**IT SIX SIGMA PROJECT CHARTER**

**TEMPLATE EXAMPLE**

IMPORTANT REMINDER

A narrative written charter must be circulated and signed by the project sponsors. You can attach a completed version of this template to your narrative written charter in an effort to keep it short and concise.

Please make sure you meet with the project team and sponsors before completing this template. Having a discussion with these two parties will provide much of the information you need.

GENERAL PROJECT INFORMATION

|  |  |  |
| --- | --- | --- |
| PROJECT NAME | PROJECT MANAGER | PROJECT SPONSOR |
|  IT Ticketing Process |   |   |
| EMAIL | PHONE | ORGANIZATIONAL UNIT |
|   | 000-000-0000 |   |
| GREEN BELTS ASSIGNED |   |   | EXPECTED START DATE | EXPECTED COMPLETION DATE |
|   | 00/00/0000 | 00/00/0000 |
| BLACK BELTS ASSIGNED |   |   | EXPECTED SAVINGS | ESTIMATED COSTS |
|   | $237,750 | $184,900 |

PROJECT OVERVIEW

|  |  |
| --- | --- |
| PROBLEM OR ISSUE  | The IT ticketing process and employee burnout |
| PURPOSE OF PROJECT | Of the 2,182 tickets submitted over the past two years, 48 percent of them have concerned software-related issues. The increase in open tickets has adversely impacted the maintenance of the department's infrastructure, stretching the team way beyond their regular workload. Additionally, the department has missed an increasing number of tickets, a situation which has negatively impacted the perception of IT within the organization. With an above-average annual adoption of software, IT employees have experienced a skyrocketing workload, resulting from increased responsibilities in the areas of preventive maintenance and troubleshooting. (Employees who are unfamiliar with the new software have made a growing number of mistakes.) Every departmental employee has submitted an average of eight to 10 hours of weekly overtime. |
| BUSINESS CASE | Our internal IT department, which is responsible for managing the infrastructure that tracks It-related employee incidents and issue resolution, has reported an increase in missed tickets and rework, a loss of productivity, and higher departmental stress. |
| GOALS / METRICS | Our criterion for success is as follows: Within three months, we will reduce software-related tickets from external departments by 40 percent. |
| EXPECTED DELIVERABLES |  |

PROJECT SCOPE

|  |  |
| --- | --- |
| WITHIN SCOPE | In Scope: tickets focused on software-related issues outside the IT department; processes for training employees on new software and ticketing procedures |
| OUTSIDE OF SCOPE | Out of Scope: software issues outside the ticketing process, including installation and licensing, and tickets not related to software |

TENTATIVE SCHEDULE

|  |  |  |
| --- | --- | --- |
| **KEY MILESTONE** | **START** | **FINISH** |
| Form Project Team / Preliminary Review / Scope |  |  |
| Finalize Project Plan / Charter / Kickoff |  |  |
| Perform Defining Phase |  |  |
| Perform Measurement Phase |  |  |
| Perform Analysis Phase |  |  |
| Perform Improvement Phase |  |  |
| Perform Control Phase |  |  |
| Deliver Project Summary Report and Close Out Project |  |  |

RESOURCES

|  |  |
| --- | --- |
| PROJECT TEAM |   |
| SUPPORT RESOURCES |   |
| SPECIAL NEEDS |   |

COSTS

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **COST TYPE** | **VENDOR / LABOR NAMES** | **RATE** | **QTY** | **AMOUNT** |
| **Labor** |   | $150.00 | 200 |  $ 30,000.00  |
| **Labor** |   | $200.00 | 100 |  $ 20,000.00  |
| **Labor** |   | $350.00 | 50 |  $ 17,500.00  |
| **Labor** |   | $85,000.00 | 1 |  $ 85,000.00  |
| **Labor** |   | $4,850.00 | 3 |  $ 14,550.00  |
| **Supplies** |   | $17,850.00 | 1 |  $ 17,850.00  |
|   |   |   | TOTAL COSTS |  $ 184,900.00  |

BENEFITS AND CUSTOMERS

|  |  |
| --- | --- |
| PROCESS OWNER |   |
| KEY STAKEHOLDERS |   |
| FINAL CUSTOMER |   |
| EXPECTED BENEFITS |   |

|  |  |  |
| --- | --- | --- |
| **TYPE OF BENEFIT** | **BASIS OF ESTIMATE** | **ESTIMATED BENEFIT AMOUNT** |
| **Specific Cost Savings** |   |  $ 25,000.00  |
| **Enhanced Revenues** |   |  $ 92,500.00  |
| **Higher Productivity (Soft)** |   |  $ 17,500.00  |
| **Improved Compliance** |   |  $ 12,000.00  |
| **Better Decision Making** |   |  $ 18,500.00  |
| **Less Maintenance** |   |  $ 26,000.00  |
| **Other Costs Avoided** |   |  $ 46,250.00  |
|   |   |   | TOTAL BENEFIT |  $ 237,750.00  |

RISKS, CONSTRAINTS, AND ASSUMPTIONS

|  |  |
| --- | --- |
| RISKS |   |
| CONSTRAINTS |   |
| ASSUMPTIONS |   |

|  |  |  |
| --- | --- | --- |
| PREPARED BY | TITLE | DATE |
|   |   |   |

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