**CITZ-IMB-HWP Capstone 2022**

**Draft Project Charter**

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***NOTE: Dates and specifics are notional and subject to change as per the team inception activity***

**EXECUTIVE SUMMARY**

The Information Management Branch (IMB) of the Ministry of Citizen Services’ (CITZ) is a part of the Government of BC. The IMB provides its partners with modern application development and management services. The IMB is developing its capacity to take on new projects by undertaking a series of skills development initiatives. From January to April 2022 the IMB engaged two co-op students to lay the foundation for a proof-of-concept that demonstrated a full-stack application design and development project that followed the AGILE methodology. The solution that was developed followed human-centered service design best practices and delivered a working prototype that formed the foundation for a minimal viable product (MVP). Currently, the prototype is lacking a number of features that are required to bring the solution to the MVP stage. The key deliverables of this project are to develop a functional containerized solution and handover documentation detailing how to operationalize the proposed application. In addition, the required solution requires a number of yet-to-be-identified enhancements based on a required user engagement activity.

**PROJECT PURPOSE/JUSTIFICATION**

**Business Need/Case**

Within the BC Government, there exists a leadership development team (RISE) which provides a forum for the exchange of information and best practices for civil servants wishing to improve their leadership skills. Participants need a platform for curated resources that are easy to locate and can be commented on and discussed. Currently, there are several different tools that fill parts of the identified need which leads to more duplication and over time a lack of use and orphaned information.

**Business Objectives**

The Business Objectives for this project support the Information Management Branches’ desire to provide a collaboration platform that can be embraced by a diverse range of communities within the BC civil service. They include the following:

• Define the problem so that the solution is useful in improving the exchange of lived experiences.

• Design (and continuously improve) a solution to the problem defined.

• Deliver a functional prototype in a repository that contributes to a knowledge base of experience for the IMB and other solution developers within the BC Government.

• Deliver handover documentation that details how to operationalize the minimal viable product (MVP) following a continuous improvement/continuous deployment approach.

**DESCRIPTION**

The Hybrid Workplace (HWP)Improvement project aims to create a solution that will make it easier to share community-based experiences within the BC public service. The proposed application will provide users with the means to propose and create new communities of practice, and post and follow discussions around topics of interest to that community. This will aid in the dissemination of knowledge experiences reducing the effort currently required. The system should also allow viewing of other communities and postings through a built-in search interface.

**Project Objectives and Success Criteria**

In order to be considered a success, the Hybrid Workplace (HWP) Improvement system must meet certain requirements and milestones within the time constraints of the project. The following objectives have been identified as a measure of the project’s success:

**Phase 1: Prototype Review** (Planned completion date: May 25th, 2022)

• Familiarize with a basic project outline and design.

• Design system-specific and UI enhancements.

• Onboarding, environment-specific education (OpenShift, Keycloak).

• Document APIs with SWAGGER.

**Phase 2: Development Phase** (Planned completion date: July 6th, 2022)

• Review and enhance existing codebase.

• Review and enhance existing UX.

• Deploy to OpenShift containers.

• New feature development (Admin, Moderator, Comment features).

**Phase 3: Refine Phase** (Planned completion date: July 20th, 2022)

• Allow users to subscribe and receive digest notifications using gcNotify (or equiv).

• KeyCloak integration.

**Phase 4: Hand-off Phase** (Planned completion date: August 4th, 2022)

• Complete a final demonstration of system features.

• Complete handover documentation.

**Requirements**

In addition to reaching each of the milestones, the project has several final requirements before it is considered a success:

• The application must facilitate a consistent and reliable user experience.

• The application must be intuitive to use for non-technical users.

• The application must be hostable on a distributed environment such as the BC Government’s OpenShift environment.

• The application must be manageable and supportable.

**Constraints**

Several Constraints have been identified that the sponsor and project team must consider:

• The team must complete the project within the allotted Capstone time frame.

**Assumptions**

Several assumptions have been made by the project team regarding this project.

They are as follows:

• Adequate support will be provided by the sponsors to clarify requirements.

• The project team will conduct most of their work between Monday and Friday.

• The project team will have access to the BC Dev Exchange community and resources as well as from the IMB.

• Adequate time will be allotted to complete the project.

• The team will work with IMB provided product management resources and follow the AGILE methodology and ceremonies.

• The team will demonstrate trust, curiosity and empathy in its way of work.

**Change Management**

The Hybrid Workplace (HWP)Improvement project will enhance the existing prototype and add required functionality. The proposed system should be intuitive and not require specialized training for users. This project’s purpose is to develop a working solution that users will embrace. Therefore, handover documentation detailing how to operationalize the proposed system must also be created.

**Preliminary Scope Statement**

The Hybrid Workplace (HWP) Improvement project will include:

* a review of the existing HWP prototype system design,
* a working solution deployed to the OpenShift hosting environment,
* incorporate the BC Government identity management system and
* handover documentation detailing how to operationalize the proposed system.

This proposed system will be designed and developed with consideration of the roles and needs of the identified stakeholders and entities. The Capstone team will l utilize data and the approach from the previous prototype phase as its basis for work.

4 **RISKS**

This project is meant to implement not a full-featured service but a prototype to be passed off for the next development phase. The project team and sponsor agree to mitigate risks and trim service features to achieve the core purposes.

**1** Indeterminable user Requirements have been written subjectively without the sufficient end user feedback. It could take time to solicit sufficient user engagement to ensure the project will meet intended user needs.

* Sponsor to Allocate two sprints to analyze and review existing data and device an engagement plan.

**2** Inexperienced with OpenShift Platform

* The project team has not worked in an OpenShift environment prior to the start of this project. Project Team The project team will invest time to learn this new platform under the guidance of the Technical Lead.

**3** Inexperienced with Keycloak IDIM

* The project team has not worked with keycloak prior to the start of this project. Project Team The project team will invest time to learn this technology under the guidance of the Technical Lead.

**PROJECT DELIVERABLES**

The following deliverables are proof of project success and must be achieved by the project completion date. Project sponsor approval must be required for adding additional deliverables to avoid scope creep.

• Functional Minimal Viable Product deployed on OpenShift

• Handover documentation to support the operationalization of the delivered solution

**5 PROJECT APPROACH**

This project will follow an Agile development approach with two-week sprints. Sprints begin on Wednesdays and end on Tuesdays. Each sprint will begin with a sprint planning meeting and end with a sprint review and retrospective meeting. In addition, as required, a mid-sprint review meeting will be held midway through each sprint to determine if a pivot is required. These meetings will serve as a weekly check-in with the sponsor and additional meetings will be scheduled with the sponsor and stakeholders as needed. Both the project team and sponsor will be present virtually in Microsoft Teams during these meetings. Weekly check in sessions will be held with Camosun instructors where the team will present their weekly status report. Daily stand-up meetings will be held by the project team under the guidance of an IMB provided ScrumMaster virtually where each member will:

• State what they have done since the last stand-up meeting.

• State what they plan to do that day.

• State anything that may be blocking their progress.

**6 SUMMARY MILESTONE SCHEDULE**

The following is the proposed Summary Milestone Schedule and is an estimate of our milestones. As the project progresses and requirements are identified these milestones are subject to change upon the agreement of the sponsor and project team.

Project Milestone Target Date

● Project Start May 2, 2022

● Project Charter May 12, 2022 (updated and delivered)

● DevOps Training TBA

● Review Data Models and UI May 12, 2022

● Review and document APIs May 12, 2022

● Functioning System Administration features June 11, 2022

● Functioning prototype enhancements were delivered on OpenShift on June 23, 2022

● Functioning Keycloak integration July 6, 2022

● User Engagement demonstrations July 14, 2022

● Final Client Demonstration July 28, 2022

● Handover Documentation August 4, 2022

● Project Complete August 4, 2022

● Symposium Presentation/Demonstration TBA

**CONCLUSION**

The goal of this project is to contribute to the Information Management Branch’s capacity to develop digital solutions for its client base. e will achieve this by defining the problem, designing/enhancing a solution, and then developing an application MVP that will serve as a fully deployable and functioning solution to be presented to stakeholders. The sponsor will engage with the team regularly and support the team’s learning of new technologies by providing access to the necessary resources. <name to be defined> will assume the role of primary Capstone contact for this project team.

**7 AUTHORIZATION**

Project Sponsor

Robert Kobenter, CITZ IMB