



Project Charter

Company Name: Non-Profit Membership Organization

Project Title: Website Upgrade & Modernization

Project Start Date: Quarter 2 - April 1

Project End Date: Following Year - Quarter 1 - March 31

Project Manager:

Project Sponsor:

Business Case Background:

The current website of the Non-Profit Membership Organization is over ten years old, built on outdated technology, and does not comply with PCI and PII regulations. This situation presents significant risks to customer data security and payment processing integrity. To mitigate these risks and enhance customer experience, a strategic initiative to replace the existing website with a modern, secure, and compliant platform is proposed.

Project Purpose:

To replace the outdated website with a new platform that is secure, compliant with regulations, user-friendly, and capable of supporting the organization's future growth and technological needs.

Objectives:

1. Enhance Security: Ensure the new website is compliant with PCI and PII regulations to protect customer data and prevent unauthorized access.
2. Improve User Experience: Create a user-friendly interface that facilitates easy navigation and payment processing for membership fees.



3. Increase Operational Efficiency: Streamline the content management system (CMS) to allow non-technical staff to easily update content and manage memberships.
4. Future-proof Technology: Implement a scalable solution that can adapt to future technological advancements and business needs.

Key Performance Indicators (KPIs):

- Compliance Rate: Achieve 100% compliance with PCI and PII regulations within six months post-launch.
- User Satisfaction Score: Target a user satisfaction score of 85% or higher based on post-launch surveys.
- Transaction Success Rate: Achieve a transaction success rate of 98% for membership fee payments within three months of launch.
- Content Update Efficiency: Reduce the time required for content updates by 50% within the first quarter post-launch.

Risks:

- Budget Overruns: Potential for the project to exceed the initial budget due to unforeseen complexities.
- Timeline Delays: Possible delays in project delivery impacting business operations.
- Data Migration Issues: Challenges in migrating existing data may result in data loss or corruption.
- User Adoption: Resistance from staff or customers in adapting to the new system may hinder project success.

Assumptions:

- Sufficient internal resources, including IT staff and budget, will be allocated to support the project.
- Key stakeholders will support the initiative and prioritize it within the organization's strategic goals.
- The chosen vendor will provide adequate training and support for a smooth transition to the new website.
- The new website will meet all current PCI and PII compliance requirements upon launch.



Estimated Costs:

Cost Category	Optimistic (O)	Most Likely (M)	Pessimistic (P)	Expected Cost (E)
Development Costs	\$50,000	\$70,000	\$100,000	\$71,667
Licensing Costs	\$5,000	\$10,000	\$15,000	\$10,000
Training Costs	\$2,000	\$5,000	\$8,000	\$5,000
Maintenance Costs	\$3,000	\$5,000	\$7,000	\$5,000
Contingency Costs	\$2,000	\$5,000	\$10,000	\$5,333
Total Expected Costs				\$97,000

Estimated Benefits (Annual):

- Increased Revenue from Membership Fees: \$30,000
- Cost Savings: \$10,000
- Enhanced Customer Retention: \$15,000
- Operational Efficiency: \$5,000
- Total Expected Benefits: \$60,000

Return on Investment (ROI):

Total Benefits over 3 years = \$60,000 x 3 = \$180,000

ROI = $(\frac{180,000 - 97,000}{97,000}) \times 100 \approx 85.57\%$



Project Timeline:

Phase	Estimated Duration	Key Activities
Project Initiation	2 weeks	Define scope, gather requirements, secure approvals.
Vendor Selection	4 weeks	Research, evaluate, and select a suitable vendor.
Design Phase	6 weeks	Develop wireframes and design mockups for the new site.
Development Phase	8 weeks	Build the website and integrate the CMS and payment systems.
Testing Phase	4 weeks	Conduct user acceptance testing and security assessments.
Launch Preparation	2 weeks	Finalize content, train staff, and prepare for launch.
Go Live	1 week	Officially launch the new website.
Post-launch Support	4 weeks	Monitor performance, gather feedback, and make adjustments.

Business Executive Summary:

This project charter provides a structured approach to replacing the outdated website of the Non-Profit Membership Organization. By addressing urgent compliance and security needs, enhancing user experience, and ensuring operational efficiency, the organization can significantly improve its online presence and safeguard customer data. With a well-articulated business case, stakeholders will



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better understand the necessity of this strategic initiative, paving the way for a successful project outcome.

Approval:

Project Sponsor Signature: _____ **Date:** _____

Project Manager Signature: _____ **Date:** _____

Key Stakeholder Signature: _____ **Date:** _____

This project charter will guide the successful execution of the website replacement initiative, ensuring alignment with organizational goals and stakeholder expectations.