

# **KENTUCKY HORSEMEN'S BENEVOLENT AND PROTECTIVE ASSOCIATION**

INCEPTION PHASE

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**Business Need:**

Increased donations, increase membership; increase horse racing and HBPA awareness; increase sale of programs, increased in accessibility to information by members.

**Business Requirements:** Provide a design of a website with a Content Management System along with a payment system to accept donations and payments online through their website; provide the capability to levy paper cost to print onto the member or consumer by implementing printable forms on the website; provide a section on the website for someone to become a member solely on the computer; Include easy connectivity to social media and other news media content; Include a section to include important information such as track information, medicinal requirements and thresholds by state, and regulatory changes of horseracing.

**Expected Value:**

Tangible: Increase membership; Increase program sales; Expected increase in donation of an average \$3,000 per year; Expected Newsletter savings of \$24,500 per year; Expected Racing report savings of \$4,000 per year; Expected postage savings of \$12,000 per year; Time saved printing and mailing that can be used to maintain the website; Web hosting will cost \$11/month while also moving updates on organization staff not relying on outside company, a reduction from the current \$25/month plus fees for website updates.

Intangible: Increased community awareness; added convenience for members such as printing off forms and other materials; improved website appearance and usability.

**Special Issues or Constraints:** Project needs to be completed by April 25<sup>th</sup>.

# **Kentucky Horsemen's Benevolent and Protective Association**

## **Project Horsemen Vision (Small Project)**

**Version 1.3**

## Revision History

Date	Version	Description	Author
28/JAN/2017	1.0	Basic Vision Document Update	Jarui Desai
2/FEB/2017	1.1	Vision Update & Feasibility Analysis	Sean Wisdom
23/FEB/2017	1.2	Vision Document Updates	Jarui Desai
26/FEB/2017	1.3	Vision Document formatting & updates	Sean Wisdom

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# Vision (Small Project)

## 1. Introduction

The purpose of this document is to collect, analyze, and define high-level needs and features of the new system that we will be implementing for the Kentucky Horsemen's Benevolent and Protective Association. It focuses on the capabilities needed by the stakeholders and the target users and why these needs exist. The specifics regarding how the system fulfills these needs are detailed in the use-case and supplementary specifications.

### 1.1 References

Feasibility Analysis, Version 1.0, 1/29/16, Red Team

Located in Appendix: 7.1.

### 1.2 Narrative

This vision document is there in order to list out all the needs that the company currently has and then provide our feedback for what we believe should be implemented in its place. This will include the economic feasibility of the project, which will include the current costs and any future cost that may be incurred. It will also provide the reasons as to why the system should be changed and why our ideas will be beneficial in the future for the Kentucky Horsemen's Benevolent and Protective Association. It will also address the target stakeholders of the new system and other information that can be useful when considering this project.

## 2. Positioning

### 2.1 Problem Statement

The problem of	A website that lacks the ability to perform business processes that could be digitized
Affects	All the members and end users that are interested in the organization
the impact of which is	Inefficient news distribution, higher operating costs, and a higher workload for the KHBPA
a successful solution would be	Create a new system which eliminates or reduces these impacts by adding payment processing, important resources for horsemen, and an easily updatable news feed

### 2.2 Product Position Statement

For	The Kentucky Horsemen's Benevolent and Protective Association
Who	Desires to improve their website for added functionality, cost reduction, and improved navigation
The Website	Will be a platform compatible with all devices belonging to the end users
That	Expands the membership base, increases revenues and reduces costs, and adds value for the end user
Unlike	Manual distribution of newsletters, collection of fees and donations, and a limited website
Our product	Will be easy to navigate, allow payment transactions online, and provide important information and resources for the end user

### 3. Stakeholder and User Descriptions

The stakeholders of the Kentucky Horsemen's Benevolent and Protective Association include the members of the organization, end users of the website, and the individuals who make up this organization.

#### 3.1 Stakeholder Summary

Upper Management of Kentucky Horsemen's Benevolent and Protective Association	These individuals are the ones in charge of this business and make executive decisions for the greater good of the organization.	Responsibilities include informing the Red Team about potential problems that they have witnessed, requesting what they would like to see from the new system, and answering any questions the group may have.

#### 3.2 User Summary

The end users of this business include members and any individuals who may visit the website.

Member of the Kentucky Horsemen's Benevolent and Protective Association	These are the individuals that will be using and utilizing the new system more than any other group	Responsibilities include providing feedback on the organization and what they would like to see out of the new system. They can make any suggestions on how the system can improve so that it is easier for them to use it.	This stakeholder will be directly represented on the website.
Any end users that may visit the website, such as the general public	This group of individuals will be the ones seeking various types of information, typically without a set goal to accomplish while visiting the website.	Responsibilities are not placed on this group because they are a largely unknown party. However, they are also able to provide feedback to the organization regarding what they would like to see from the new system or in the future from the company in terms of their website.	This stakeholder will be represented by the members who are in charge of the website. The upper management who updates the website will be updating it regularly for the general public.

#### 3.3 User Environment

The working environment of the user will be a mobile platform, but needs to have a simple system for content management that is easy to use. The processes on the website should be easy for the user to navigate in order for them to find the information they are seeking. The allotted time that a user typically spends on the website varies with the user's goal when visiting it.

The future system will be user friendly, featuring better navigation, and include additional information that is not currently displayed on the website. The information will be easier for the user to find with more depth than previously available.

#### 3.4 Summary of Key Stakeholder or User Needs





Online registration	High	Registration isn't provided online	Go into the KHBPA's office or send a fax in order to process memberships	Have a tab dedicated to online registration with forms that can be submitted online through pdf or image format
Online forms	High	Currently no online forms, which restricts the available time and manpower	The forms are emailed and retrieved in person	By providing forms online, the company will be able to reduce costs and allocate time used mailing to other projects
Ability to process claims online	High	Claims can take a while to process if given via paper	The claims are processed by going to the office and meeting with staff	The online capabilities can reduce the time spent in travel and processing this information
Online donations page	High	Potential donations may be missed	The donations must be mailed in the form of check or cash to the KHBPA office	Add payment processing with the option to subscribe for donations at specific time intervals, which eliminates mail fees as well
Easy to drive traffic	High	The KHBPA is not directing horsemen to other important resources	There are a few links on the website to other sites of interest for the horsemen	By making it easier to edit the webpage, links can be added or taken away at a moment's notice
Ability to collect fees online	High	Additional workload for the KHBPA for manual payment processing	All fees for license applications and form submissions must be mailed or made in person	By migrating the service online, it will save the KHBPA time to use on other projects and the instant transaction decreases processing time
Update news online	High	Some information useful to horsemen is not located on the KHBPA website	The KHBPA does not update live track conditions, disease outbreaks, and political happenings on their website and links to other sites	By displaying important information from these sites to the KHBPA site they will become a one stop source for all information a jockey, trainer, or owner is interested in

Disaster recovery	High	Without any online backups, there is no continuity in the event of a disaster	The KHBPA keeps paper copies of information in a file cabinet at their office	By migrating important records online and using a backup service, the KHBPA can continue operations with minimal recovery time
Professional contact information	Medium	No way to contact specific individuals directly	Board of directors page with email, Contact us page with numbers for main and satellite offices	By adding profile pictures and additional contact info for the board of directors, adding a staff page, and redesigning the current contact us page, more people will be interested in contacting the KHBPA about becoming members
Calendar of Events	Medium	Event attendance is lower than potential due to no event listing	Listing of events where dates, times, and event information must be manually updated	Event management is simplified by adding a calendar of events with integration to office 365. Interested individuals can add events to their own calendars with a click
Mobile platform	Medium	No mobile friendly platform. Most users use mobile devices	A user on a mobile device will be taken to the desktop version of the site	By using a mobile friendly design tool and creating a mobile site, the KHBPA's information will reach further within their membership base
Feedback section	Low	Limits the growth of the company because there is no written feedback on improvements	Feedback is given by word of mouth or calling the KHBPA	By setting up a feedback section for events hosted by the organization, they can review member satisfaction with events and share opinions on news articles
Ability to poll and survey members	Low	Limits a method of member involvement	Currently no way to poll members except by using Facebook	This will be fixed by adding a page on the website for polls and surveys
Live content	Low	Must update each social media account individually	Must manually log in to each account to publish a story	By inserting a widget to the new system, we will be able to update all social media platforms automatically

### **3.5 Alternatives and Competition**

The online competition offering similar services provides more information, better functionality, and a more appealing design when compared to the Kentucky Horsemen's Benevolent and Protective Association's website.

## **4. Product Overview**

### **4.1 Product Perspective**

The current system is lacking functionalities that would be fulfilled with a newer system. In comparison to other related products, the current system does not include an easy to use interface, a donations page, any calendar and current event information, an updated news section about what is currently going on with the organization, pictures for the events that the organization will be involved with such as fundraisers, public speaking events, or advocacy on behalf of horsemen.

### **4.2 Assumptions and Dependencies**

The Red Team is assuming that the client, the Kentucky Horsemen's Benevolent and Protective Association, will allow us to partner with any third-party organizations if needed in order to use a variety of new systems to make the business process more efficient. If that is not be the case, future planning for the system will be tailored to fit the request of the client while still improving on their current implementation.

## **5. Product Features**

The product features we hope to add to the new system include the following:

- Migrating the website and all online activity onto the cloud
- A News and Events Tab which will include articles, a calendar of events, a list of past, on-going, and future activities
- An About Us tab which will include a list of helpful links and resources and a Board of Directors page
- A How to Join page, which will include an online application and registration process
- A printable License Application forms, printable registration forms, and flow to payment processing
- A Benefits tab which will include a list of links to coverage information, a claims processing form, and a flow to payment processing
- A Donation tab with payment information
- A Links tab with a list of related sites that are involved with the KHBPA
- A Contact Us tab which will include contact information for their main and satellite offices

## **6. Other Product Requirements**

Not applicable at this time.

## **7. Appendix**

### **7.1 Feasibility Analysis**

The Feasibility Analysis has identified the risks associated with continuing the project and how they may be addressed. The Technical, Economic, and Operational feasibilities are separated into their own categories with all related subtasks examined and assessed for their level of risk. Once completed, the average risk is adopted as the category risk, making note of any high risk subtasks to watch closely during the project.

#### **Technical Feasibility**

The Technical feasibility of further developing the KHBPA website is low risk because the users have clearly outlined their requirements and the development teams will identify many new opportunities that can be explored with the website. The business developers have familiarized themselves with the KHBPA's business processes through client visits, researching report documentation, and examining their current website. The combination of the clear outlining from the users and the developers familiarity of the business functionalities makes the risk of misunderstanding the users' business needs and missing opportunities for improvement very low. The users will be provided with the website, built by the developers and a content management system that allows employees of the KHBPA to edit web pages and add new content. The website and content management systems will be pre-existing at the time the KHBPA takes control of them and will be based on their current systems, increasing the initial understanding of the future system. Overall the above factors contributed to the conclusion that the Technical feasibility of further developments is very high, with low risk due to misunderstandings of the system.

### Economic Feasibility

The Economic feasibility of further developing the KHBPA website is high as based on the NPV calculation spreadsheet below. The cost of the project is estimated to be \$240,000. The revenues from the project are estimated to be \$240,900. The economic feasibility of the project results in a positive net present value, at \$900, indicating there is a high economic feasibility.

	Growth Rate: Inflation:		10% 2.10%	Interest Rate (Vanguard Growth ETF):		4.50%	
Time	0	1	2	3	4	5	Totals
<b><u>Benefits</u></b>							
Donations	0	3,000	3,400	3,800	4,300	4,800	19,300
Racing Report Savings	0	4,000	4,500	5,000	5,600	6,300	25,400
Newsletter Savings	0	24,500	27,500	30,800	34,500	38,700	156,000
Forms Mailing Savings (\$2/member @ 6,000)	0	12,000	13,500	15,100	16,900	18,900	76,400
<b>Total Benefits</b>	0	43,500	48,900	54,700	61,300	68,700	277,100
<b><u>PV of Benefits</u></b>	0	41,627	44,779	47,933	51,404	55,128	<b>\$ 240,900</b>
<b><u>Costs</u></b>							
Developer (4 mos. @ \$22/hr)	15,300	0	0	0	0	0	15,300
<b>Total Development Costs</b>	15,300	0	0	0	0	0	
Analyst (4 mos. @ \$26/hr)	18,000	18,400	18,800	19,200	19,600	20,000	114,000
Database Admin (4 mos. @ \$30/hr)	20,800	21,200	21,600	22,100	22,600	23,100	131,400
Hosting	100	100	100	100	100	100	600
Database License (ClearDB @\$10/month)	100	100	100	100	100	100	600
Azure Basic Tier @\$56/month	700	700	700	700	700	700	4,200
<b>Total Operational Costs</b>	39,700	40,500	41,300	42,200	43,100	44,000	
<b>Total Costs:</b>	55,000	40,500	41,300	42,200	43,100	44,000	
<b><u>PV of Costs:</u></b>	55,000	38,800	37,800	37,000	36,100	35,300	<b>\$ 240,000</b>
<b>Cumulative PV of costs:</b>	55,000	93,800	131,600	168,600	204,700	240,000	
<b>Total Project Benefits</b>							
<b>Costs:</b>	-55,000	3,000	7,600	12,500	18,200	24,700	
<b><u>Yearly NPV:</u></b>	-55,000	2,827	6,979	10,933	15,304	19,828	<b>\$ 900</b>
<b>Cumulative NPV:</b>	-55,000	-52,173	-45,194	-34,261	-18,957	872	
<b>Return on Investment:</b>	0.38%						
<b>Breakeven Point:</b>	5.96	Breakeven occurs in the 4th quarter of year 5					
<b>Intangible Benefits:</b> Improved data security, Improved customer satisfaction, Competitive edge, Increased customer base, and greater operational efficiency							

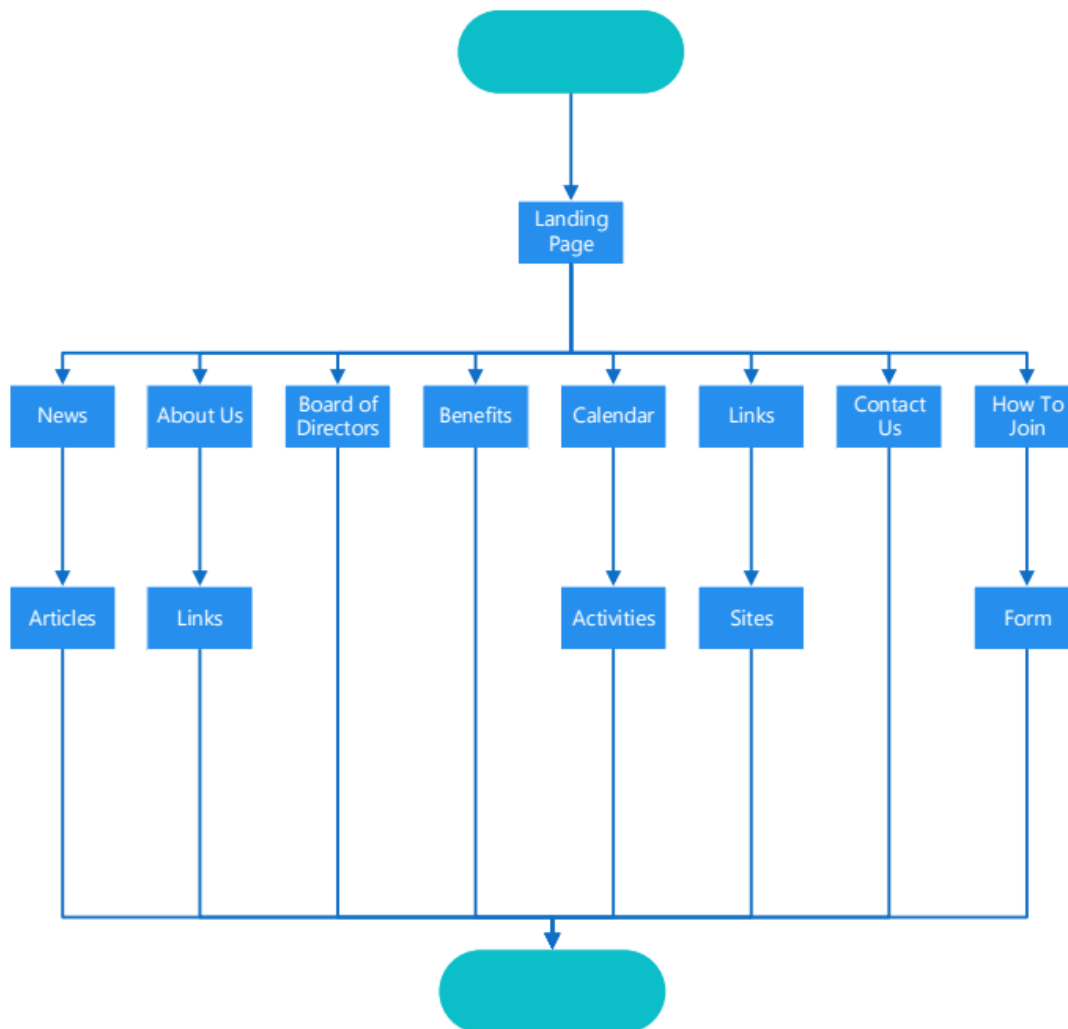


### **Organizational Feasibility**

The Organizational feasibility of further developing the KHBPA website is high risk, as some of the users may not accept the planned changes to the system. The KHBPA office only recently switched from typewriters to word processing computers and another switch that adds a content management tool to their system will require additional time and effort from KHBPA staff to become familiar with it. Despite this, the KHBPA may like to have the freedom to edit their website at will, rather than having to work on a web developer's schedule. Overall we expect the Operational feasibility to be very high as based on the factors listed above, but the improved efficiency of the website will likely compensate for the necessary level of technological aptitude.

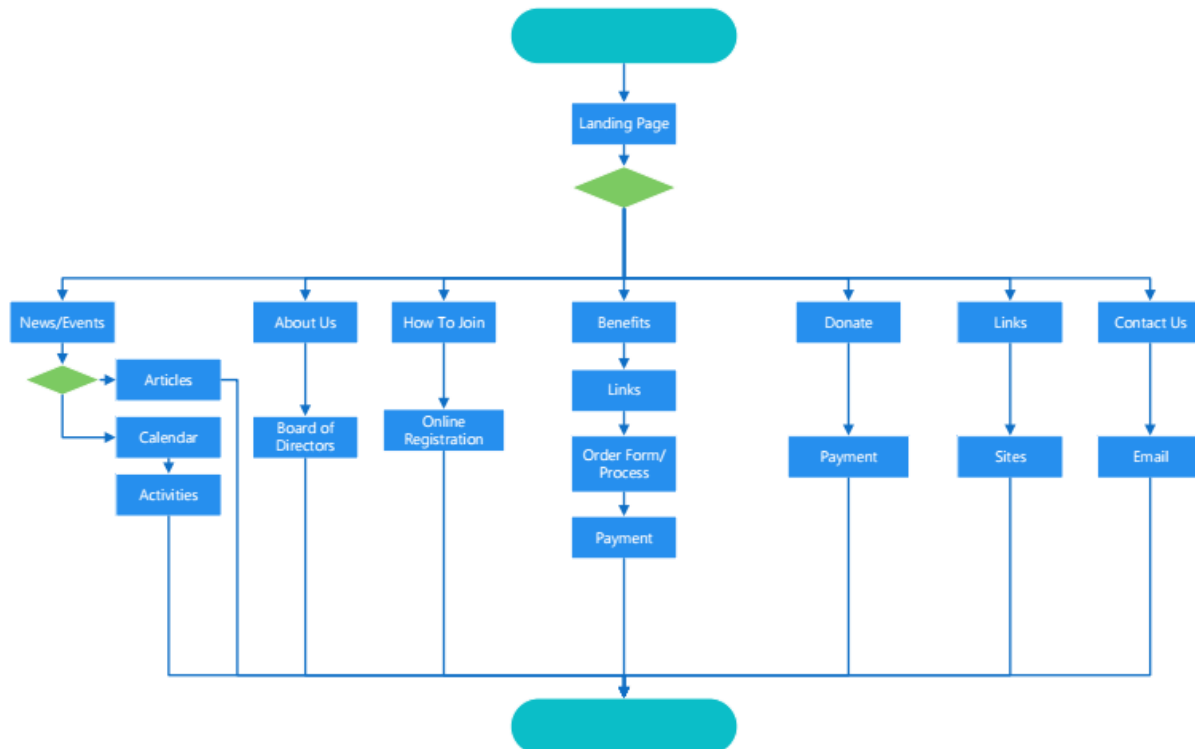
The as-is process chart shows the current functionality of the KHBPA's website. Most business processes lead to a web page that is entirely text based. This business process model is what we will use as a guide to improve upon the business processes in the new system.

## KHBPA Process Chart (As Is)



The To-be process chart depicts how we think the new site should work and is modeled on the current model. The main driver of maintaining a similar layout is because we do not want to make the experience more difficult for users, as they are already familiar with using the old website. This embodies the projected features that fulfill many of our system requirements and provides value as outlined in the system request.

### KHBPA Process Chart (To Be)



During the process of designing the proposed system we must evaluate the current state of the system and discuss its pressing issues. These issues will shape the requirements for the new system and will be solved with corresponding features outlined in the following table. The main purpose of the System Requirements are to define all current problems with the client's system, determine the requirements in the new system that will provide a solution to this problem, and plan development of a feature to solve that problem.

Requirement (Hierarchy Organization)	Problem	Requirement	Feature to solve problem	Description
1	Unable to receive money for donations online	Collect donations online	Payment system	This payment system will give the business the capability to collect money online.
2	Members can't pay for reports online	Collect revenue online	Payment system/select reports page/pay to download	This feature will allow members to pay for reports online and download them from the website if they wish.
3	No online backups to restore in the event of a disaster or data loss	Back-Up Data	Cloud server	In the event of a natural disaster which would destroy all physical assets, the business could continue to operate at a different location by accessing the cloud server.
4	Unable to register members online	Become a Member Online	Become a member form	This system will allow the user to input their information into textboxes on a form to become a member online.
5	Unable to process benefit claims online	Process Claims online	claims page	This system will contain an area where current content can be pushed at the organizations desire.
6	Unable to push news online without contacting jockey club	Push News Content	News page	The purpose of this is to keep members up to data on all current events along with important messages pushed by the KHBPA as well as the national HBPA.
7	Incomplete data in too many locations	Localized complete data	Primary Database	This will give the associates of the ability to pull relevant data form one place and know that the numbers are complete.
8	Does not have ability to send invoices to members	Payment System	Payment system	The payment system will have the capability to send recurring billing statements and invoices.
9	Have to print forms, fill out, then mail or take to office	Section of website to download and print forms	Downloadable pdf	This system will allow the user to print forms from the website, fill out, and re-upload through website.

10	Does not connect trainers and owners online	Searchable database for trainers,owners	Primary Database/CMS	This will give members and users who either have a horse and looking for a trainer or are a trainer and looking for an owner and a horse to train.
11	Software may require licensing	Software Licenses	Software Licenses	Choose a system that does not require a license but offers all of the needs and all, or the majority, of the wants.
12	No calendar of events on the website	Own interactive calendar	Interactive calendar	This system will have an area where the local organization's activities will be with national activities on a calendar.
13	There are no links to social media on the website	Link to social media	social media widgets through CMS	This system will have an option to post to social media whenever you become a member and will have links to the organization's social media pages.
14	Website doesn't display pictures in gallery	Updateable picture gallery	Picture Gallery	This feature will give users the ability to view all of the pictures in a neat format that the associates of the Kentucky HBPA upload.
15	Website isn't optimized for mobile devices	Mobile compatibility	CMS with mobile compatibility	The content management system will allow the website to be mobile compatible.
16	Unable to poll members on the website	Surveying system	Polling widget	This feature will be able to ask all of the members at one time about their opinion on a particular issue, etc.
17	Unable to receive event feedback from members	User/member feedback	Feedback tab/section	This portion of the website will allow people who have been to HBPA events and want to give feedback or share any kind of experience with the Kentucky HBPA.
18	Organization wants color scheme to be different than other sites	Different color scheme	Not blue/gold	This feature will make the website aesthetically appealing.

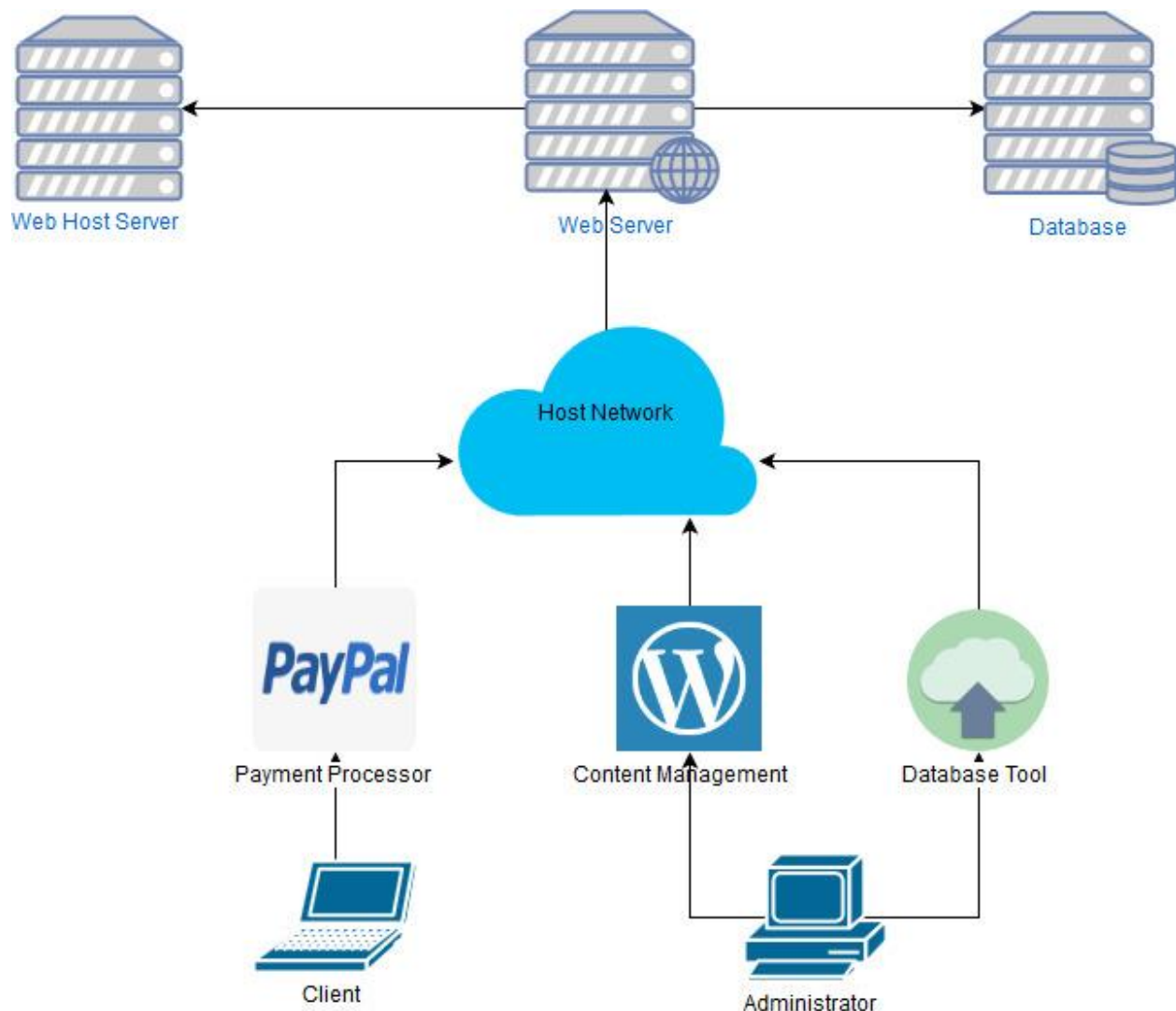
The List of use cases details potential uses for the proposed system and the actors within those scenarios. The purpose of the list is to assist in developing the system, ensuring functionality for the intended users and preventing any overdevelopment of unnecessary features.

1. Online Donations – Donating members
2. Mobile compatibility – Smartphone users
3. Reports revenue – Report users
4. User feedback – Members
5. User polls – Members
6. Photo gallery – Website visitors
7. Business continuity – KHBPA staff
8. Software licenses - Staff
9. Trainer/Owner Database – Trainers and owners
10. Claims processing - Members
11. News updates – Website visitors
12. Online registration – Potential members
13. Social media link – Website visitors
14. Localization - Staff
15. Form accessibility – Members
16. Color scheme – KHBPA
17. Calendar – Website visitors
18. Invoices – Staff
19. Login – Staff (web content management tool and database)
20. Backup – Staff (store data for business continuity)
21. Recovery – Staff (retrieve data for business continuity)
22. Online payment - Members
23. Database - Staff (to organize members/staff/trainer records)
24. Profiles - Trainers and website users (to create, view, and manage profiles)

The Initial Architecture considerations assist developers with outlining the necessary components to achieve the system requirements and ensure that there are no miscommunications between clients and developers. There are two sections, Design and Realization, which cover the systems that the organization requires and the resources they plan to use in order to achieve them.

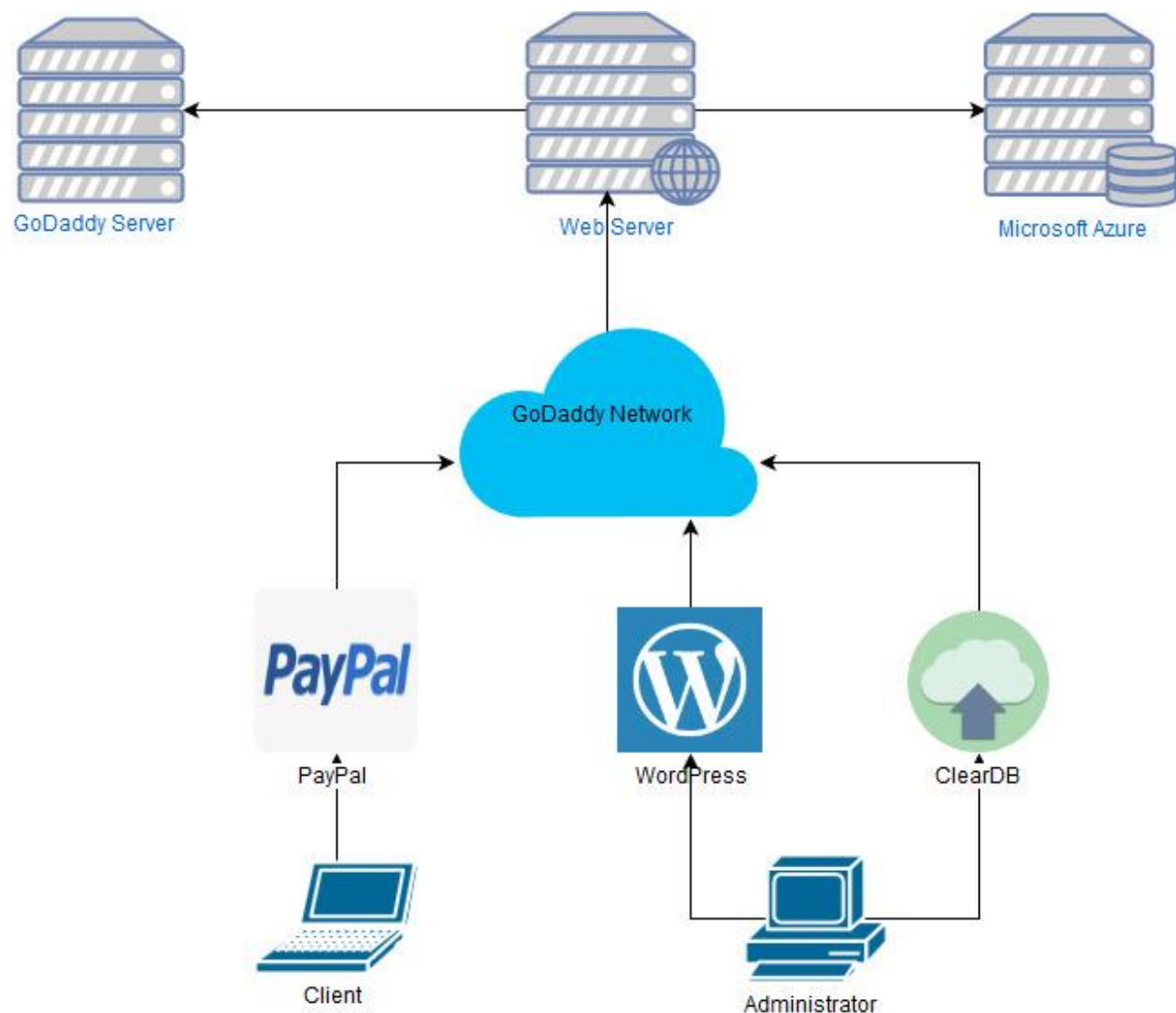
### Design

The Design portion of the architecture consideration examines the systems that we plan to use in order to meet the requirements as outlined in the system requirements document. The KHBPA website requires a content management tool that allows the user to update news and calendars and edit web pages with a low level of technical knowledge. The website must have a payment processing system in order to receive donations and process fees related to form submissions and license renewal costs as a method of capturing revenue online. Another requirement is the ability to register members and allow them to receive newsletter updates online. Finally, to get it all online, they must purchase a domain and implement the website.



### Realization

The Realization portion of the architecture consideration specifies how the systems in the Design portion will be executed, including the branding and operation of the implemented systems. We recommend using WordPress, PayPal, Microsoft Azure, ClearDB, and godaddy.com. WordPress fulfills the content management design consideration because it is user friendly, the add-ons enable nearly any functionality that is required, and the basic version is free to use. PayPal could be used as the payment processor as it offers competitive transaction rates, is compatible with all major platforms, and has many available features. Microsoft Azure has a tiered structure that allows the KHBPA to pay \$56 a month to receive dedicated machines hosting their websites, automatic backups of data retrieved from the website, and an improved recovery time from disaster. ClearDB is a plugin for WordPress that ports forms into Azure automatically and adds a function to each entry, allowing registered users to receive digital newsletters from day one. Godaddy.com is a domain registry targeted towards WordPress, allowing the KHBPA to purchase a .org domain for a mere \$8.99 per year with ensured compatibility with their content management tool.





The following is a risk analysis for the Kentucky Horsemen's Benevolent and Protective Association's website development project. These risks are dependencies that could hinder the development and implementation of the system, or prevent it altogether. There is criteria to assess the risks, determining whether they are high or low risk areas, and each risk has been categorized as based on this criteria with a focus on high risk items.

#### Risk Analysis:

##### Use Cases:

###### High Risk Criteria:

Must fit at least one of these criteria:

- System (as a whole), "feature" itself or its process, or Business Process rely on Item (Examples: Cloud Hosting for system, online form for membership)
- Item has been marked as "high-need" or "required" by client per system inspection or from client. (Example: required HTML pages)
- Item affects many of the client's customers or could inhibit functionality if not complete. (Example: mobile site)

###### Low Risk Criteria:

Must fit at least one of these criteria:

- Item has been marked as "nice to have" per client.
- Is not essential to MIS or business process.
- Does not affect client in major way (either fiscally or operations)

#### Use Case Analysis:

1. Online Donations – Donating members: - High Risk
2. Mobile compatibility – Smartphone users - High Risk
3. Reports revenue – Report users - High Risk <- High Risk for reconciliation purposes
4. User feedback – Members - Low Risk
5. User polls – Members - Low Risk
6. Photo gallery – website visitors - High Risk
7. Business continuity – KHBPA staff - High Risk
8. Software licenses - staff - Low Risk
9. Trainer/Owner Database – Trainers and owners - High Risk
10. Claims processing - members - High Risk
11. News updates – website visitors - High Risk
12. Online registration – potential members - High Risk
13. Social media link – website visitors - High Risk
14. Localization - staff - Low Risk
15. Form accessibility – members - High Risk
16. Color scheme – KHBPA - Low Risk <- Does not change very often unless rebranded
17. Calendar – website visitors - High Risk
18. Invoices - staff - High Risk

##### Other Risks:

###### High Risk Criteria:

Must fit at least one of these criteria:

- System (as a whole), "feature" itself or its process, or Business Process rely on Item (Examples: Cloud Hosting for system, online form for membership)
- Item has been marked as "high-need" or "required" by client per system inspection or from client. (Example: required HTML pages)
- Item affects many of the client's customers or could inhibit functionality if not complete. (Example: mobile site)
- Diagnosis of issue is difficult along with fixing it.

###### Low Risk Criteria:

Must fit at least one of these criteria:

- Item has been marked as “nice to have” per client.
- Is not essential to MIS or business process.
- Does not affect client in major way (either fiscally or operations)

Other Risks:

1. Disaster Recovery (Vision) - High Risk
  - a. This is a high risk since it affects all business processes in the event of bad system update, system failure and/or accidental deletion by staff error. It also is a requirement of system/business continuity and integrity.
2. Drive Traffic (Visions) - High Risk
  - a. This is a high risk item because the client needed this functionality for the system to be able to function properly for their clients can go to different website in order to give appropriate information and stream line data retrieval for their clients.
3. Contract with GoDaddy for Domain (Arch. Consider.) - High Risk
  - a. This is a high risk item because the domain is required for outside (including the facility in this case since not on internal network) for connectivity of website and the system.
4. Securing a contract with Microsoft Azure for a hosting machine (Arch. Consider.) - High Risk
  - a. This is a high risk item because this system will hold the database along with backing up the database.
5. Acquire WordPress on a server (Arch. Consider.) - High Risk
  - a. This is a requirement for the Content Management System to have an easy to use and maintain website.
6. Get contracts with ClearDB and PayPal (Arch. Consider.) - High Risks
  - a. These are requirements for system functionality to interface with Microsoft Azure and receive payments/donations.

#### **How Risks will be addressed**

Risk will be addressed through elaboration phase through thorough planning with Use Case, Sequence, and Class Diagrams. These will help us visualize the business processes and locate critical points of the business processes. Having these in place will not only help us complete each task faster, but everyone (now and in the future) will understand the pieces of the system and the processes within. This will address risk since developers will be able to follow the diagrams and find the high risk items.

### **Team Goals**

The team shall provide web design services for the Kentucky Horsemen's Benevolence and Protection Association (KHBPA) that improves upon their current website, including implementing new business processes. These improvements will be focused on increasing the KHBPA's capacity to receive revenue, promote cost reduction, and eliminate expenses by migrating services to an online platform. Team members are responsible for behaving professionally, maintaining communication, and submitting their assigned deliverables within a reasonable time period. Disciplinary actions are as follows: a verbal warning from the other team members on the first offense, an email notification to the professor regarding a problem with a group member on the second offense, and a request that the group member be removed from the group on the third offense. Upon completion of the project, team members shall submit a peer evaluation form, ensuring the accountability of each individual as well as the group as a whole.

### **Team Meetings**

Team meetings will occur once a week unless it is agreed upon by the majority that meetings should be cancelled or added. These meetings will be announced in the GroupMe app as well as at the end of class sessions. Meetings shall be focused on the next assignment or set of assignments due and members are expected to be prepared to discuss their assigned task or tasks within each iteration. Sean Wisdom is assigned secretary, in the event of his absence a secretary will be assigned at the beginning of the meeting and will transcribe all important decisions or scheduling arrangements made by the team. Weekly minutes will be collected in the team's Google Drive, accessible by all members for reference of saved materials. Group members are expected to arrive within 15 minutes of the start of meetings, or will be counted absent. In the event of an absence a group member must provide a reasonable excuse. If a group member is unable to attend the meeting notice must be sent through GroupMe an hour prior to the beginning of the meeting. In the event that a group member does not attend a meeting and does not give prior notice they will be referred to the aforementioned disciplinary procedures.

### **Team Communications**

The team currently has an active group within the GroupMe app to be used as a primary line of communication and contact information has been exchanged in the event that a backup form of communication is necessary. Completed work items/tasks are shared over the aforementioned Google Drive account with the Blackboard file exchange being utilized as a secondary platform if any accessibility issues arise. When necessary, decisions will be made by discussing the issue at hand during a group meeting, followed by voting amongst group members. Simple majority will be required for all decisions. Contact with the client will be made through email, by phone, or in person. Email will always be the preferred method of contact. Communication with the instructor will be during class time, through email, or by appointment during office hours.

### **Team Decisions**

A consensus shall be reached through communicating how each individual member feels about a specific issue regarding the project. Decisions will be made amongst group members during weekly meetings using a majority rules system, with members stating "Agree" or "Disagree" during the decision period. Conflicts regarding decisions shall be resolved by attempting to reach a compromise between group members, with intervention by the instructor when it is absolutely necessary. In the event of a meeting absence any voting privileges are forfeited.

### **Project Repository**

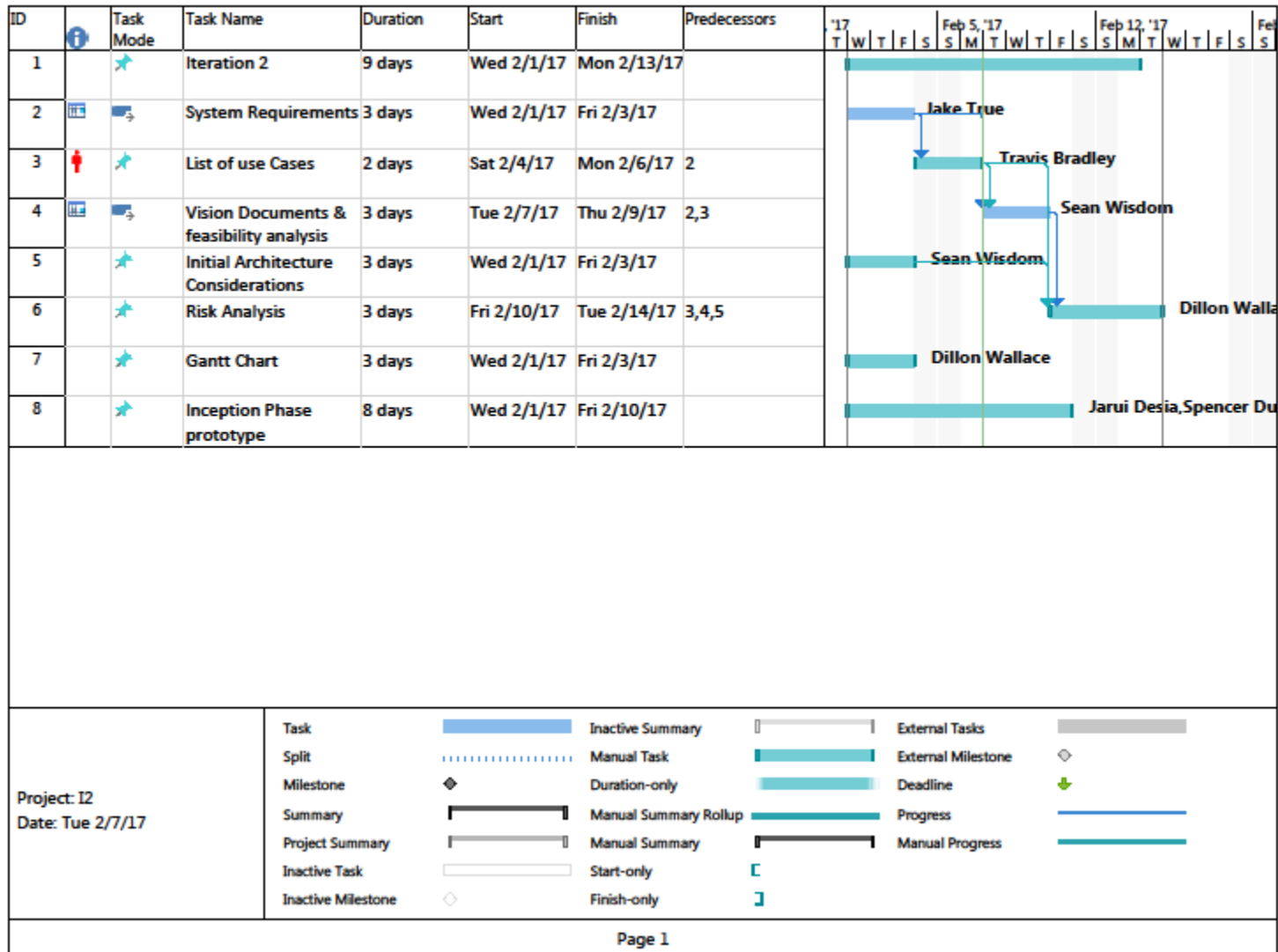
The team shall maintain project documentation by uploading information to the team's Google Drive and marking it in the provided "Progress Tracking Sheet" within the Drive. Any documents shall be typed in a 12 point Arial Font with double spacing and turned in for revision by other group members. It is the responsibility of each group member to upload their completed share of the iteration for review by the predetermined due date. These due dates shall be determined during weekly meetings to allow ample time for group members to complete any assigned tasks without undue stress as well as provide an opportunity for revision prior to final submission. In the event that an assignment is not turned in, other members of the group will complete the assignment and the group member will be referred to the disciplinary actions.

**Signatures**

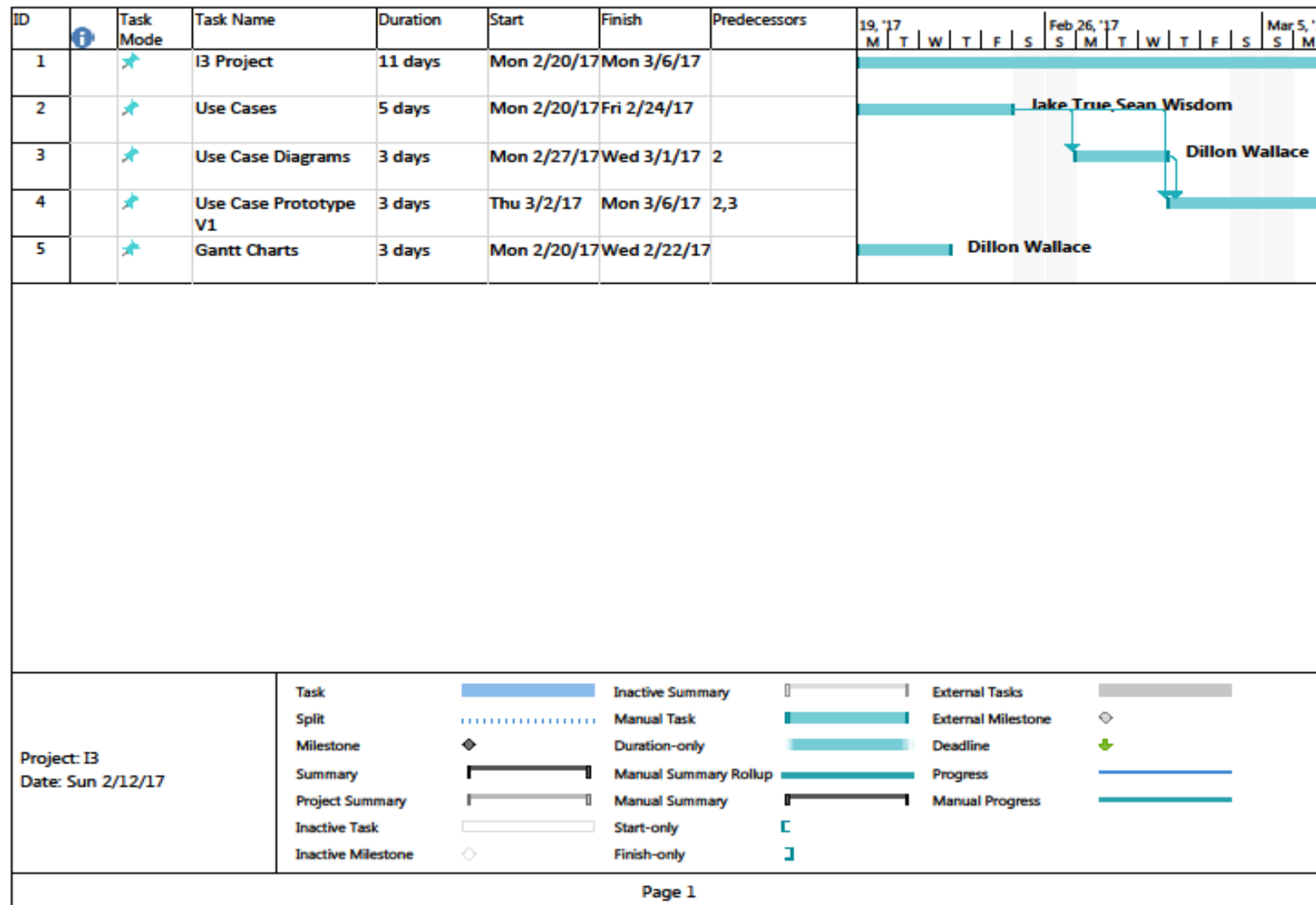
Travis Bradley	
Jarui Desai	
Spencer Duncan	
Jacob True	
Dillon Wallace	
Sean Wisdom	

The following Gantt charts provide timelines for the Kentucky Horsemen's Benevolent and Protective Association's website development project. The project has been broken up into pieces called "iterations" or "specs" that are assigned for one or more group members to complete, based on individual strengths. Each iteration has different requirements that ultimately come together as a final product, "deliverable" in project management terminology, which can be presented to company managers, executives, or clients.

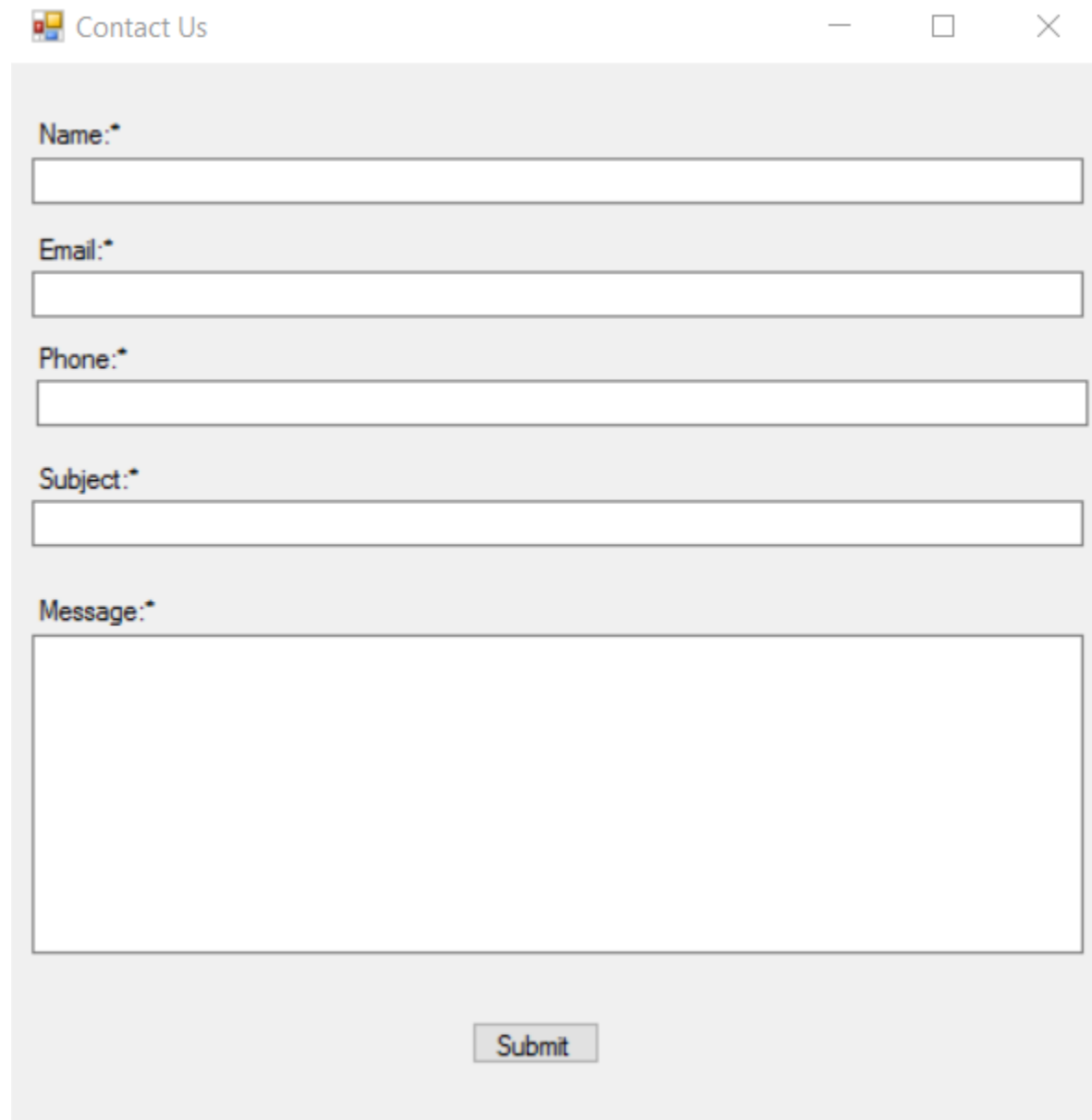
Iteration Two Gantt chart



## Iteration Three Gantt chart



The first prototype that we have drafted up is the Contact Us form. This page will be set up so that the members can enter their information and directly get into contact with the KYHBPA. The simple layout will ensure that there is no confusion for the end user.



A prototype of a 'Contact Us' form. The form is titled 'Contact Us' in the top left corner, with standard window controls (minimize, maximize, close) to its right. The form fields are arranged vertically: 'Name:\*' with a text input field, 'Email:\*' with a text input field, 'Phone:\*' with a text input field, 'Subject:\*' with a text input field, and 'Message:\*' with a large text area. All fields are required, as indicated by the asterisk. At the bottom center of the form is a 'Submit' button.

Contact Us

Name:\*

Email:\*

Phone:\*

Subject:\*

Message:\*

Submit

The second prototype is for the Claims page. This page will be added to provide the users a gateway online from which they can add and send in their information in order to get the claims processed quicker.

Form2

First Name:

Last Name:

Social Security #:

Address:

City:

State:

Zip:

Date of Birth:

Monday , February 13, 2017 ▾

List All Current Kentucky Racing Licenses That You Have Been Issued

Type

License Number

Date Issued

1.

Monday , February 13, 2017 ▾

2.

Monday , February 13, 2017 ▾

List The Employers For Whom You have Work In The Past 90 Days

Type

License Number

Date Started

Date Started

1.

Monday ▾

Monday ▾

2.

Monday ▾

Monday ▾

Currently Employed

☐ Yes ☐ No

If No, Please Explain

Submit



The third prototype is for New Member page. This page will allow the users a direct location from which they can apply to become a new member of the KYHBPA. This will also cut time from both parties so that everything will already be online rather than adding that information into the database later.



New Member Form



First Name:

Last Name:

Stable, Corporation, Syndicate or Farm:

Managing Partner:

Address:

City

State

Zip

KRC License #:

Title

☐

Owner

☐

Trainer

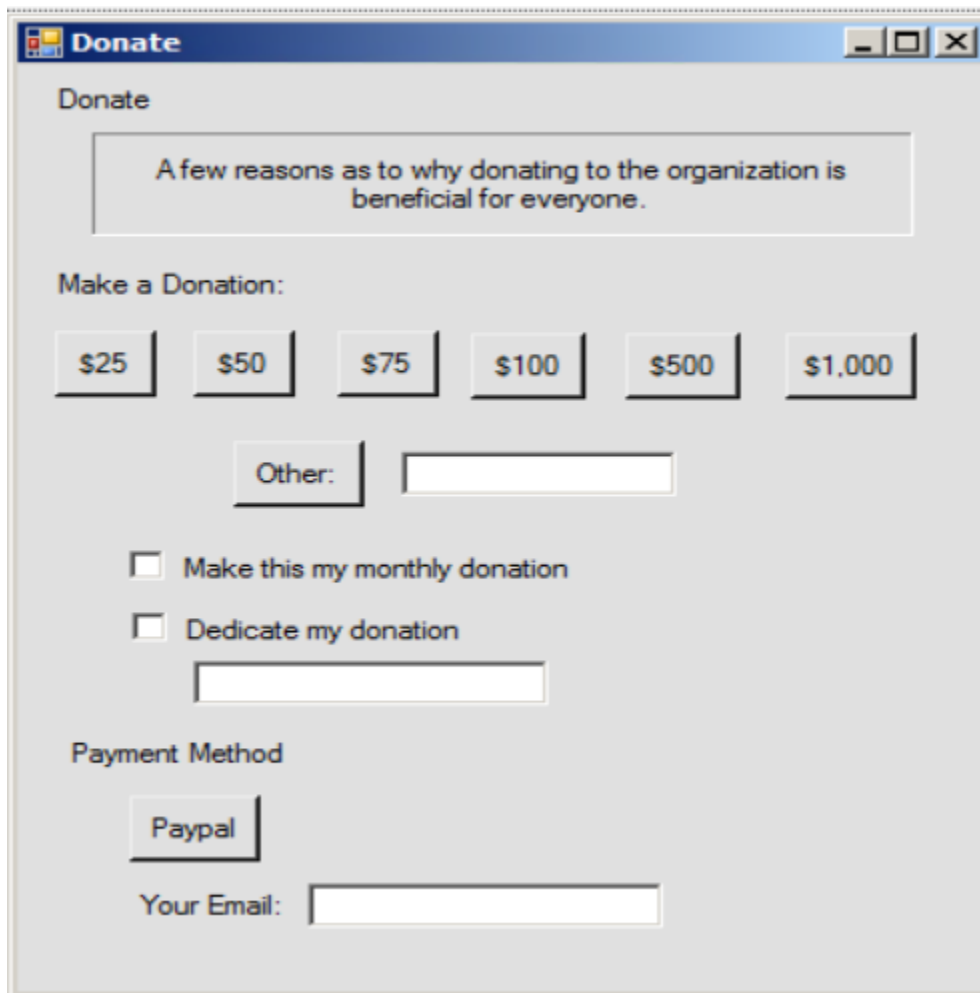
☐

Owner/Trainer

Signature

Monday , February 13, 2017 ▾

The fourth page is the Donations page. This page will open the possibility of receiving donations online and make it more convenient for the end users to provide potential funds for the organization. This page also had easy to select options, for further ease of use.



The image shows a web browser window titled "Donate". Inside the window, there is a section titled "Donate" with a message: "A few reasons as to why donating to the organization is beneficial for everyone." Below this, there is a section titled "Make a Donation:" with six buttons for donation amounts: "\$25", "\$50", "\$75", "\$100", "\$500", and "\$1,000". Below these buttons is an "Other:" label followed by a text input field. Further down, there are two checkboxes: "Make this my monthly donation" and "Dedicate my donation", each followed by a text input field. Below these is a section titled "Payment Method" with a "Paypal" button. At the bottom, there is a label "Your Email:" followed by a text input field.

Donate

A few reasons as to why donating to the organization is beneficial for everyone.

Make a Donation:

\$25 \$50 \$75 \$100 \$500 \$1,000

Other:

☐ Make this my monthly donation

☐ Dedicate my donation

Payment Method

Paypal

Your Email: