



ROBERT H. SMITH SCHOOL OF BUSINESS

Meeting Management Tool Statement of Work (SOW)

Client: Trace3

TRACE3

BUDT723 Business Process Analysis Capstone Project

Team Members (under the guidance of *Dr. Paul Shapiro*):

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CLIENT AND INDUSTRY BACKGROUND

Trace3, founded in 2002, is a technology consulting company headquartered in Irvine, California, that provides IT strategy, solutions, and services to organizations around the globe. Trace3 has continued to work on delivering cutting-edge services to companies seeking to navigate the dynamic IT landscape and maintain a competitive edge.

With collaboration with top technology names like Cisco, Dell Technologies, and Microsoft, Trace3 has ensured it provides only the best-in-class solutions that are specifically tailored to their customers' needs. With a team of experienced consultants and engineers, Trace3 provides impactful solutions that drive growth and business value.

PROBLEMS, OPPORTUNITIES AND DIRECTIVES

Challenges:

Some of the challenges that are associated are as follows:

- Current system has a semi-optimal quality of resource allocation and meeting scheduling
- An iterative feedback loop regarding meetings
- Keeping track of attendance of participants in meetings
- Datasets from Trace3 are required to tune our systems as per requirements. The data may be proprietary and there may be rules and regulations that need to be followed
- Clear communication of the agenda before the meeting begins
- Checking if the agenda of the meeting was met

Opportunities:

- There is scope to make human resource allocation more efficient and streamlined. This will help in better time management
- Create a summary of each meeting to analyze the progress of the project.
- Make a more efficient system for Trace3 for managing their progress on different projects.
- Reminding participants about the scheduled meetings so they don't miss
- Avoiding unnecessary inclusion of employees who are involved in the high priority meets/tasks

Directives:

- The best design and development practices are required to be followed while creating the platform. This will also be in accordance with the compliance rules that Trace3 has set.
- The product design has to be according to the bylaws of the company
- All rules and regulations related to data-storing, record keeping and analysis have been followed according to what the company has set.
- Priorities will need to be given to a select feature of the platform that will be a union of the feasibility of the project team and requirements of Trace3.

PROJECT SCOPE

The project will develop an effective meeting assistance tool tailored for Trace3's strategic initiative meetings. This tool integrates meeting progress tracking, categorizing time by project, and generating insightful reports and dashboard for management review. Enhanced features will include action item reporting, meeting reminders, and integration with meet scheduling tools. Please find some of the key features:

- **Dashboard Analytics:** The tool will generate reports showing the meeting progress, meeting summary and meeting attendees; broken down by department, project, meeting, and attendee, offering comprehensive insights into resource utilization.
- **Meeting Summary Report:** As a primary requirement from Trace3, the tool will focus on accurately generating reports for each strategic meeting.
- **User Base:** The initial users of the system will include internal Strategic Initiatives (SI) team members, Project Managers (PMs), and Business Analysts (BAs), ensuring that the tool meets the specific needs of those directly involved in strategic project planning and execution.
- **Integration with Smartsheets:** The tool will be designed to integrate seamlessly with Smartsheets, allowing for the synchronization of meeting insights and action items with existing project management workflows.

PROJECT OBJECTIVE

Develop and implement a comprehensive meeting management tool for Trace3 by November 2024 (tentative), streamlining the entire meeting lifecycle from pre-meeting planning to post-meeting follow-up. The tool will include features such as scheduling, agenda creation (manual), document sharing, note-taking/summarizing/tracking unanswered questions(if time permits), task assignment, and analytics. Success will be measured by widespread adoption, reduced preparation time, positive user feedback on improving productivity and decision-making, and the use of analytics for data-driven insights. The tool will seamlessly integrate with Trace3's existing technology stack, including Smartsheets, Calendar and Zoom/Google meet.

HIGH-LEVEL REQUIREMENTS

1. Development of the core meeting analysis and utilization reporting tool/dashboard using AI.
2. The task process would be done in three sections: pre-meeting, in-meeting, and post-meeting actions.

3. The tool needs to be able to assist in meetings via features such as scheduling, task creation and assignment, resource sharing etc, as well as analyze the meeting proceedings and usage of resources.
4. Integration capabilities with existing project management software - Smartsheet.
5. Excludes complete overhaul of existing time management systems, and maintains data security and privacy

PROJECT CONSTRAINTS

Based on the constraints provided, here's how the project constraints may look from both the client side and the development team side:

Client-side constraints:

- **Limited Data Sharing due to Privacy:** The client may restrict the amount of data that can be shared externally due to privacy concerns. This constraint may impact the development team's access to certain data for testing or integration purposes.
- **Integration with Existing Systems:** The project requires integration with existing systems such as Smartsheets for scheduling meetings. This constraint means that the development team needs to ensure seamless integration while respecting the functionalities and limitations of the existing systems.
- **Adherence to Regulatory Standards and Compliance:** The project must adhere to regulatory standards and compliance requirements, which can impact the development process and dictate specific security and privacy measures that need to be implemented.

Team-side constraints:

- **Well-Defined Project Scope:** The development team must work within a well-defined project scope to ensure that all deliverables can be completed within the designated timeline of 6 months.
- **Budget-Conscious Resource and Technology Usage:** Resources and technologies will be thoughtfully used to keep the project within budget constraints. This means that the development team needs to prioritize cost-effective solutions and avoid unnecessary expenses.

NEXT-STEPS FROM OUR END

1. Finalization of the Phase1 deliverable - SOW document, subject to approval from the Trace3 team and Dr. Paul Shapiro.
2. Gathering information and facts related to the AS-IS (current) meeting management system at Trace3.

3. Creating a DFD (data flow diagram, using Visible Analyst software) and ERD (entity relationship diagram, using LucidChart software) that depicts the details of the AS-IS meeting management system at Trace3.
4. Developing a comprehensive System Analysis Phase Report, which is a summary of the system models developed by the team. This will be presented and will serve as the main deliverable for Phase2.
5. Resolving any questions and concerns that the team may have regarding the Phase2 and Phase3 tasks.
6. Staying in touch with Lindsey, Ellen and the Trace3 team to keep them actively involved in the developments by the team.

---SOW End---