**Narrative**

**Problem Statement:**

We would like all Youth Development and Education data to be entered and stored in a centralized location, where users of the system have the ability to update and retrieve their program statistics.

The current system in use by the Youth Development and Education program is not generating timely or user-friendly reports. If this problem is ignored, IT resources will continue to be wasted. Furthermore, potential donations may not be acquired due to inefficiency of current reporting system.

We plan on researching possible solutions to improve the current reporting processes.

**Business Case:**

After implementing our proposed possible solution, we believe that the Louisville Urban League could benefit greatly. Increased revenue and more time will be extremely beneficial to LUL and their program participants.

**Increased Revenue:**

* The Louisville Urban League will be able to apply for more grants each year.
  + On a conservative end the non-profit organization may be able to apply for 15 more grants a year. If their success rate is 20% and each grant is worth a minimum of $5,000 they will gain revenue in the amount of $15,000 per year.
  + Looking at it liberally, the non-profit may be able to apply for up to 30 more grants a year. If their success rate is 40% and each grant is worth an average of $10,000 they will gain revenue in the amount of $120,000 per year.
* LUL may also be able to increase the amount of grants they receive.
  + If their reports are more easily accessible, they can generate them quicker for the donors and make them donor specific.
  + The Louisville Urban League could possibly receive at least $5,000 per year in donations. Many of the larger donations they receive are upwards of $20,000-$30,000, so $5,000 would be a conservative figure.

**More Time:**

* The program coordinators will have more time to focus on their programs, if the process of inputting numbers into their reports were more straightforward.
  + Conservatively, if there are 7-8 program coordinators and they each have to complete two reports that take approximately 30 minutes, each coordinator is spending about an hour on creating reports alone. If we can cut that time in half, each program coordinator will be able to spend an hour of their time focusing more on their program.
* If the reports are saved in a centralized location and all of the reports are in the same format, it will save Imani and Kevin time as well.
  + Currently, Imani and Kevin have to take all of the reports received from the program coordinators and input their numbers into the Program Service Report. This process could take them up to 6 hours to complete. If we could streamline this process and cut their input time in half, we could save them at least 3 hours a piece. This would allow both of them to work on generating more grants and donations.

**Feasibility Considerations:**

**Technical:**

The Louisville Urban League project is feasible technically, although with any project there is some risk.

*LUL’s risks regarding familiarity with technology are low.*

* The employees at the Louisville Urban League are familiar with Microsoft Office products, Internet Explorer, and Windows 7.

*The project size is considered to be low risk.*

* The project team will include five people.
* Business user involvement will be required.
* The timeframe for the project cannot exceed May 2011.

*The compatibility with Louisville Urban League’s existing technical infrastructure should be good.*

* They currently have the proper infrastructure needed to complete this project.

**Economic:**

A benefit analysis was preformed. A conservative and liberal approach shows that a possible new system has a good chance of adding significant revenue to the company.

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* Looking at it liberally, the non-profit may be able to apply for up to 30 more grants a year. If their success rate is 40% and each grant is worth an average of $10,000 they could gain revenue in the amount of $120,000 per year.
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*Intangible cost and benefits*

* Improved donor satisfaction
* More time for generating grants and donations
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**Organizational:**

From an organization perspective, this project has low risk. The objective of the system, is to increase revenue, is aligned well with the Louisville Urban League’s goal.

The project has a project champion, Kevin Fields, SR, Senior Director of the Youth Development & Education. Kevin is positioned to sponsor this project and to educate the program coordinators when necessary.

The users of the system, program coordinators, Kevin Fields, and Imani Muhammad, are expected to appreciate the benefits of the potential new system.