

Project Charter

Content Management System REPLACEMENT



Project	<i>Content Management System Replacement System</i>		
Created By	<i>Kelly Mullin, Paul Burr, Parporn Metharom, Jason Bogal, Barbara Barry, Lori Piccinini</i>	Date Created	<i>3/01/2013</i>
		Date Last Updated	<i>4/15/2014 12:19:00 PM</i>
Executive Sponsor	<i>Nancy Leuenhagen, Laura Schmidt</i>	Project Champions	<i>Kelly Mullin</i>

Mission "Practical Problem to Solve and/or Opportunity to Gain"	<p>Internet Architecture has greatly advanced in the last 10 years and our County website is not currently able to keep up with the latest security requirements to be a safe and secure website, and is very cumbersome to support and maintain. Many of the features and functionality are outdated and since it was an in house developed system and due to staff turnover and budget reductions, the site is nearing the unsupported state. This would put the county and its citizens at risk if the site was down.</p> <p>The mission of this project is to : <i>Replace the existing home grown legacy Content Management application (CMS) and implement a new CMS system which is more secure and usable.</i></p>
Process	<ul style="list-style-type: none"> • Project Initialization <ul style="list-style-type: none"> ○ Define requirements/scope. ○ Identifying initial and on-going funding cost and sources. ○ Produce Project document. (Project Charter) • Planning <ul style="list-style-type: none"> ○ Create RFP if needed ○ Evaluate vendors and select an application. ○ Select third parties contract/partner if needed. ○ Produce Planning Document. (Project Milestones, Project Scope /High-level Work Breakdown structure(WBS), Swim Lane Diagram, Migration plan.) ○ Create plan and implement Project change management. (Newsletter, Training, etc.) • Development and Testing <ul style="list-style-type: none"> ○ Create Testing environment. ○ Create user manual. ○ Train users. ○ Transfer data to new system. ○ Create/implement Citizen testing plan. • Implementation and Training <ul style="list-style-type: none"> ○ Get Production environment ready. ○ Transfer data to new system. ○ Quality Assurance. ○ Put in place plans for ongoing support, upgrades, trainings. • Post implementation review.

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Objectives	<ul style="list-style-type: none"> Enhance county www site hardware and software security. Support the implementation of county site new look and feel. Simplify software maintenance and support. Streamline site building processes. Increase online citizen access and involvement. Comply with Section 508. 																																								
Deliverables	<ul style="list-style-type: none"> New Hardware & the new chosen software. Project Documentation. (Vendor matrix, Project Charter, Project Scope, Project Milestones, Work Breakdown structure, Swim lane diagram) Change Management Plan & Implementation. Communication Plan including Service-in-kind agencies. Testing Plan & Implementation. Go live and on-going support Plan & Implementation. Training Plan & Document. Post implementation document. 																																								
Stakeholders	<table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="text-align: left; padding: 5px;"><u>Major Stakeholders:</u> (Org.)</th><th style="text-align: center; padding: 5px;"><i>Functional Development / Technical Support</i></th><th style="text-align: center; padding: 5px;"><i>Customer /Business Process Impacted</i></th><th style="text-align: center; padding: 5px;"><i>Supplier/ Vendor</i></th><th style="text-align: center; padding: 5px;"><i>Funding Sources</i></th></tr> </thead> <tbody> <tr> <td style="padding: 5px;">BCC</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr> <td style="padding: 5px;">Community Relations</td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td></tr> <tr> <td style="padding: 5px;">Technology Services</td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td></tr> <tr> <td style="padding: 5px;">Departments with more complex needs. E.g. Assessors , Clerks, Health, etc.</td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr> <td style="padding: 5px;">Departments with simple needs.</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr> <td style="padding: 5px;">Third parties contract/partner</td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> <tr> <td style="padding: 5px;">Citizen</td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input checked="" type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td><td style="text-align: center; padding: 5px;"><input type="checkbox"/></td></tr> </tbody> </table>	<u>Major Stakeholders:</u> (Org.)	<i>Functional Development / Technical Support</i>	<i>Customer /Business Process Impacted</i>	<i>Supplier/ Vendor</i>	<i>Funding Sources</i>	BCC	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Community Relations	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Technology Services	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Departments with more complex needs. E.g. Assessors , Clerks, Health, etc.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Departments with simple needs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Third parties contract/partner	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Citizen	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Sponsor with Roles and Responsibilities	<div style="text-align: center; margin-bottom: 20px;"> <div style="border: 1px solid black; padding: 5px; display: inline-block;">Sponsor</div> <div style="width: 10px; height: 10px; background: black; margin: 0 auto 10px auto;"></div> <div style="border: 1px solid black; padding: 5px; display: inline-block;">Nancy Leuenhagen, Laura Schmidt</div> </div> <p>The Roles and Responsibilities of Sponsor are:</p> <ul style="list-style-type: none"> Be responsible for making project decisions that cannot be made by the CMS Selection Committee. 																																								

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Fund Finder with Roles and Responsibilities	<div style="text-align: center;"> <div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 100px;">Fund Finder</div> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 250px;">Nancy Leuenhagen, Laura Schmidt, Paul Burr</div> </div> <p>The Roles and Responsibilities of Fund Finder are:</p> <ul style="list-style-type: none"> ▪ Be responsible for identifying funding sources for the project. ▪ Negotiating a contract. ▪ Determine how long-term cost and on-going maintenance are to be managed.
CMS Selection and Planning Subcommittee with Roles and Responsibilities	<div style="text-align: center;"> <div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 150px;">CMS Selection & Planning Subcommittee</div> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 400px;">Nancy Leuenhagen, Kelly Mullin, Paul Burr, Roy King, Jason Bogal, Barbara Barry, Lori Piccinini , Parporn Metharom</div> </div> <p>The Roles and Responsibilities of CMS Selection and Planning Subcommittee are:</p> <ul style="list-style-type: none"> ▪ Determine the final direction. (Evaluate vendors and select an application) ▪ Determine/select a third parties contract/partner. ▪ Define timeline of the project. ▪ Post implementation review.
IWG CMS Subcommittee with Roles and Responsibilities	<p>The IWG Subcommittee team members are as follows:</p> <div style="text-align: center;"> <div style="border: 1px solid black; padding: 5px; margin: 0 auto; width: 100px;">IWG CMS Subcommittee</div> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 550px;">Jason Bogal, Steve Fisher, Nora Boisselle, Gary Zaepfel, John Crockett, Daniel Ross, Robert Markin, Kelly Mullin, Nancy Leuenhagen, Roy King, Barbara Barry, Lori Piccinini, Parporn Metharom</div> </div> <p>The Roles and Responsibilities of IWG CMS Subcommittee are:</p> <ul style="list-style-type: none"> ▪ Define requirements. ▪ Identify a list of viable vendors and/or systems. ▪ Evaluate and score each vendor/system and narrow the list down to 3 vendors/systems. ▪ Help testing the final 3 systems. ▪ Agree on the completion of key milestones including the deliverables and timelines. ▪ Training ▪ Post implementation review.



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Implementation Team with Roles and Responsibilities	<div style="text-align: center;"> <pre> graph TD IT[Implementation Team] --- CR[Community Relations] IT --- TS[Technology Services] IT --- DMCN[Departments with more complex needs] IT --- DMLCN[Departments with less complex needs] IT --- TPCP[Third parties contract/partner] </pre> </div> <p>The Roles and Responsibilities of Implementation Team are:</p> <ul style="list-style-type: none"> ▪ Create Project related Documentation (Project Charter, Project Scope, Project Milestones, High-level Work Breakdown structure (WBS), Swim Lane Diagram, Migration plan) ▪ Create plan and implement Project change management. ▪ Work with third parties contract/partner. ▪ Create Testing and Production environment (Install the system, Configure the system, Set Security, etc.) ▪ Create/Implement the Project using Work Breakdown structure (WBS) and Swim Lane Diagrams ▪ Create/Implement Testing plan including Citizen involvement. ▪ Quality Assurance. ▪ Create user manual. ▪ Train users. ▪ Post implementation review.
Content Expert with Roles and Responsibilities	<div style="text-align: center;"> <pre> graph TD CE[Content Expert] --- D1[Department] CE --- D2[Department] CE --- D3[Department] CE --- D4[Department] CE --- D5[Department] CE --- D6[Department] </pre> </div> <p>The Roles and Responsibilities of Content Expert are:</p> <ul style="list-style-type: none"> ▪ Help testing the final 3 systems. ▪ Transfer data to new system from Test to Production. ▪ Quality Assurance. ▪ Post implementation review.
Support Team with Roles and Responsibilities	<div style="text-align: center;"> <pre> graph TD ST[Support Team] --- STMembers["IWG, Kelly Mullin, Roy King, Jason Bogal, Barbara Barry, Parporn Metharom"] </pre> </div> <p>The Roles and Responsibilities of Support Team are:</p> <ul style="list-style-type: none"> ▪ Put in place plans for ongoing support, upgrades, trainings. ▪ Perform on-going system upgrade. ▪ Perform on-going system technical support. ▪ Perform on-going system user training/user manual update.

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Assumptions	<ul style="list-style-type: none"> Funding is available for our first choice option¹. (\$100,000 limit for not to go to BCC.) Every Department has a content expert. Content expert participate in a timely manner. Will find a system that meets our needs. Any system we choose will require some amount of customization. There will be a separate parallel project to design the look and feel and brand the County. This project includes replacement of county intranet (eww) and service in kinds. This project has the support of County Management. Time line accommodates/reflects staff work load from other projects.
Risks	<ul style="list-style-type: none"> Availability of Funding. Availability of staff resources. Stability and vulnerability of existing system. The project depends on the design of look and feel project's deliverables. Find a reliable third parties contract/partner. Section 508 Compliance Focus on stability and security and not business aspects of the project Departments resistance to change.
Boundaries "Not in the scope"	<ul style="list-style-type: none"> Design the new look and feel of the county and intranet sites. New content from content expert is not in this scope.
Communications and Change Management	<ul style="list-style-type: none"> Regular Meetings - May be weekly after the vendor is selected. Status Report - Weekly after the vendor is selected. Monthly Project Status update to Department heads / Elected Official, Content Experts, and Service-in-kind agencies. Lunch-n-Learn Sessions. Various Project documents. (Project SharePoint site, Project Charter, Project Scope, Project Milestones, Work Breakdown structure(WBS), Swim Lane Diagram, Training, Manual) Training.
Decision Making Process	Implementation team will be empowered to make decisions for the project. All significant decisions or disputes will be brought to the Executive Sponsor.

¹ **From Joan Rueda in Purchasing.**

Nevada Revised Statute 332.115 allows computer software to be exempt from competitive bidding. While NRS allows computer software to be purchased without competitive bids (RFP) it is recommend that we at least get three quotes if the cost is greater than \$25,000. If the software system is being purchased with grant funds we would be required to follow the guidelines of the granting agency. If the purchase price is over \$100,000, we will still need to get BCC approval on the purchase order, as the purchasing and contacts manager's signature limit is \$100,000. This is a quick RFP 101, please let me know if you would like to have a more detailed explanation.