**Problem Statement**

The University of Louisville Office of Research and Innovations is currently running and operating on a system with limited capabilities that lacks its ease of use which includes, information overload, spending statistics and inactive social media account. Lack of ease to use and information overload; can cause users frustration as it gives them the difficulty to find what they’re looking for. Information overload occurs when there are huge volumes of information constantly being created by the admin or editors of the site, no simple methodologies for fast processing, and lack of clear structure in information which as seen in UofL Office of Research site. While this combined with the systems ease of use is like an example of trying to find a needle in a haystack, which isn’t impossible but can be very frustrating thing to do.

This current system is not user friendly and thus if these issues continue to be ignored by IT resources, the UofL Office of Research will suffer many issues that might be affecting their revenue and profit. Creating a user-friendly and maintainable content could only positively impact the UofL Office of Research and Innovation's business process as well as an active social media account and newsletters embedded to their site could allow Researching facilities to spread awareness and information that might end up on local or national news which could be a huge promotion to the Researching facility as it could attract potential Students, Researchers and Funding Agencies.

**Business Case**

The main areas of concern are costs, standards, and revenue. There is potential for improvement in all three of these areas if addressed properly. The cost to upkeep the current website is minimal already. Those costs should increase very little, if at all. Sticking with Plone or using a free CMS such as WordPress keeps the costs down. To our knowledge, there is not a specific person in charge of the website. The processes for editing can be improved, which could decrease the amount of time spent editing the site and the frustration that comes with it. The website itself can be improved as well. Following through with that means the website can become competitive with other R&I departments at other universities. Benchmarking UofL’s site with other schools showed how outdated it was. A fresh update would bring it up to par with the standards set by other schools and also any technical standards it is not currently meeting.

An efficient and effective website has the potential to increase grants down the line. We broke down our projections into three parts:

1. The low end - a pessimistic outlook after improving the website.
2. The high end - an optimistic outlook after improving the website
3. The likely outcome - a realistic outlook after improving the website

The University of Louisville receives grants anywhere from a couple thousand dollars to a couple million dollars. Just last year, it totaled $152.1 million in awards. At the most optimistic, we estimate an additional 10 grants after updating the website. At the most pessimistic, we estimate an additional 2 grants. However, the likely outcome is more in the area of around 5 additional grants. Of the additional grants, we expect the number of smaller grants to increase more than large grants.

**Feasibility Considerations**

**Technical**

The website could be made with Plone and WordPress, which are both open source and free management systems. There is some flexibility in which Management Systems we will use but as is they both are ideal since they meet the requirements for hardware needs.

The bare minimum for this website would be:

a) a CMS that can incorporate data bases and other systems as well as possess the ability to customize and give structure to R&D’s website.

b) a PMS that can process and sort monetary transactions that pass through the website; Grant money is one of the if not the most important business processes that R&D overseas so its priority ranks high on the list of needs to be met.

**Economic**

Currently the website incurs no hard-monetary costs to the research and innovation division, however, updating the site has cost R&D their employees time. If we go a different way and choose a new CMS, it’s important that it does not raise costs significantly, and is easily editable, to save employee time.

In the scope of revenue, ideally this product would raise the revenue of the organization by solving navigational issues; if users are interested in the product but can’t access what they want, then they’re going to drop the product which results in lost money for the organization (which is important because a large chunk of UofL’s research is derived from this grant process).

**Organizational**

One of the major concerns with this project is not with the end-users, but with the staff/faculty of R&I and their organization. The major consideration with this facet of the project is that the product we’re looking to produce should have high compatibility with pre-existing structures, codes, protocols, etc.

We would want to look at how the current website is integrated into the R&I organization and use that as a model for our own so that the change wouldn’t be jarring. Some important business factors to consider would be company policies, hierarchies, ethics codes, branding regulations, company expectations, etc.