Project Initiation Document

Project name: Student IT Web Pages Information Architecture

Delivery owner: Paul Holt, Faisal Hussain, Timothy Mead, Kesiena Mike-Etareh, Callum Terrill, Mutassim Akram

Project Sponsor: Richard Manley

Document Control

Version*	Issued	Details of Change	CR No.	Author
V0.1	07.11.19	Initial draft		Paul Holt
V0.2	14.11.19	• Removed Reference to PRINCE2 • Updated Dates • Updated Formatting and necessary headings • Updated Risks • Updated deliverables (added second focus group and reports) • Addition of rag as a method of formally tracking progress.		Paul Holt
V0.3	20.11.19	• Change "wireframe model" Deliverable to "Models of Website Structure and Organisation"		Paul Holt
V1.1	12.01.20	• Changed objectives name to "Models of Website Structure and Organisation" • Added table of contents		Callum terrill
V1.2	03/02/2020	• Proofread and changed "essential" • Removed Duplicate "Generate Models" under objectives		Paul Holt

		• Removed Second Focus group deliverables • Adjusted deliverables Date • Adjusted Project Phasing under phase 2.		
V1.3	02/03/2020	• Added methodology		

Use 0.1 etc. for draft, integers (v1.0 etc.) for approved documents.

Document Particulars

Review & Sign-Off

The following review table applies to each baselined version of the document.

Authors (Responsible)

Paul Holt, Faisal Hussain, Timothy Mead, Kesiena Mike-Etareh, Callum Terrill, Mutassim Akram

Approvers (Accountable)

Name	Role	Sign-Off Date	Signature
Richard Manley	Client host	22 November 2019	Richard Manley
Steve Battle	Project supervisor	25 November 2019	Steve Battle

Reviewers (Consulted)

Name	Role	Level of Review/Criteria
Paul Holt	Project Manager	Proof reading and improvements

Distribution (Informed)

Name	Role
Richard Manley	Client host
Steve Battle	Project supervisor
UWE Students	Stakeholder

Table of Contents

1 Purpose

This document is the Project Initiation Document (PID) for the following project:

Student IT web pages information architecture

The PID is the top-level planning document for the project. It brings together the information that is needed to get the project formally started and communicates key information to the Project Board, project teams and key stakeholders. This document will:-

- Define the project and its scope
- Discuss the website aims
- Justify why UWE has made this a needed project
- Establish resource requirements
- Define the roles and responsibilities of project participants
- Give people the information they need to be productive and effective right from the start.

2 Background

The project will be looking to improve student and staff use of IT at Uwe by addressing issues with the it services website, more specifically looking into the ease of access of the website.

The website is used to find out about the IT services that Uwe provide such at checking is the server issues and troubleshooting it issues with the software and hardware, the website is found by clicking on the students section of the main Uwe website or my clicking on student support on the MyUWE portal and is a section student support webpage.

The reason that this should be improved it to reduce delay of pupils and staff so that they can carry on with studying or teaching with minimal delay. Improving the quality of life for users and making it so that problems are solved with minimum delay and queries are answered as efficient as possible.

If this project wasn't implemented the issues would be that is would a resource that is hard to use and outdated in comparison to the rest of the student support services. This would lead to a long waste of time and more confusion for staff and students that want to use the IT within Uwe.

Currently we have look at the website current design and discussed the issues that we have had with it internally and how we would solve them, such as finding help with printing isn't accessible from the front page but is regularly wanted, solving this issue will be included within our project.

3 Business Case

Uwe uses a large amount of software and hardware within its campuses to aid staff and student in their learning. This IT has become essential for the teaching of courses within UWE. The project Student IT web pages information architecture is essential in providing critical information for the use of the software and the current state and availability of programs and servers that UWE use the project will streamline the uses of the website and make sure that each and every request is met with maximum efficiency. Streamlining their use of it and making sure that everyone knows the correct and most efficient way of using the IT resources.

Our team decided that the webpage would need a complete redo as the current one does not meet up with the demands that students at UWE currently have. The current websites lacks aesthetics and efficiency of any modern-day website and lacks consistency between its pages. Our project will aim to improve on this setting standards for adding new webpages for future it and changes to the current IT making the webpage dynamic so that the website won't have to be constantly changed and that the items most relevant to students and staffs IT usages shows first and foremost while more specific requests are shown and easily accessible but given the same priority as pages used twice as much.

The disadvantage of changing any website is that regular users will have to learn the new website to find the pages that they used to know the exact location to or may have had bookmarked. Although this would be a minority of the uses on the pages as most will be troubleshooting problems that they had, and one time uses rather than regular and repeated use of the website.

3.1 Benefits

The benefits of the project would be that troubleshooting problems with it within Uwe would be a lot easier, this would allow students and staff to quickly overcome challenges, reduce the stressfulness of the task and streamlining their day. As it would reduce stress it would also help increase the student wellbeing as most students and staff will have strict timetables for their work, the project would aim to aid his as much as possible so that problems with IT won't interfere with student or staff lives and allow them to keep to deadlines and timetables as much as possible.

In the 2020 UWE strategy for out standard learning it was said that:

"All our students experiencing engaging and outstanding learning, teaching and support services throughout their journey with us; making full use of advances in technology to support their academic, professional and social growth and development. "

Out project works toward furthering this goal as it supports the new technology needed to achieve the goal and aiding in the use of technology within UWE the project will allow the new website to quickly add new technology in a way that will be easily accessible encouraging the Uwe of new and innovative IT that could further learning to new heights aided by technology. As the software information would be more available it would hopefully be incorporated into lessons more allowing student and teachers a wider variety to their lessons improving the overall quality of life at Uwe.

As the information for the current systems in place would be easier to understand and access it may allow it services themselves to find gaps within the current IT available and find solutions to the gaps that have been spotted.

4 Project Definition

4.1 Aim

The overall aim of the project is to provide analysis of, and suggest changes to, the IT support section of the UWE website. This Information will be used to inform upcoming changes to the website and provide a better end user experience. The current website is very disorganised and some key information is buried 4-5 clicks away with no clear and consistent methods organisation. We will be providing a voice for the end user of the product in the form of first-hand user experiences with the current website and suggestions for change.

4.2 Objectives

Project Objectives:

- Collect information on how the ITS Website is designed and analytics based on student's usage of the ITS website and IT support incidents

Collect secondary data provided by UWE ITS containing how students currently use the ITS website, a breakdown of the types of queries and reports ITS receive this information will be used for both future analysis of the website and to inform the structure and questions ask within surveys and focus groups.

- Research information architecture

Before any conclusions can be drawn research on information architecture must be carried out to gain insight on this field and how problems and possible fixes could be implemented.

- To conduct an initial survey with stakeholders.

Collect primary data of students experience with the ITS website, the data gathered will allow us to inform a focus group and better narrow down problem areas of the website, alongside any additional suggestions for improvement presented during the survey.

- To conduct a focus group with stakeholders.

Information gathered from analytics and the survey will be used to design a plan for a focus group, which will take a deeper look at the problem areas identified as well as allowing us to document first-hand how users interact with the website.

- Provide a report based on information gathered and knowledge

Using primary and secondary data collected from analytics, the survey, the focus group and our own experiences we will draw conclusions about the current state of the website and provide possible changes and suggestions

- Generate Models of Website Structure and Organisation

A website template will be provided to supplement the report and provide and visual medium to explain our suggestions alongside a few models of the current website to highlight problematic areas

4.3 Scope – Inclusions

The details of the agreement between the team and the client are outlined in this project initiation document. The primary objective of our project is to analysis the UWE ITS website and assess the strengths and weaknesses of the website. Data analytics provided by the ITS alongside survey and focus group data will inform a report which identifies problem areas with possible solutions and ideas for change. Other deliverables include a basic website design template which will supplement the report findings.

4.4 Scope – Exclusions

Our project will not go as far as making a fully-fledged website. Additionally, it will be a non-public access prototype. We will not be focusing on colour schemes and presentation, as that will be done by the marketing teams of UWE.

4.5 Deliverables

Deliverable	**Purpose**	**Lead**	**Specialist input**	**Stage / Start date**
Initial Survey Data	To collect data from students on their experience with ITS website.		No	December 2019 – January 2020
Models of Website Structure and Organisation	Provide supplement to the report and be a visual medium to explain our suggestions.		Yes	January 2020 – February 2020
Initial Survey Report and Analysis of current website	Report on analysis of current website's architecture and initial survey		No	February 13th 2020
Focus Group on Current Website Report	Report on Focus Group of current websites		No	February 2020
Final Report	Using the data collected from the analytics, survey, focus group and our own experiences we will draw conclusions about the current states of the website and then provide possible changes and suggestions.		No	March 13th 2020

4.6 Constraints

- Time – The amount of time that team members will have and will be able to spend as a group, as well as the availability of the host and even supervisor, between now and the end of the project will be limited.

- Budget – We have no budget so if we need to get any resources such as books, we will have to pay for it out of our own pocket.
- Stakeholder compliance – The stakeholders have other priorities as well as unseen events. This can slow down the project and has the potential to cause delays.
- People – We will be using surveys and focus groups, so if there is poor participation in these then it could affect our data and report.

4.7 Assumptions

- Support from UWE – The team will have continuous support from their supervisor and other Information Practitioner 2 tutors.
- Team member commitment – All team members will stay committed to the project.
- Facility access – The team will be able to access rooms for team and client meetings.
- Client requirement – The deliverables and requirements of the client remain the same.
- Stakeholder support of the project idea – UWE students will find the project useful.

4.8 Dependencies

Data usage consent – Consent is given by all students who participate in the survey or focus group to use their data for research purposes to enable the team to find patterns and then suggest changes because of these.

4.9 Interfaces

For the successful completion of the project, system interfaces required are:

- Team Wiki file exchange
- ITS website
-

The project will also include engagement with:

- UWE IT Services
- UWE students
- UWE tutors and staff

5 Communications and Stakeholders

Routine communication between the team and our client — Mr. Richard Manley — is carried out using e-mails, sent out by the Communications Officer, whereby any important information given out by the client is then relayed out to the remainder of the team. In addition to this, bi-weekly meetings have been set up between the team and the client with the aim of keeping the client up to date as well as the members of the team being able to present any further questions about the project.

The supervisor of the project — Mr. Steve Battle — is met every week in person. During these meetings he tracks the progress of the group and aids in keeping the team on the right track.

The main stakeholders of the project are the UWE ITS staff and UWE students as they would benefit most from an efficiently structured website as students would be able to quickly access the necessary information that they would need and this would in turn lead to the reduction of the workload carried out by the ITS staff, especially support desk staff.

We will use a RAG Report in order to track the progress of our deliverables. This uses a colour-method with three colours (Red, Amber, and Green):

- Red: This means that the deliverables are critically off-schedule and would not be delivered in time.
- Amber: This means that the deliverables are not critically off-schedule and there is the possibility that they would be delivered on time though this might not necessarily be the case.
- Green: This means that the deliverables are on-schedule and would be delivered on schedule.

6 Project Phasing

Phase One: 31st October 2019 – 26th November 2019

31st October 2019 – 7th November 2019: Create PID to client for review and send-off to client.

7th November 2019 – 21st November 2019: PID received and proposed amendments acted upon.

21st November 2019: Finalized version of PID signed

26th November 2019: Submission of PID

Phase Two: 26th November 2019 – 13th March 2020

26th November 2019 – 16th January 2020: Plan out survey and focus group and research information architecture.

26th November 2019 – 16th January 2020: Analyse data collected by ITS to inform an initial report

26th November 2019 – 16th January 2020: Generate Models of current website organisation and structure

16th January 2020 – 13th February 2020: Collect information from the previous three parts to create an initial report

16th January 2020 – 13th February 2020: Collect Data from survey

16th January 2020 – 13th February 2020: Plan Focus Group

13th February 2020 – 20th February 2020: Collect Focus group Data

20th February 2020 – 13th March 2020: Create Final Report

7 Project Approach

7.1 Project Approach

The project will be managed by the Project Manager. The project manager will break down tasks that needs to be done and delegate tasks to each member of the team. The team will come back with each task done. The project manager and the team will go over the work.

Our project manager will be in regular contact with the client. Telling the client, the progress we made and our next steps in the project. The client can look at our deliverables and give us feedback. We will be using our Gantt chart to make sure that the project is on schedule and if there are any delays the Gantt chart will allow us to see how long the project may get delayed for.

7.2 Project methodology

For this project we picked a methodology from the information systems book for this we focused on certain sections to find the best solution to a new webpage, each section covers a key element in the website

-Navigation, in this section we figure out how users navigate through the pages and talk about different ways and methods of navigation such as contextual, global and local this will provide us with a good understanding of how the new page should be structured and layed out to assure that the interface is easy and fast for the users to be able to get to their destination such as what type of menu we should use to make sure all out pages are consistent with each other.

-Searching, in this section we will talked about InSite searches and global searches such as googling this section will go in depth about what people are searching for in the site and how they are trying to access that section of information, this will help us make sure that certain pages are named correctly and are as accessible as possible for users.

-Structure and Organization, this will look at the structure and layout of the websites in this section we will cover the amount of clicks it takes to get to each destination and how all the pages are connected, this will make sure that all the relevant pages and information is accessible and will help us get ideas on ways to make this more effective and easier for the users to navigate through.

-Features, we will look at features with the old ITS website and discuss what features are useful and what are not, this will allow us to highlight features that are useful and also get rid of the older more confusing features that are not used or useful for the program streamlining the focus of the new webpage and making it seem simpler and more effective than the old website

-Comparison/Competitors in this section we will look at other university's websites, this is so we can collect ideas about how we could improve UWEs website and also make sure that it is up to date modernised and find underlining issues with all ITS websites. This will give UWE students a competitive advantage as they will be able to find out about and use UWEs services a lot fast and better than students from other universities.

The reason that we pick this methodology is so that we can a vast coverage of all sections of the old and new website and allowing us to quickly point out and issues and advantages of certain functions, menus and other approsh towards developing a new website, this also allows us to focus on pure functionality of the website as we are not responsible for any colour schemes or things to make the page look nice.

8 Controls and Reporting

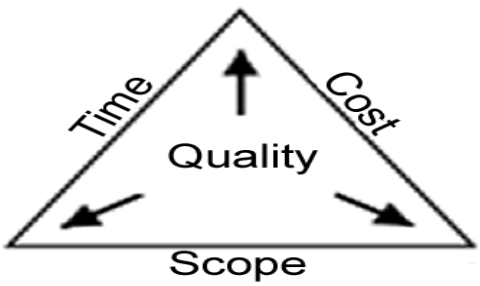
8.1 Controls

The project schedule will be held in Project Online. Regular reporting of progress and issues to the Project Board and senior management will take place.

The Comms Plan will detail the type and audience for each comms activity. This will be monitored by the Project Manager.

The team assigned for this project have many different skillsets that will be detrimental to the success of the project. The project will be split between the team and distributed based on the strengths of team members, therefore some team members may have a larger workload, for example the design team will need to focus solely on building a high level architecture for the website whereas the data analysts will need to collect data from different sources of primary and secondary research. We all share similar skills also therefore we will have all team members report back any issues we may face in order to work on them and fix them as a group. This will usually take place in our regulatory weekly meetings. A weekly contribution sheet will be available online also therefore we can keep track of what has been done and who has completed a task. We have also completed a Gantt chart where we can track when tasks, phases and milestones need to be completed by and when they have been done. After each phase is completed, we will arrange a meeting with our client to review the work done and sign it off to ensure it’s done to the standards required.

Tolerance



Time	Timing for the project that we have been assigned is good as we have until 13/03/2020. We have a large team to work with and are able to assign each team member small amounts of work to get the project done therefore we should be able to get the work done earlier than the date assigned in order to have it checked over and ensure its done to the clients standards.
Cost	The project should not cost us much money at all and should be affordable. As we are not buying any materials or purchasing anything to help us cost shouldn’t be an issue.
Scope	In terms of the scope of the project we have a specific vision for it and expect to create a proposed high-level structure for a future website based on the data that we have collected in terms of what the audience wants. This will be a prototype due to the time we have to complete the project.

8.2 Reporting

Our project workload will be split between all members of the team and reviewed each week in the weekly meetings held. This will be essential as it allows us to monitor our progress and see how well we are doing and the pace we are going at to see whether we are on track or not. We can also monitor any issues reported at these meetings and clear them up as a team. We will constantly keep our host updated once we reach milestones to ensure that they understand where we are on the timeline and to get an expert opinion throughout the project. We will also hold a weekly meeting with our client, which will be held mostly on Thursday to keep them updated and support us along the way by answering our queries and providing substantial advice on issues we may face. We will have a weekly contribution sheet set up in order to see who has done what work and research so that we can determine where we may need extra support. This sheet will include attendance to meetings, help with tasks and research to monitor progress and engagement. Each team member will be required to fill out a report in the final phase of the project in order to outline details of the project. This will be considered as an individual task so that we can get a view of everyone's take on the project and how they felt it went.

8.3 Initial risk analysis

As we progress through our project, we will need to identify specific risks that may disrupt our project. Some of these risks will be minor and some may be major, we will need to identify which are minor and which are major in order to separate them and try to focus on preventing and maintaining the major risks so that we can turn our attention to the minor risks we may face. This will be monitored and kept track of by our PM, who will record any risks we may face so that we can present them in our meetings with our host or client in order to get help with them.

Risks

- Risk of not receiving support from UWE (Risk 1)
- Risk of Team members not committing (Risk 2)
- Risk of Stakeholder feedback not being useful (Risk 3)

8.4 Initial issues

The initial issues that we have identified is the distribution of workload as we have a large team therefore will need to allocate work fairly without causing dispute or arguments within the team. Also, team engagement has been identified as a key issue as we may find that certain tasks are not done on time or at all, which will create issues within the completion of the project.

8.5 Contingency plans

- (Risk 1) Independent Research or contact our supervisor for advice
- (Risk 2) Reallocate work, report member to supervisor
- (Risk 3) Use analytics as primary source of research and use our own initiative to construct our report

9 Project Structure

9.1 Project board membership and roles

Project Board and Membership Roles

Name	Department	Job Title	Role
Richard Manley	UWE ITS	Strategic Business Partner in IT Services	Client
Steve Battle	FET	Senior Lecturer	Project Supervisor

9.2 Project team membership and roles

Name	Department	Job Title	Role
Tim Mead	Business Computing	Transcriber Wiki Manager	
Paul Holt	Business Computing	Communications Officer Project Manager	
Callum Terrill	SEB	Technical Director Modelling Manager	
Faisal Hussain	ITMB	Design Manager Data Analyst	
Kesiena Mike-Etareh	SEB	Research Analyst Document Consultant	
Mutassim Akram	ITMB		

9.3 Meeting structure

The team decided that meetings with the client should take place on a bi-weekly basis as it is a large enough time frame whereby relevant progress could be made to present the client but not substantial enough for communication with the client to completely break down. During these meetings, the client and the team discuss the progress of the project at that point in time. It is during this time that the team can present any enquiries to the client about the project as well as being able to cover any problems presented.

In additions to meetings with the client, there are also half-hour meetings which take place with the project supervisor on Thursdays. The supervisor assesses the project and does his best to ensure that the project is on track to be completed. Relevant feedback is also offered, and it is expected that the team acts on it. The team also meets on a regular basis to split up the subtasks in the project. These meetings also provide the opportunity to peer-review previous tasks and make sure that everyone is putting together the right content.

10 Training Plan

Training material	**Audience**	**Training objective**
Information architecture: for the world wide web book	All team members	Understand information architecture better and incorporate ideas from the book or adapt them into our own project

11 Appendices