**Company Name Here**

**iOS Approval and Deployment**

**Project Charter**

Version 1.0 | Revision Date: 1/25/12

Approval of the project charter indicates an understanding of the purpose and content described in this document. By signing this document, each individual agrees that work should be initiated on this project and necessary resources should be committed as described herein.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** |  | **Title** | **Date** |
|  |
|  |  |  |  |
| Name | | Executive Sponsor, Company | 11/29/12 |
|  | |  |  |
| Name | | Project Manager, Company | 11/29/12 |
|  | |  |  |
| Name | | Account Executive, Apple Inc. | 11/29/12 |
|  | |  |  |
| Name | | Project Architect, Apple/Reseller | 11/29/12 |
|  |  |  |  |

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**Section 1. Project Charter Overview**

**Executive Summary**

Describe the organization’s reason(s) for initiating the iOS Approval and Deployment project, especially any specific business drivers.



Company seeks to develop standardized processes and methods for integrating iOS devices securely into their network infrastructure while establishing the ability to purchase, manage, service, and support that iOS device population. Company will also investigate development of business apps for the iOS devices. The project will be divided into two phases:

**Phase 1. Getting iOS on the network**

Approve iOS for messaging, network security, manageability, and purchase. This phase will involve a few users from the IT group, as well as stakeholders from several other business units to test viability.

**Phase 2. Delivering integrated iOS apps**

The company will examine the availability of existing apps for specific business roles and functions, determine the service gap, and establish an iOS development practice. This phase will involve the developer community, IT, and initially one business unit/function/role chosen to test third-party or company-built apps.

**Critical Success Factors for Project**

Capture the key objectives for each phase.



**Phase 1 objectives**

* The iOS platform complies with company network, operations, and security requirements.
* The iOS platform can securely access the mail messaging infrastructure (mail, calendar, contacts).
* Company has a use policy and management process for iOS devices.
* Support process for iOS devices is defined.
* Company is able to configure and secure an iOS device using technology such as Exchange ActiveSync or mobile device management (MDM).
* Company has completed the iOS Developer Enterprise Program registration process.
* Procurement contracts are in place with the iOS device vendors (Apple or Authorized Resellers).
* Employees are able to obtain iOS devices using the standard procurement system.

**Phase 2 objectives**

* Company has identified user roles and existing third-party app solutions.
* Company has determined whether they will build their own apps for iOS devices.
* Company is registered in the iOS Developer Enterprise Program and has obtained Mac systems for app development.

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**Project Deliverables**

What are the specific items that this project is trying to evaluate or test?



**Phase 1 deliverables**

* Messaging integration method and policy.
* Network access and working VPN.
* Mobile device management (MDM) process—unmanaged, simple policy, or managed.
* Document that details messaging integration and setup.
* Document that details network security and policy implementation.
* Document that details mobile device management process.
* MDM identified and put into production.
* Executed procurement and support contracts.

**Phase 2 deliverables**

* Enroll company in iOS Developer Enterprise Program (iDEP).
* Join the App Store Volume Purchasing Program for Business.
* Define roles and business functions for extended functionality.
* Define application/service gap for one business unit.
* Determine if existing application offerings can meet or be adapted for company needs.
* Obtain Mac systems for the developer team and register members into iDEP.
* Discuss initial iOS application(s) to be built by the company.
* Participate in iOS development subject matter expert session.

**Project Resources and Assumptions**

Describe any project assumptions related to business, technology, resources, scope, expectations, or schedules.



The iOS Approval and Deployment process should be a relatively quick project. We estimate four weeks for planning and chartering, and four to eight weeks to execute Phase 1, which ends with iOS devices approved and available for use. Phase 2 is a bit more involved, as it includes application development, specification of business functionality, and deeper systems integration; this phase could require an additional 10 to 16 weeks.

Company should work through any hardware and software procurement issues with Apple/Reseller, as well as participation in the Apple iOS Developer Enterprise Program and other support programs offered by Apple/Reseller.

Company will provide a dedicated project manager to direct company resources and will ensure that deliverables and dates are met. Apple/Reseller estimates that company will need one technical, full-time employee assigned during the entire project to execute tasks and coordinate internal technical resources.

Apple/Reseller will provide a dedicated project architect to manage Apple/Reseller resources and deliverables for the entirety of this project. Additionally, the architect will participate in a weekly conference call to review deliverable progress and discuss issues in real time. Finally, Apple/Reseller will provide an email support list that includes all members of the Apple/Reseller account team and iOS subject matter experts.

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**Project Funding**

Identify the funding amount, source of authorization, and financing method (capital or expense budget, rider authority, and so on) approved for the project.



Company will acquire all test equipment and iOS devices. If Phase 2 involves internal development of iOS apps, developers will need Mac hardware. Company will need to pay the fees and complete the required paperwork to become a registered enterprise iOS developer.

**Milestones and Tasks**

The milestones around Phase 1 below are provided as a guideline for key events and success criteria. A more detailed project plan example is referenced in Section 3. Contracts are critical to the success of the project and are also the most time-consuming objective. Accordingly, negotiations should start immediately and run concurrently with the technical deliverables.

**Phase 1 tasks**

 **Complete charter and obtain stakeholder approval**

 Present “iOS Approval and Deployment Program” to sponsors

 Assemble internal project teams

 Acquire iOS devices for evaluation

 Technical presentations from Apple/Reseller team on deploying iOS (integration, security, management)

 **Evaluate solution set; test and document**

 Evaluate VPN, wireless, security, mail, and management solutions

 Evaluate messaging integration method and policy; test and document

 Evaluate network access via VPN and wireless; test and document

 Choose mobile device management process (unmanaged, simple policy, or managed)

 **Finalize procurement process for hardware and support products**

 **Prepare user training and support process**

 **Review test results**

 **Trial deployment**

 Configure devices, launch internal feedback site

 Test with 20 or more users, adjust as needed

**Criteria for proceeding to phase 2**

* Company meets with Apple/Reseller account team and Project Architect to evaluate results vs. plan
* Resolution of technical concerns from project
* Determination of end-user support and operational model for production
* Document use and security policies
* Contracts completed; iOS devices are available in purchasing system
* Company has enrolled in Apple iOS Developer Enterprise Program
* Purchase enterprise support contract for iOS devices

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**Phase 2 tasks—iOS Development**

 Proceed with Phase 2 objectives outlined in the Critical Success Factors section

 Proceed with Phase 2 deliverables outlined in the Project Deliverables section

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**Section 2. Project Organization**

**Sponsors**

List one primary sponsor of this project in each of these areas of the organization.

|  |  |  |
| --- | --- | --- |
| **Department** | **Name** | **Title** |
|  |  |  |

**Executive**

**IT infrastructure**

**Business unit**

**Security**

**Application development**

**Procurement**

**Points of Contact**

Identify and provide contact information for the primary and secondary contacts for the project.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Contact** | **Name** | **Title/Organization** | **Phone** | **Email** |
|  |  |  |  |  |

**Primary**

**Secondary**

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Stakeholder Roles and Responsibilities

Summarize roles and responsibilities for the project team and stakeholders identified in the project structure above using this RACI chart.

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Responsibility** |
|  | Project manager | Accountable |
|  |  |  |
|  | IT infrastructure sponsor | Accountable |
|  |  |  |
|  | App development sponsor | Accountable |
|  |  |  |
|  | Executive sponsor | Informed |
|  |  |  |
|  | Business unit sponsor | Consulted |
|  |  |  |
|  | Security sponsor | Consulted |
|  |  |  |
|  | Procurement | Responsible |
|  |  |  |
|  | Business unit participant | Responsible |
|  |  |  |
|  | Mobility infrastructure | Responsible |
|  |  |  |
|  | Network/Wireless infrastructure | Responsible |
|  |  |  |
|  | Mail/Messaging infrastructure | Responsible |
|  |  |  |
|  | Information Security | Responsible |
|  |  |  |
|  | Application Development | Responsible |
|  |  |  |
|  | Apple/Reseller Account Rep | Consulted |
|  |  |  |
|  | Apple/Reseller Systems Engineer | Consulted |
|  |  |  |
|  |  |  |
|  |  |  |

**Project Structure**

Identify who is participating in the project and the reporting structure between the stakeholders and participants.

Note: Some stakeholders in the reporting chain are not hands-on participators in the project. However, they will affect the project outcome and should be identified. This structure is best demonstrated as a project org chart.

Drawing out the organization shows the reporting structure of the project, which simplifies communications and assists in identifying whether the chosen stakeholders are true decision makers in the company.

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**Section 3. Additional Information**

Include any additional relevant documentation, such as project risk identification, quantitative measurements for success, communications plans, or other company-specific information. This section can be deleted if no further information is required.

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**Section 4. Glossary**

Define all terms and acronyms required to interpret the project charter properly.

**AE:** Account Executive (Apple)

**SE:** Systems Engineer (Apple)

**PA:** Project Architect (Apple/Reseller)

**POC:** Proof of concept

**RACI:** Levels of involvement (responsible, accountable, consulted, informed)

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**Section 5. Revision History**

Identify document changes.

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