Project Charter

Wilmont's Pharmacy Drone Case

23 February 2023

Project Description	Wilmont is considering delivering prescriptions by flying drones, and identified DroneTech as the provider of the actual drones, piloting, and delivery
Project Purpose	The project will test the approach with four stores in the San Francisco area, to demonstrate the technology and integrate the information systems of Wilmont and DroneTech looking for a potential extension to all of Wilmont's 8000 stores. The project goal is to have successful first drone prescription delivery before November 30th.
Scope/boundaries	The project will require DroneTech to customize its drones, systems, interface, and business processes to conform to project requirements from Wilmont's. DroneTech IT systems will have to integrate with Wilmont's IT systems. Wilmont's data privacy and security have to be maintained by compartmentalization. The perception from the customer side should be as if this new drone-based delivery, and associated system are delivered by Wilmont. Will exclude customers in apartment buildings due to delivery issues.
Requirements	DroneTech's drones used in the project will have to be customized with Wilmont's logo. DroneTech's mobile app and software too should be customized to use Wilmont's corporate identity, so that customers will see it all as part of Wilmont's service and systems. Training and support will have to be delivered by DroneTech to the four participating pharmacies. Drones will have to be able to use the temperature-controlled product bagging system.
Deliverables/Objective	*(see table below)*

Deliverable/Objective	Success Criteria	
Contract and payment plan agreement	Formal contract defined covering services, cost of services, payment plan	
IT Systems integration	Wilmont data should be processed securely and compartmentalized, so that Wilmont data is accessible only to Wilmont. All the applications visible to the customers should use Wilmont's corporate identity (logo, language, etc)	
Drone adaptation to integrate temperature-controlled product bagging system	Successful transportation of temperature-controlled product bagging system	
Drone flight operations amendment	Drone delivery for Wilmont successfully integrated with DroneTech operations	

Schedule	PROJECT KICK-OFF January 5th Start January 5th Milestone: contract agreement and project plan by January 31st Start February 1st Milestone: IT and engineering requirements approved by February 28th Start March 1st Milestone: approval of new revised budget and staffing by March 15th Start March 16th Milestone: drone flight operations adaptation and engineering sub-project for temperature-controlled bags completed by June 30th Start March 16th Milestone: IT development by June 30th Start July 1st IT and engineering integration testing and revision by July 31st Start August 1st Milestone: full system testing and revision by August 31st Start September 1st Milestone shops staff training and testing by September 30th Start October 1st Milestone: final user acceptance testing by October 15th Start October 16th system preparation for Milestone: system operational by October 31st Milestone First operational flight with delivery to a customer by November 5th Start November 6th development lessons learned and documentation, Milestone by November 15th PROJECT CLOSED by November 15th
Budget	Less than USD750,000 (Wilmont identified a maximum of USD1,750,000)
Assumptions and constraints	Team participants will be full-time (i.e. each member is 1.0 FTE). Budget should be kept below USD750,000. Training will need to be delivered to the four shops.
Risks	Wilmont data compartmentalization, due to IPR and privacy issues Impacts of adding to drones the new temperature-controlled bags Time for the project limited, considering all the changes Potential regulatory evolution requiring licensing before the project goes live
References	Document: Business case definition Subject Matter Experts: - DroneTech Flight Operations Manager Gerald Hasper - DroneTech William Holt Drone System Engineer - Wilmont William Scott Project Lead Security Team

Key Stakeholders

Wilmont Owner/Client	George Cranston
DroneTech Project Sponsor	Jordan Kempler
Project Manager	DroneTech Roberto Lofaro, Wilmont Phillip Greenberg
DroneTech Project Lead IT Systems	Eileen Seymour
Wilmont Project Lead IT Systems Team	Mary Pearson
Wilmont Project Lead Security Team	William Scott
DroneTech Corporate Attorney for DroneTech	Katie O'Ryan
Wilmont Attorney - Legal Department	Alan Swanson
DroneTech Flight Operations Manager	Gerald Hasper

Authority Levels: The project manager has to obtain approval from Project Sponsor for changes in budget/scope/requirements and if first operational flight is going past November 5th, but can restructure the other deadlines

Project Approval Requirements: first delivery by drone to customer done by each one of the four locations

Project Cancellation Requirements: if temperature-controlled product bagging system cannot be used

Approvals	Signature	Approval date
Project Sponsor		
Project Manager		
Finance Manager		