

Project Planning for Online Resources

Overview

The Information Technology staff within the Department of Student Activities strives to provide learning and development opportunities for student organizations and the leadership in student organizations within the area of technology. With the increasing reliance on technology for the successful operation of student organization events, the IT staff has seen a large increase in requests for the development of online resources. The Department of Student Activities has determined that we are at a point where we need to develop a formalized process for creating and maintaining the online resources utilized by student organizations advised by staff in the Department of Student Activities. In the last two years, the IT staff has been inundated with technology requests from student leaders, often with very short notice in relation to the required launch date and no established protocols for testing, customer service support and long term maintenance. We are anticipating that a formalized process will alleviate many of the issues we have experienced and establish a proactive planning guide that student organizations can integrate into their operational procedures.

The IT staff would also like to challenge each advisor of organizations that utilize online tools to evaluate the leadership positions within their organization and identify or recruit an officer to serve in an IT/Webmaster position. This may be a paradigm shift for the leadership of organizations, as they typically do not recruit with technological skills in mind; however, with the ever increasing reliance on online services and the evolution from paper to web processes, we see the opportunity and value of leadership opportunities for students that have or wish to develop these types of skills.

Project Development Process

Step 1: Complete the IT Project Planning Form and return to Shawn Smith (Koldus 159, MS 1236).
(Required yearly for reoccurring events).

Step 2: An initial consultation will be scheduled with the student organization advisor, chief student leader, and (optional, but preferred) an IT/Web officer and any additional Student Activities staff as required (accounting/risk)

This initial meeting will cover the following:

- Overview of project scope
- Timelines and establishment of a meeting schedule (establish production or “go-live” date)
- Communication protocol
- Form Review
- Budget requirements
- Designation of IT liaison – this person must be willing to attend meetings with IT staff as required and willing to learn the basic concepts related to the development of the project

Step 3: Project Development will begin

- This will be a collaborative effort between the IT staff and the organization liaison
- The timeline for new project or existing with modifications requires a minimum of 4 month preparation process (includes 1 month for testing)
- The Timeline for existing Project with no modifications require a minimum of 2 month preparation (includes 1 month for testing)

Step 4: Project Testing

- Once a project has been developed, a test site will be made available 1 month prior to production or “go-live” date
- Confirmation of production date and organizational needs for a successful launch
- Organization will be responsible for testing of site to their specifications and will have 1 week to complete initial testing
- Organization will report any bugs after 1 week of testing
- IT staff will fix any bugs – 2 weeks required and notify organization of completion
- Week before launch – final testing and written or electronic acknowledgment by advisor, chief student leader and liaison of approval to implement

Step 5: Project Evaluation

- Organization will evaluate the performance of the project and document any required changes/modifications
- This information will be transitioned to the new leadership of the organization and be factored into the project request form for the next year

Note: The Department of Student Activities IT staff will provide limited support for projects developed by student organizations without collaboration with IT staff members.