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Statement of Work

Registrar Class Search application

Prepared by:  
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# Executive Summary

The purpose of this project is for Communications and Public Affairs (CPA) to build   
a new custom developed user-focused micro web tool for Emory Office of Registrar. The new custom development will allow users to view, filter and search class schedule by term, and it will be easily updatable by Emory Office of the Registrar staff or delegates. Its will be integrated into the existing visual indemnity of the current Emory Office of Registrar website. The collaborative process will ensure a successful project with a suitable web tool for the internal university audiences. The key features of this tool are single page experience, searchable class schedule by term, multiple filterable criteria, sortable result, and master-detail views.

## Background Information

Currently, the Office of the Registrar creates PDFs of class schedules, which are difficult to search and be easily become out of date. To address this issue, this stand-alone single-page micro web application will be integrated to current Office of the Registrar website to improve user experience for searching class schedules with an interactive intuitive experience. This micro web application will integrate within the current Office of Registrar website’s visual identity. When the application is complete, training and documentation will be provided to empower Emory Office of Registrar staff to maintain this micro web application.

Estimated Scope

The scope of the engagement between Office of the Registrar and CPA is for CPA to build the Class Search micro web application on university-provided hosting environment.

## In Scope

The following tasks are part of the scope for this estimate:

Build a micro web application and add new content for the customer, including:

* Initial engagement and Content collection – 4 hours
  + Scope definition meeting and SOW document
  + Office of Registrar will provide:
    - One class schedule in CSV format with all necessary details
    - Link (or link format) to course enrollment page
    - Information to access data storage resources
    - Data dictionary defining terminologies and relationship between the various data objects
* Discovery – 6 hours
  + CPA will review the class schedule data provided by Office of Registrar
  + CPA will review data dictionary with Office of the Registrar staff to confirm and define the data structures and relationships
* Design – 52 hours
  + Design and create an efficient object model based on class schedule data dictionary
  + Design process of receiving class schedule data
  + Design data processing and API functions
  + Design search form query attribute
  + Design result table column attribute and detailed panel attribute
  + Design user interface
    - Class search form
    - Search result table with master-detail relationship view
  + One design presentation and review with revision options
* Web Application Development – 100 hours
  + Develop web application framework on university-provided hosting environment
  + Develop process of retrieving data from data source
  + Develop object model and data structure
  + Develop data processing and API functions
  + Develop method for delivering qualified data to result table
  + Develop user interface
    - Class search form
    - Search result table with master-detail relationship view
  + Develop search, filter and sorting function for result table
* Quality Assurance – 24 hours
  + CPA web team will inspect web application and correct errors
* Training and documentation
  + Provide one training session to up to 6 Office of the Registrar staff.
  + Documentation will be created for product and procedures.
* Web application launch
  + Upon approval from Office of Registrar, integrate web application to Registrar main site and launch the web application to approved URL.

# Out of Scope

Any tasks not specifically addressed as in scope will be considered out of scope for this aspect of the project. Examples of out-of-scope tasks include but are not limited to:

* The scope of web application and/or migration is limited to no more than loading one term data. Any additional term will be included at a cost of $75 per hour or will follow terms under separate SLA.
* Application development or customization beyond that mentioned as in scope
* Paying license fees for any external data storage and server access
* Administration technical support (refer to LITS for technical support)

# Deliverables

At project completion, CPA will have provided the following deliverables:

* Micro web application produced following the above-outlined process in university-provided hosting environment, integrated to <http://registrar.emory.edu/> and published to UTS-hosted production environment
* One training session on managing the web application in HTTP server and/or in Cascade
* Documentation for the custom micro web application
* Contact information for technical support

# Dependencies

* Due to the nature of the work queue and scheduling, delay in supplying content or other assets as scheduled may result in associated project delays and/or rescheduling of your project to a later date.
* CPA has no control over external account and LITS facilities including Cascade server administration, Box administration and the web-hosting environment. CPA is dependent on LITS to maintain the Cascade server and web-hosting environment.
* Office of the Registrar staff are responsible for negotiating buy-in with their respective communities and stakeholders.

# Project Risks

Anything that may have a negative effect on the project is considered a risk. Some high-level risks associated with this project:

* Any unscheduled maintenance of the Cascade server, application hosting environment or associated databases during the course of development will delay the project schedule by an equivalent amount of time.
* The estimated time and cost in this project are based upon the creation and/or migration of no more than one term data loading, with no customization.
* Delay in provision of content and/or web application assets (images, files, documents, etc.) beyond scheduled delivery will result, at minimum, in a corresponding delay in website launch timing. Substantial delays in content/asset provision may result in the project being de-prioritized and re-queued for work at a later date when CPA resources become available.

# Project Management

CPA will manage the technical, design, and editorial aspects of this project. Office of Registrar will provide all the data resources as far as needed assets. Specific responsibilities are broken down as follows:

CPA:

* Cost and time tracking
* Schedule
* Staff allocation
* Project status updates
* Technical requirements

Office of Registrar:

* Coordination and scheduling of class search data sources
* Content development as needed
* Content migration beyond one term data loading

# Change-Management Process

Any revision or adjustment to the SOW that impacts project schedule, budget, or scope is considered a change and will be addressed according to the following process.

## Change Initiation

Changes must be requested via email, including:

* Requestor’s name
* Date of request
* Detailed description of the change
* Priority of request

## Change Validation and Approval

CPA project managers will review the requested change’s impact on the project schedule and budget, and submit an estimated cost/schedule variance report to   
project liaisons.

# Project Costs

Total project cost: 210 hours - $15,750

Estimated start and completion dates are dependent upon timing of funding and approval.

* Initial engagement and Content collection – 4 hours
* Discovery – 6 hours
* Design – 52 hours
* Web Application Development – 100 hours
* Quality Assurance – 24 hours
* [Not List] Project Management (Content Collection, Training, Launch): 24 hours

# Contract Terms and Pricing

All work will be completed with project liaison and CPA approval and signoff at set milestones. The following is provided as a best estimate of project costs based on estimated hours of work. Actual CPA hours will be tracked; CPA will notify project liaisons of any forecast variances from the initial cost/schedule estimate   
as early as possible in the course of the project.

Any additional work requested for the Emory Office of Registrar Course Search Web Application after project completion not meeting the criteria outlined above will be considered a separate engagement.

Project work will be tracked and billed at 50 percent of the estimate in the month of the project’s start and 50 percent the launch month, via smartkey transfer.

## Project Schedule

This project will be scheduled when funding and resources are approved. Projects will not be scheduled into CPA’s queue until agreed upon and a smartkey provided to hold   
a place in the work queue.

## Postlaunch Support

This project will conclude once the activities identified herein are completed. Ongoing maintenance and support is available and may be arranged separately on several bases:

* **Monthly contracted Service Level Agreement**   
  Time held specifically to focus on, and achieve, agreed-upon measures and goals

**Small project- or goal-based service engagements**Single, small-scale engagements to consult on digital performance improvement and/or improve performance in a specific area

# Approvals

**IN WITNESS WHEREOF**, the parties hereto, each acting with proper authority, have executed this **Statement of Work.**

Emory Office of Registrar Communications and Public Affairs

|  |  |  |
| --- | --- | --- |
|  |  | Bryce Roberts |
| Name |  | Name |
|  |  | Sr. Director, Digital Strategy and Design |
| Title |  | Title |
|  |  |  |
| Signature, Date |  | Signature, Date |
|  |  |  |
| Smartkey |  |  |