Northeastern University

College of Professional Studies

PJM – 6610 Foundation of Business Analysis

By Prof: Fred Roos

Group Assignment

Need Assessment Business Case

Submitted by: **Group 01**

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Alumni Engagement Opportunity
Needs Assessment

Project Title

Husky United: Alumni-Student Engagement Website

- Through the collaboration of Northeastern University Alumni Student Relations and the College of Professional Studies, we plan to work on developing a better and improvised resource for engagement of students and alumni, using different kinds of resources and platforms. The goal of the project is to improvise or provide a direct link between students and alumni. which would help with job placements.
- The project is divided into five phases with a deliverable and timeline that is according to the task's allocation. The 5 phases are: Project Initiation, Project Planning, Project Execution, Project Monitoring & Control, and Project Closure. We have divided the project into 5 phases to maintain the project timeline and improve the process improvements in the tasks.
- We are currently working on phase-based deliverables and scheduling projects, so we will adapt the Agile approach throughout the project lifecycle and working in sprints will benefit us to achieve weekly, monthly, quarterly, and task-based milestones as per the project strategy designed by the Alumni-Student Relations and the College of Professional Studies and the university's committee.

The core reason for adapting the Agile approach is the nature of the project being dynamic, which can lead to changing the deliverables numerous times in the timeline during the project tenure.

Project Goals

Our primary goal is to design a website portal for improving communication and engagement between current Northeastern University's College of Professional Studies students and alumni. To achieve the objectives of this business initiative, we developed a breakdown structure and added milestones in specific phases and time frames. To achieve our realistic goals as per our WBS timeline, the procedure comprises of,

- Creating a time-lined project charter with phase-wise deliverables, scheduled timelines and tasks based on the requirements needs in the business case, followed by final approval of the charter following the development of the business case in the Project Initiation phase.

- The goal is to analyze the current tools in use and work on the needs of students and alumni to increase their reach by 20% during the initiation period and then increase it on a phase-by-phase basis as needs change**.**

- The core support in any project is the finance section, and through the development of the website portal, students and alumni will be able to utilize the university's own resources, tools, and materials, which will benefit students by reducing their exterior costs by 15%.

Maximizing Reachability: The goal is to achieve maximum reachability by 30% in student-alumni engagement for communication, networking, job referral, course guidance, and future opportunities by providing them with their desired needs of tools and resources on the website.

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Business Requirements

Cultivating an active alumni network can be difficult, but with the help of “Huskey United” portal, we’re determined to build a strong student-institution relationship that spans the student lifecycle and extends after graduation. The goal of the project is to improvise or provide a direct link between students and alumni after graduation. An additional source “Husky United” portal would be created, including multiple resources such as one of the main features, Student-Alumni Relations would be introduced. Direct communication via the portal, which has updated features that allow students to prioritize sectors and contact alumni for personal interviews to learn about the talents and eligibilities for the essential interested industries.

Problems & Opportunities - Background

Building meaningful connections with students and alumni is critical for higher education programs' strategic growth and advancement. Alumni can keep in touch and create a global professional network even if they move away from university to seek a career. Engaged alumni provide mentorship opportunities and enhance job placement rates for current students at schools. In addition, colleges can work with alumni to achieve financial goals for scholarships and other campus improvements. Opportunities would be created as leaders have a chance to leverage technology to create engaging experiences and maintain a student-institution relationship across the student lifecycle and beyond graduation as institutions continue to explore new digital solutions to better support students who are learning remotely. This implies that institutions have the ideal foundation in place to create a unified and engaging experience for students from the beginning of recruitment to the end of their time as alumni.

Problem Definition Statement

A problem definition statement is a succinct summary of the issue or difficulties that a project is attempting to solve. The current state, the anticipated future state, and any voids between the two are all identified in the issue statement. A problem statement is a useful engagement tool that ensures that everyone involved in a project understands the problem they must solve and why the project is essential. It is crucial in a process improvement project since it helps define the project's goals and scope. It also aids in the direction of project participants' actions and decisions.
We have identified some of the problems/affects/impacts of the project and provided the necessary solutions to it, they are as follows:

Problem	Affects	Impacts	Solution
Lack of commitment from the alumni	Less Participation from the students	Losing interest in the portal	For commitment from the alumni, we will give additive benefits on our portal. Like, continued use of school resources, giving appreciation on the School’s official webpage which would increase the alumni’s social profile.

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Time consuming process of finding the right people of the specific industry	Current students can get confused and exhausted in order to find the required person	It gets time consuming and there will be less engagement on portal with the alumni	The enhanced feature of our portal has an option to shortlist from the required industry and schedule a direct meeting which would result in less consumption of time
Loophole in securing references from alumni	Affect the current students for not getting the required reference	New incoming students would consider this portal as of no use	The portal posts 5-10 short videos and posts about the skills and to have in depth knowledge and by gaining them and meeting the requirements the alumni can give references.
Improper Communication of the requirements by BA	Due to this, the web developer will not be aware of the actual requirements and the scope of the project	Overall impact on the stakeholders and users' expectations. The users as well as stakeholders will not get the desired outcome, resulting in dissatisfaction among the users and stakeholders	1. To eliminate this problem, we will channelize the MOSCOW methodology and RACI approach throughout the organization, which will help us to understand the requirements elicitation. 2. We will also create the 'minutes' of the meeting between the BA and the client to keep the track record of the requirements of the project.
Delay in the Testing phase	Affect the budget and timeline of the project	Impacts on the delay of the launch of the portal	Working on continuous process improvement through maintenance and provide the dedicated pre-analysis time to complete the testing gaps.

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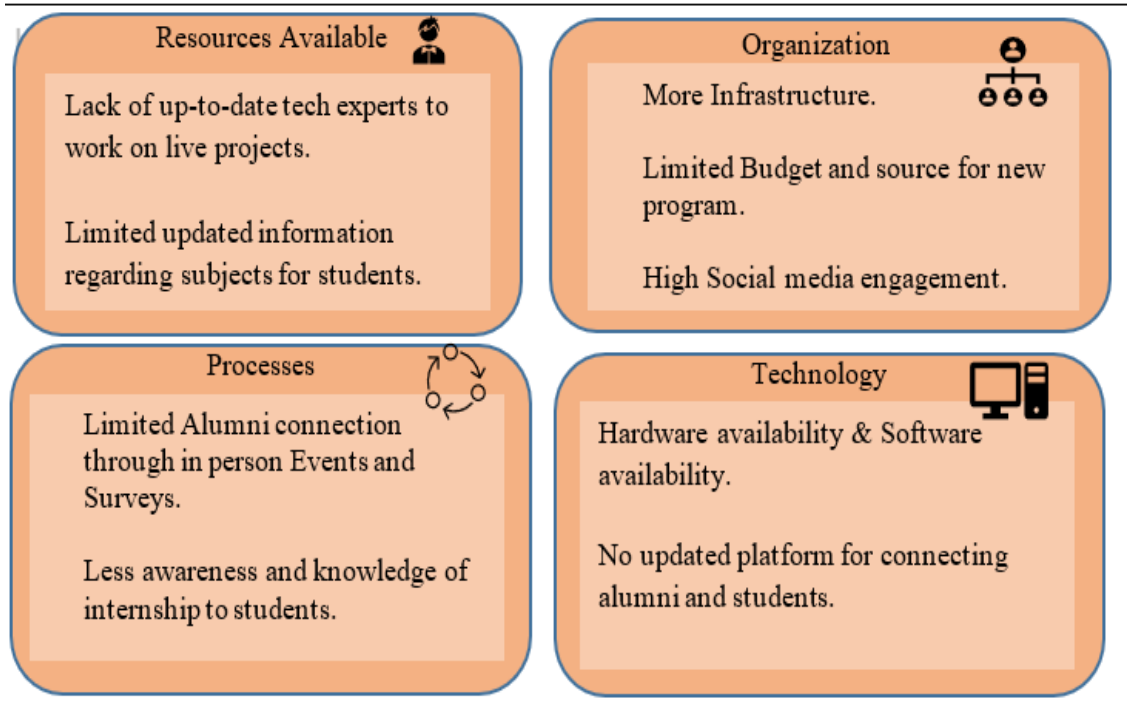
Current State Assessment



Analysis

Our team used the '**capability matrix**' to establish the availability of resources at Northeastern University. The **relationship mapping** and **benchmarking** tools were used to understand the current flow of processes inside the organization. Compared with competitors' data Northeastern seems to have better infrastructure and a high presence on social media platforms such as – LinkedIn and Instagram via groups of GSG, NUPM, etc.

Then our team classified the available tools and techniques with Northeastern to build the Husky United – alumni engagement website into Current State categories of – Resources, Organization, Processes, and Technology, as shown in the figure to the left. The approach used to optimize data into Current State Assessment is **'CASSR'** - Collect, Assess, Socialize, Synthesize and Realize.

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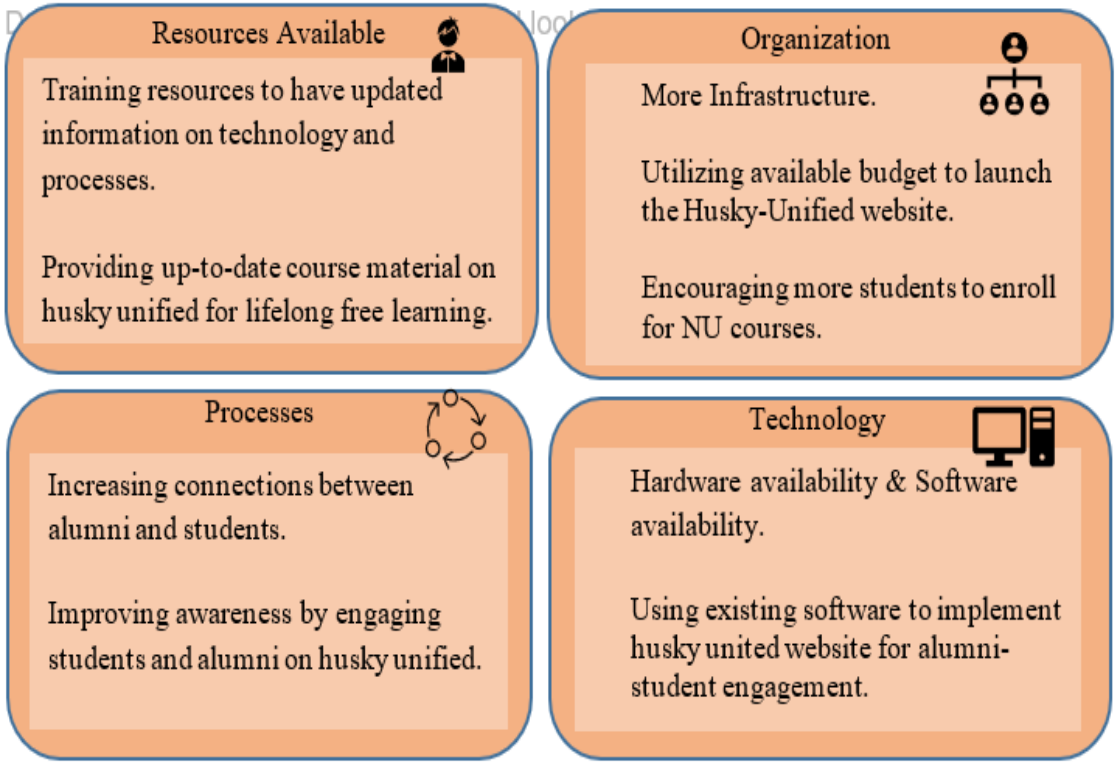
Future State Assessment



Analysis

The gaps identified during the '**gap analysis**' and the current state assessment helped the team cope with the drawbacks of – resources, organization, process, and technology. Our team brainstormed how to build a successful future assessment to generate market value and improve the alumni-student relationship.

Using husky-united would provide two major benefits to Northeastern and CPS. Students will be aware of internship opportunities and connect with former students working in the industry to get insights into their company's co-op/internship roles. Another advantage is students and alumni can access UpToDate information about course knowledge, such as PMI newsletters and articles for lifelong learning.

Ultimately incoming students will be encouraged to join Northeastern, improving the revenue and business value of Northeastern University.

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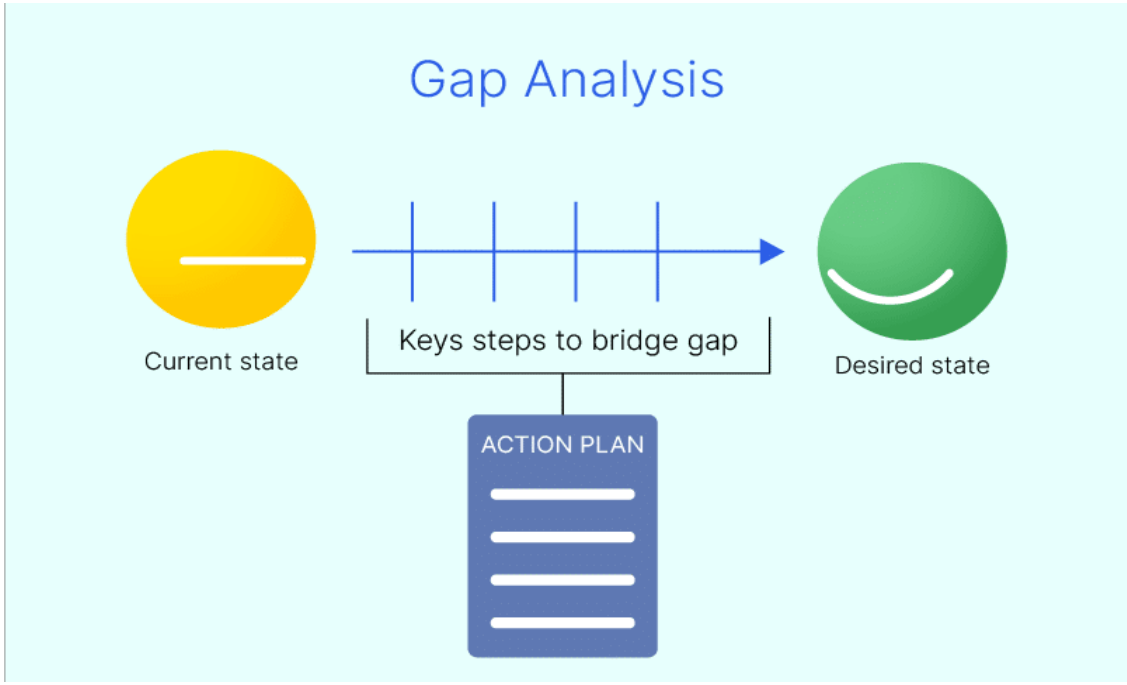
Gap Analysis



ACTION PIAN

Design a portal with enhanced features
Increase student engagement by 30%
Shortlist industry specific
One on one interviews with Alumni

The four steps used for Gap Analysis are,
Step 1: **Identify the current situation**
Our team used 'capability matrix' to establish the availability resources

Step 2: **Setting S.M.A.R.T goals**

Specific: To design a portal for enhancing student engagement with alumni

Measurable: Using KPI's to measure the success criteria, like, CSAT (Customer Satisfaction), Response time (TTI).

Achievable: Achieve the maximum reachability by 30% in student-alumni engagement

Relevant: Expanding the network of students and securing jobs

Time-bound: To launch the portal by the end of year

Step 3: **Analyze gaps:**

Identified gaps:

1) Lack of commitment from the alumni
2) Time consuming process of finding the right people of the specific industry
3) Loophole in securing references from alumni

Step 4: **Establish a plan to close gaps**

- Design a portal to fix loopholes and give enhancements to the current.
- Regular updating database
- Providing additive benefits for active participation
- Having point systems to gain Recommendations
- Conduct analysis and perform documentation.

Application of Gap Analysis

- External Benchmarking
- Improving or Enhancing Processes
- Profit Percentage Analysis

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Assumptions

Stakeholders (values, expectations)

External Stakeholder:

- Alumni-Student Engagement (Northeastern University).
- Project sponsor
- Board Members

Internal Stakeholders:

- Employees
- Managers
- Advertising Team
- Marketing Team
- Business Analyst

Expectations:

- Create a portal where Alumni and current students can interact with each other without any hassle.
- provide features where students can search for alumni based on their industry.
- An ecosystem where they can connect via video conferencing.
- A channel to create their profile which includes their overall background, resume and if they want video resume too.
- Contact, connect and make all the students & alumni aware of this portal.
- Providing resources for generating better networking among students and alumni.
- A feature where students get notification to take a follow-up regarding the previous conversation or revert to the alumni message.

Values:

- Help in increasing the reachability between the student and alumni by 30%.
- Help in creating a business case.
- Help in providing the team with product information, services, and solutions.
- Providing expertise throughout the project's lifecycle.
- Helping in reducing and uncovering the risk.
- Increasing project success rate.
- Providing and granting project acceptance criteria.

Assumptions

- Alumni will participate actively
- All the tests are positive on the first try
- All the stakeholders will attend the meeting
- Required database will be easy to find

Constraints

- Project must be completed within the listed scope.
- Must be completed within the period of 222 days (about 7 and a half months), that is from January 7, 2019, to November 12, 2019.
- Budget should not be exceeded.
- Access to people with provide husky portal Id’s.
- Provide two factor authentication.

Solution Alternatives

Alternatives	**Feasibility**
Peer-to-peer texting software: Developing software for easy texting to alumni	Easy to text within their own time and isn’t obliged to be present at a specific time

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Reunion events: Reunion events to know the importance of schools	It's feasible to conduct reunion events
Conducting activities: Conducting activities for alumni and current students and giving benefits like using the student resources.	It's feasible for students to interact in activities as it is not boring

Completed & reviewed by:

Signature	Signature	Signature
Business Analyst Name: Rashi Vora Date: 2022/05/01	**Project Manager** Name: Rashmi Kulkarni Date: 2022/05/01	**Sponsor** Name: Alumni-Student Engagement (Northeastern University) Date: 05/01/2022

Benefits Management Plan

The benefits management plan describes the plan for realizing benefits claimed in the business case

Program/Project name:	**Husky United: Alumni-Student Engagement**
Program/Project manager:	Rashi Vora
Business Analyst(s)	Hitarth Joshi
Program/Project sponsor:	Northeastern University (Alumni-Student Engagement Relations)
Actual start date:	January 07, 2019
Approved end date:	November 12, 2019
Program/Project number:	01

Revision history:	

Version	Revised on	Description	Approved by
1.0	1/7/19	Initiation and Planning: Approval of Project Charter and Drafting BA Plan	PM/Sponsors
2.0	1/31/19	Changes in Scope Management Plan: Completion of Needs Assessment, Resources Allocation, Planning and Approval of the Budget, Creation of Risk and Quality Plan	PM/BA/Sponsors
3.0	5/2/19	Designing and Developing Phase: Conducting Test and Providing Solution Evaluation Plan	PM
4.0	9/27/19	Monitoring and Control Phase: Assessment of Quality Control Through Audits, Approval of Change Management Plan	PM/BA/Quality Manager/Risk Manager
5.0	11/12/19	Stakeholders Sign-off/Feedback Meeting	PM

Business unit:	Alumni Engagement - CPS (College of Professional Studies)

A. PURPOSE

A brief introductory statement defining the purpose of the benefits management plan, including (for example)

The benefits management plan assesses the summary of our project of Alumni-student engagement relations. It generates value in the organization and has an enormous impact on the program/project. It recognizes the statement and identifies the process and progress summary of the project plan. The BM (Benefits Management) plan also explains the rigorous process of drafting, analyzing, measuring the resources and tools used in the project. project/ program. This plan will give brief details of benefits metrics, project necessities, communication techniques, and delivering the results.

B. DEFINITION OF EACH PROGRAM/PROJECT BENEFIT

Benefit Number	Benefit	Type of Benefit - tangible and intangible, financial and non-financial, extrinsic or intrinsic	Describe how benefit will be realized
1.	guidance to students regarding effective resume and skills required	Intangible	The portal will allow the students to send their resume for review to alumni with an auto written message which could also be editable. Along with that the skills which needed to be acquired can be attained by the portal's in-built feature
2.	Knowledge of better career options	Intangible	The website has a feature in which the student can post their queries which will be noticeable to all the alumni. This feature will allow the student to get his query answered by a vast number of alumni. The portal has an AI help assistance to make it convenient for studnets
3.	Increased Co-op/ Internships opportunities	Financial	The website will allow students to connect with the alumni of the similar field they are targeting and make relations with them. There will be an option for them to ask for referral for the company in which the alumni are currently working. This will help in engaging more students and Northeastern's brand name will be more widespread

4.	Mentorship	Intangible	There will be a feature in the website in which the student and alumni can connect through video call. This will help those students who are feeling low and need guidance from the people who faced difficulties and help them with the job searching problems.
5.	Opportunity of working on Industry leading projects	Non-financial & Intrinsic	In the website we have provided a feature for t alumni to post the projects they are working on. Students can apply to work & help the alumni on the project. This will allow them to gain some work experience. And learn to work in an actual workplace

C. ASSUMPTIONS

This section lists any assumptions associated with the benefits defined in the plan such as availability of resources at the required time.

Assumption Number	Assumption	Probability of Being True	Impact if not true

D. EACH BENEFIT'S IMPACT TO THE PROGRAM'S OUTCOMES/ ALIGNMENT TO BUSINESS STRATEGY

BENEFIT NUMBER	BENEFIT	PROGRAM/PROJECT GOAL/OUTCOME AND BUSINESS STRATEGY ALIGNMENT	BENEFIT OWNER
1	Improved market value for northeastern CPS across the globe.	NU lifelong learning network with project management insights for alumni.	Project manager (Rashi vora)
2	in-house tools and software for northeastern university with free lifelong learning avoiding additional cost of third-party software and tools for students in NU.	up to date templates and tools for practice to alumni and students	Business analyst (hitarth joshi)
3	Releasing the program before 2025 generates exponential roi in the next 5 years.	alumni-student engagament platform for mentorship, co-op, and job under northeastern 2025 strategy.	Business analyst (rashmi kulkarni)
4	Attracts maximum incoming students in next 2-3 years improving student enrollment and northeastern education business value.	Husky united alumni-student engagement program launch by 2019	Program manager (roos johan)

E. METRICS AND PROCEDURES TO MEASURE BENEFITS

Benefit Number	Benefit	Metric	Procedure to measure benefit
1	**Relationship, Networking & Connectivity Benefit** Improvising Student-Alumni engagement connections through C-SAT (Customer satisfaction benefit)	**Small term goal:** Improve student-engagement performance through regular feedbacks at least by **10%** **Mid-term goal:** Implementing AI (Artificial Intelligence) help desks **Long term goal:** Improve efficiency and transparency in between **45-55%**)	To measure this benefit, focus should be on continuous process improvements, work on regular activities, persistently measure All progress through KPI (KEY PERFORMANCE INDICES) in the SLOC Metrics software and document them in benefits plan register. Providing them scaling metrics on the website for gaining feedback.
2	**Portal Exposure Benefit (**Utilization of all the provided resources)	**Small term goal:** Proactively reaching out to the customers via increasing reachability by **10** people per week **Mid-term goal:** Increasing workshops and interviews by **20** people per week Long term goal: Rise in referrals more than 50% than regular intervals	Identifying the various website statistics, continuously managing the URL of portal by regular maintenance through analyzation of all the tools and resources of portal from Resource standard metrics software). Giving helpdesks pages to students and alumni's for getting updates about all the tools and platform of website
3	**Work Culture Database Benefit** (Learnings for the USA based corporate as well other sector work culture knowledge**)**	Increase market exposure by **25%** through providing articles, US (United States) company TED talks based on working experience in corporate and other sector.	This benefit will be measured by thorough evaluation of all alumni and student database connections and then followed by their networking relations with the firms, here we will use Source monitor tool for calculating the database benefit

F. ROLES AND RESPONSIBILITIES FOR BENEFITS REALIZATION AND MANAGEMENT

Activity	Resource 1	Resource 2	Resource 3	Resource 4
Seamless portal accessibility	Project Manager	Business Analyst	Project Sponsor	Benefits Manager
Aligning benefits with strategic goals	Project Manager	Business Analyst	Project Sponsor	Benefits Manager

ACTIVITY	Project Manager	Business Analyst	Project sponsor	Benefits Manager
Identify and qualify Business benefits	I	c	A	R
Derive and prioritize components	I	C	A	R
Derive a benefits matrix	I	R	A	C
Plan a benefits realization Map	I	R	A	C
Create a benefit strategy plan	C	R	I	A
Monitor benefits	C	R	I	A
Map benefits	I	C	A	R
Monitor Components	C	R	R	I
Maintain a benefits register	R	C	A	I
Report benefits	R	C	I	A
Consolidate Coordinated benefits	I	R	A	C
Monitor performance of benefits	R	C	A	I
Ensure continued realization of benefits	A	R	I	C

R	RESPONSIBLE
A	ACCOUNTABLE
C	CONSULTED
I	INFORMED

G. BENEFITS MANAGEMENT COMMUNICATIONS MANAGEMENT PLAN

This section describes the communications methods to be used to ensure each stakeholder has the information he or she requires regarding benefits management. It also describes how benefits will be reviewed with stakeholders and the content of the benefits realization report.

What needs to be communicated?	Who receives the information?	How is the information distributed?	Who distributes the info?	When is it distributed?	What is the purpose of the communication?

H. BENEFITS DELIVERY SCHEDULE

This section presents a schedule, typically in a Gantt, Roadmap, or Table format, to show the planned and actual dates for each of the identified benefits. The schedule should show the interdependencies between benefits from the various projects in the program and other work that is part of the program. The timeframe to realize benefits may be immediate, short, long or on-going. In many cases, the benefit is not known until transition is completed.

Benefit Number	Benefit	Plan Date for Realization	Actual Date for Realization

I. BENEFITS-RELATED RISKS

Risk Number	Risk	Benefit aligned to	Probability	Impact
1	Ethnicities are not considered in platform data.	Public awareness of NEU's international students' visibility and opportunities	Medium	The platform's accessibility to international students is weak, resulting in lower network usage.
2	Adversary competition	Enhance the competitiveness of Husky-United Portal	Low	Diminishing willingness for students to utilize the Husky-United Portal
3	Students excessively rely on the info of employment career advice from alumni	Students-Alumni engagement could be interactive and mutual in a beneficial way	Medium	Students losing interest in exploring other sectors of advice besides career
4	Transition of changing students' habits of harnessing other NEU's online platforms	Forming a reliable and stable dependency between Husky-United Portal and students/alumni	High	A declining rate of aspiration for students to utilize other NEU online platforms, causing situations of innovation needed

J. REQUIRED CHANGES TO PROCESSES AND SYSTEMS

This section discusses new processes and systems and those already in existence that must be changed to handle benefits realization and management.

Description of Process/System to be added or changed	Responsibility	When it is needed and impact if not in place

K. TRANSITION OF THE PROGRAM'S BENEFITS INTO ONGOING OPERATIONS AND BENEFITS SUSTAINMENT

This section describes how the program/project will transition into ongoing operations with an emphasis on how the program's benefits will be sustained. If there is a specific plan for this, provide a link.

Activities	Responsible	Overview of Work

L. APPROVALS

This section contains the approval of the benefits realization plan by the program sponsor, program manager, program management office, members of the Governance Board, and other key stakeholders.

SIGNATURES AND DATE APPROVAL OBTAINED

Program sponsor Northeastern University

Program manager Rashi Vora

Program management office director _____

Governance Board chairperson _____

Governance Board member 1 _____

Governance Board member N _____

Stakeholder 1 _____

Stakeholder 2 _____

Stakeholder N _____

Program (or Project) Benefit Transition and Sustainment Plan Template

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Business unit:	Alumni Engagement - CPS

A. PURPOSE

THE PROJECT LIFECYCLE OF OUR HUSKY UNITED PORTAL STARTS OFF WITH IMPLEMENTATION, MOVING FORWARD WITH PLANNING, EXECUTION AND MONITORING AND CONTROL. AFTER THE EXECUTION PHASE WHEN THE PORTAL IS HANDED OVER TO THE MONITOR AND CONTROL PHASE, THE TRANSITION PLAN COMES INTO PLAY WHERE WE START OFF BY DRAFTING AN EFFECTIVE TRANSITION PLAN, ASSIGNING RESPONSIBILITIES AND GETTING APPROVAL FROM THE STAKEHOLDERS AND FINALLY MOVING TO EXECUTION OF THE TRANSITION PLAN SEAMLESSLY WITH THE ADEQUATE REQUIREMENTS AND APPROVAL OF ALL THE REQUIREMENTS. THE OVERALL RESPONSIBILITY IS OF THE BUSINESS ANALYST WITH THE CONSULTATION OF THE PROJECT MANAGER

B. TRANSITION PROCESS

Process	Responsible	Consulted	Approved	Informed	Description of work
Transition Plan	Business Analyst (Hitarth Joshi)	Project Manager (Rashi Vora) & Development Team	Project Manager (Rashi Vora) & the sponsor	Stakeholders	**Step 1** Creating transition plan --> includes duties and responsibilities --> Responsibility of a Business Analyst **Step 2** Consulting with PM and Developing Team --> implementing changes in the transition plan **Step 3** Documentation and presentation of the updated transition plan --> Get approval **Step 4** Inform the key stakeholders --> Receive feedback
Benefits Measurement	Project Manager (Rashi Vora)	Business Analyst (Hitarth Joshi) & Development Team	Sponsors (Alumni-student engagement relations)	Stakeholders	In the benefits measurements we would be following the benefits realization management framework. Which includes identification, executing and sustainability. **Step 1** The project manager is responsible for identifying the objectives, outcomes, and the tangible and intangible benefits. **Step 2** Document the benefits by consulting the Business analyst and the Development team **Step 3** The next step would be capturing the benefits measurements by the PM. **Step** Approval by the project sponsors
Approval Requirements	Project Manager (Rashi	Business Analyst (Hitarth	Business Analyst	Stakeholders	After every sprint, the project manager will be

	Vora)	Joshi) & Development Team	(Hitarth Joshi), Development Team & Sponsors		responsible for seeking the approval of the work done or any other work that needs to be done from the associated party. Before this the Project manager must consult all the measures of the work done by the BA & Development team. After consulting with them he must go and seek the approval from the sponsor. After getting the approval the PM must dictate this to stakeholders.
Continue with other process/ deliverables	Business Analyst (Hitarth Joshi)	Project Manager (Rashi Vora)	Project Manager (Rashi Vora) & Development Team	stakeholders	The Business Analyst will be responsible for improving and continuing the deliverable during the lifecycle of the project. BA needs to consult this process with the PM before implementing them. After consulting it with the PM, it needed to be approved by the PM & development team. When the deliverables are being approved. Stakeholders need to be informed about the deliverables.

C. COMPONENT TRANSITION REQUESTS

This section describes the process to be followed to prepare a transition request each time a component is officially closed to transition the benefits from the component into ongoing operational status, to the customer, or to another program.

Component	Transition Request to be prepared by:	Operational Area Receiving component/ benefit	Process to be followed:

D. DOCUMENTATION REQUIREMENTS

This section describes the documentation to be prepared as part of the transition process. It also includes a description

of any training to be provided or materials that may be needed.

Documentation/ Training/ Materials	Description	Responsible	Key role of this deliverable/ impact if not available
Project Charter	Divided into 5 phases of the project for	Project Manager	Outlines all the project phases with detailed explanations and timeline, High Impact
Scope Management Plan	Plans out the complete scope of the project by listing out the changes and assessments	PM & Stakeholders	It identifies the purpose and upcoming factors are dependent on it, High Impact.
Responsibility and workforce check sheet	Assigns roles to the workforce for key resource allocations	PM AND BA	Follows the RACI Chart, Moderate Impact
Project Progress Sheet	Identifies the current progress of the project and maintains it for the further process	Business Analyst	Constantly Tracks the progress and realization for future improvisations. Moderate Impact
Change management plan and benefit management plan	Measures all the needs assessments by creating the plan and documenting all the important procedures in the process.	BA & PM	Focuses on completing and analyzing all the needs. Moderate Impact.

E. ROLES AND RESPONSIBILITIES FOR BENEFITS TRANSITION

This section describes the roles and responsibilities of the program/project management team as well as the receiving organization in the transition process.

Stakeholder	oject Team or Receiving Organization	Role	Responsibility
i Vora	y United - Alumni-Student gement.	ect Manager.	lop benefits transition plan for measuring olution benefits and assessing them.
th Joshi	y United - Alumni-Student gement.	ness Analyst - Head	ss actual benefits with planned benefits document them.
as Meru	y United - Alumni-Student gement.	ness Analyst.1	te visualization reports for analyzing the ness benefits and transition plan.
mi Kulkarni	y United - Alumni-Student gement.	ness Analyst 2	uate the transition plan, reports and orm solution evaluation on data to ment solution assessment against KPIs.

ui ni	y United - Alumni-Student gement.	ıess Analyst 3	ss the benefits realization and perform ation against evaluated solutions plan.
sor	heastern – CPS	sor	ide a Go/No Go decision on the validated ion and benefits transition plan for project over.
Johan	heastern – CPS	Professor Head of ıni-Student gement case.	ate the solution provided by Husky United and verify it against the SMART scope ctives and assumptions.
Lio Altali	Northeastern – CPS	Change Manager Northeastern-CPS Professor	Handle Change Management for Husky United at the customer site for requesting new changes to Alumni-Student Engagement team and approval of change.

F. TRANSITION ASSUMPTIONS

This section lists any assumptions associated with the benefits defined in the plan such as availability of resources at the required time or link to Assumptions Log

Assumption Number	Assumption	Probability of Being True	Impact if not true
1	Alumni Participating proactively	Medium	High
2	Successful testing rate in first trial	Medium	High
3	Stakeholders Involvement in attending meeting	High	High
4	Alumni and student Database will be available easily	Low	High
5	Getting Desired Referrals from Alumni to students	Medium	High

G. TRANSITION –RELATED RISKS – CONSIDER LINKING TO THE PROJECT RISK REGISTER (AABHAS)

This section describes the risks associated with benefits transition or link to Risk Register

Risk Number	Risk	Benefit aligned to	Probability	Impact
1.	Delay in project delivery	Increased Budget	Low	Moderate
2.	Unavailability of senior developer	Affecting timeline & error in developing	Moderate	High
3.	Scope Creep (Multiple stakeholder opinion)	Affecting Triple Constraint	High	High
4.	Errors while back testing	Delay in delivery	Moderate	Moderate
5.	Interest conflict among team members	Affecting quality of	Low	Low

		work		

H. TRANSITION CRITICAL SUCCESS FACTORS (SPIROS)

This section describes the critical success factors that are considered essential to ongoing benefits transition and sustainment. This answers the question "What must go well/ right for the benefits transition and sustainment to be successful?"

Critical Success Factor	Responsible	Strategy to implement	Impact if not implemented
Optimized Data	BA: Data filtered/collection	Compare the previous database to our users, such as alumni and currently enrolled students	The portal would be determined as efficient or not to draw our customer's attention
Stakeholders' expectations and follow-up	PM/BA: Deliverables fulfillments	Constant communication and coordination within the PM team and stakeholders could be beneficial to progress where BA/Program team could easily produce the portal flawlessly	inadequate working knowledge/expertise for both PM and programmers would not be able to align with our stakeholders and fall out of track
Portal exposures	Marketing manager: commercial promotion	Social and working platforms such as Facebook, Instagram, and LinkedIn could be essential approach for exposing our portal to certain amount of public consciousness	KPI for reaching out to ideal number of alumni and students would fail and lead to insufficient exposures

I. ROLES AND RESPONSIBILITIES FOR BENEFITS SUSTAINMENT

Activity	Resource 1	Resource 2	Resource 3	Resource 4	Resource 5
Transition phase from design of prototype 1 to development of the approved prototype	Project Manager	Business Analyst	Development team	Design manager	Project sponsor
Transition from development to the testing phase	Project Manager	Business Analyst	Project sponsor	Development team	Quality assurance team

ACTIVITY	PROJECT MANAGER	BUSINESS ANALYST	PROJECT SPONSOR	DEVELOPMENT TEAM
Create effective transition Plan	C	R	A	I
Assign roles and responsibilities	R	C	A	I
Identify changes in the plan	C	R	I	A
Implement the changes	I	R	A	C
Identify requirements	C	R	I	A
Gather Requirements	R	I	A	C
Document the transition plan	C	R	I	A
Present the updated transition plan	C	R	I	A
Approval of the transition plan	I	C	A	R
Execute the transition plan	C	R	I	A
Monitor the transition plan	R	A	I	C
Ensure smooth transition	R	A	I	C

R	RESPONSIBLE
A	ACCOUNTABLE
C	CONSULTED
I	INFORMED

J. SUSTAINMENT CRITICAL SUCCESS FACTORS

Critical Success Factor	Responsible	Strategy to implement	Impact if not implemented
Techniques for productive tracking and analysis	BA/PM/Quality Manager	To study the reach, engagement, target audience, online traffic, and other metrics, develop and use appropriate data analytics, interpretation, and analysis tools.	The incorrect analysis will result in an unreliable report, which sustainability for long-term goal could easily fail
Data processing	BA/Data analyst	Set up a comprehensive data gathering and storage system by outsourcing professional data analysts	Data shortages and inaccuracy could lead to vital information missing

K. BENEFITS SUSTAINMENT COMMUNICATIONS PLAN

This section describes the communications methods to be used to ensure each stakeholder has the information he or she requires regarding benefits sustainment. It also describes how benefits will be reviewed with stakeholders and describes the content of the resulting report(s).

What needs to be communicated?	Who receives the information?	How is the information distributed?	Who distributes the info?	When is it distributed?	What is the purpose of the communication?

L. BENEFITS –SUSTAINMENT RELATED RISKS – CONSIDER LINKING TO THE PROJECT RISK REGISTER

Risk Number	Risk	Benefit aligned to	Probability	Impact
1.	Technical Error (4XX Error code & 5XX error code)	Students will not be able to interact with alumni	Moderate	Moderate
2.	Lags while video conferencing	Affecting the communication and proper delivery of the message	High	Moderate
3.	Crash down of website due to large number of users at the same time	Delay in receiving the answers to query, co-op referrals and project acceptance response.	Moderate	High

M. REQUIRED CHANGES TO PROCESSES AND SYSTEMS FOR BENEFITS SUSTAINMENT

This section discusses new processes and systems and those already in existence that must be maintained to handle benefits sustainment and management.

Description of Process/System to be added or changed	Responsibility	When it is needed and impact if not in place

N. APPROVALS

SIGNATURES AND DATE APPROVAL OBTAINED

Program/project manager Rashi Vora

Program/project sponsor Northeastern University

Program/project management office director _____

Governance Board chairperson _____

Governance Board member 1 _____

Governance Board member 2 _____

Governance board member N _____

Stakeholder 1 Design Manager

Stakeholder 2 Development Team

Stakeholder N Alumni chief person

SOLUTION EVALUATION PLAN SUMMARY

Solution Evaluation is one of the knowledge areas of Business Analysis. It helps assess the performance of the solution produced from the project and recommend any actions based on the feedback of the evaluation.
There are predefined tasks for solution evaluation:

1. Measure Solution Performance: Measuring needs defining, validating, and collecting metrics for measurement of solution performance.
2. Analyze Performance: Analyzing performance requires comparing the earned benefits of the solutions with actual benefits. It requires assessing the risks, trends, accuracy, and variances in the measurement.
3. Assess Performance: The Assessment takes input from the analyzed performance data and provides output such as Stakeholder impact analysis, risk register with mitigation, and Test results with user feedback and lessons learned.
4. Recommend Actions: The lessons learned, and impact assessment become input for this step, and the actions are the output for further changes in the project or performance improvement. If everything is under control, the action is provided as input for operations or the execution/delivery team.

The figure shows our Husky United Alumni-Student Engagement Solution Evaluation plan. Our team decided to evaluate the solution for the prototype and repeat the steps for every increment during the website page design for Alumni learning and Student engagement. Firstly, we would be measuring the performance by deciding on metrics (Net Promoter Score, User Satisfaction Score, MRR). Next, the prototype design is analyzed and assessed using data visualizations showing the actual and planned benefits in terms of cost, no. of Alumni and students using it, popularity, defects, limitations, etc. Our team of BA would suggest different ways to tackle the issues users are facing, such as rich UI and easy menu access to engaging more students.

3.1.5 Prototype Approved	0 days	Wed 5/29/19	Wed 5/29/19		$0.00	$0.00
3.2 Solution Evaluation	**14 days**	**Thu 5/30/19**	**Tue 6/18/19**		**$69,160.00**	**$69,160.00**
3.2.1 Measure solution performance	3 days	Thu 5/30/19	Mon 6/3/19	Hardware machines[1],Infrastructure[1],Pri	$59,400.00	$59,400.00
3.2.2 Analyze performance metrics	3 days	Tue 6/4/19	Thu 6/6/19	Business Analyst	$1,920.00	$1,920.00
3.2.3 Assess limitations	3 days	Fri 6/7/19	Tue 6/11/19	Business Analyst	$1,920.00	$1,920.00
3.2.4 Identify enterprise limitations to implement solutior	3 days	Wed 6/12/19	Fri 6/14/19	Business Analyst,Project Manager,Project Sp	$4,320.00	$4,320.00
3.2.5 Determine actions to improve solution value	2 days	Mon 6/17/19	Tue 6/18/19	Project Manager	$1,600.00	$1,600.00

INTEGRATED BUSINESS ANALYSIS PLAN MPP

ID	Task Name	Duration	Start	Finish	Resource Names	Cost	Baseline Cost
0	Husky united (Alumni- Student Engagement)	222 days	Mon 1/7/19	Tue 11/12/19		$317,532.00	$311,772.00
1	1 Project Initiation	7 days	Mon 1/7/19	Tue 1/15/19		$8,000.00	$4,960.00
2	1.1 Create Project Charter	2 days	Mon 1/7/19	Tue 1/8/19	Project Manager	$1,600.00	$1,600.00
3	1.2 Perform Stakeholder Analysis	3 days	Mon 1/7/19	Wed 1/9/19	Business Analyst	$1,920.00	$1,920.00
4	1.3 Classify stakeholders in RACI chart	1 day	Thu 1/10/19	Thu 1/10/19	Business Analyst	$640.00	$0.00
5	1.4 Develop communication register	3 days	Fri 1/11/19	Tue 1/15/19	Project Manager	$2,400.00	$0.00
6	1.5 Sponsor Kick-off meeting	1 day	Thu 1/10/19	Thu 1/10/19	Business Analyst, Project Manage	$1,440.00	$1,440.00
7	1.6 Approve Project Charter	1 day	Fri 1/11/19	Fri 1/11/19	Project Sponsor	$0.00	$0.00
8	1.7 Project Initiation completed	0 days	Fri 1/11/19	Fri 1/11/19		$0.00	$0.00
9	2 Project Planning	88 days	Mon 1/14/19	Wed 5/15/19		$155,340.00	$154,700.00
10	2.1 Business Analysis Plan	86 days	Mon 1/14/19	Mon 5/13/19		$121,580.00	$120,940.00
11	2.1.1 Requirements Elicitation	86 days	Mon 1/14/19	Mon 5/13/19		$18,320.00	$18,320.00
12	2.1.1.1 Document the problem statement	2 days	Mon 1/14/19	Tue 1/15/19	Business Analyst	$1,280.00	$1,280.00
13	2.1.1.2 Identify student requirements questionnaire	3 days	Wed 1/16/19	Fri 1/18/19	Business Analyst, Interviewee	$2,640.00	$2,640.00
14	2.1.1.3 Create & distribute interviews questionnaire	2 days	Mon 1/21/19	Tue 1/22/19	Business Analyst, Interviewee	$1,760.00	$1,760.00
15	2.1.1.4 Document student and professor feedback	3 days	Wed 1/23/19	Fri 1/25/19	Business Analyst, Interviewee	$2,640.00	$2,640.00
16	2.1.1.5 Identify student requirements	3 days	Mon 1/28/19	Wed 1/30/19	Business Analyst, Interviewee	$2,640.00	$2,640.00
17	2.1.1.6 Create Requirement Traceability Matrix	14 days	Thu 1/31/19	Thu 4/11/19	Business Analyst, Project Sponsor	$4,480.00	$4,480.00
18	2.1.1.7 Determine scope of husky united application	3 days	Thu 5/9/19	Mon 5/13/19	Business Analyst, Project Manager	$2,880.00	$2,880.00
19	2.1.2 Scope Management Plan	51 days	Thu 1/31/19	Thu 4/11/19		$103,260.00	$102,620.00
20	2.1.2.1 Needs Assessment	17 days	Thu 1/31/19	Fri 2/22/19		$66,940.00	$66,940.00
21	2.1.2.1.1 Identify top stakeholder needs	4 days	Thu 1/31/19	Tue 2/5/19	Business Analyst	$2,560.00	$2,560.00
22	2.1.2.1.2 Collect husky requirements	2 days	Wed 2/6/19	Thu 2/7/19	Business Analyst, Interviewee	$1,760.00	$1,760.00
23	2.1.2.1.3 Perform organizational and regulatory a	2 days	Fri 2/8/19	Mon 2/11/19	Business Analyst	$1,280.00	$1,280.00
24	2.1.2.1.4 Develop gap analysis	3 days	Tue 2/12/19	Thu 2/14/19	Business Analyst	$1,920.00	$1,920.00
25	2.1.2.1.5 Analyze user needs to align NU Lifelong	2 days	Fri 2/15/19	Mon 2/18/19	Business Analyst, Interviewee, Software lice	$2,760.00	$2,760.00
26	2.1.2.1.6 Integrate organization and resource re	12 days	Tue 2/19/19	Wed 2/20/19	Business Analyst, Hardware machines	$52,880.00	$52,880.00
27	2.1.2.1.7 Determine the requirements	2 days	Thu 2/21/19	Fri 2/22/19	Business Analyst, Infrastructure [1]	$3,780.00	$3,780.00

28	2.1.2.1.8 Need document approved	0 days	Fri 2/22/19	Fri 2/22/19		$0.00	$0.00
29	2.1.2.2 Document Analysis	8 days	Mon 2/25/19	Wed 3/6/19		$6,880.00	$6,240.00
30	2.1.2.2.1 Determine requirement optimization m	1 day	Mon 2/25/19	Mon 2/25/19	Business Analyst	$640.00	$0.00
31	2.1.2.2.2 Prioritize alumni & student requirement	2 days	Mon 2/25/19	Tue 2/26/19	Business Analyst	$1,280.00	$1,280.00
32	2.1.2.2.3 Gather & Document optimal requirement	2 days	Wed 2/27/19	Thu 2/28/19	Business Analyst, Project Manager	$2,880.00	$2,880.00
33	2.1.2.2.4 Analyze documented requirements	2 days	Fri 3/1/19	Mon 3/4/19	Business Analyst	$1,280.00	$1,280.00
34	2.1.2.2.5 Create Scope Statement	1 day	Tue 3/5/19	Tue 3/5/19	Project Manager	$800.00	$800.00
35	2.1.2.2.6 Approve document results	1 day	Wed 3/6/19	Wed 3/6/19	Project Sponsor	$0.00	$0.00
36	2.1.2.2.7 Document Approved	0 days	Wed 3/6/19	Wed 3/6/19		$0.00	$0.00
37	2.1.2.3 Resource Management	13 days	Thu 3/7/19	Mon 3/25/19		$13,600.00	$13,600.00
38	2.1.2.3.1 Identify Resources	4 days	Thu 3/7/19	Tue 3/12/19	Business Analyst, Project Manager	$5,760.00	$5,760.00
39	2.1.2.3.2 Allocate Resource to tasks	4 days	Wed 3/13/19	Mon 3/18/19	Business Analyst	$2,560.00	$2,560.00
40	2.1.2.3.3 Develop contingency plan	3 days	Tue 3/19/19	Thu 3/21/19	Project Manager, Project Sponsor	$2,400.00	$2,400.00
41	2.1.2.3.4 Get Resource plan approval	2 days	Fri 3/22/19	Mon 3/25/19	Business Analyst, Project Manager, Project Manager	$2,880.00	$2,880.00
42	2.1.2.3.5 Resource register Approved	0 days	Mon 3/25/19	Mon 3/25/19		$0.00	$0.00
43	2.1.2.4 Project Budget	13 days	Tue 3/26/19	Thu 4/11/19		$15,840.00	$15,840.00
44	2.1.2.4.1 Develop budget plan	7 days	Tue 3/26/19	Wed 4/3/19	Business Analyst, Project Manager	$10,080.00	$10,080.00
45	2.1.2.4.2 Assign cost to resources	4 days	Thu 4/4/19	Tue 4/9/19	Business Analyst, Project Manager	$5,760.00	$5,760.00

ID	Task Name	Duration	Start	Finish	Resource Names	Cost	Baseline Cost
46	2.1.2.4.3 Approve budget plan	2 days	Wed 4/10/1	Thu 4/11/19	Project Sponsor	$0.0	$0.0
47	2.2 Quality Management Plan	5 days	Thu 5/9/19	Wed 5/15/19		$1,600.0	$1,600.0
48	2.2.1 Identify stakeholder quality expectations	1 day	Thu 5/9/19	Thu 5/9/19	Project Manager	$800.0	$800.0
49	2.2.2 Identify organization quality	1 day	Tue 5/14/19	Tue 5/14/19	Project Manager	$800.0	$800.0
50	2.2.3 Develop quality management plan	1 day	Wed 5/15/19	Wed 5/15/19	Project Sponsor	$0.00	$0.00
51	2.3 Risk Management Plan	14 days	Fri 4/12/19	Wed 5/1/19		$32,160.00	$32,160.00
52	2.3.1 Identify risks	8 days	Fri 4/12/19	Tue 4/23/19	Business Analyst, Project Manager	$11,520.00	$11,520.00

53	2.3.2 Perform risk analysis	3 days	Wed 4/24/19	Fri 4/26/19	Business Analyst, Project Manager	$4,320.00	$4,320.00
54	2.3.3 Create risk management plan	3 days	Mon 4/29/19	Wed 5/1/19	Business Analyst, Project Manager, Contingency Reserve	$16,320.00	$16,320.00
55	3 Project Execution	106 days	Thu 5/2/19	Thu 9/26/19		$127,152.00	$127,152.00
56	3.1 Design phase	20 days	Thu 5/2/19	Wed 5/29/19		$15,944.00	$15,944.00
57	3.1.1 Design alumni engagement prototype	5 days	Thu 5/2/19	Wed 5/8/19	Business Analyst, Project Manager	$7,200.00	$7,200.00
58	3.1.2 Develop alumni engagement prototype	10 days	Thu 5/9/19	Wed 5/22/19	Developer, Software license [$1,000.00]	$5,800.00	$5,800.00
59	3.1.3 Test prototype	3 days	Thu 5/23/19	Mon 5/27/19	Tester	$1,344.00	$1,344.00
60	3.1.4 Get customer feedback	2 days	Tue 5/28/19	Wed 5/29/19	Project Manager	$1,600.00	$1,600.00
61	3.1.5 Prototype Approved	0 days	Wed 5/29/19	Wed 5/29/19		$0.00	$0.00
62	**3.2 Solution Evaluation**	**14 days**	**Thu 5/30/19**	**Tue 6/18/19**		**$69,160.00**	**$69,160.00**
63	**3.2.1 Measure solution performance**	**3 days**	**Thu 5/30/19**	**Mon 6/3/19**	**Hardware machines [1], Infrastructure [1], Project Manager**	**$59,400.00**	**$59,400.00**
64	**3.2.2 Analyze performance metrics**	**3 days**	**Tue 6/4/19**	**Thu 6/6/19**	**Business Analyst**	**$1,920.00**	**$1,920.00**
65	**3.2.3 Assess limitations**	**3 days**	**Fri 6/7/19**	**Tue 6/11/19**	**Business Analyst**	**$1,920.00**	**$1,920.00**
66	**3.2.4 Identify enterprise limitations to implement sol**	**u3 days**	**Wed 6/12/19**	**Fri 6/14/19**	**Business Analyst, Project Manager, Project Manager**	**$4,320.00**	**$4,320.00**
67	**3.2.5 Determine actions to improve solution value**	**2 days**	**Mon 6/17/19**	**Tue 6/18/19**	**Project Manager**	**$1,600.00**	**$1,600.00**
68	3.3 Develop Phase	35 days	Wed 6/19/19	Tue 8/6/19		$23,136.00	$23,136.00
69	3.3.1 Develop alumini-enagagement website	15 days	Wed 6/19/19	Tue 7/9/19	Developer	$7,200.00	$7,200.00
70	3.3.2 Integrate website with devices	10 days	Wed 7/10/19	Tue 7/23/19	Developer, Tester	$9,280.00	$9,280.00
71	3.3.3 Test level 1 of website	5 days	Wed 7/24/19	Tue 7/30/19	Tester	$2,240.00	$2,240.00
72	3.3.4 Document test results	2 days	Wed 7/31/19	Thu 8/1/19	Project Manager, Tester	$2,496.00	$2,496.00
73	3.3.5 Analyze test results	3 days	Fri 8/2/19	Tue 8/6/19	Business Analyst	$1,920.00	$1,920.00
74	3.3.6 Development complete	0 days	Tue 8/6/19	Tue 8/6/19		$0.00	$0.00
75	3.4 Testing Phase	37 days	Wed 8/7/19	Thu 9/26/19		$18,912.00	$18,912.00
76	3.4.1 Test functionality of website	7 days	Wed 8/7/19	Thu 8/15/19	Tester	$3,136.00	$3,136.00

77	3.4.2 Test integration of website	7 days	Fri 8/16/19	Mon 8/26/19	Tester	$3,136.00	$3,136.00
78	3.4.3 User Acceptance & usability test for website	7 days	Tue 8/27/19	Wed 9/4/19	Tester	$3,136.00	$3,136.00
79	3.4.4 Report test results	3 days	Thu 9/5/19	Mon 9/9/19	Tester	$1,344.00	$1,344.00
80	3.4.5 Analyze defects	3 days	Tue 9/10/19	Thu 9/12/19	Developer, Business Analyst	$3,360.00	$3,360.00
81	3.4.6 Perform corrections and updates	10 days	Fri 9/13/19	Thu 9/26/19	Developer	$4,800.00	$4,800.00
82	3.4.7 Website test completed	0 days	Thu 9/26/19	Thu 9/26/19		$0.00	$0.00
83	4 Project Monitoring & Control	27 days	Fri 9/27/19	Mon 11/4/19		$21,920.00	$19,840.00
84	4.1 Change Management Plan	12 days	Fri 9/27/19	Mon 10/14/19		$9,440.00	$7,360.00
85	4.1.1 Create Change management register	4 days	Fri 9/27/19	Wed 10/2/19	Business Analyst	$2,560.00	$2,560.00
86	4.1.2 Analyze change requirements using ADKAR app	5 days	Thu 10/3/19	Wed 10/9/19	Business Analyst	$3,200.00	$3,200.00
87	4.1.3 Decide to accept/reject the change	1 day	Thu 10/10/19	Thu 10/10/19	Business Analyst, Project Manager	$1,440.00	$0.00
88	4.1.4 Document changes in register using ADKAR	2 days	Thu 10/10/19	Fri 10/11/19	Project Manager	$1,600.00	$1,600.00
89	4.1.5 Handover approved changes to solution team	1 day	Mon 10/14/1	Mon 10/14/19	Business Analyst	$640.00	$0.00
90	4.1.6 Change Plan Created	0 days	Fri 10/11/19	Fri 10/11/19		$0.00	$0.00
91	4.2 Quality Assurance	16 days	Mon 10/14/1	Mon 11/4/19		$12,480.00	$12,480.00

ID	Task Name	Duration	Start	Finish	Resource Names	Cost	Baseline Cost
92	4.2.1 Identify quality metrics	7 days	Mon 10/14/1	Tue 10/22/19	Project Manager	$5,600.00	$5,600.00
93	4.2.2 Implement quality audits	4 days	Wed 10/23/1	Mon 10/28/19	Project Manager	$3,200.00	$3,200.00
94	4.2.3 Assess quality control & assurance	3 days	Tue 10/29/19	Thu 10/31/19	Project Manager	$2,400.00	$2,400.00
95	4.2.4 Update quality management plan	2 days	Fri 11/1/19	Mon 11/4/19	Business Analyst	$1,280.00	$1,280.00
96	5 Project Closure	6 days	Tue 11/5/19	Tue 11/12/19		$5,120.00	$5,120.00
97	5.1 Launch the husky United website	2 days	Tue 11/5/19	Wed 11/6/19	Project Manager, Project Sponsor	$1,600.00	$1,600.00
98	5.2 Host lessons learned meeting	1 day	Thu 11/7/19	Thu 11/7/19	Business Analyst	$640.00	$640.00
99	5.3 Post-Project Evaluation	1 day	Fri 11/8/19	Fri 11/8/19		$1,440.00	$1,440.00

100	5.3.1 Client/Stakeholder Feedback Meeting	1 day	Fri 11/8/19	Fri 11/8/19	Business Analyst, Project Manager	$1,440.00	$1,440.00
101	5.4 Transition Plan	2 days	Mon 11/11/1	Tue 11/12/19		$1,440.00	$1,440.00
102	5.4.1 Documents Updated	1 day	Mon 11/11/1	Mon 11/11/19	Business Analyst	$640.00	$640.00
103	5.4.2 Handover to maintenance team	1 day	Tue 11/12/19	Tue 11/12/19	Project Manager	$800.00	$800.00
104	5.4.3 Project Closed	0 days	Tue 11/12/19	Tue 11/12/19	Project Sponsor	$0.00	$0.00

References

Project Management Institute (Ed.). (2015). *Business Analysis for Practitioners* [E-book]. Project Management Institute. Retrieved May 4, 2022, from https://www.PMI.org

1. Identify the organizational change(s) driven by the implementation of your solution.

Brief Description of the Change	
Notes: Developing a new portal named Husky United to expand the student alumni reachability from the current state with an increase of 30%. using the ADKAR change model	
• **Awareness:** • Monitoring the usage of the portal Implementing changes as per the feedback of the end users	**Score** **3**
• **Desire** • Career guidance by professionals working in the desired field to hone their resumes. • Providing co-op/internship referrals to the students who match the job description. • Opportunity of gaining in-hand experience of the projects on which the alumni are currently working on.	**Score** **5**
• **Knowledge** • Providing a feature on the student hub which would directly link to the husky united portal. • Emailing students about the launch of the portal with all the benefits • Conducting speaker series conferences with an advantage of Free food to the students attending the seminars. • Posting it on Northeastern University's official website and on social media platforms like Instagram, twitter, LinkedIn, and Facebook. • Printing pamphlets and banners and posting around the university for awareness.	**Score** **5**
• **Ability** • Providing step-by-step guidance to navigate the portal and explain all the features to new users as soon as they log in	**Score** **5**

• Feature of in-built AI help assistance for issues and queries. • conduct in person and virtual workshops where students can understand the usage and acquire help in navigation as per their convenience	
• **Reinforcement** • Providing Goodies and free food for in-person conferences • Providing recognitions on the LinkedIn profile if gained references which would lead to awareness of student's profile • No access to few features if the portal is not accesses for a certain amount of time and if the feedbacks are not completed.	**Score** **5**

2. Outline strategies and detailed tactics to overcome resistance to its implementation/changes.

Strategies	**Tactics To overcome Resistance to Implementation/Changes**	**Impacts On different Stakeholders:** • Northeastern University, • NU Student-Alumni Relations • CPS
Guidance & Communication	**Rationalizing the team to reach its full potential through thorough communication –** Before the change is implemented, communication and education about it should begin. This will assist your employees in rationalizing the change and ensuring that individuals and teams have enough knowledge to make sound decisions.	**Medium impact**, all 3 stakeholders will only accept change if the channel among the students and alumni is ensured and work on the desired outputs of the project.
Participation and Co-opting in the project	**Setting goals that are hard, attainable, and interesting -** Making objectives and targets, Break down change	**Least impacted** to the stakeholders, but some portions of project can be delayed due to different

	efforts into smaller milestones and reward success. Lastly, our Progressive goals will be aligned with desired values and beliefs.	perceptions of all 3 stakeholders
Allocating the roles & Responsibilities to the team members for performance evaluation	**Implementing RACI approach & strategizing the project charter -** By Establishing how the team member is most suited to assisting with the change project in one-on-one sessions and examine how it may help the individual address personal deficiencies while also leveraging their strengths, Charting the RACI approach will benefit to understand the assigned work and responsibilities	**Not a major impact** to stakeholders, but it may be time consuming in the initiation of project, but allocation brings advantage in schedule management
Accepting the innovative changes to drive continuous process improvements	**Adapting specific tools and techniques to impose changes –** Negotiating the change requirements amongst the team members, effectively applying the change policies by accepting the structured methodologies	**Medium impact** to all 3 stakeholders, but such change agreements can turn out to be costly for them as the engagement change is not guaranteed
Recognizing unhealthy patterns in the project	**Managing the Technicalities –** Here the step includes to implement technical fixes and addressing all the underlying patterns or performance impacting habits.	**Medium Impact** Stakeholders lose interest in some process improvements if they identify performance disturbing patterns

References:

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