

Project Charter

Scope, stakeholders, governance, success criteria, and formal authorization for the 13-month Resortments platform engagement.

PREPARED FOR	SPONSOR	BY	VERSION
Resortments	Russ · Owner	Webaroo	v3.0

Resortments Unified Enterprise Platform

This charter is prepared to formally authorize the Resortments Unified Enterprise Platform engagement — defining scope, stakeholders, governance, success criteria, and the authority each party holds from Phase 1 kickoff through go-live. Our governance approach rests on four core imperatives:

- 1. Formalize authority across 8 divisions.** Every division owner (David, Tracy, Zac, Gerardo, Dylan) plus the Finance leads (Johnny, Teresa), with Russ as Project Sponsor, has explicit scope, decision rights, and UAT responsibility documented before work begins.
- 2. Phase-gated execution with UAT sign-off at every milestone.** No phase advances without formal acceptance testing by the relevant division owners. No payment releases without sign-off.
- 3. Business-measurable success criteria, not feature counts.** Success is defined by operational metrics — reduced manual handoffs, real-time visibility, compliance tracking — not by "how many screens were built."
- 4. Sponsor commitment before a single line of code.** Russ's active engagement as Project Sponsor is the single most critical success factor. This charter formalizes that commitment in writing.

These imperatives define how the project is governed, how decisions are made, and how success is measured for the duration of the engagement.

1. PROJECT OVERVIEW

Project Name: Resortments Unified Enterprise Platform

Client: Resortments (modular housing and resort development company)

Project Sponsor: Russ (Owner / Resortments)

Sponsor Contact: 501-840-7029

Development Partner: Webaroo (full platform design, development, and delivery)

Prepared By: Webaroo



Ownership Note: Webaroo is responsible for the entire platform buildout — architecture, design, development, QA, deployment, and ongoing support. The division owners listed throughout this document (David, Tracy, Zac, Gerardo, Dylan, Russ, Johnny, Teresa) are Resortments operational staff who run their respective divisions day-to-day. They serve as subject-matter experts (SMEs) and stakeholders providing requirements, feedback, and acceptance testing — they are NOT responsible for building the software.

Date: April 2026

Project Duration: Estimated 14 months (Phase 1 kickoff through full deployment), plus 3+ months optimization. Discovery has already been completed at no charge; active build begins on SOW signing.

2. BUSINESS CASE & JUSTIFICATION

Current State Problems

Resortments operates 8 independent divisions with **zero integrated technology infrastructure**:

- 1. Operational Fragmentation** – Operations managed via phone calls, email, and spreadsheets – No shared data systems; critical information siloed in individual divisions – Handoffs between divisions are manual and error-prone
- 2. Lack of Visibility** – Russ (Owner) has no real-time visibility into operations across all divisions – No unified dashboard for strategic decision-making – Crisis discovery instead of proactive management
- 3. No Financial Tracking** – No consolidated budget tracking across projects – Purchase Order (PO) approval and reconciliation is manual – No audit trail for compliance or cost analysis – Difficult to track project profitability by division or property
- 4. Inefficient Workflows** – Document handoffs are manual (email, printing, faxing) – Land closings require 500+ documents with no tracking system – Field operations rely on phone calls and paper – Approvals are ad-hoc; no formal workflow enforcement
- 5. Compliance & Risk** – 7–10 year data retention requirement cannot be reliably met – No audit trails for regulatory compliance – No segregation of duties; anyone can approve anything – OSHA tracking and safety compliance for field operations is manual

Future State Solution

A **unified enterprise platform** (web and mobile) that:

- **Centralizes Operations:** Single platform for all 8 divisions, eliminating phone-call-driven handoffs
 - **Provides Visibility:** Real-time owner dashboard with cross-division operational and financial data
 - **Tracks Financials:** Integrated budget management, PO tracking, expense categorization, automated reconciliation with QuickBooks
 - **Automates Workflows:** Digital document routing, eSignature integration, approval chains, task assignment
 - **Ensures Compliance:** Centralized audit logging, role-based access control, automated data retention, OSHA compliance tracking
 - **Enables Growth:** Scalable architecture supports adding properties, expanding teams, and integrating new divisions
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3. PROJECT PURPOSE & OBJECTIVES

Primary Purpose

Digitize all operational workflows across Resortments' 8 divisions, establish a single source of truth for organizational data, and provide Russ with real-time visibility and control over all operations and finances.

Strategic Objectives

OBJECTIVE	SUCCESS METRIC	OWNER
Reduce Manual Data Entry	70% reduction in email/spreadsheet-driven workflows by project completion (measured against April 2026 baseline survey conducted during Phase 1)	All Division Owners
Establish Real-Time Visibility	Russ can access owner dashboard showing all division status, budget, approvals in <5 seconds	Russ
Consolidate Technology	All 8 divisions on single platform (zero use of fragmented tools for core workflows)	Project Manager (Webaroo)
Eliminate Phone-Call Handoffs	All inter-division communication/approvals tracked in platform; zero phone-based task assignments	All Division Owners
Achieve Budget Visibility	All project budgets, POs, and expenses visible in real-time dashboard; actual vs. budget variance <5% at project level, <10% per division	Accounting Hub (Johnny/Teresa)
Comply with Data Retention	Automated 7–10 year data retention with audit trail for all critical documents	Project Manager / IT
Enable Field Operations	Field teams (Plant, Field Division) can submit work orders, photos, timesheets via mobile in offline-capable app	Zac, Gerardo
Automate Document Management	All legal/land closing documents routed digitally with eSignature; no paper handling except compliance copies	David McDaniel

4. PROJECT SCOPE

IN SCOPE

Platform Components: - Unified web application (React/Next.js, responsive design for desktop and tablet) - Native mobile applications (iOS and Android via React Native) for field and management teams - Centralized authentication and role-based access control system - Shared database (PostgreSQL) with single source of truth for all divisions

Division Modules (8 Total): 1. **Legal Close Land** — Land acquisition, closing workflows, document management, title tracking, PO reconciliation 2. **Material Procurement** — Purchase Order management, vendor portal, approval workflows, budget tracking, QuickBooks integration 3. **Plant Division** — Equipment and inventory tracking, maintenance logs, asset management, depreciation sync 4. **Field Division** — Work order management, task assignment, mobile task execution, photo documentation, time tracking 5. **Management/Leasing** — Tenant portal, lease management, occupancy tracking, payment tracking, RealPage integration 6. **Legal Rollovers** — Document versioning, compliance workflows, approval routing,

archive management 7. **Land Division** — Land tracking, title management, zoning/permit correlation, future development pipeline, map visualization 8. **Accounting Hub** — Financial dashboard, budget tracking, expense categorization, P&L reporting, QuickBooks reconciliation

Cross-Division Features: - Owner Dashboard — Real-time status, financial overview, alerts, KPI tracking - Workflow Engine — Multi-step approval processes, task assignment, notification system - Document Management — Central repository, versioning, access control, long-term archive - Audit Logging — All system changes logged with user, timestamp, change details - Notifications & Alerts — Email, in-app, and push notifications for approvals, deadlines, exceptions - Reporting & Export — Customizable dashboards, scheduled reports, data export (CSV, PDF)

Phase 5 / Post-Go-Live Candidates (vision items, not in core 14-month build): - **NLP Data Agent** — natural language queries against enterprise data (Dylan's request); Phase 5 or separate SOW - **Vendor Portals** — self-service portals for Material Procurement vendors and Field/Maintenance service vendors; Phase 5 or separate SOW - **Treasury Integration** — centralized cash management, payment processing, reconciliation beyond QuickBooks; Phase 5 or separate SOW - **Hello Data Integration** — third-party BI/analytics partner; Phase 5 candidate

External Integrations: - **QuickBooks Online** — Chart of Accounts, invoices, bills, PO reconciliation, expense tracking, financial reporting - **ADP Workforce Now** — Employee data, payroll information, time tracking sync - **DocuSign** — Digital signatures, envelope tracking, template management - **RealPage by Thrive** — Tenant data, lease information, occupancy tracking (if API available; fallback to data export) - **Compsys** — Utility and service cost tracking (research required; may be manual entry) - **City/State Permitting Portals** — Portal links, deadline tracking, status updates (no deep integration; manual tracking) - **Auth0 or Clerk** — Single sign-on, multi-factor authentication, role management

Security & Compliance: - Role-based access control (5 tiers: Owner, Division Owner, Staff, Accounting, External) - 2-factor authentication (2FA) for Owner, Division Owners, Accounting - Encryption in transit (TLS 1.3) and at rest (AES-256) - Centralized audit logging with 7-10 year retention - OSHA compliance tracking (field safety, incident reporting) - SOX-equivalent controls (approval workflows, segregation of duties, audit trails)

Deployment & Infrastructure: - Cloud hosting (AWS, Azure, or GCP) - Automated CI/CD pipelines (GitHub Actions, GitLab CI, or Jenkins) - Monitoring and alerting (CloudWatch, DataDog, or New Relic) - Automated daily backups with point-in-time recovery - Multi-region redundancy for disaster recovery

OUT OF SCOPE

The following are **explicitly excluded** from this project:

Design & Engineering Tools: - Autodesk (AutoCAD, Revit, Civil 3D) — Resortments will continue using for design work; platform links to files only - Bluebeam — Continues as standalone PDF markup tool; collaboration via Resortments document links - Rhino — Continues as standalone modeling tool - Lumion — Continues as standalone rendering tool - BIM 360 — No deep integration; Resortments does not manage design workflows

Communication & Collaboration Tools: - Zoom, Microsoft Teams, Google Meet — Continues as external tools; no integration required - Slack, WhatsApp — No integration into Resortments; teams may use for operational chat but not core workflow

City & State Permitting Systems: - Permitting portal automation is not in scope for Phase 1 (50+ fragmented portals with no APIs; see Deliverable 02). - Permitting module in Resortments provides portal links and manual status tracking only - RPA automation deferred to post-go-live (Phase 5 Optimization) — low ROI in core build

- Tenant Payment Processing:** - Stripe/Square payment processing deferred to post-go-live (Phase 5 Optimization) - Initial MVP uses manual payment tracking linked to RealPage
 - Advanced Analytics & Forecasting:** - Machine learning models, predictive analytics deferred to post-go-live (Phase 5 Optimization) - Hello Data BI integration deferred to post-go-live (Phase 5 Optimization)
 - Mobile-Only Features (post-go-live / Phase 5 Optimization):** - Offline document editing, advanced photo/video editing - GPS real-time location tracking (post-go-live enhancement) - Barcode/RFID scanning (Plant Division, post-go-live)
 - Third-Party Connectors (Not Specified):** - Any integrations not explicitly listed above are out of scope unless approved by Project Sponsor
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5. KEY STAKEHOLDERS

Stakeholder Register

NAME	TITLE / DIVISION	ROLE	CONTACT	AVAILABILITY	KEY INTERESTS
Russ	Owner / Land Division (Resortments)	Project Sponsor, SME	501-840-7029	High	Real-time visibility, financial control, operational efficiency, compliance
David McDaniel	Legal Close Land + Legal Rollovers (Resortments)	Division SME (2 divisions)	501-681-8645	Medium- High	Document management, eSignature integration, approval workflows, data retention
Tracy	Material Procurement (Resortments)	Division SME	501-251-3387	Medium	PO management, vendor portal, budget tracking, QuickBooks integration
Zac	Plant Division (Resortments)	Division SME	817-223-2804	Medium	Equipment tracking, inventory mgmt, asset depreciation, OSHA compliance (future build)
Gerardo	Field Division (Resortments)	Division SME	956-884-2893	Medium	Mobile app, work orders, task assignment, photo documentation, real-time field updates
Dylan	Management/Leasing (Resortments)	Division SME	870-995-1701	Medium- High	Tenant portal, lease management, RealPage integration, occupancy tracking
Johnny CPA	Accounting Hub (Resortments)	Finance SME	501-352-1040	High	Financial dashboards, budget tracking, reconciliation, audit trails, compliance

NAME	TITLE / DIVISION	ROLE	CONTACT	AVAILABILITY	KEY INTERESTS
Teresa Controller	Accounting Hub (Resortments)	Finance SME	214-543-5222	High	P&L reporting, expense categorization, cost analysis, financial controls
Connor Murphy (Webaroo)	Development Partner — Single Point of Contact	Full Platform Delivery	978-879-9104 / connor@webaroo.us	Full	Architecture, design, development, QA, deployment, project management

Stakeholder Expectations & Communication

Owner (Russ): - Expects real-time visibility and full control across all divisions - Monthly executive summary on project progress - Weekly steering committee meetings during development - Final platform must be intuitive; minimal training needed

Division Owners & Finance Leads (Resortments Operational Staff / SMEs): - Expect their division's workflows to be accurately digitized - Want to minimize disruption during transition - Need training and support for their teams - Want their approval authority to be enforced by system - Provide requirements, feedback, and UAT sign-off — do NOT build software

Accounting (Johnny/Teresa — Resortments Finance SMEs): - Expect accurate financial data with audit trails - Need comprehensive reporting and reconciliation tools - Critical stakeholder for compliance and regulatory requirements

Webaroo (Development Partner — Handles Entire Buildout): - Responsible for all architecture, design, development, QA, and deployment - Owns technical decisions and recommendations - Manages project delivery, timeline, and stakeholder coordination - Provides regular status updates and risk management - Delivers training and handoff documentation

6. Assumptions & Project Conditions

6.1 Project Assumptions (forward-looking)

- **Plant Division Not Yet Built:** Plant facilities are under construction. Equipment/Inventory module scope may evolve as facility comes online. Zac's detailed requirements pending.
- **Accounting Hub Requirements Confirmed:** Johnny (CPA) and Teresa (Controller) scoping interview complete. Confirmed multi-entity QuickBooks (one instance per ownership entity), ADP payroll for 12 employees (two pay schedules), cost allocation engine, and daily financial dashboards. Monte Carlo / predictive modeling handled by Mirrorfish (external, not in platform scope). Complexity: HIGH (13-17 dev-months).
- **RealPage API Access TBD:** Unclear if RealPage (Management/Leasing system) has API access available to Resortments. If no API, fallback to daily data export with manual parsing (adds 2-3 weeks to timeline).

6.2 Project Conditions (current state)

- **Team Availability:** Division Owners will be available for 2-3 hours per week of interviews and testing. Full-time availability not expected.

- **Executive Sponsorship Stability:** Russ remains engaged as project sponsor throughout the project. No major organizational changes that would affect project priorities.
 - **Budget Approval:** Russ has approved the project budget and timeline. No major cost or schedule constraints anticipated.
 - **Third-Party Service Availability:** QuickBooks, ADP, DocuSign, Auth0/Clerk, AWS, and other third-party services remain available and operational.
 - **Data Access:** Resortments will provide access to current systems (QuickBooks, ADP, RealPage, email archives, etc.) for data migration and historical reporting.
 - **Regulatory Stability:** No major new regulations or compliance requirements will emerge during project development that would require scope changes.
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7. CONSTRAINTS

Technical Constraints: – Must integrate with RealPage for tenant/lease data (Management/Leasing cannot proceed without it) – Must handle 50+ unique city/state permitting portals (no API available; manual tracking only) – Must support 7–10 year data retention with automated tiering to reduce storage costs – Must comply with OSHA requirements for field safety and incident tracking – Must integrate with QuickBooks for financial data consistency

Organizational Constraints: – 8 divisions operate independently; change management is critical (one division's resistance can cascade) – Field teams (Zac, Gerardo) may have limited technical experience; mobile app must be highly intuitive – Some staff may resist moving from familiar spreadsheets/email to new platform (training and change management required) – Johnny and Teresa (Accounting) are overloaded; limited availability for detailed requirements interviews

Regulatory & Compliance Constraints: – 7–10 year data retention requirement for tax and legal audits – OSHA compliance tracking for field operations – SOX-equivalent controls for financial transactions and approvals (segregation of duties, audit trails) – Potential GDPR compliance if any EU-based users (future expansion consideration)

Geographic Constraints: – Field teams operate across multiple states (Texas, Arkansas, Oklahoma, etc.) – Different permitting requirements by jurisdiction – Potential time zone differences affecting real-time coordination

Operational Constraints: – Cannot shut down existing operations during migration; parallel run may be necessary – Field operations cannot have system downtime (Gerardo's field teams need uninterrupted access) – High sensitivity of financial and legal data (access control is critical)

8. HIGH-LEVEL TIMELINE & MILESTONES

Note on phase structure: This section describes the project lifecycle in 8 granular governance stages for gate-approval purposes. The Project Roadmap (Deliverable 04) and Payment Schedule (Deliverable 08) consolidate these into 5 delivery phases aligned to payment triggers. Refer to those documents for payment-triggering dates.

Phase 1: Discovery & Foundation (Months 1–3)

Activities: – Stakeholder interviews and requirements gathering – Technical infrastructure setup (AWS, Auth0, CI/CD) – Finalize RealPage API decision (critical path) – Plant Division requirements clarification – Accounting Hub detailed requirements – Architecture design and prototype development

Deliverables: – Detailed functional requirements for all 8 modules – Technical architecture documentation
– API integration plan for all external systems – Risk register and mitigation plan – RealPage API decision
(API or data export fallback) – Development team onboarded and ready

Gate: Sponsor approval of requirements and architecture; commitment to timeline

Phase 2: Scoping & Planning (Months 1–2, Concurrent with Discovery)

Activities: – Break down each division module into user stories and tasks – Estimate effort and dependencies for each module – Create detailed project schedule with critical path – Design data model and API contracts – Plan integration testing approach for external systems

Deliverables: – Project schedule with weekly milestones – User story backlog (prioritized) – Data model and database schema – API documentation (OpenAPI/Swagger) – Integration test plan

Gate: Sponsor approval of schedule and resource plan

Phase 3: Foundation & MVP (Months 1–4)

Duration: 4 months

Activities: – Build core authentication and user management (Auth0/Clerk) – Build API gateway and shared backend services – Build web app shell with navigation and basic UI – Build mobile app shell with offline-first architecture – Build database schemas and migration tools – Implement QuickBooks and DocuSign API integration (MVP)

Deliverables: – Authentication system (web and mobile) – REST/GraphQL API with 80% of endpoints – Web app responsive design – Mobile app with offline sync – QuickBooks and DocuSign integration (sandbox testing) – Staging environment ready for UAT

Gate: Technical lead approval of foundation architecture; ready to build division modules

Phase 4: Division Modules (Months 4–10)

Duration: 7 months, split across Roadmap Phase 2 Wave 1 (Months 4–7, Aug–Nov 2026) and Phase 3 Wave 2 (Months 8–10, Dec 2026–Feb 2027).

Wave 1 — Months 4–7 (Aug–Nov 2026): – **Land Division Module** (HIGH complexity) — Russ's core division; land tracking, title management, zoning/permit links, cost rollup, permitting tracker – **Legal Close Land Module** (HIGH complexity) — 500+ docs per closing, DocuSign integration, PO reconciliation, entity formation, post-closing filings – **Material Procurement Module** (HIGH complexity) — PO management, vendor master, 3-way match, QuickBooks integration (POs and expenses) – **ADP Integration** — employee roster, payroll cost allocation – **DocuSign Integration** — envelope lifecycle at scale (10K/year target)

Wave 2 — Months 8–10 (Dec 2026–Feb 2027): – **Plant Division Module** (HIGH complexity, timeline contingent on Plant facility build) — equipment, inventory, maintenance logs, asset depreciation – **Field Division Module** (HIGH complexity) — work order management, mobile-first design, geo-tracking, time tracking, ADP time sync – **Management/Leasing Module** (HIGH complexity, dependent on RealPage integration) — rent roll, tenant management, RealPage one-way sync (API or CSV fallback) – **Legal Rollovers Module** (LOW complexity) — document versioning, compliance calendar, annual filings – **Owner Dashboard & Cross-Division Reporting enhancements** — real-time KPI dashboard for Russ, cross-division reporting, financial summaries, alerts

Phase 5: Mobile & Advanced Features (Months 9–11)

Duration: 3 months (concurrent with later division modules)

Activities: – React Native mobile app polish (performance, offline sync, notifications) – iOS/Android app store submission – Mobile app testing on real devices – Push notifications and real-time features – Offline capability testing

Deliverables: – iOS app (App Store) – Android app (Google Play) – Mobile testing report

Gate: App store approval; ready for field team rollout

Phase 6: Integration Testing & UAT (Months 11–13)

Duration: 3 months

Activities: – End-to-end integration testing (all external systems) – User acceptance testing (UAT) with division heads – Performance testing and optimization – Security testing (penetration test, vulnerability scan) – Data migration from legacy systems

Deliverables: – Integration test report (pass/fail on all 8 systems) – UAT sign-off from all division owners – Performance report and optimization recommendations – Security audit report – Data migration plan and validation

Gate: UAT sign-off from all stakeholders; security clearance; go/no-go decision for production

Phase 7: Production Deployment & Cutover (Months 13–14)

Duration: 2 months (with parallel run for critical divisions)

Activities: – Production environment setup (AWS, database, backups, monitoring) – Data migration to production – Parallel run with legacy systems (if critical for continuity) – Rollout to all 8 divisions – Monitoring and issue resolution

Deliverables: – Production environment live – All data migrated with validation – All users onboarded and trained – Issue log (open issues and resolutions)

Gate: Go-live approval from sponsor and all division owners

Phase 8: Optimization & Support (Months 15+)

Duration: 3+ months post-launch

Activities: – Monitor system performance and stability – Address post-launch issues and bugs – Optimize slow queries and performance bottlenecks – Gather user feedback and plan Phase 2 enhancements – Training and documentation updates – Plan next phases (RPA for permitting, advanced analytics, tenant payments)

Deliverables: – Weekly status reports on system health – Performance optimization recommendations – User feedback and enhancement backlog – Phase 2 roadmap and business case

Total Active Development: 14 months from Phase 1 kickoff to production deployment. Optimization phase extends 3+ months post-launch.

9. SUCCESS CRITERIA & ACCEPTANCE

Definition of Success

- 1. Functionality:** All 8 division modules are live and operational per approved requirements
- 2. Data Accuracy:** All data migrated from legacy systems with 100% validation; <0.1% error rate
- 3. User Adoption:** 100% of division staff trained and actively using platform (tracked by login metrics)
- 4. Performance:** Web app loads in <3 seconds; API responses <200ms p95; mobile app starts in <3 seconds
- 5. Security:** Zero critical vulnerabilities; 100% audit logging; 2FA enabled for all administrative users
- 6. Availability:** 99.9% uptime in first 90 days post-launch
- 7. Stakeholder Satisfaction:** NPS >50 from division heads; Russ has real-time visibility per business objectives
- 8. Compliance:** 7–10 year data retention policy implemented; audit trails in place; OSHA tracking functional

Acceptance Testing Criteria

Each module must pass: – **Functional Tests:** All user stories pass acceptance criteria – **Integration Tests:** All external system integrations (QuickBooks, ADP, DocuSign, RealPage) work end-to-end – **Performance Tests:** Response times within SLA; load test at 50+ concurrent users – **Security Tests:** No high/critical vulnerabilities; role-based access enforced; audit logging verified – **UAT Sign-Off:** Division owner signs off that module meets their business needs

Go-Live Criteria

- All 8 modules pass acceptance testing
- All stakeholders sign off on UAT
- Security audit complete with no open critical items
- Data migration validated
- Production environment healthy
- Training completed for all users
- Sponsor approval for production cutover

10. GOVERNANCE & REPORTING

Steering Committee

Members: Russ (Sponsor), Webaroo PM, David McDaniel (Legal), Johnny CPA (Finance), Gerardo (Field). This 5-person committee provides representative coverage across land/legal, finance, and field operations. Tracy (Procurement), Zac (Plant), Dylan (Leasing), and Teresa (Controller) attend as rotating voting members when their domains are on the agenda.

Frequency: Weekly 1-hour meetings during development; monthly post-launch

Agenda: – Progress against schedule (% complete per phase) – Risk and issue status – Budget tracking and spend forecast – Stakeholder feedback and change requests – Go/no-go decisions for phase gates

Status Reporting

Weekly Status Report (to Sponsor): – % complete by phase/module – Schedule variance (planned vs. actual) – Risks (new, escalated, resolved) – Issues (open, closed, priority) – Upcoming week priorities – Change requests

Monthly Executive Summary (to Sponsor + Division Heads): – Overall project health (on track / at risk / off track) – Major accomplishments – Key blockers and mitigations – Budget summary – Next month priorities

Change Control

Change Request Process: 1. Division owner or stakeholder submits change request (form: description, business justification, estimated effort) 2. PM reviews scope impact and effort estimate 3. Sponsor evaluates priority and approves or defers 4. If approved: Adjust schedule/scope; communicate impact to team 5. If deferred: Log for Phase 2 roadmap

Scope Lock: After Week 3 (Discovery), all changes to core 8 module scope require sponsor approval and schedule adjustment. Minor bug fixes and performance optimizations do not require change control.

Risk Escalation

Risks escalated to Steering Committee if: – Schedule impact >1 week – Budget impact >10% – Could affect go-live date – Cross-division dependencies blocked

Risk Owner: PM responsible for mitigation and resolution; stakeholder responsible for providing required information/decisions

11. ASSUMPTIONS, DEPENDENCIES & CONSTRAINTS (Summary)

Critical Dependencies

- 1. RealPage API Decision** (Week 1) – Blocks Management/Leasing module if API unavailable
- 2. Zac's Plant Facility Build** – Plant Division module scope dependent on facility completion
- 3. QB Multi-Entity Mapping** (Week 1–2) – Define entity list, chart of accounts mapping, sync frequency for multi-entity QuickBooks integration
- 4. Stakeholder Availability** – 2–3 hours/week per division owner for interviews, testing, sign-offs
- 5. Data Access** – Resortments provides access to legacy systems for migration and testing

Critical Success Factors

- 1. Executive Sponsorship:** Russ remains engaged and resolves blockers quickly
- 2. Stakeholder Collaboration:** Division owners provide timely feedback and attend meetings
- 3. Technical Excellence:** Webaroo team has experience with similar enterprise platforms
- 4. Change Management:** Strong communication and training to drive user adoption
- 5. Risk Management:** Proactive identification and mitigation of blockers

12. BUDGET ESTIMATE (High-Level)

Detailed budget estimate with full payment structure is in the separate Budget Estimate document (Webaroo Resources / 06 – Budget Estimate) and the Payment Schedule & Terms document (Webaroo Resources / 08).

Rough Order of Magnitude (ROM): - Professional Services (Architecture, Design, Development, QA, DevOps, PM): \$1.85M-\$2.20M - Infrastructure (AWS, Auth0, third-party APIs): \$3K-\$6K/month - **Third-Party Integration & Licensing:** \$81K-\$162K/year (Year 1); see Budget Estimate for detailed breakdown - **Contingency & Management Reserve:** Included in Professional Services - **Total: \$2.6M-\$3.0M** (mid-point \$2.8M)

Discovery is included at no charge. Webaroo conducted all scoping interviews, on-site working sessions with Russ, and delivered the complete 8-document Discovery Package at no additional cost to Resortments.

Payment Structure: \$300,000 due upfront at SOW signing to fund 4 months of Phase 1 delivery (team mobilization + Foundation platform + Land Division pilot MVP). All subsequent payments are released only on phase completion and UAT sign-off, with a 5% retention holdback for 60 days post-go-live. See the Payment Schedule & Terms document for the full schedule and alternative payment models.

Delivery Model: Webaroo delivers via a dedicated senior engineering team with modern development tooling and async-first collaboration practices. Connor Murphy (Webaroo) provides US-based architectural oversight and serves as the single point of contact for all steering and milestone reviews.

Project Duration: 14 months from Phase 1 kickoff through production go-live.

13. APPROVAL & AUTHORIZATION

This Project Charter authorizes the Resortments Unified Enterprise Platform project to proceed. Signatures below indicate understanding, acceptance, and commitment to the project scope, timeline, and success criteria.

Sponsor Approval

Russ (Owner/Project Sponsor)

Signature: _____ **Date:** ____

I authorize this project to proceed with the scope, timeline, and budget outlined above. I commit to active engagement as project sponsor.

Project Manager Approval

Webaroo Project Manager

Signature: _____ **Date:** ____

I commit to delivering this project on schedule, within budget, and to the quality standards outlined above.

Key Stakeholder Approval

David McDaniel (Legal Close Land & Legal Rollovers)

Signature: _____ **Date:** ____

Tracy (Material Procurement)

Signature: _____ **Date:** ____

Zac (Plant Division)

Signature: _____ **Date:** ____

Gerardo (Field Division)

Signature: _____ **Date:** ____

Dylan (Management/Leasing)

Signature: _____ **Date:** ____

Johnny CPA (Accounting Hub)

Signature: _____ **Date:** ____

Teresa Controller (Accounting Hub)

Signature: _____ **Date:** ____

14. APPENDICES

Appendix A: Division Overview

8 Divisions Summary

- 1. Legal Close Land** — Manages land acquisition workflows, closing processes, title tracking, document management
- 2. Material Procurement** — Manages vendor relationships, purchase orders, contract management, budget tracking
- 3. Plant Division** — Manages equipment, inventory, maintenance, asset tracking (facility under construction)
- 4. Field Division** — Manages on-site operations, work orders, task assignment, crew coordination
- 5. Management/Leasing** — Manages tenant relationships, leases, occupancy, payment tracking via RealPage
- 6. Legal Rollovers** — Manages legal document versioning, compliance workflows, document archive
- 7. Land Division** — Manages land tracking, titles, zoning, permitting, future development pipeline
- 8. Accounting Hub** — Manages financial reporting, budgets, expenses, reconciliation (Johnny & Teresa)

Appendix B: External System Integration Summary

SYSTEM	DIVISION(S)	PURPOSE	FEASIBILITY	PHASING
QuickBooks	Accounting, Material Procurement, Land	Invoice, bills, PO, expenses, reporting	HIGH	Phase 3 (Foundation)
ADP Workforce Now	Accounting, Field (time tracking)	Employee data, payroll, time tracking	MEDIUM-HIGH	Phase 3-4
DocuSign	Legal Close Land, Legal Rollovers	eSignature, envelope tracking	HIGH	Phase 3
RealPage	Management/Leasing	Tenant/lease data (API TBD)	MEDIUM	Phase 3 (one-way read) / Phase 4+ (bi-directional, pending API)
Compsys	Accounting (utility tracking)	Utility cost tracking	LOW-MEDIUM	Phase 4 (research)
City/State Permitting Portals	Land Division, Field	Portal links, status tracking (no API)	LOW	Phase 4 (manual)
Auth0/Clerk	All	Authentication, SSO, 2FA	HIGH	Phase 3 (Foundation)

Appendix C: Stakeholder Contact List

NAME	TITLE	DIVISION	PHONE	EMAIL	TIMEZONE
Russ	Owner	Land	501-840-7029	russ@resortments.com	Central
David McDaniel	Division Owner	Legal x2	501-681-8645	david@resortments.com	Central
Tracy	Division Owner	Material Procurement	501-251-3387	tracy@resortments.com	Central
Zac	Division Owner	Plant	817-223-2804	zac@resortments.com	Central
Gerardo	Division Owner	Field	956-884-2893	gerardo@resortments.com	Central
Dylan	Division Owner	Management/Leasing	870-995-1701	dylan@resortments.com	Central
Johnny CPA	Finance Lead	Accounting	501-352-1040	johnny@resortments.com	Central
Teresa Controller	Finance Lead	Accounting	214-543-5222	teresa@resortments.com	Central
Connor Murphy	Project Manager	Webaroo	978-879-9104	connor@webaroo.us	Central

END OF PROJECT CHARTER

This Charter is effective April 2026 and supersedes all prior project documentation. Any changes to scope, timeline, or budget require sponsor approval and an updated charter.

NAVIGATE THE PACKAGE

All Discovery Materials

01 Audit & Competitor Analysis

02 Technical & Project Evaluation

03 Project Charter

04 Project Roadmap & Milestones

05 Risk Analysis & Mitigation

06 Budget Estimate

07 Product Backlog

08 Payment Schedule & Terms
