

**Helen, Georgia State Park Website**

**Project Charter**

**University of Georgia, Terry College of Business**

**MIST7590E – MBT Capstone Project**

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**Table of Contents**

**1 Team Members and Stakeholders**

**2 Project Description**

**3 Project Scope**

In-Scope

Out-of-Scope

**4 User Requirements**

**5 System Requirements (**Functional/Non-functional**)**

**6 Mockups/Wireframes**

**7 Use Case Diagram**

**9 User Stories**

**10 Volunteer Workflow Diagram**

**11 Admin Workflow Diagram**

**12 Data Model**

**13 Project Schedule**

**14 Project Budget Summary**

**15 Assumptions and Risks**

Project Team

Client – Friends of Smithgall Woods

**17 Project Administration**

Communication Plan

Scope Management Plan

Quality Management Plan

Change Control Management Plan

Human Resources Plan

**20 Website Test Management**

Overview

Test Plan

**21 Implementation and Closure Plan**

Acceptance and Approval

**22 Glossary**

**Team Members**

**Andrea Castresana**: Business Requirements Manager, Client-side Developer

**Jennifer Lazo**: Client-side/Server-side Developer, UI/UX Design Manager

**Alexander Couch**: Server-side Developer, UI/UX Design Manager

**Clark Williams**: Database Manager, Test Manager, Requirements Manager

**Eliseo Santos**: Project Manager, Server-side Developer, Database Mgr, Test Mgr

**Stakeholders**

**Mr. Art Pease**

President, Friends of Smithgall Woods

**Dr. Mark Huber**

Project Sponsor & Former President, Friends of Smithgall Woods

**Mr. Chuck Blaine**

Vice President, Friends of Smithgall Woods

**Ms. Anne Hughes**

Secretary, Friends of Smithgall Woods

**Mr. Van Bareither**

Treasurer, Friends of Smithgall Woods

**Project Description**

Friends of Smithgall Woods is a state park in Helen, Georgia, where attendees of the park can partake in recreational activities such as fishing, hiking, camping, and volunteering. Smithgall Woods obtains return volunteer hours from the state which gives an incentive for Friends Chapters to volunteer their time so that the park itself can receive more state money.

The Smithgall Woods website should have the capability for volunteers to log their hours in an easy-to-use interface. Another large concern for the park is the security and maintenance of its site. Most recently, the site was hacked with hidden link injections that displayed malicious messages about “Cialis” drug throughout the site. It is also understood that updating the site content is complex to the administrator which makes it difficult to change things in the site’s current platform. To address these concerns, our team had developed a security remediation plan and twelve proposed system requirements which would be provided to the project sponsor and client for approval.

**Project Scope**

The objective of this project is to rebuild and enhance the existing features of the Smithgall Woods website. Parts of this rebuild also include increasing the site’s security and simplifying its maintenance and update process. Additionally, this project will improve the Volunteer Hours Log Page with mobile capability and administrator functionality to provide better user experience. The team will use a web content management tool to meet these enhancement objectives and implement the additional features.

**In-Scope**

* The team will re-arrange the site content to improve its appearance and make it more interesting to users and future visitors to the site.
* Each site page will display hyperlinks that are active, current, and relevant to the content of each page.
* The Volunteer Hours Log Page will have a capability to validate information entered by volunteers such as type of work and hours.
* The Volunteer Page will be formatted for both desktop and mobile views to improve user experience.
* The team will develop documentation with sufficient details that include instructions for maintaining and updating the site.

**Out-of-Scope**

* The team will not develop lodging reservation functionality within the website.
* The website will not be designed for mobile access.
* A separate mobile application will not be developed for this website.
* The team will not be responsible for ensuring site compliance to the **Georgia Code** **§ 10-1-911** that establishes a code of fair information practices that governs the collection, maintenance, use, and dissemination of personal information.
* The team will not be responsible for maintaining and updating the site.
* The team will not be responsible for implementing the site into a production environment.

**User Requirements**

The team developed the following user requirements and prioritized them from high to low based on the scope of this project. As part of the team’s recommendations, the high/medium priority requirements were further defined in the next section under System Requirements and would be provided to the project sponsor and client for their review and approval.

|  |  |  |
| --- | --- | --- |
| Website Features | User Requirements | Priority |
| 1.0 Website Pages (Site navigation & content presentation) | 1.1 Smithgall Woods (SGW) website shall be designed with user-friendly navigation that allows users to find information quickly through logical menu structure. | Low |
| 1.2 The website shall include “About Us Friends” page with links to <http://www.gastateparks.org/smithgallwoods> | **High** |
| 1.3 SGW website content of each page shall be arranged in a way to improve its appearance and make it interesting to existing users and future visitors to the site. Text and pictures are a particular concern to the stakeholder. | **High** |
| 1.4 The website shall display an additional web page that provides information about “All Access” trail. | **High** |
| 2.0 Website Construct | 2.1 The website shall be rebuilt using a web content management tool that allows SGW representative to easily maintain and update the site. The majority of representatives have limited knowledge on computer programming languages. | **High** |
| 2.2 Instructions and training sessions will be provided in “real world English” to representatives so they know how to address any issues and how to maintain the site. | **High** |
| 3.0 Become a Friend or Volunteer Page | 3.1 The page shall have more detailed information about becoming a friend or volunteer including directions, volunteer training day information, and working hyperlinks. | Low |
| 3.2 All hyperlinks shall be active, correct, and current. | **High** |
| 4.0 Cottage Accommodations Page | 4.1 SGW cottage accommodations page shall link directly to the relevant state parks reservations page. | **High** |
| 4.2 SGW cottage accommodations page shall be renamed to Reservations and list group (pioneer) camping and picnic shelter information, which are reserved through the same link. | Low |
| 5.0 Volunteer Hours Log Page with Mobile Capability | 5.1 SGW application shall validate volunteers, jobs and hours by authentication process. | **High** |
| 5.2 SGW application shall be formatted with mobile devices in mind so that logging data via mobile is user-friendly. | **Medium** |
| 5.3 Total volunteer hours for Hardman Farm shall be tracked also through SGW website. | **High** |
| 6.0 Volunteer Report Generator Page with Separate Login | 6.1 SGW application shall generate volunteer reports showing the number of volunteer hours. | Low |
| 6.2 SGW application shall be capable of setting up user access to Report Generator for designated individuals only. | Low |

**System Requirements** (Functional/Non-functional)

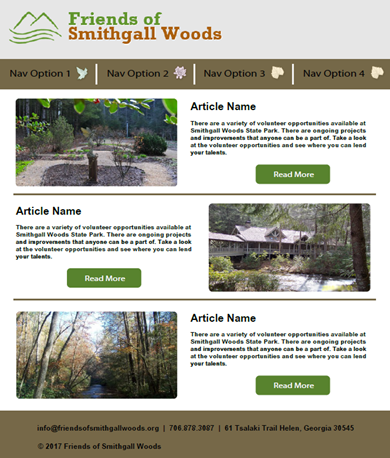
|  |  |  |
| --- | --- | --- |
| Website Features | System Requirements | Priority |
| 1.0 Website Pages (Site navigation & content presentation) | 1.1 Each site page shall display a menu bar with the following categories that contain relevant subcategories to allow users to find information quickly and provide better user experience: Home, About Smithgall, Activities, Events, Volunteer Opportunities, Contact Us, and Friends Corner. Currently, several subcategories are grouped under unrelated headings such as About Smithgall, Friends Chapter, etc. | **High** |
| 1.2 The website shall include “About Us Friends” page with links to <http://www.gastateparks.org/smithgallwoods> | **High** |
| 1.3 Each page shall use darker font with higher contrast background and consistent line spacing, font type/size, and bold-type font that provides better user experience: double-line spacing between paragraphs, after page titles, and after subheadings; at least 26pt bold font for page titles and at least 20pt bold font for subheadings. Currently, light font is used on a light gray background which can be difficult to read. Also, some pages have inconsistent formatting. | **High** |
| 1.4 The website shall display an additional web page that provides information about “All Access” trail. | **High** |
| 2.0 Website Construct | 2.1 The website shall be rebuilt using a web content management tool that allows SGW representative to easily maintain and update the site. The majority of representatives have limited knowledge on computer programming languages. | **High** |
| 2.2 Instructions and training sessions will be provided in “real world English” to representatives so they know how to address any issues and how to maintain the site. | **High** |
| 4.0 Cottage Accommodations Page | 4.1 Page shall link directly to the relevant state park lodging reservations page. All hyperlinks shall be active and current. | **High** |
| 4.2 Details shall be provided for each lodging location such as different attractions, landmarks, trails, etc. to help users refine their search based on what they want to see. | **High** |
| 5.0 Volunteer Hours Log Page with Mobile Capability | 5.1 The app shall allow Volunteers to create user account with their name, date of birth, home address, email, and phone numbers. The application shall allow a park representative to create Volunteer user accounts. | **High** |
| 5.2 Volunteers with user accounts shall be able to log their volunteer date, time, locations, and tasks performed. | **High** |
| 5.3 App menu shall be formatted for mobile browsers using Bootstrap for ease of viewing and item selection. Site forms shall be formatted for mobile browsers using Bootstrap to make data entry easier and reduce the amount of typing required. | **Medium** |
| 5.4 Total volunteer hours for Hardman Farm shall be tracked also through SGW website. Volunteer Hours table in the database will include the Hardman hours with distinct label. The Hardman Farm manager will be given access to the site to log in all Hardman volunteer hours or the volunteers will log in their Hardman Farm hours at the same site using a selector to distinguish them from their other volunteer hours. | **High** |

**Mockups**

**Home Page Mockup (Mobile Version)**

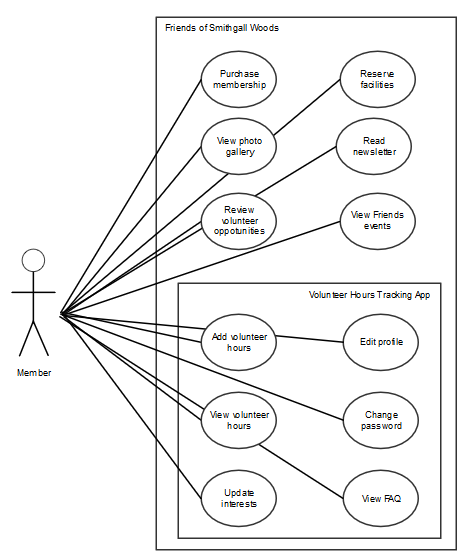


**Home Page Mockup (Desktop Version)**

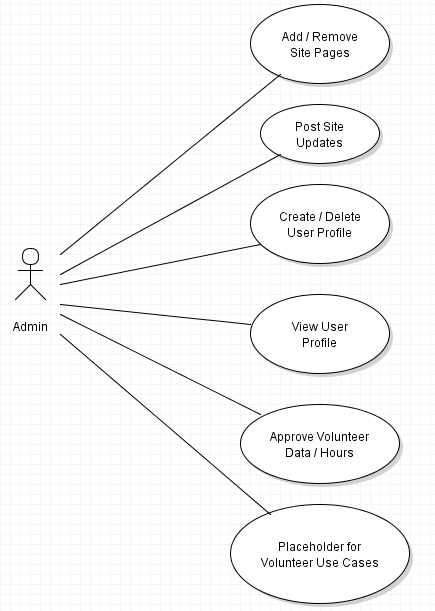


**Use Case Diagram**

**Friend**

****

**Administrator**

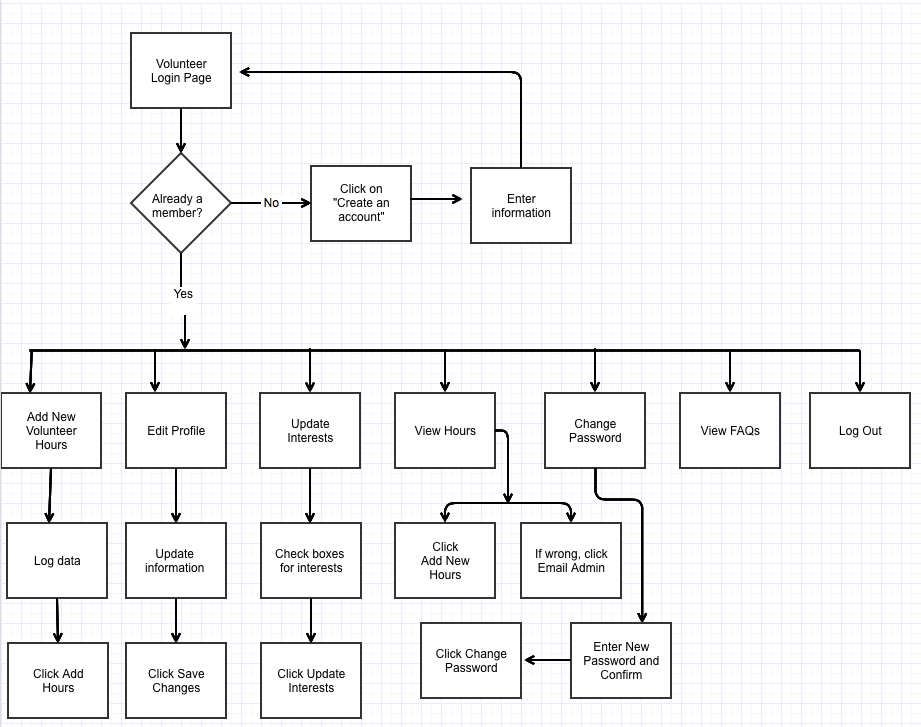


**User Stories**

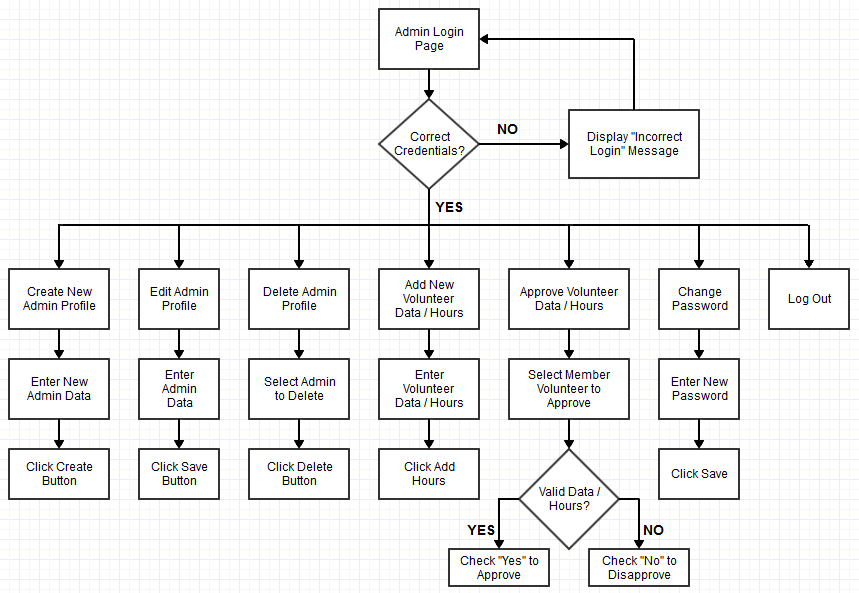
**Volunteer and Administrator**



**Volunteer Workflow Diagram**

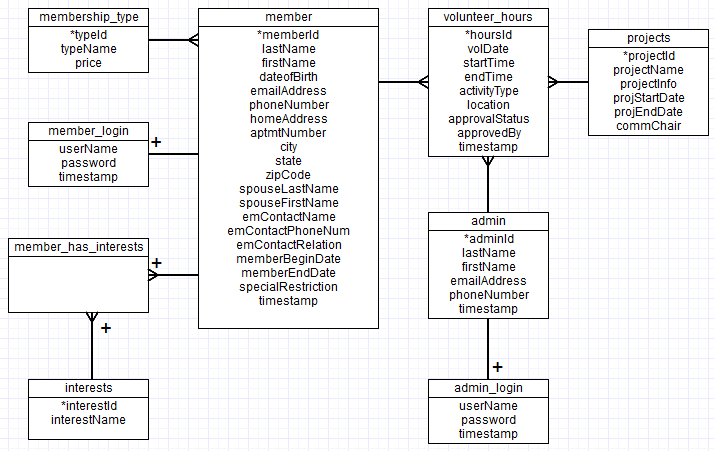


**Admin Workflow Diagram**



**Data Model**

Smithgall Woods Friends Chapter member creates a login account and inputs volunteer hours. Admin or a designated representative with admin access logs in to retrieve volunteer data from database, approves them and records approval in the “volunteer\_hours” table.



**Project Schedule**

Insert here……….

**Project Budget Summary**

Insert here……….

**Assumptions and Risks**

**Project Team**

* The team will ensure that the client signs off on all content and basic functionality.
* Group members will work together as a team, communicating using Slack and posting all documents and code to GitHub.
* Team members will respond to emails within 24 hours.
* All team members will stay current on the status of the project.
* The group will meet online, once a week, on an agreed upon schedule. If a meeting has to be canceled, the team will have a rescheduled meeting at an agreed upon time.
* Team members will share their personal technical skills with the group.
* As new technologies arise in this project, team members will take the initiative to learn these new skills.
* The team members will share the workload, taking the initiative to take on new tasks.
* Since all members of the team have full-time jobs, it is imperative that the team members adjust their schedules to do the work required for this project.
* This project will be completed to the best of the members’ work, skills, and knowledge.

**Client – Friends of Smithgall Woods**

* The client will respond to all communication with the project team within 48 hours.
* The client will provide high-quality digital images if at all possible.
* The client will bring up any questions or concerns to the group in a timely manner.
* The client will maintain the site after it has been implemented into production.
* There will be no new features once the ones in this document have been approved.

**Risks**

* Failure will result in the Friends of Smithgall Woods continuing to have an insecure and difficult to maintain website.
* One or more of the team members will not be able to work on the project.
* Scope creep may occur.

**Project Administration**

**Communication Plan**

**Team Communication**. Communication amongst the team will take place on the Slack application and will be utilized for the team to collaborate with one another. The team is expected to diligently check Slack and to funnel all communications and messages via the app.

**Team Meetings**. Team meetings are held on average once a week and will be conducted through Google Hangouts. Being as everyone’s schedule consistently fluctuates, meeting dates and times are discussed through the Slack application and the team agrees on a day and time that best suits their schedules. Any additional meetings aside from the weekly touchpoint are set up on a need basis.

**Client Communication**. We will be communicating with the client, Smithgall Woods, primarily via email. When and if meetings are needed throughout the course of the project, we will either conduct meetings via Google Hangout sessions and/or visit the client on-site in Helen, Georgia. If the client has any emergency related items that they need to get in touch with us on, they are free to call us on our cell phone numbers.

**Emergency Contact Information**

Jennifer Lazo: [jenelazo@gmail.com](mailto:jenelazo@gmail.com), 706.714.2758

Eliseo Santos: [ehsantos54@gmail.com](mailto:ehsantos54@gmail.com), 818.577.6847

Clark Williams: [ugaclark@gmail.com](mailto:ugaclark@gmail.com), 706.498.2235

Andrea Castresana: [andec.c@gmail.com](mailto:andec.c@gmail.com), 706.877.0409

Alexander Couch: [alexandercouch@gmail.com](mailto:alexandercouch@gmail.com), 770.364.2540

**Scope Management Plan**

The scope for this project was defined through a requirements-gathering process. A systems analysis was performed on the Friends of Smithgall Woods website with initial assessment from the project team and feedback from the sponsor. From this information, the team established a preliminary list of proposed user requirements, prioritized the list of requirements from high to low, and developed the high-priority requirements into system (functional) requirements. The scope statement will be reviewed with key stakeholders, especially the project sponsor and users of the project deliverables.

**Developing the Work Breakdown Structure (WBS)**. The project team will work together to create the WBS. The project sponsor will review the WBS to ensure that all of the work required to complete the project are included in the WBS. The project team will determine the tasks (system and process-related tasks) required to complete each deliverable, which will be reviewed and agreed to by the project manager and sponsor. The WBS can be revised as needed, and the sponsor must approve these revisions.

**Verifying Project Deliverable Completion**. As this project progresses, the project manager will verify interim project deliverables against the original scope as defined in the scope statement and WBS. Once the project manager verifies that the scope meets the requirements defined in the project charter, the project manager and team will present the deliverables to the sponsor for acceptance. The project sponsor will accept the deliverable by signing a project deliverable acceptance document.

**Managing Requests for Changes to Project Scope**. Proposed scope changes may be initiated by the project manager, stakeholders or any member of the project team. All change requests will be submitted to the project manager who will then coordinate the requested scope change with the project sponsor and team. Based on feedback and input from the project manager and stakeholders, the project sponsor is responsible for the acceptance of the final project deliverables and project scope.

**Quality Management Plan**

Insert here……….

**Change Control Management Plan**

Insert here……….

**Human Resources Plan**

Each member will be assigned roles and responsibilities that will be demonstrated throughout the course of the project. Some of these roles and responsibilities include:

* **Team Leader/Project Manager**: Responsible for facilitating team discussion, coordinating meetings, assigning team tasks, organizing documentation, and coming up with the project plan and activities
* **Client-side Developer**: Develops the site from the user interface perspective
* **Server-side Developer**: Develops the site form the server-side perspective
* **Database Manager**: Identifies useful and unnecessary databases, ensures data storage is up to par, reviews data integrity
* **UI/UX Design Manager**: In charge of the overall design, look, and feel of the site
* **Test Manager**: Ensures that the appropriate test cases are created based off of the development, ensures that the appropriate approvals are in place before moving to production, monitors test execution
* **Business Analyst/Requirements Manager**: Gathers requirements, maintains relationship with business stakeholder and is receptive to feedback and input

**Website Test Management**

The test plan describes the test approach that will drive the testing of the Friends of Smithgall Woods website. The site is used to present the state park’s messages and values and provide visitors a quick and easy access to the park’s information. Additionally, the site has capability to create user accounts for Friends Chapter members and log volunteer hours data.

**Test Plan**. The objective of the test is to verify that the functionality of the Friends of Smithgall Woods website works according to the specifications. The project is using an incremental development approach with multiple iterations until the site is completed. At the end of each increment, the requirements identified for that increment will be delivered to the test team and tested. The test team is responsible for testing the site and ensuring it meets the specifications by accomplishing the following tasks:

* Testing will be focused on meeting the functional requirements, quality, ease of site update and maintenance.
* Functional testing will be performed to check the functions of the site and is carried out by feeding the input and validating the output from the site.
* Each test case/scenario will be mapped to corresponding use cases.
* Testing of each site application component will be performed prior to a complete system test.
* If there are any defects in the application, such defects need to be captured in GitHub and mapped against the test case/scenario that issue was encountered.
* Any defects that are fixed will be tested during subsequent testing.
* All code will be debugged before they are run on the server.
* Changes and additions to the test plan will be documented and require approval from team members.

**Implementation and Closure Plan**

The final product will be delivered to the Project Sponsor, Art Pease, on April **??**, 2018. The Project Sponsor will also be provided with information on accessing the site, the database, source code, HTML/CSS/JavaScript files, and images, as well as the technical and client documentation. At project handoff, the client will be responsible for maintenance of the final website.

**Acceptance and Approval**

By signing this document, the following project stakeholders and team members have agreed to do their part to follow the guidelines of this project charter and to ensure a high-quality product is delivered within the specified timeframe.

**STAKEHOLDERS**

President, Friends of Smithgall Woods, Art Pease:

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**PROJECT TEAM MEMBERS**

Andrea Castresana: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Alexander Couch: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Jennifer Lazo: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Eliseo Santos: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Clark Williams: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Glossary**