability and security of the existing system is needed.
<u>Use of contract staff will be expensive</u>	<u>Prudent management</u>

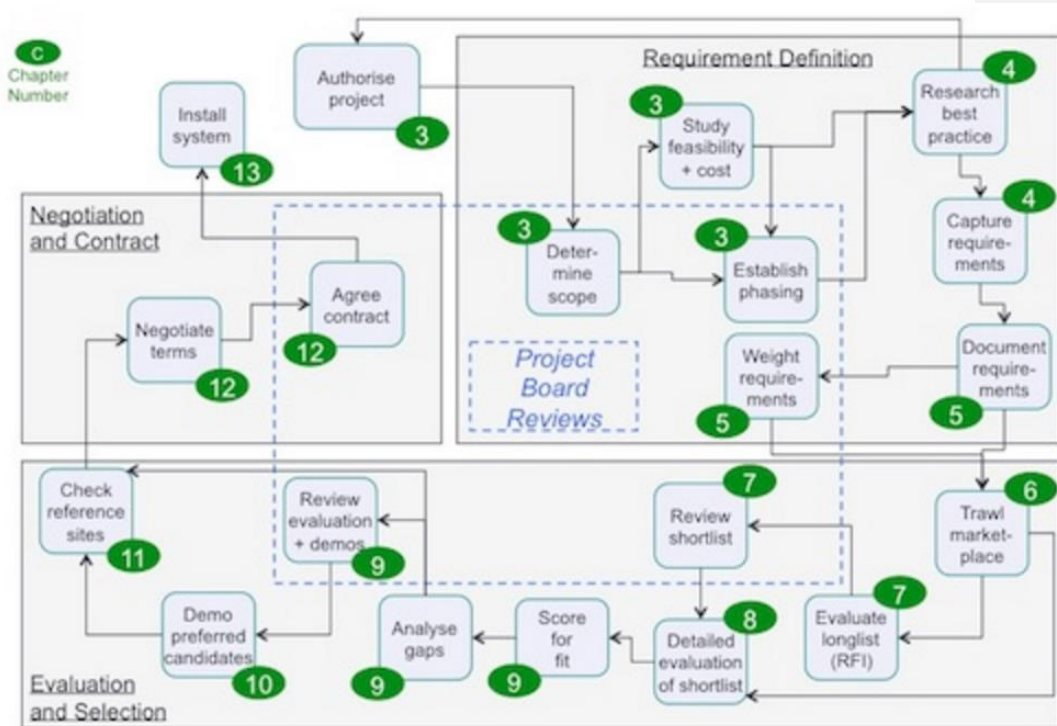
8 COMMUNICATIONS

- ~~Quarterly~~~~Monthly~~ Membership updates will be provided through Arrive and the AUK Forum.
- Detail project updates will be provided to the sponsors weekly.
- General project updates will be provided to the user group and IT delegates bi-weekly.

9 ROLES AND RESPONSIBILITIES

Name	Project Role	Project Responsibilities
Chris Crossland	Project Sponsor	
Paul Salmons	Finance Director	With responsibility for IT
Martin Foley Ged Lennox Peter Lewis John Ward Mike Wigley	AUK Systems Refresh User Group (Project Board)	
Francis Cooke Terry Kay	Systems Experts	
Richard Jennings	IT Manager	
Delegates Caroline Fenton Graeme Hoyle Chris Kelly Julian Parsons Marcia Roberts Miranda Smith Andrew Turner	Business Analysis Membership Calendar Events Event Services Calendar Events Perm Events Web Content Manager Communications Systems Architecture Supplier Management	All project functions for first phase.

10 PROJECT METHODOLOGY OVERVIEW ~~PROJECT CHARTER~~ ~~APPROVAL~~



The undersigned acknowledge they have reviewed the project charter and authorize and fund the project. Changes to this project charter will be coordinated with and approved by the undersigned or their designated representatives.

Chris Crossland

Signature _____ Date _____

Paul Salmons

Signature _____ Date _____