

# Forms and Ecommerce Website Upgrade

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**Northeast Washington Area of Narcotics Anonymous**

## **Statement of Work**

*February 2022*

**Cory Bonallo – Project Manager**

**2022 AdHoc Chairperson**

## ***Purpose:***

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To create new website forms and ecommerce capability to streamline and facilitate communications and revenue stream between the members and the Area Service Committee. Currently a mix of outdated printed forms and no ecommerce capability make the data collection and reporting to the ASC unnecessarily arduous. Similarly the group GSR's cannot pre-order literature to pick up at the monthly ASC business meeting and need online access to a password protected meeting schedule.

## ***Scope:***

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This project team will focus on the creation of various fillable forms accessed on the newana.org that will be sent via email to the appropriate ASC member for processing and recording. This project will begin on February 5<sup>th</sup>, 2022 with an Ad-Hoc kick-off meeting and be completed by March 19<sup>th</sup>, 2022. To accomplish this, the project team will complete the following actions on the newana.org website:

- Research and secure necessary Word Press plug-in for data collection.
- Review and select an Ecommerce and money collection plug-in.
- Install, troubleshoot and test plug-in compatibility.
- Create necessary forms that are used at the monthly ACS for data collection.
- Create and unit test literature order form and ecommerce solution.
- Create a password protected printable meeting schedule.

This project will take 60 hours of development time and 10 to test. The project scope does not include:

- Member training to use new forms.
- Password protection security protocols.
- Ecommerce order form maintenance and money handling or order fulfillment procedures.
- Collection and maintenance of the password protected phone numbers.

## ***Deliverables:***

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The newana.org website will contain the following new fillable forms, emailed to the appropriate ASC trusted servant when submitted by members or GSR's:

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|-----------------------------|------------------------------|
| • ASC Motion Form           | • Funds Transfer Form        |
| • Decision Topic Form       | • Literature Order Form      |
| • Group Report Form         | • Ecommerce Order Form       |
| • Sub-committee Report Form | • Secure Schedule Print Page |
| • Budget Request Form       |                              |

All forms will send a copy or receipt to the user if an email address is supplied during entry. Each data or order entered will be sent to the appropriate trusted servant of the ASC. Money will be securely

deposited into one of the ASC bank accounts. These forms will be based on the existing ASC forms currently in use.

### Constraints:

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**Budget:** NEWANA is a not for profit organization. They want a funds collection and deposit system with no fees. NEWANA is made up of volunteers and team time will be limited. Free plug-ins will be sought.

**Skills/Training:** Primary work done by Website Liaison who has most of the skills necessary. PM and Regional IT support will supply any expertise/training as needed.

**Schedule:** ASC meets monthly. No changes that need approval can be made mid-month. Progress reporting constrained to monthly. Website Liaison has other duties and time will be limited. Regional IT Support works by ticket with a 48 turnaround.

**Quality:** Looks and feel may be limited by chosen Word Press plug-in. Possible limits on functionality.

### Stakeholders:

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Name	Role	Goal
ASC Body	Decision Maker	Use of online forms for communication, reporting and ecommerce
Patty	Sponsor	See that the project has needed resources and is completed
GSR 1*	User/Tester	QA of forms and functionality of the final product
GSR 2*	User/Tester	QA of forms and functionality of the final product
Secretary**	Team Member	Receive form data via email to use/include in reporting/minutes
David	Team Member	Receive literature order via email to fulfill
Annetta	Team Member	Sell tickets and merchandise online for fundraising, maintain items featured on website
Darrel	Team Member	Print schedules from website with trusted servant phone numbers
Charles	Team Member	Create, test and deploy forms and ecommerce functions to website
Cory	Project Manager	Provide leadership and technical training to ensure project success

\*Group Service Representative not yet selected. \*\*Secretary position is currently vacant.

### Risk Analysis:

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Risk Event	Risk Owner	Risk Response
Website Liaison resigns	Patty	1. Appoint new liaison 2. Request Regional IT support
Plug-in selected conflicts with current website functionality	Charles	1. Request Regional IT support to resolve 2. Uses inferior plug-in and sacrifice quality
Bank fees cannot be avoided	ASC Body	1. ASC approves bank fees 2. Ecommerce functionality is scrapped
Team members and users are volunteers and may not respond in a timely manner to issues	ASC Body	1. Project due date will be extended. ASC Body is aware of this risk and accepts it as unavoidable

Ecommerce solution may be too difficult for Annetta to maintain	Annetta	<ol style="list-style-type: none"> <li>1. Charles may take on maintenance duties</li> <li>2. Another easier plug-in is selected</li> </ol>
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