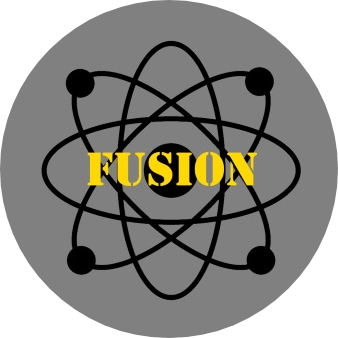
**IT601 Project Final Report**

**Team Fusion**



**19th Nov 2020**

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**Executive Summary**

**Overview**

Jubilee Budget Advisory Service are a charity organisation based in Southland, New Zealand, who provide Budget Advice, Financial Education, Financial Mentoring, and an Advocacy Service for Financial Matters. They wish to expand their reach in the community through the creation of a new website, as their existing website has sat unusable for several years.

Team Fusion have been approached with the task of creating the new website, which will also serve as our second year group project at the Southern Institute of Technology.

This report will summarize our experience with the project, including our preparation, the conceptualization of the website, and a number of challenges we faced over the four months of development.

**Problem**

Jubilee’s current website has been unused since 2015. The content of the website is outdated, does not meet their needs as a company, and does not have the features needed to fulfill its purpose. Because of this, Jubilee has been searching for a company to build a new website from the ground up.

**Solution**

Our Objective is to provide Jubilee with a modern website with features that are appealing to the public, easy to use, and provide the relevant information so that potential clients can find the information they need easily. The aim is to have this completed over a four month period during our second semester at the Southern Institute of Technology. Progress will also be documented throughout the development of the website, and displayed within this report.

**Our Product**

The website consists of 17 pages and provides basic information about the organisation, which we hope will help potential clients find what they need. As well as information about partner organisations, and links to third-party resources, such as financial calculators.

The report includes some basic assumptions made about the current website before starting, as well as some of the constraints we would have to overcome, including the four month timeframe, balancing of workloads, and learning of new skills in order to get the website to the standard the client desired. Project barriers, and information about our management approach are also included. Finally, the report will discuss the planning of the project, including deliverables, project requirements and exclusions.

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# **Introduction**

Team Fusion have been approached to create a new website for Jubilee Budget Advisory Service, a charity organisation that provides Budget Advice, Financial Education, Financial Mentoring, and an Advocacy Service for Financial Matters for the Southland community.

Jubilee’s current website is out of date, does not meet their needs, and does not have the features needed to fulfil its purpose.

Team Fusion's solution is to create a new modern website with relevant, up-to-date features that will enhance and improve their service and provide the opportunity to complete their goals, and grow their service as a whole.

## **Purpose**

The purpose of this project is to create a website for Jubilee, based on specifications provided. We will work closely with the company over the duration of the semester to create a fully functional website, as well as all the relevant documentation, and this report, to be presented at the end of the semester.

## **Objectives**

The objective of this project is to provide a website which is appealing to the public and easy to use, while providing crucial information on the services Jubilee provides. As the website is targeted at such a broad demographic, it is important to make sure anyone can find what they need, regardless of technical experience.

## **Assumptions**

### **State of the Current Website**

Based on information gathered during early meetings with the client, and viewings of the existing website, we assume the current website is currently unusable, and that the content on the website is now out of date.

### **Domain Name**

Building on the assumptions made about the current state of the website, we are assuming that the domain name being used for the current website will be available for the new website.

### **Social Media**

The current iteration of the website features links to a company Facebook account, which is currently in use. We assume the new website will need to feature this account, as well as any other social media accounts run by Jubilee.

### **Website Maintenance**

From meetings with the client, we do not believe the staff at Jubilee will be able to maintain the website themselves, and therefore third party services will be required for any future changes.

### **Multi-Platform Compatibility**

The new website will need to be as accessible as possible, therefore we are assuming that support for mobile devices and tablets will be necessary.

### **Community Partners**

Jubilee have a number of community partners featured prominently on the current website, we assume a community page will be required to feature links to these websites.

### **Login Service**

Based on our examination of the existing system, we do not believe Jubilee will require a login system for staff in the new website. The complexity of creating such a system may also be beyond the scope of the current project.

### **Client Availability**

Our team leader works with Jubilee outside of the project, and has been in close contact with the client. Because of this, we assume the client will be available to discuss ideas over the 4 month duration of the project.

### **Team Member Availability**

Every member of our team has been assigned a role best suited to their strengths, and we have made the assumption that they will actively contribute to their part in the project. We believe members will also be open to contributing to other aspects where possible.

### **Website Tone**

We assume the tone of the website will be professional and welcoming. Language should be formal and punctual but should still appear supportive and friendly.

## 

## **Constraints**

### **Time Constraints**

We were given 4 months to complete the project, and while some delays were expected for the launch of the website, several key features, including the presentation and final report, were given set due dates for us to meet.

### **Skill Constraints**

The website was built using WordPress. As nobody on the team had any prior experience with WordPress, the development team were required to learn as they built the website, which halted progress several times and limited the work they were able to get done.

### **Balancing Workloads**

As a team we will have the constraints of balancing our time between our 3 other papers for the term, as well as our personal lives and any obstacle or event that comes up.

### **Client Availability**

Another constraint is that the Client may not be available straight away as they have a very busy office to run and manage, and we may have to book time in advance.

### **Project Scope**

It is important that we stay within the scope of the project, and to not get side-tracked or allow scope creep to impact our final outcome.

### **Schedule**

A secondary constraint is to stay on schedule to ensure we complete all of our tasks on time. As a team we must also be aware that things happen in life and we may have to adjust our schedule to deal with delays, conflicts, and events that are out of our control.

### **Change in Circumstances**

Towards the end of the project, it became apparent that one member of the development team was not carrying their weight, and they were eventually dropped from the project. This increased the workload for the other members of the team, and further restricted progress on the website.

Also due to time constraints we had to drop the recipe database element as we did not have the required time to flesh it out and find the required add-ons to implement it into the final product

### **Client Approval**

Another main constraint we had with the project was client approval. All of the design elements and features for the website had to be approved by the client. This process took longer than it needed to mainly because our designer and the client weren't sure what look was wanted. In future projects we would streamline this process and be more sure of what the clients wants and needs where from the beginning

### **Software Availability**

Software Availability was also a constraint for the team. We were aware that we had limited choices in software as it had to be available through S.I.T. or had to be approved by a tutor and the IT Services.

## **Barriers**

### **Client Approval**

It was important to us that we create a website as close to what the client envisioned as possible. All work completed on the website needed to be approved by Jubilee, and if it was not up to their standards, it would need to be redone.

### **Technical Knowledge**

Another barrier we had was the technical knowledge of both the team and the client. There were a number of new skills we needed to learn to complete the project. Additionally, limited technical knowledge from the client meant we had to word and explain things to the client with as little technical jargon or difficulty as possible.

### **Communication**

Communication was another barrier for our project, both between team members and also the client. Team members had different classes and timetables, so we used discord to make sure everyone was on the same page. Communication with the client involved booking a time to see the manager 1 or 2 weeks in advance as they are quite busy as well as emails between our team leader and the manager.

### **Time Management**

Time Management was another barrier as we all had other classes and/or projects to deal with. We had to have meetings at times suitable for everyone, and utilised discord to ensure we communicated and completed tasks on time.

### **Circumstances**

There were also potential barriers of circumstances beyond our control, which we needed to plan for. The project took place during a global outbreak of the SARS-CoV-2 virus and had the potential to place us under mandatory lockdown, which would make in-person meetings impossible. As a team we needed to be prepared for things out of our control that may happen.

## **Management Approach**

As a Group we chose to use the Kanban management approach with some elements of Rapid management. We used Trello as our management platform and had our tasks separated into four boards: Planning, Design, Development and Documentation.

For Rollout we decided that Direct Takeover was the most suitable option as they are currently not able to access their current website which makes a direct takeover the most logical option.

# **Planning**

## **Deliverables**

Project deliverables included all aspects of the final product, such as the graphics created for the banner and logo, completed wireframes, and prototypes. As well as the documentation displayed within this report.

## **Major Work Packages**

The project consisted of three major work packages: the design phase, the development phase, and the documentation phase.

During the design phase, group roles were established, and a group leader was chosen. Our group leader began to work with the client to design the wireframes, graphics for the banner and logo, and the site map. A number of important planning elements were completed during this phase, including the project assumptions, constraints, requirements and acceptance criteria. This was the longest phase of the project.

The development phase saw the bulk of the work completed by the development team. During this phase the layouts for all pages of the website were complete, and the first prototype became operational. As content had not yet been added to the website, stock photos and lorem ipsum were inserted as filler.

The final phase of the project was spent bringing together all of the documentation into the final report, as well as content for the website and other features which required more complex work. A 15 minute presentation was created, which included a demonstration of the website itself.

## **Out of Scope Items**

While the website was to be created in its entirety by Team Fusion, both parties agreed that further maintenance or changes to the website after the completion of the project would not be the responsibility of the group. Additionally, a recipe database which was initially planned for the website was later scrapped due to time constraints.

## **Work Breakdown Structure**

Refer to Scope Management Plan

## **Requirements**

### **Functional Requirements**

* Users should be able to use the contact form to send an enquiry
* Users must have an email address and name entered to send a contact enquiry
* Users should be able to make a donation from the website
* All navigation must work correctly
* Social media links must work correctly
* Staff should be able to update the website

### **Non-Functional Requirements**

* Memorable
* Performance
* Easy to Use
* Security
* Reliability
* Availability

## **Acceptance Criteria**

All pages on the website should display the correct information, and navigation links should work as intended. The donation link should function as decided by Jubilee and must be secure. The enquiry form should allow users to contact Jubilee through email. The content should be relevant and up to date.

## **Exclusions**

There were a number of potential features we found to be relevant to the project, but decided not to include for a variety of reasons. It was decided that the website would not have any form of login service, this was deemed unnecessary, due to the simplicity of the website, and concerns were raised over the potential for a data leak, due to the development teams limited experience.

A mobile app was also considered for the project but was ultimately turned down due to limited experience and time constraints.

## 

# **Appendix A**

## **Glossary of Terms**

|  |  |
| --- | --- |
| **Debugging** | The process of removing errors in web development code that could cause unexpected errors or crashes |
| **Deliverables** | Any output created as the result of work done during a project |
| **Gantt Chart** | A chart designed for highlighting every step within a project and the estimated timeline within a range of dates |
| **Prototype** | A website prototype can be any mock-up or demo of what a website will look like when it goes live |
| **Site Map** | A visual model of a websites content that allows the users to navigate through the site to find the information they’re looking for |
| **Testing** | Web testing is a software testing practice which helps identify potential bugs in a website or web application |
| **Wireframes** | A layout of a web page that demonstrates what elements will exist on key pages |
| **Domain** | The name of a website |
| **Scope Creep** | The tendency for project requirements to increase over the lifecycle of the project |
| **Kanban Management Approach** | A development system for managing workflow through the use of instruction cards. Each card represents a task, and the tasks current state of completion |
| **Rapid Management Approach** | A development system for improving efficiency over the course of a project |
| **Trello** | A software company which specialises in the creation of Kanban development systems |
| **Direct Takeover** | Occurs when one system is replaced by another during a single event, without any integration between the two systems. |

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# **Appendix B**

## **Attached Supporting Documentation**

### **Risk Management Plan**

*1 Risk Management Plan.xlsx*

### **Quality Management Plan**

*2 Quality Management Plan.docx*

### **Communications Management Plan**

*3 Communications Management Plan.xlsx*

### **Human Resources Management Plan**

*4 Human Resources Management Plan.xlsx*

### **Change Management Plan**

*5 Change Management Plan.docx*

### **Schedule Management Plan**

*6 Schedule Management Plan.docx*

### **Deployment Plan**

*7 Roll Out Plan.docx*

### **Network Diagram**

*8 Network Diagram.pdf*

### **Milestone Table**

*9 Milestone Table.docx*

### **Gantt Chart**

*10 Gantt Chart.xlsx*