PUBLIC INFORMATION BOARD WEBSITE PROJECT CHARTER

Approvals

This Charter accurately reflects the project as it is understood at the time of signing. Change Requests will be used to modify the information in this Charter if needs change.

Board Project Sponsor	Signature	Date
Bill Monroe		

Iowa Interactive General Manager	Signature	Date
Tracy Smith		

Review

DAS-ITE	Signature	Date
Matthew Behrens		

Document Modification

Revisions made after the sponsors have signed this document must be supported by a Change Request.

	Name	Change Reason	Date
Author:	Joel Jernstad	Initial Draft	12/27/12
Revised by:			
Revised by:			

Table of Contents

1   INTRODUCTION

The Public Information Board is newly formed and members wish to create a Web site to communicate with the public and act as a resource regarding public information requests.

2   GENERAL

2.1.   PROJECT NAME

Public Information Board Web site

2.2.   PROJECT GOALS AND OBJECTIVES

Goals of this project include:

- Providing information regarding Chapters 21 and 22 of the Iowa Code
- Enabling stakeholders to contact the Board with questions or complaints
- Providing a location for online training

2.3. CONSTRAINTS

- The Web site templates will be built to comply with the accessibility standards in Section 508 of the United States Federal Rehabilitation Act.

- Iowa Interactive (II) will only use existing Drupal extensions that can pass testing and security scans.

- II has built a standard Drupal theme that is fully compliant with the State of Iowa's Web Design Standards. As a result, certain features may not have the ability to be altered.

2.4. SPECIAL PROJECT NEEDS

None known at this time.

2.5. ASSUMPTIONS

- Drupal functionality or existing approved Drupal extensions include the necessary functions to add the features requested by the Board.

- Resources will be available at the time specified in the project schedule.

- Board Project Manager will review and approve documents and the Application/Web site within the timeline agreed to in the project schedule.

- Board Project Manager will review and provide feedback on the deliverables within the timeline agreed to in the project schedule.

- Only those individuals listed in this Project Charter will have Board decision-making input to the project. (If there are multiple decision-makers, this will increase the analysis, design, review, etc. and additional time will be required.)

- The Board Project Manager will provide the required content and/or data for the Application/Web site within the agreed upon timeframe outlined in the project plan.

- The Board will have a Board Project Sponsor who supports the project and will ensure funding is provided for infrastructure expenses.

2.6. RELATED INITIATIVES

None

2.7. RISKS

Risk	Possible Solution
II may be required to perform research to provide the features requested for this Web site. This may take additional time and push back the launch date for the Web site.	II will suggest alternatives if II is not able to identify a Drupal module that will provide the feature.

2.8. BENEFITS

- There is no cost for development and project management to the Board.

- The Board will have access to make content updates directly in the Content Management System.

- There is no additional cost to the Board for support or maintenance of the Application/Web site.

3 SCOPE

3.1. PROJECT SCOPE

The project scope will include:

- A dynamic Web site built in the Drupal Content Management System

- Features as outlined in the Functional Requirements document

- Responsive design for mobile device viewing

- Search functionality

- Google Analytics for tracking Web site traffic and usage

3.2. OUT OF SCOPE

The following items are out of scope for this project.

- The only dynamic element will be the content management tool. Any separate dynamic data-driven applications are out of scope.

- Any other items not included in the Project Charter or Functional Requirements documents

3.3. ORGANIZATIONAL SCOPE

Organizations involved in this project include II and the Iowa Public Information Board.

3.4. TECHNICAL SCOPE

The Web site will be hosted by II and will be built using state standard Drupal Content Management System.

4 PROJECT ORGANIZATION

4.1. AGREEMENTS

The Board Project Manager agrees to:

- Serve as primary contact for communications related to the Application/Web site.

- Provide business expertise as needed throughout the project.

- Assist in the creation of the project charter, requirements, project plan, design, acceptance test plan, and acceptance test/Application/Web site prior to going to the next step in the project.

- Assign individuals to receive training to add and maintain the content on the Web site.

- Coordinate Board resources to add all final content to the Web site, review the content and prepare it for launch.

- Assign individuals to each customer role and confirm individuals meet responsibilities as defined in this Charter.

Iowa Interactive agrees to:

- Assist in preparing the project charter.

- Prepare requirements, design, acceptance test plan, project plan, Application/Web site and other deliverables as described in this Charter.

- Prepare the Application/Web site to meet the business objective described in this Charter and the needs described in the requirements and design documents.

- Test the Application/Web site for functionality and fix errors prior to delivering the Application/Web site.

4.2. MANAGEMENT ROLES

Role	Responsibilities
Board Project Sponsor	• Approve project expenditures.
	• Appoint and support the Board Project Manager.
Bill Monroe	• Has ultimate authority at the departmental level of the project.
	• Approve and sign Project Charter agreement.
	• Approve and sign the Web site Acceptance.
	• Approve and sign any Project Change Requests.
	• Provide assistance for resolving issues that are outside the scope of authority for project team members.
	• Cover all costs for services provided by ITE associated with this project.
Iowa Interactive General Manager	• Allocate resources to support the Web site.
	• Appoint and support the Iowa Interactive Project Manager.
	• Ultimate authority over the Vendor operations.
Tracy Smith	• Approve and sign Project Charter agreement.
	• Provide assistance for resolving issues that are outside the scope of authority for project team members.

4.3. PROJECT TEAM ROLES

Role	Responsibilities
Board Project Manager	• Serve as the Board's single point of contact for the project.
	• Assist in preparing the Project Charter, in conjunction with other Board subject matter experts and Iowa Interactive.
Bill Monroe	• Review Project Charter with Board Project Sponsor for approval.
	• Coordinate assistance from Board personnel.
	• Provide information as needed in a timely manner to Iowa Interactive.

- Review and give approval of project documents; communicate approval to Board Project Sponsor.

- Review and get approval of Application/Web site Acceptance from Board Project Sponsor.

- Work with the appropriate Board personnel to identify and come to consensus on business needs.

- Provide business requirements, business rules, use case scenarios, report layouts, site statistics, mock ups or other additional information necessary to complete the project.

- Manage Change Control.

- Prepare potential solutions and recommendations after input from the Board Project Team.

- Plan and facilitate meetings as needed.

- Submit all applicable requests and documentation for any services need from ITE.

- Complete and submit Project Change Request form for any functional requests that fall outside the agreed upon scope of the project.

- Coordinate training the Board staff to add the content to the Web site template.

- Coordinate adding the content to the Web site template.

- Facilitate and participate in Board testing of Application/Web site.

- Coordinate all communication and deliverables and manage the relationship with any other vendor who would be a part of this project.

- Provide appropriate billing code(s) for any services provided by ITE.

Iowa Interactive Project Manager	• Serve as the Iowa Interactive single point of contact for the project.
	• Facilitate the preparation of the Project Charter in conjunction with the Board Project Manager.
Joel Jernstad	• Review Project Charter with Iowa Interactive General Manager for approval.
	• Provide project management, planning, tracking, and reporting.
	• Provide information as needed in a timely manner to the Board.
	• Prepare and attain Board approval of project documents; communicate approval to Iowa Interactive General Manager.
	• Manage Change Control.
	• Incorporate Board's business requirements, business rules, use case scenarios, report layouts, site statistics, mock ups or other additional information in the functional specifications, functional requirements, prototypes and the final project.
	• Communicate project status as agreed within the Project Charter.
	• Ensure Board Project Manager sign-off on project deliverables, including screen designs, prototypes, functional requirements, report layouts, project plan, project timeline, and testing plan.
	• Resolve project issues; escalate issues that are not able to be solved at the Board Project Manager level per the Project Charter.
	• Facilitate and document project meetings.
	• Oversee quality of the project deliverables.
	• Address any Project Change Requests.
	• Develop and coordinate acceptance testing.
	• Work with the Board Project Manager to coordinate Drupal training of Board staff.

Board Project Team / Subject Matter Expert	•	Provide business expertise for the project through Board Project Manager.
TBD	•	Review and provide feedback on the business requirements, business rules, use cases, screen designs, report layouts, training material, and test data, as needed by the project team through the Board Project Manager.
	•	Assist with Application/Web site Testing as needed.

Note: II will assign resources to tasks as needed throughout the project. These are not identified in this document.

4.4. STAKEHOLDERS

Stakeholders for this project include:

- Public Information Board
- Iowa Interactive
- Public employees wishing to obtain training materials regarding public information
- Members of the media and public wishing to obtain information or assistance regarding public information requests

5 PROJECT PLAN

The following is the planned project approach for this dynamic site:

TASK	PARTICIPANT(S)
Complete and approve Project Charter	Board and Iowa Interactive
Complete Statement of Work	Iowa Interactive
Logo design questionnaire completed	Board
Create a preliminary project schedule with tasks for II and the Board	Iowa Interactive
Provide up to three iterations of a logo design	Iowa Interactive
Acceptance of logo design	Board
Define the primary navigation menu. Organize the content for the website.	Board
Define features and functional requirements.	Board and Iowa Interactive
Provide up to three iterations of the site /application	Iowa Interactive

design prototype	
Acceptance of site design	Board
Create project schedule which includes deliverables, responsibilities and timeline	Board and Iowa Interactive
Accept project schedule	Board and Iowa Interactive
Build the website templates	Iowa Interactive
Provide website template in the test environment	Iowa Interactive
Provide training and support for the content management tool, Drupal	Iowa Interactive
Sign off on website template	Board
Add the remaining content to the website in the test environment.	Board
Review the site, test the features and schedule the launch	Board
Website launch	Iowa Interactive

6 DELIVERABLES

The following deliverables will be a part of this project:

- Project Charter
- Statement of work
- Functional Requirements
- Project Schedule
- The Web site/Application

7 CHANGE REQUESTS

All changes to scope and deliverables not provided for in this Project Charter or Functional Requirements will require a Project Change Request. Project Change Requests will be evaluated to determine the project impact. The Board Project Sponsor and the II General Manager must approve the change. The Board Project Sponsor will receive copies of all change requests.

8 PROJECT COMMUNICATION

8.1. STATUS REPORTING

A status report will be prepared every two weeks by the II Project Manager and delivered via email to the attention of the Board Project Sponsor. The status report will contain:

- Whether the project is on schedule

- A list of major accomplishments or milestones reached during the two weeks

- A list of primary objectives for the next two weeks

- A list of major issues which need attention

8.2. PROJECT MEETINGS

Project meetings are a critical component of any successful project. Knowing that the scope and complexity varies with each project, project meetings will be scheduled accordingly. Project meetings will consist of the following:

- Review current status of project using the project plan

- Discuss current deliverables due for the meeting

- Address any issues that need attention

- Identify next set of deliverables

Every attempt will be made to keep project meetings limited to one hour unless previously agreed upon by all parties.

8.3. ESCALATION

If an issue is not able to be resolved at the project level between the Board Project Manager and the II Project Manager, the issue will be escalated to the Board Project Sponsor for resolution with the II General Manager. If the issue is still not resolved, it will be referred to the IOWAccess Manager who administers the II contract.

Contact information:

Board Project Manager:

    Name: Bill Monroe

    Phone: 515-253-0315

Email: isubill@mchsi.com

Iowa Interactive Project Manager:

Name: Joel Jernstad

Phone: 515-323-3468 Ext. 111

Email: jjernstad@iowai.org

Board Project Sponsor:

Name: Bill Monroe

Phone: 515-253-0315

Email: isubill@mchsi.com

Iowa Interactive General Manager:

Name: Tracy Smith

Phone: 515-323-3468 ext. 12

Email: tracy@iowai.org

IOWAccess Manager:

Name: Debbie O'leary

Phone: 515-281-8384

Email: debbie.oleary@iowa.gov

9 TEST, ACCEPTANCE AND DEPLOYMENT OF PROJECT

The Board defines Acceptance Criteria. Iowa Interactive, in conjunction with the customer, will create an Acceptance Test Plan that incorporates the Board's Acceptance Criteria. The Board Project Sponsor and General Manager will approve the Acceptance Test Plan. When the Application/Web site template is ready, both Iowa Interactive and the Board will test the Application/Web site template using the Acceptance Test Plan. When the Application/Web site performs as defined in the Acceptance Criteria, the Application/Web site template will be deemed ready for content to be loaded, and Board Project Sponsor will sign acceptance.

10 TRAINING

II will utilize a "train the trainer" approach with representatives from the Board. Those representatives will then be responsible for training the rest of the Board staff.

11 MARKETING

II will work with the Board to ensure proper placement of the link to the Application/Web site is provided through Iowa.gov. II will work with the Board to create and distribute press releases related to this project.

12 AFTER-DEPLOYMENT SUPPORT

12.1. CUSTOMER SUPPORT

The Board will be the first line of contact when users need customer support. When a Board staff member is unable to assist the matter can be forwarded to Iowa Interactive Customer Support. The contact is 515-323-3468 ext. 0 or email at helpcenter@iowai.org.

12.2. APPLICATION SUPPORT

When the Board is experiencing technical difficulty with the Application/Web site they are to contact Iowa Interactive Customer Support. The contact is 515-323-3468 ext. 0 or email at helpcenter@iowai.org.

12.3. INFRASTRUCTURE SUPPORT

Iowa Interactive will provide infrastructure support while hosting services are provided by II. When the Board is experiencing technical difficulty with the Application/Web site they are to contact Iowa Interactive Customer Support. The contact is 515-323-3468 ext. 0 or email at helpcenter@iowai.org.

12.4. APPLICATION/WEB SITE MAINTENANCE

The Board will be responsible for making all content-related maintenance changes to the Web site.