

Project Charter

August 13, 2009

	Project Name: ZENWorks 10 Pilot		
	Project Leader: Lee Weaver		Project Sponsor: Scott Thede
	Project Completion Date: End of Spring Break		
	Team Members		
	Lee Weaver		Scott Claerhout
	Jesse Klocke		Sam James
	Steve Stellard		
Customers who will be receiving the Product: CET, FLITE, and select Delta and Sigma administrative customers			
Stakeholders	Who	Responsibilities	
	CTS	To be the primary on installing and configuring hardware, the OS, SQL, and the ZEN10 application. ETS staff member to be assigned as a coach and to be present for hardware, initial OS, and initial SQL installs. ETS staff member does not need to be present during ZEN 10 app install. Server configuration changes that may need to be modified must be communicated in a daily summary. To maintain the ZEN10 application with full administration server rights and re-evaluated after phase completions. As CTS staff work on server hardware, OS, SQL, backups, or anything else that normally falls under ETS responsibility, participating CTS staff members will report to the manager of ETS. Work on the ZEN10 application will report to the manager of CTS.	
	ETS	To coach CTS team members for procedure and compliance of policies and best practices of server, OS, and application installs according to established university processes. Provide port configuration assistance and other requested response as necessary in support of the ZEN10 pilot project.	
	Apps	Any changes that are related to HEAT inventory	
Business Objectives	Describe the business need: This will allow the CTS to continue utilizing and developing desktop management technology. It will provide the capability to automate network connected computers and give us a more accurate data-set for computer hardware and software information.		
Project Objectives	The customer should expect: A new client installed on their machine. Improved data accuracy of hardware and software records.	Measures: On-time deliverable completion. Improved inventory accuracy records. Less labor time spent tracking inventory.	
Deliverables	What	Who	When
	Install server hardware in FLITE	Sam James/Scott Claerhout	7/28/09
	Install MS OS, MS SQL	Sam James/Lee Weaver	7/31/09
	Install ZENWorks app on the respective servers	Lee Weaver	8/4/09
	Open all ports noted in ZENWorks 10 documentation manual	NIT/ETS	8/4/09
	Roll out test client to 50 FLITE/CET customers	Scott Claerhout/Lee Weaver	9/18/09
	Roll out test client to 100 additional FLITE/CET customers	Scott Claerhout/Lee Weaver	10/16/09
	Roll out test client to all FLITE/CET customers *** End of Phase 1 ***	Scott Claerhout/Lee Weaver	11/25/09
	Remove exception server admin rights from Scott Claerhout	ETS	12/1/09

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	Evaluate location of servers for proper placement	ETS/CTS	1/18/10
	Roll out test client to select Delta and select Sigma administrative customers *** End of Phase 2 ***	Scott Claerhout Lee Weaver	1/18/10
	Evaluate server rights issue differences between Lee and Scott	ETS/CTS	3/1/10
	Create production roll-out charter *** Phase 3 ***	ETS/CTS	3/1/10
Budget	Beginning: \$18,000	Spent: \$17,500	Available: \$500
Assumptions	<p>The switch from a Novell based NOS to a Microsoft NOS platform (using SQL and Java) does require more servers than past Novell implementations of ZEN.</p> <p>Production distribution server location need to be evaluated/studied for proper placement and if a centralized location is possible, should be the first choice. Network changes may be an option to support a central location.</p> <p>Java based sessions may have more connection points from a single customer computer depending on what types of services are being used/deployed related to ZEN.</p> <p>If a CTS staff member wishes to apply patches to the OS, SQL, or backup software during the pilot phase, it must be coordinated with the ETS team member (coach).</p> <p>Each server should support about 500 Java connections.</p> <p>A Linux based server has the same Java limitations and does not offer a significant advantage over Microsoft OS based configurations.</p>		
Final Approval	Project Sponsor:	Date:	
	Project Leader:	Date:	