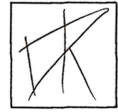


PROJECT CHARTER
CURRICULUM EFFECTIVENESS ENHANCEMENT

NAME
DAVID KOLMER

DATE
5/20/2018



EXECUTIVE SUMMARY

It has been identified by numerous parties of authority at our organization that the training documentation and method of implementation is in need of improvement. The current written documentation is accurate but is not suitable to conduct engaging training sessions. Similarly the PowerPoint presentations are developed in a text heavy format that does not allow for class participation. The videos are out of date and are not easily relatable to our current workflow.

PROJECT PURPOSE/JUSTIFICATION

We are seeing a drop in significant Key Performance Indicators over previous years. The Claims team is routinely not completing batch by Thursday night on a weekly basis.

Business Need/Case

Audit scores have hit a record low, which poses a significant risk to both the profitability and longevity of our company. Attrition has left us with a select few who can handle complicated claims at the Senior Analyst level

PROJECT DESCRIPTION

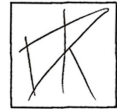
This project does not intend to rewrite existing content, as that content is accurate. This charter proposes an enhancement to the existing information to increase the engagement of the learners through hands on application of the processes needed to increase production. This engagement will provide high knowledge transfer rates, which in turn will translate directly into increased skill-sets and production.

RISKS

I am the primary asset tasked with designing developing implementing and evaluating this curriculum. With training slated to start in three weeks I am working under a severely truncated timeline to understand, develop and implement this material. I am also enrolled in a Masters level course at Fontbonne University and it is a priority for me to exceed expectations in my studies. Lastly, I have a two-year-old son at home and it is equally a priority for me to be a good father to him and find time to spend with him.

PROJECT DELIVERABLES

Project Deliverables related to the process will include a project charter, a project management plan, a work breakdown structure, a schedule, two project status reports and a post project review. These deliverables will be designed and developed by David Kolmer, who comes to the company with over five years of Instructional Design experience. The content will be implemented by David Kolmer to the claims processors who have been identified as having the capacity to process analyst level claims. After this charter has been approved, David will conduct further research to compose a more detailed outline of the plan. This research will be presented with cited documentation in the “work breakdown structure” document that has a proposed Target date of 06/03/2018. At this point it can be assumed that the final proposal will include an evaluation tool, a bibliography, learner centric activities and videos/graphics/visuals.



SUMMARY MILESTONE SCHEDULE

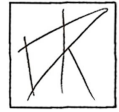
The project Summary Milestone Schedule is presented below. Please review and confirm the below high-level milestones along with their respective target dates.

Summary Milestone Schedule – List key project milestones relative to project start.	
Project Milestone	Target Date (mm/dd/yyyy)
• Project Start	05/14/2018
• Project Charter	05/20/2018
• One-on-one Phone Meeting with Jen	05/25/2018
• Project Management Plan	06/03/2018
• Work Breakdown Structure	06/03/2018
• Project Schedule	06/03/2018
• First Project Status Report	06/10/2018
• Second Project Status Report	06/17/2018
• Final Project Due	06/17/2018
• Peer Review Other Projects	06/24/2018
• Post Project Review	06/29/2018
• Project Complete (with incorporated feedback)	06/29/2018

SUMMARY BUDGET

This charter does not contain a budget as it has already been identified that not funds were allocated to this department for 2018. All resources that will be created for this training session will be at no cost for implementation. The only cost will be the compensation that I receive which is allocated from business operations.

Summary Budget – List component project costs	
Project Component	Component Cost
• Personnel Resources	\$0.00
• Hardware, software and licensing	\$0.00
• Materials	\$0.00
Total	\$0.00



PROJECT APPROVAL REQUIREMENTS

Jo Ann Mattson, who will authorize completion of the project by her dated signature, will determine success of this project.

PROJECT MANAGER

David Kolmer has been selected as the Project Manager for this curriculum enhancement. He comes to the company with many years of project management and curriculum development experience from Edward Jones, Lumeris Health and Magellan Health.

AUTHORIZATION

Approved by the Project Sponsor:

Jo Ann Mattson

Date: _____