

Change Requests Impact Analysis

NTU

College of Professional and Continuing Education

TeBS-2018-NTU CoPACE CR

Change Requests Impact Analysis

Case ID	TeBS-2018-CR0243/NTU	CR Number	TeBS-2018-CR0243/NTU
Initiated By	Senthil	Initiated Date	26/09/2018
Priority Assessment	<input checked="" type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low	Application	NTU CoPaCE – SC
Billable	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Target Completion Date	Schedule provided
Requirement	Short Course website enhancements and NTU business system integration		

Change Requests

1. Short Courses website enhancement

The existing short courses list and detail pages are built in traditional ASP pages. The short courses listing, and detailed content page will be enhanced with filtering features and layout. The following 3 pages and 2 web parts will be enhanced as part of this website enhancement project.

- Short Courses Home Page
- Short Courses Course List Page
- Short Courses Course Detail Page
- WSQ Precision Engineering & WSQ Lean Six Sigma web parts

This website will be integrated with Short Courses CRM2016. The website integration with CRM2016 will be delivered as part of this enhanced requirement.

2. Integration with Student Billing System (SBS)

Writing wrapper services (wrapper service involving delta change as well as initial load) in CRM to integrate with the PL/SQL to fetch and submit the financial data (CRM to billing and billing to CRM). Student participant and transaction information (charges, payment and funding) Updating CRM data accordingly.

3. Integration with One-Stop

Calling the Java based API for creating a payment case in One-Stop system.

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4. Integration with e-Cert

Developing CRM 2016 API to submit the e-Cert PDF file from the PL/SQL database to be stored in the Notes' Attachment of the Participant record.

5. Integration with e-Receipt

Developing CRM 2016 API to submit the e-Receipt PDF file from the PL/SQL database to be stored in the Notes' Attachment of the Participant record.

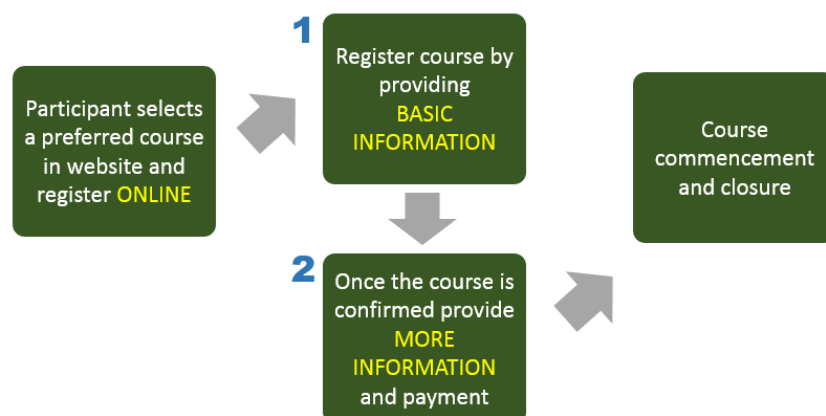
6. Integration with BBCRM and Alumni Portal

Developing CRM 2016 API to validate a participant whether Alumni. The interface will update the credit unit utilized for CoPACE course. All events completed in CoPACE, will be added to the BBCRM education.

7. Course Registration and Acceptance web pages

The objective is to create Course Registration and Course Acceptance page for short courses. These pages will be developed to meet web responsive, so the users can access these pages from any devices and register easily. The user-friendly controls will be incorporated to make the registration form filling easier for users.

- The following 4 different types of forms will be created.
 - Short Courses (SC)
 - Student Immersion Programme (SIP)
 - Distance Learning (DL)
 - NSA (National Silver Academy)
- In order to capture the leads quickly, we propose to capture basic information of participant in first iteration of registration.
- The overview of process flow shown below.



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- Once the course has confirmed, the participant should provide more information and subsequent action such payment. This approach is applicable for Short Courses. The registration will be one time (registering with all the necessary information) for Student Immersion Programme and Distance Learning programmes due to there is no course confirmation process in it.

Assumptions

SC Website Enhancements

- SharePoint authentication mechanisms will be leveraged such as AD authentication
- Roles and Security for internal users will be implemented using SharePoint 2010 Out-of-the-box features
- The course category will be static content in SharePoint. New page need to be created and included in navigation for new category.
- The static content should be managed from SharePoint.
- 5 different filtering options will be incorporated in course listing page. Since the data is in CRM, user may experience delay in page loading. No search field will be included.
- No additional design elements will be added.
- NTU should provide the master page with page navigation option. TeBS SharePoint team works only for the body content.
- TeBS will use SLC content template for Short Courses. Thus, the screen responsive follows the same. No enhancement in responsiveness can be done.
- The applicant registration form will be developed by NTU. TeBS CRM team will share knowledge on which attribute and entity need to be accessed in CRM to store the registration.

Integration with NTU Business Systems

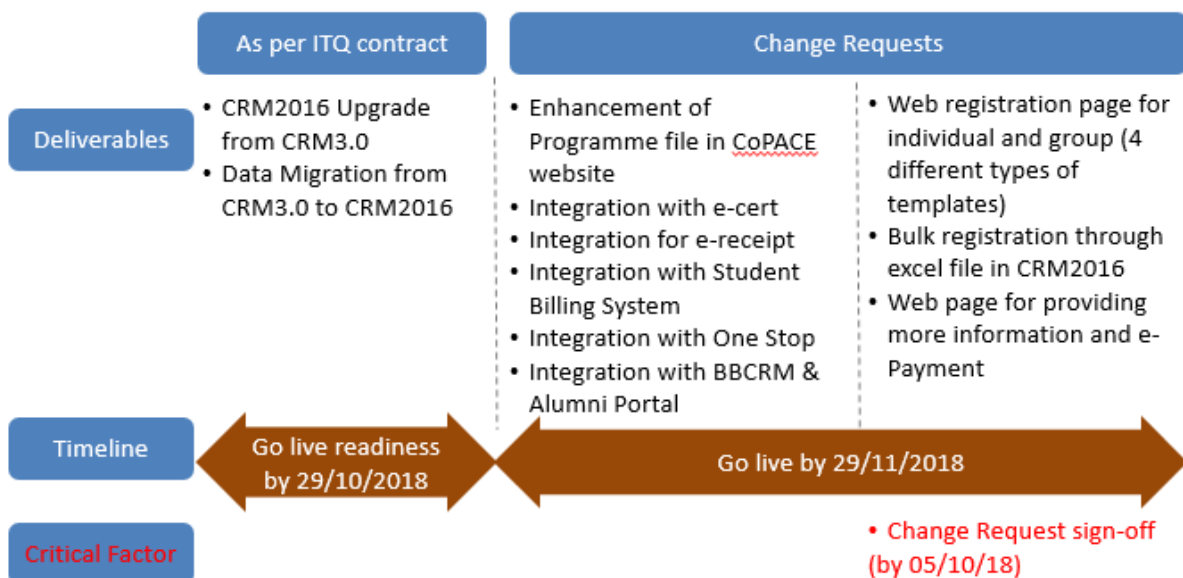
- NTU will provide or create necessary services in business systems and expose for CRM integration
- NTU will provide necessary interface documents consist of request and response parameters
- NTU will provide development, UAT and Production environment to accomplish the integration tasks
- Alumni course credit system integration effort is not included

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Impact Assessment

No.	Description (The effort needed for design, development, testing and supporting deployment)	Effort (Man-days)
1.	Short Courses (SC) website enhancement	39
2.	Integration with Student Billing System (SBS)	13
3.	Integration with One-Stop	18
4.	Integration with e-cert	9
5.	Integration with e-Receipt	9
6.	Integration with BBCRM & Alumni Portal	26
7.	Course Registration and Acceptance web pages	84
Total man days		198

Implementation Schedule



We expect NTU confirm this Change Request and sign-off by 05/10/18, to deliver the full system by 26th Nov 2018. The final go live date impact if any delay in this Change Request confirmation.

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Approval:

Name	Designation	Date	Signature
	Nanyang Technological University		