Project 2

# Replace Emergency Communication System at ICU

**Background:**

Fir the past 8 years, ICU utilized a cloud base Emergency Notification System (ENS) from an industry leading Mass Notification company. The system has worked flawlessly however the users have been complaining about the complexity of operation. The system also ties in to on premise notification paths including web, desktop alerting, fire panel announcement as well as social media notifications and digital signs. The on premise solutions are all from different vendors and all have different automated connections to the ENS. Additionally, the ENS will only allow users from the university to sign up to control the message to the users. The Chief of Police has come to IT and asked them to implement a different cloud solution. The vendors below responded to the RFP. You need to choose what vendor you will recommend and how you will incorporate it at ICU.

**Additional things to consider**:

Total cost of the system cannot exceed the cost of the current system ($60,000)

* Implementation must happen in parallel with the current system to ensure coverage, however the quicker the implementation the less money will be spent supporting the current system.
* ICU utilizes SAP for ERP HR.

Requirements:

* New solution must have the ability to connect to the fire panel system preferably via CAP 2.0
* New solution must connect to the desktop alerting application
* New solution must be fully tested prior to removing old system
* Training of the PD is required before removing old system
* New solution must connect to the Digital sign solution
* New solution must automatically connect and update the ICU web site, Social media.
* This needs to be an opt-out system.
* Justify your choice

**Objective and Deliverables:**

* Prepare a team charter
* Prepare a scope statement to include what is in scope and out of scope
* Perform a stakeholder analysis
* Identify, score, and log all Risks and a method of how to handle them (ongoing)
* Create a WBS and identify work packages and tasks including milestones
* Set duration of the tasks based on PERT analysis
* Identify a Change control process for any changes to scope, budget or time constraints.
* Create a schedule of tasks using MS Project or other task software
* Prepare a closing statement once project is complete
* Prepare a testing schedule
* Present the project after close and produce all documentation to the Instructor.

**Vendor Information:**

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| **Vendor** | **Cost** | **Additional Offerings** | **Capabilities** |
| AlertMe | $50,000 | Professional services available  5 hours for $10,000 | * Cloud solution. * CAP 2.0 capable. * Sign up portal. * Training available via videos once purchased. * No Native integration options. |
| DucknCover Inc. | $45,000 | Implementation service-No charge. | * On Premise servers * CAP 2.0 Capable * Native integration to Web and digital signs * Web API for opt out |
| EverRest | $56,000 | Free 4 hour Professional services | * Cloud Solution * Web API or CSV batch upload * Native Desktop Alerting ($7,000/year) * RSS feed capable * Non CAP 2.0 capable * Open system architecture |