INFO 8440 Project Client and Course Needs,Team Deliverables

For: Project 2   CallCenter

As your Senior BA for this Project, I am writing this document to convey important requirements of your work for the project. I have been talking with OHT Management, and we've agreed upon some key needs for your project work.

This list of needs replaces any previous lists of needs that you have received.

This is the complete list of deliverables for your project work, as of the date of printing. Written communications between your team and your professor / Senior BA / OHT after this date regarding any of the points below are to be considered as applying to your project work as well.

ID #	Name	Need / Deliverable Details
Known Client Needs		***These are the needs that OHT has been able to identify as of now.***
0	True Source of Longer Call Times	OHT requires you to clearly understand that the length of time for Call Centre trackR support technicians to complete their calls, especially in 3rd and 4th quarter 2016, and early 2017, is directly due to the need to patiently explain, via phone only, to TrackR owners how to use the TrackR app. They are looking forward to the results of the TrackR app upgrade effort.
1	Analysis of Operational Data for greeters, tech Support and Experts	an interactive and dynamic analysis mechanism to study and summarize the raw data provided to you for the greeters, the first line technical support roles for both Medical Imaging and TrackR, and the experts for both groups. This mechanism must allow an analyst to see the "big picture" as well as individual modes for each of the 5 different roles. "Big picture" means the successful completion of all of the role's primary function, as well as the situations where callers abandon contact with the role.

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ID #	Name	Need / Deliverable Details
2	Analysis of Operational Data for CSR's and managers	an interactive and dynamic analysis mechanism to study and summarize the raw data provided to you for the Customer Service Reps and Managers both Medical Imaging and TrackR. This mechanism must allow an analyst to see the "big picture" as well as individual modes for each of the 5 different roles. "Big picture" means: 1) the successful completion of all of the role's primary function, 2) the situations where callers abandon contact with the role, and 3) how much time the role spends during the day actually working.
3	AS-Is and To-Be Profiles	AsIs and ToBe profiles (ie process flows, pseudo code, swimlanes, spaghetti analysis …) for the call centre roles. There shall be one ToBe profile for each suggested change that you present.
4	Suggestions on Changing Staff deployment	Two suggested changes to the deployment of staff in roles, with full description of each change, and a numerical projection of how the suggestion might change operations.
5	Suggestions on WebSite Tech	You are aware that other groups are specifying a website for OHT. You will provide one very detailed suggestion about Website technology that would make life better in the call centre. That detailed suggestion must include a project plan for supplying the content and needs specifications.
6	Suggestions on Infrastucture upgrading	Two suggestions for infastructure upgrading in the call centre. Each suggestion must be detailed and include a Request for Quotation document for prospective vendors, and a project plan for the acquisition and implementation of the technology. Your suggestions must each include numerical projections about the benefits of the suggestion.
7	Payrate Data and Model Calculations	You may assume that OHT Call Centre first line staff are paid $16.00 per hour and have a payroll burden factor of 1.35. As well, experts and CS Managers are paid $21.00 per hour. OHT is expecting that your projections will allow for the changing of the above pay rates at any time, with immediate changing throughout your projection calculations.

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Conestoga INFO 8440 Course Needs		**Conestoga College and INFO8440 require you to address and deliver the following:**
20	Standard Report Packaging	Letter of Transmittal, Cover Page, TOC, Doc History, Page Hdrs, Ftrs Numberings
21	Primary Audience Guidance	Executive Summary, Assumptions, Conclusions
22	Elicit info from Client	RFIs, Unanswered Questions, Background and Overview of Client, Systems and Actors, Business Challenges, Current Brand Status, Actors and Interactions
23	Support Submitted Work	Detailed References for all Sources of Knowledge, RFI report included as an Appendix.
24	INFO 8440 Project Scope	INFO 8440 Project Scope - Updated as Needed
25	Regular Management and Reporting	**Regular** Project Management and Time+Effort Reporting thru meetings and RACI Workbook submission
26	Standard BA Advice and Suggestions	Possible Future Analysis and Development, Measuring Success and Failure, Probable Risks and Benefits of the Suggestions in this Project
27	Presentation	Audience of the Presentation is well defined, and the presentation is appropriate for that audience. Presentation gives highlights of team's work, and regularily encourages audience to refer to the report and supporting materials. Presentation encourages audience to embrace business change thru the suggestions.
28	Business Analyst, not Developer	The team, and each member, must show that they are acting more as BA's, not developers.
29	All Knowledge into the Final Report	All the Knowledge that the Team has collected throughout the entire project should be in the final report, and/or in the accompaning files.

These needs and/or deliverables are what I have as of now. I will update you if anything more comes forward from OHT.

Regards,
Your INFO 8440 Senior BA / Professor