**IS Consulting Project (67-373)**

Client Context Initial Analysis

**Project Synopsis**: Based on your discussion with your client write a synopsis of your project. describing your preliminary understanding of your client’s needs. Note that this synopsis represents a *first cut understanding* of the challenges faced by your client and your current thoughts on addressing them. In future deliverables you will build upon, refine, and expand this synopsis. Note that this is a general template --- one size will *not* fit all. Tailor your synopsis according to the nature of your project keeping the spirit of this template in mind.

# Cover Page

Community partner organization name, partner name(s), team member names and date.

# Community Partner Background

## About the Organization

Give an overview of the organization, ministry, authority, business, school, nonprofit, or NGO you are working with. Include its location, relationship to the community or market, its mission / purpose / goals, major program or business areas.

The mission statement of the organization should be in italics (style “*Block Text”*). In the words of the author:

*The mission of this template is to serve the students of the IS Consulting Project (67-373) course with an outline for their synopsis.*

It is useful to get a sense of the size of the organization (e.g., # employees, # people served, or budget size). Anything relevant to understanding problems and issues related to technology.

## Programs

Describe the major programs, activities, product lines, or services of the organization. Describe these activities in general, how the activities support the mission of the organization, and briefly how technology is used.

Include anything relevant to past activities that sheds light on technology use now or in future.

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## Staff

Describe the staff working at the organization. Include an overview of the whole organization, but focus on those you will be working with most directly, and those who will be most impacted by your likely work there.

Besides giving their positions and responsibilities, include how they currently interact with information systems or computers. Do they have access to relevant computer office applications? What applications do they use on a regular basis? Do they know what they need to make use of the technology available to them? What training is available to them?

## Information Management

How is information managed by the organization? What information is critical to the organization (e.g. donor information, client information, case management, orders, invoices)? How is the information managed? Is it managed electronically, via paper, or mixed? Does it have information systems to manage its critical information needs? How does information flow electronically among staff in the organization? Is information entered only once, or need it be entered repeatedly? Have they tried to automate in the past? How has that gone? How have their current databases been built? By staff? Volunteers? Interns? What are the shortcomings of their current information systems? Duplication of work? Erroneous reports? How could their operations or programs be enhanced by managing information better?

# Community Partner Project Opportunity

## Project Opportunity

Given the background of your partner organization, this section should identify and describe the problems facing the organization. You should describe the problem(s), why it is important to solve, and any solutions that have been considered prior to your interactions.

Then it is critical to argue why this problem is important to solve. Does the current situation result in too many errors, wasted money, wasted time? How would solving the problem allow the organization to better meet its mission? That is, how will it allow them to do what they are intended to do better? Just improving technology for its own sake is not a justification. What is the value in terms of better service, products, or return on investment?

## Proposed Project Vision

Write a brief **vision statement** describing your team's project goals. You must make it **clear** to your readers what you are proposing to do. Address the following points, as appropriate:

* What is it? What problem, opportunity, need or directive does it satisfy?
* Who exactly are, or would be, the stakeholders and users? Note that the stakeholders may include managers, employees, business owners, your client's customers or end users, domain experts, developers, or executives, IT personnel, system maintainers, resident web masters and others.
* What is the value, or benefits of your solution to its users or stakeholders?
* Describe what alternative solutions exist, and how they were evaluated. Provide a persuasive argument for why the solution you are proposing is the best alternative.

Given your *current understanding of the needs of your client* identify five user stories that represent desired functionality of a system to meet those needs. Recall, that the traditional format of a user story is:[[1]](#footnote-1)

As a <type of user > I want <some goal> so that <some reason>

1. <http://www.mountaingoatsoftware.com/blog/advantages-of-the-as-a-user-i-want-user-story-template> [↑](#footnote-ref-1)