### BCTC Project Charter Template

**Project Name:** Office 2010 Deployment and Exchange Migration

**Prepared by:** Jim Livornese / Maxim Ryklis  
**Date:** 10/15/2010

| Initiation | Project Sponsor:  
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|  | • Office of the CIO  
| Project Managers:  
|  | • Jim Livornese, Director of Academic Technology and Client Services  
|  | • Martin Fries, Manager of Network Services  
| Project Leads:  
|  | • Maxim Ryklis, Desktop Management - Client Services  
|  | • John Bravo, Systems - Network Services  
|  | • Nikki Tashkent, Systems - Network Services  

| Synopsis:  
| To provide the latest technology to the College Community, Baruch College will be migrating all campus desktops to the new Microsoft Office 2010 Productivity Suite in office and student areas.  
| In parallel with the desktop upgrade the College will migrate its email system from Exchange 2003 to the Exchange 2010 Platform. The Email migration is required, as Microsoft will be limiting support for Exchange’s 2003 environment.  

| Purpose/Business Need:  
| The business need to complete the migration is centered on the need to provide the latest technology to the college community and the limited support provided through Microsoft for Exchange 2003. Migration to the new tools will also provide the platforms to deploy future technology advancements.  

| Product Description and Deliverables:  
| Deliverables will include: an upgrade to all College owned desktop computers to Microsoft Office 2010 Productivity Suite including Word, Excel, PowerPoint, Outlook, and Access.  
| Migration of all employee email accounts (mailboxes) to the Exchange 2010 Platform.  
| Other deliverables from the project will include a project page with on demand training videos, training for the college community, and enhancement for workstation manageability features.  

| Project Management:  

| Assumptions, Constraints, Risks:  
| Pre-requisites for deploying Office 2010 include the upgrade for Service Pack 3 for Windows XP and an update for internet browsers – Microsoft IE and Firefox.  
| Project Constraints include the limited staffing to complete the project and migration window for instructors to minimize the disruption to the instructional delivery process.  
| Other considerations will be taken into account for shared databases, shared email, calendars and resources.  

| Resources: | Resources through out the organization will be needed to complete the project. Areas required include:  
• BCTC Client Services  
• BCTC Network Services  
• College Coordinators  
• Human Resources – Professional Development / Training  
• Contracted Desktop Technical Staff - as needed |
|---|---|
| Approach: | A multi tiered or phased approach will be used to complete the project.  
Initially desktops will be upgrade to the new productivity suite by traditional desktop management processes. A technician will be needed to visit each location to manually run updates as defined in the desktop management update process. This operation maybe completed by BCTC Staff, College Coordinators, or Contracted Desktop Technical Staff as needed.  
College employees will have the ability to participate in training activities either by using on demand videos provided on the BCTC Project Page or by attending in person training sessions. In person training sessions will only highlight skills needed to transition to the new system. Intermediate or advance features will not be covered at this time.  
Once the desktop systems have been upgraded to the new productivity suite, Network Services will schedule the migration while being aware of shared resources. |
| Communication and Reporting: | The Client Services Unit of BCTC will be responsible for coordinating all end user actives including but not limited to working with; College Coordinators, Human Resources, and other College Departments.  
Client Services will be responsible for developing the project plan, scheduling of desktop upgrades, creating desktop processes, and deployment of training schedules, and other communication efforts.  
Network Services will be responsible for creating the process to migrate user mailboxes from Exchange 2003 to 2010.  
Weekly progress reports will be submitted to the Deputy CIO identifying progress and future efforts. |
| Acceptance: | The project will be considered complete when all desktop systems have been migrated to the Office 2010 and all users mailboxes have been moved to the new system. |
| Change Management: | The Change Management Process will be facilitated through bi-weekly team meetings between Client and Network Services. The approach will use information from service requests and customer feedback will be used to assist in fine-tuning the migration processes. |
| Other: | |
| Approval (optional) | Project Manager: Sponsor: |