

Syracuse University

YWCA IS ON A MISSION
ywca

Baseline Project Plan

IST 654 - Information Systems Analysis
Professor Lu Xiao

Group Members:

Name	Contact Number	Email Address
Niti Saluja	315-751-4752	nasaluja@syr.edu
Ashmin Swain	315-949-9758	aaswain@syr.edu
Rajat Varshney	315-901-9077	rvarshne@syr.edu
Raghav Raheja	315-751-4355	rraheja@syr.edu

Due Date: 28th September 2017

Project Index

Team Contract	3
Baseline Project Plan	5
Introduction	5
Organization Overview	5
Scope/Project Overview	5
System Description	6
Alternatives	6
System Description.....	6
Feasibility Analysis	7
Economic Analysis	7
Technical Analysis	7
Operational Analysis.....	8
Legal and Contractual Analysis	8
Political Analysis	8
Schedules and Timeline.....	8
Management Issues	9
Team Configuration and Management	9
Communication Plan.....	9
Project Standards and Procedures	9
Other Project specific topics	10
Bibliography	10

Team Contract

Team Name: Group 1 - YWCA

These are the terms of group conduct and cooperation that we agree on as a team.

Team Meeting Ground Rules:

Commitment

We agree to...

1. Do work that we are capable to do in our capacity.
2. Be honest and avoid duplicity in any form.
3. Notify our customer about any changes that might affect them.
4. Keep proprietary information confidential that we receive from the customer.
5. Keep group members informed and see the project through completion.

Participation

We agree to...

1. Encourage the diversity of all the team member's ideas and approaches.
2. Ensure equal participation in all the team activities.
3. Give feedback, if someone does not participate enough.

Communication

We agree to...

1. Communicate only in English language.
2. Communicate through common media (Email, Whatsapp).
3. Meet regularly to fulfill the project needs.
4. Inform in-advance, if unavailable, for the project meeting.

Problem Solving

We agree to...

1. Identify the issues and evaluate the options for effective problem solving.
2. Encourage each group member to suggest solutions.
3. Develop a strategy based on the best ideas presented.

Decision Making

We agree to...

1. Give equal opportunity to all the team members to express their thoughts.
2. Come to consensus after hearing everyone's point of view.
3. Finalize the procedure after evaluating the points on table.

Meeting

We agree to...

1. Decide a time to meet based on everyone's availability.

2. Abide by the time decided by the group.
3. Inform group members if we are unable to reach on time due to any reasons.

Conduct

We agree to...

1. Develop our original ideology and not copy from any other source.
2. Be truthful to our customers and keep them informed throughout the project.
3. Work in conjunction with other team members, keeping them in the loop.

Conflict





We agree to...

1. Cooperate with each other and avoid conflicts within the team.
2. Acknowledge the conflict and resolve it soon without letting it affect the productivity of team.
3. Maintain a good relationship with the client by having healthy discussion in case of conflicting opinions and exploring the options together.

Deadlines

We agree to...

1. Create a timeline to keep a track of the progress.
2. Abide by the deadlines set by client and professor.

Team Member's Name	Team Member's Contact Information	Team Member's Signature
Niti Saluja	nasaluja@syr.edu 315-751-4752	
Ashmin Ajitav Swain	aaswain@syr.edu 315-949-9758	
Rajat Varshney	rvarshne@syr.edu 315-901-9077	
Raghav Raheja	rraheja@syr.edu 315-751-4355	

Baseline Project Plan

Introduction

Organization Overview

YWCA Syracuse & Onondaga County is dedicated to eliminating racism, empowering women and promoting peace, justice, freedom and dignity for all. It was established in 1858 as a voice for women's issues [3]. They promote solutions to improve the lives of women, girls and people of color across the country from lobbying for pay equity and hate crimes legislation to the increased funding for Head Start and the Violence against Women Act, YWCA advocates on Capitol Hill, while employees and volunteers empower women and girls in communities [3]. Their missions include:

- Women's Leadership & Economic Empowerment
- Youth Development
- Housing
- Advocacy

Scope/Project Overview

We will be working with YWCA in three of their programs: Women's Residence Program, Girls Inc. and Successfully Transitioning Youth to Adolescence (STYA).

Problem Statement: Currently, the data is collected in paper based forms and then fed as an input to excel sheets. There is an existing google form for the collection of program related information which also includes feedbacks and dashboard to project statistics for the data collected for Girls Inc., but it is not utilized efficiently due to limited understanding of the current system. The use of paper based forms makes the process of gathering data slower.

Program Objective: To enable efficient storage and management of program information, for increasing the data handling capabilities of the organisation. It should also ease the report generation.

Project Description: Design a google form to collect the data, centralized excel workbook for capturing the numbers from all their programs and an Interactive dashboard to display the progress of the programs. The organisation also requires a training instruction manual that can help staff to understand the working of the system and effectively utilize the same.

Business Benefits:

- Improve internal efficiency
- Attract funders
- Better understanding of the programs
- Increase productivity
- Time management

Project Deliverables:

- Integrated System
- Excel Dashboard
- Training Manual

Estimated Project Duration: 3 Months

System Description*Alternatives*

Data Collection can be done using:

- Online Google Forms
- Microsoft SQL Servers
- Microsoft Excel Spreadsheets
- Interactive Web-based system
- Microsoft Office Access

System Description

The data gathered by YWCA is massive due to the strength of the organizational programs: Women's Residence Program, Girls Inc., Successfully Transitioning Youth to Adolescence (STYA). Managing the heterogeneity of the data is a challenge faced by the organization. The three programs have their own nature of data however mainly focuses on demographics and profile of the members. Currently, the organization is using Google Form to electronically collect the data for Girls Inc. program. The other two programs use paper based forms. The organizational data is stored in excel that is spread across different sheets which makes it tedious for the organization to track and manage the process. Also, due to the enormous strength of the Residence program and lack of technology savvy operators, maintaining the electronic system is difficult for the organization. The organization is using pivot tables to aggregate all the data and visualize report in dashboards. However, the data collection method is tedious and organization face challenges in aggregating all the data sources. The dashboard currently in use is not user friendly, this makes it difficult for the nonprofit to share it with the funders.

Our solution focuses on extending the current system by using a streamlined data aggregation system that will makes data management an easy task for the organization. Instead of using different spreadsheets for a program, we mainly focus on collating the data in one single workbook. We intend to use pivot tables for data summarization, making the analysis easier for the organization. We plan to create a more user friendly and interactive dashboards that will help the organisation generate reports for their funders. In addition to this, we also plan on creating a training module for the organization thereby enabling smooth usage of the already existing dashboards. The new system would facilitate the management team to pull out the statistics and make informed decisions about the upcoming programs based on the involvement of people in the programs and their respective feedback.

Feasibility Analysis

Economic Analysis

The data gathered by the organisation is quite extensive considering the range of programs that are run by the Nonprofit. There are many ways in which the data can be gathered and used. Some of them are Microsoft SQL server, online website, Microsoft Access, Microsoft Excel, Google Docs and so on. Comparing the options available, Microsoft SQL server cost around \$533/year, which includes access to only 5 individuals [2]. Creating and using a website to gather data will cost no less than \$18/month, which amounts to \$216 per year [1]. On the other hand, Microsoft excel is free for the Not Governmental Organisations (NGOs) [2]. Combining the power of google docs which provides free storage space (up to 15 GB for individuals) and Microsoft Excel will result in the most cost-efficient model.

Technical Analysis

In general, Microsoft Excel is a very handy tool with several online tutorials available online. The tool does not require specific technical abilities apart from a few computational and analytical skills (if required). Also, during the discussions, it was noted that the organisation is comfortable using Microsoft Excel. Google docs on the similar hand is already being used in the organisation, through which they collect data for one of their programs. The only technical difficulty that the organisation might face as discussed above is the analytical skills, which consists of understanding the pivot tables, parameters to consider while creating dashboards and so on. These issues can be coped up by a user manual to understand the working of system. If considered, the technical aspect of the system can be rated between beginners and Intermediate.

Operational Analysis

Currently the data is being gathered through physical user forms, while one program incorporates collection of data through Google docs. There is an automated dashboard available for only one program. The proposed system incorporating an integrative model will help the organisation capture data from all the programs in a single Excel Workbook. The automated dashboard showing visualization of the data from all the program will save the time that is put in creating charts for individual programs. The training manual will ease their transition from the distributed system (data gathered in different excel sheets) to one integrative system.

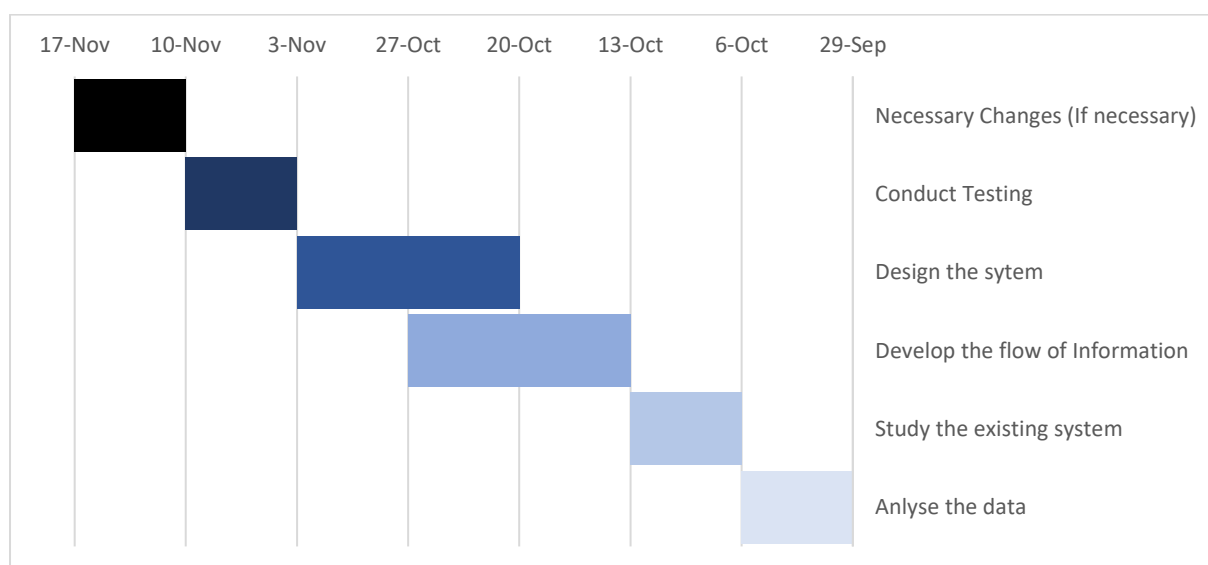
Legal and Contractual Analysis

There are no legal or contractual risks from the project as such. The information gained on beneficiaries by the organisation remain inside the closed set of employees from the Nonprofit. The access to the Excel Spreadsheet incorporating all the functionalities like data consolidation, dashboard creation remains inside the organisation. Although the organisation should continuously check that the licenses of the software are up to date and the spreadsheet created from the project are not shared outside the organizational hierarchy.

Political Analysis

The stakeholders within the organisation feel a great need for an integrative system to reduce their effort in maintaining different spreadsheets. They are happy with the proposed system, that helps them consolidate all their data in one excel document and let them view the analysis side by side.

Schedules and Timeline



Management Issues

Team Configuration and Management

The team consists of four Information Management graduate students from the School of Information Studies, Syracuse University. A RACI matrix (Responsible, Accountable, Consulted, Informed) representing the division of work among the team is shown below.

Activity	Raghav	Rajat	Niti	Ashmin
Communication with Client	R	A	C	I
Gathering of Requirement	A	R	I	C
Current System Analysis	A	C	R	I
Feasibility Analysis	R	A	C	I
Defining Management of team	R	A	I	C
Project Scope Description	R	C	A	I

Communication Plan

For the duration of the project, the team and the client will use a combination of email and phone calls for all project related communications. Site meetings at client's location would be held at predefined intervals and will involve all the stakeholders. Meetings would be scheduled at least 1 week before the date of the meeting.

Raghav Raheja would serve as the point of contact for the client. Rajat Varshney would take charge in case of absence of Raghav. Niti Saluja and Ashmin Swain would act as scribes during the meetings.

Project Standards and Procedures

Deliverables would be evaluated by YWCA staff based on the deliverables ability of addressing the requirements given. The requested training manual should be able to help the users to understand the system while the developed system should be able to collate all the data and develop reports whenever required.

Other Project specific topics

The needs for central data repository, a reporting mechanism and a training manual was specified by the Programs and Development Director of YWCA, Syracuse and Onondaga County. The program is funded by multiple sponsors and they require the reports in their own specific formats. Development of a system which generates automatic reports based on the funder's requirement is a different project but would depend on the current proposed central data repository as input.

Bibliography

- [1] Squarespace, (2017). Simple Pricing. [online] Available at: <https://www.squarespace.com/pricing/> [Accessed 23 Sep. 2017].
- [2] Crawl, T. (2017). *Microsoft SQL Server 2016 (Non-Profit License)*. [online] Tech Crawl. Available at: <https://www.tech-crawl.com/products/microsoft-sql-server-non-profit-license> [Accessed 23 Sep. 2017].
- [3] Ywca-syracuse.org. (2017). Home-YWCA Syracuse & Onondaga County. [online] Available at: <http://www.ywca-syracuse.org/site/c.evKSIdOUliJaH/b.8089973/k.BEA7/Home.htm>