I. Context for the Project

Last summer, MIT IS&T received feedback from its trainers and support staff that users were having difficulty navigating MIT’s web services in their current states. It felt that a portal was needed so that MIT employees could more readily navigate the services available to them. IS&T allocated a small percentage of its resources in order to create a business requirements document for the portal, and a functional design for the portal.

Although IS&T would like to go ahead with the project, they need to have the background information to assess what kind of time and resources will be necessary to complete the portal. They will use this information both to determine the project’s priority (relative to other IS&T projects), and to resource allocation.

II. Purpose, Objectives and Approach of the Project

Purpose: Research existing portal implementations of similar scope to determine necessary costs and resources for the creation of and administrative portal at MIT. Determine whether a portal implementation should be created on top of the existing SAP web, or go to a new platform, and create documentation that will help IS&T determine the course of the portal implementation.

Objectives:
1. Determine necessary costs and resources, with specific attention to employee utilization
2. Identify portal implementation issues
3. Identify portal operational issues
4. Document best practices
5. Create reliable documentation that MIT IS&T can refer to when they undertake the project itself.

III. Tasks, Milestones, and Deliverables

1. Planning (~1 weeks)
   a. Preliminary Meeting with sponsors
   b. Collect existing documentation
   c. Create project plan
   d. Determine current situation
   e. Deliverables:
      i. Project plan 3/3
      ii. Contact List (with project plan)

2. Research
   a. Review existing documentation
   b. Meet with MIT IS&T personnel
   c. Get walk through of existing portal
   d. Create external interview guide
   e. Identify institutions and contacts – including non educational and non-SAP implementations - Three schools preferably with similar demographics, requirements, and SAP
   f. Conduct external interviews
g. Deliverables:
   i. Interview Guide
   ii. Status Reports

3. Analysis
   a. Synthesize – write ups of interviews
   b. Assess MIT culture and adaptability to change
   c. Deliverables:
      i. Interview write ups
      ii. Status Reports

4. Presentation
   a. Deliverable: Presentation

5. Final Report
   a. Deliverables: Outline, PowerPoint presentation

IV. Uncertainties, Risks and Opportunities, and Planned Responses

There are many possible uncertainties and risks in this project.

1. Availability of information
   a. We need to find comparable systems
   b. Representatives from these institutions have to be willing to be interviewed.
   c. Plan: If there are no comparable systems, we will examine the systems that do exist.
      Moreover, many possible institutions will be identified. Therefore, if there representatives
      from our top choice institutions are unwilling to talk to us, we will move to the next list.

2. Accuracy
   a. Information needs to be accurate so that IS&T can trust the documentation. This may be
      difficult if the main information source is through interviewing outside sources.
   b. Plan: The requirements document will be a starting point. Also, we will try to ask
      representatives for as many quantifiable data points as they are willing to or able to give us.

3. Accurate comparison
   a. Given MIT IS&T’s preference for SAP, the team must be able to give an unbiased
      assessment and recommendation. This may be difficult.
   b. Plan: Examine at least one non-SAP portal implementation and assess its relevance and
      feasibility to MIT. That way, other non-SAP possibilities will be examined.

4. Project management
   a. Timelines may not necessarily be accurate. Some tasks may take longer than projected.
   b. Plan: The timeline has plenty of leeway between each deliverable and a cushion of time
      before the final presentation. Therefore, if certain things take longer, the timeline can be
      adjusted without struggling to meet the final deadline.

V. Critical Success Factors

1. External Interviews
   a. Access – It is important that the team find contacts at institutions with portal implementations who
      are willing to speak with us
      i. We will first use the business requirements documents that we have been provided by
         IS&T
      ii. Next, IS&T will put us into contact with various consortiums that IS&T is a member of.
         These contacts will hopefully lead to interviews.
   b. Accuracy – Because MIT IS&T will be depending on this information, it is imperative that the
      time, cost, and resource estimates be accurate, and not just anecdotal.

2. Internal Interviews
   a. Portal walkthrough – The team needs to meet with the IS&T contacts to fully understand the
      existing functionality as well as the requirements to the new portal.
   b. Access and communication – This problem will be addressed through biweekly meetings with key
      stakeholders.
3. Conceptual Understanding
   a. Needs assessment – The team needs to accurately understand exactly what is within the scope of
      the project. The purpose is not to build the portal, but to understand how IS&T would build it
   b. System – The team needs to learn and understand both the back end that the portal will provide
      access to, and what the portal will be replacing. This frames the questions that will need to be
      asked during the external interviews.

VI. Project Timeline

<table>
<thead>
<tr>
<th>Deliverables</th>
<th>Date Due</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Plan</td>
<td>W 3/2</td>
<td>3-page initial proposal</td>
</tr>
<tr>
<td>Status Report</td>
<td>R 3/17</td>
<td>2-page update of project progress</td>
</tr>
<tr>
<td>Status Report</td>
<td>R 3/31</td>
<td>2-page update of project progress</td>
</tr>
<tr>
<td>Status Report</td>
<td>R 4/14</td>
<td>2-page update of project progress</td>
</tr>
<tr>
<td>Status Report</td>
<td>R 4/28</td>
<td>2-page update of project progress</td>
</tr>
<tr>
<td>Project Presentation</td>
<td>R 5/3</td>
<td>Presentation either on 5/3 or 5/5</td>
</tr>
<tr>
<td>Report</td>
<td>R 5/5</td>
<td>20-page final report</td>
</tr>
<tr>
<td>Internal Interviews</td>
<td>W 3/16</td>
<td>Interviews with UI, Architect, PR, MIT employees</td>
</tr>
<tr>
<td>External Interview Template</td>
<td>W 3/30</td>
<td>Questions for consistency when interviewing non-MIT</td>
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<tr>
<td></td>
<td></td>
<td>university portal administrators</td>
</tr>
<tr>
<td>External Interview Completion</td>
<td>W 4/13</td>
<td>non-MIT university portal administrators all interviewed</td>
</tr>
<tr>
<td>External Interview Writeups</td>
<td>T 4/26</td>
<td>“Case-study”-like summaries of portal implementations</td>
</tr>
<tr>
<td>Pick Interview Candidates</td>
<td>W 3/16</td>
<td>Work with Steve Landry to select interviewees</td>
</tr>
<tr>
<td>Meeting with Wayne, Steve,</td>
<td>W 3/16</td>
<td>Bi-weekly meeting with status reports</td>
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<tr>
<td>Kevin</td>
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<td>Kevin</td>
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<tr>
<td>Progress Assessment w. Prof.</td>
<td>T 4/5</td>
<td>Progress meeting</td>
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<td>&amp; TA</td>
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VII. Gantt Chart

- Project Plan
- Pick Interview Candidates
- Meeting with Key Players
- Internal Interviews
- Status Report
- External Interview Template
- Meeting with Key Players
- Status Report
- Progress Assessment w. Pr
- Meeting with Key Players
- External Interviews
- Status Report
- External Interview Writeups
- Progress Assessment w. Pr
- Status Report
- Project Presentation
- Report