**Tech-U** (Technologies for the Unfortunate)

**Pilot Plan**

To build a Non-Profit Organization which would provide donation money to its every registered unfortunate (people with no access to technology, mobile, internet banking accounts) through a system which would be supported at any nearby ATM's, Bank, Post Office etc.

• Donations: Through transparent channel with the help of registered fortunates (philanthropist, social reformer, do-gooder, good Samaritan) .eg- if i donated, system will provide details of who exactly is at the receiving end.

• Disbursement: Through a channel which can be used at any nearby ATM's/Bank. concept is that you don't need mobile, Internet or any other technologies for getting the needed help (fingerprint, retina scan to identify the end user).

• Eligibility Criteria for the Unfortunate: like beggars, homeless people, etc.

• Operations Cost & Expenses: Financed by existing NGO and advertisement on portal...Need more thoughts and input

**Version History**

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Version | Author | Description |
| 06 Aug 2020 | 1.0 | Sohail | Updating POC as per todays date |
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|  |  |  |  |

**Approval History**

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|  | Learning Technologies Operations Committee |  |  |
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**Review History**

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**Distribution list**

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# Document Overview

## Purpose of this document

[This plan analyses the opportunity to conduct a pilot project, defines pilot main characteristics and identifies the activities, schedule, and deliverables of a Pilot Project. The plan also discusses resource requirements; interfaces and dependencies with other groups; and risk.]

## Terms and Abbreviations

[List any abbreviations or jargon terms that are used in the document. It should be borne in mind that the document has a primarily non-technical audience.]

| Term/Abbreviation | Meaning |
| --- | --- |
| CIO | Chief Information Services |
| UICTAC | The University Information and Communications Technology Architecture Committee |
| UICT | The University Information and Communications Technology committee |
| PoC | Proof of Concept |
| LTOG | Learning Technologies Operation Group |
|  |  |

## References

Include the ‘Key questions to answer about the pilot’ guidelines and any other documentation used during the pilot/PoC planning

| Document | URL |
| --- | --- |
| ‘Key questions to answer about the pilot’ guidelines |  |

# Pilot Scope

[Define the scope of the pilot by clearly stating which functions (based on pre-feasibility study), services and features will be included and which will not. When you list the functions, services and features you plan to include in the pilot, also state how you expect them to perform (take into account benefits/risks of the software that you want to find out during the pilot) and the environment where the tool will be piloted. Describe the areas of functionality that the pilot implementation affects, and note to what extent they are affected, and in which situations they are affected. Identify all applications that interface with the solution to be piloted and include them in the pilot testing.

Test as many situations that might arise in production as you possibly can include a contingency plan if test scenario fails when applicable. Specify the duration of the pilot, in terms of either time or of the criteria to be met.

Be sure to describe how you expect to proceed after the pilot is complete. If you plan to keep some functions in place and remove others for the full production rollout, identify the features that will be removed.

Include the pilot evaluation stage and rollback stage if applicable or if this is not applicable]

*.*

# Pilot Objectives

[Explicitly state the objectives of the pilot. Use the objectives to identify criteria for measuring the success of your pilot.

E.g.

* Ensure that the system adds value to teaching and/or learning
* Ensure that the system works properly in the business environment
* Ensure that the design meets the business requirements
* Test the deployment process
* Gather information for estimating actual hardware and supportability requirements]

# 

# 4. Pilot Resources

[List all key resources, including their role]*.*

## Pilot Reference Group

|  |  |
| --- | --- |
| Resource | Role |
|  |  |

**Responsibilities**:

## Pilot Participants

|  |  |
| --- | --- |
| Resource | Role |
|  |  |

**Responsibilities:**

## Pilot Team (include technical resources as well as support resources during training and vendor resources)

|  |  |
| --- | --- |
| Resource | Role |
|  |  |

**Responsibilities:** [include installation, configuration and documentation activities]

# Pilot Costs

[Provide a breakdown of the pilot cost including labour, hardware, licenses, etc and who will fund it.]

*.]*

# Pilot Schedule

[The following is an example of a pilot schedule:]*.*

**Key Pilot Activities**

|  |  |  |  |
| --- | --- | --- | --- |
| Activities | Expected Completion Date | Responsible | Actual Completion date |
| Request information from solutions’ vendors as per solutions identified at the pre-feasibility study stage |  | Business Analyst |  |
| Hold vendor demonstrations of solutions identified at the pre-feasibility study stage |  | Business Analyst |  |
| Evaluate solutions and select the one(s) to be piloted |  | Business Analyst |  |
| Produce Test Cases |  | Business Analyst |  |
| Purchase software solution license for trial and any hardware and additional software required for testing (procurement) |  | TBC |  |
| Set up infrastructure & network, as per software architecture details |  | Pilot Team -Technology Services |  |
| Deploy and configure software solution to be piloted |  | Pilot Team -Technology Services |  |
| Configure university applications that will interface with the software solution to be piloted |  | Pilot Team -Technology Services |  |
| Prepare data to be used for the software test |  | Business Analyst, Requester |  |
| Load data to be used for software test |  | Business Analyst, Pilot Team -Technology Services |  |
| Give permissions to participants to access the software to be piloted and any other access needed for pilot testing |  | Pilot Team -Technology Services |  |
| Training on software for pilot testing |  | Vendor |  |
| Commence pilot testing |  | Pilot Participants |  |
| End pilot testing |  | Pilot Participants |  |
| Back-up pilot information if applicable |  | Pilot Team – Technology Services |  |
| Send test case execution results to business analyst |  | Pilot Participants |  |
| Complete survey for Pilot Evaluation |  | Pilot Participants |  |
| Hold Lessons Learned Session if applicable |  | Business Analyst |  |
| Put together Pilot Evaluation Report |  | Business Analyst |  |

# Success Criteria and Metrics

**[**The Success Criteria and Metrics section defines the pilot’s success criteria and the specific measurements that will be taken to determine the level of success. A pilot can be declared “complete” or be graded in terms such as "partially successful" or "unsuccessful." Each measurement description should include a target metric and an acceptable range of values. The success criteria may fall into the following categories:

* System performance: i.e.

|  |  |  |  |
| --- | --- | --- | --- |
| Category | Measurement description | Target metric | Acceptable range of values |
| System Performance | Manage concurrent users | No of concurrent users | [10000 – 26000 concurrent users] |

Other measurement descriptions are: security, scalability, load, impact on standard operating environment & University computer standards.

* Operations cost: i.e.

|  |  |  |  |
| --- | --- | --- | --- |
| Category | Measurement description | Target metric | Acceptable range of values |
| Operations cost | Reduction in support cost | Service Desk support (hrs.) per month | [1hr per month – 5hrs per month] |

* Stability –down time: i.e.

|  |  |  |  |
| --- | --- | --- | --- |
| Category | Measurement description | Target metric | Acceptable range of values |
| Stability – down time | Minimal down time per trimester | hrs. | [4hrs – 6hrs] |

Other measurement descriptions are: reliability, sustainability

* User performance: i.e.

|  |  |  |  |
| --- | --- | --- | --- |
| Category | Measurement description | Target metric | Acceptable range of values |
| User performance | Reduction of time to complete a task using the software piloted | Time to complete a task (i.e.: time to create a test with 10 questions) | [5 minutes – 10 minutes] |

* User satisfaction: i.e.

|  |  |  |  |
| --- | --- | --- | --- |
| Category | Measurement description | Target metric | Acceptable range of values |
| User satisfaction | Satisfaction with the software piloted | Agree/Disagree | [90% - 100% of participants agree] |

* Business goals: i.e.

|  |  |  |  |
| --- | --- | --- | --- |
| Category | Measurement description | Target metric | Acceptable range of values |
| Business goals | Assist student learning | Agree/Disagree | [90% - 100% of student participants agree] |
| Business goals | Assist staff in developing best practices in blended learning | Agree/Disagree | [90% - 100% of academic participants agree] |

]

# Pilot Evaluation

**[**The Pilot Evaluation section describes how the results of the pilot will be evaluated. It includes the process by which lessons learnt will be incorporated into the final solution deployment. It describes the method(s) for assessing the quality of the pilot deployment process (e.g. user surveys, peer reviews, user interviews, etc.). It also describes the process for identifying, assigning, and following up on action items related to deployment or product issues identified during the pilot.

Data Collection Tools: Surveys, Focus group/Workshop, Cost/benefit analysis.

]

# Pilot Risks

[Provide details of all risks relevant to the proposed project that have been identified to date. Consider the following Legislation stated on the University’s Legal & Risk Website:

[*http://www.legislation.sa.gov.au/LZ/C/A/STATE%20RECORDS%20ACT%201997/CURRENT/1997.8.UN.PDF*](http://www.legislation.sa.gov.au/LZ/C/A/STATE%20RECORDS%20ACT%201997/CURRENT/1997.8.UN.PDF)

[*http://www.comlaw.gov.au/Series/C2004A03712*](http://www.comlaw.gov.au/Series/C2004A03712)

. An example table is included below;]

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Ref #** | **Risk** | **Likelihood** | **Consequence** | **Risk Rating** | **Control** |
| 1 | Technology Services resources & academic staff (who submitted the trial request) are not available when needed | B | 2 | Medium | -During pilot planning, Technology Services resources should be allocated to the pilot project as required.  -Careful communication (including next activities and timeframe) to all parties so as to ensure resources are made available when needed. |

*Despite these risks the project would appear to be viable at this stage, and it would appear that each of these risks would be able to be effectively mitigated*

# Appendix A – Requirements Definition

[Include a business context diagram if necessary (identify function, input/output, actors)

Identify ‘To be process’ map

Identify the business rules.

Identify Data to be held.

Identify Business/Functional/Non-functional requirements

Include Assumptions/Constraints

Gap analysis if necessary

Consider requirements priority:

MUST (M)- Defines a requirement that has to be satisfied for the final solution to be acceptable.

SHOULD (S) - This is a high-priority requirement that should be included if possible, within the delivery time frame. Workarounds may be available for such requirements and they are not usually considered as time-critical or must-haves.

COULD (C) - This is a desirable or nice-to-have requirement (time and resources permitting) but the solution will still be accepted if the functionality is not included.

WON’T or WOULD (W) - This represents a requirement that stakeholders want to have, but have agreed will not be implemented in the current version of the system. That is, they have decided it will be postponed till the next round of developments.

USE CASE (If necessary):

|  |  |  |  |
| --- | --- | --- | --- |
| Use Case ID: |  | | |
| Use Case Name: |  | | |
| Created By: |  | Last Updated By: |  |
| Date Created: |  | Date Last Updated: |  |

|  |  |
| --- | --- |
| Actors: |  |
| Description: |  |
| Preconditions: |  |
| Postconditions: |  |
| Normal Course: |  |
| Alternative Courses: |  |
| Exceptions: |  |
| Includes: |  |
| Priority: |  |
| Frequency of Use: |  |
| Business Rules |  |
| Special Requirements: |  |
| Assumptions: |  |
| Notes and Issues: |  |
| Use Case Graphic | |

Requirements

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Id | Requirement | Use case #/Business Process | Related to Project objectives | Priority  (M/S/C) |
|  | Business Requirements |  |  |  |
|  |  |  |  |  |
|  | Reporting Requirements |  |  |  |
|  |  |  |  |  |
|  | User Access/Security requirements |  |  |  |
|  |  |  |  |  |
|  | Service Level/Performance Requirements |  |  |  |
|  |  |  |  |  |
|  | Scalability Requirements |  |  |  |
|  |  |  |  |  |
|  | Support & Maintenance Requirements |  |  |  |
|  |  |  |  |  |
|  | Data Migration |  |  |  |
|  |  |  |  |  |
|  | Records Management |  |  |  |
|  |  |  |  |  |
|  | Interfaces |  |  |  |

]

# Appendix B – Vendor evaluation and selection results

[This section is included for appendices as required. Replicate the section if more appendices are needed. Remember to update the Table of Contents for the document to pick up the change.]

Include in this section the solutions that were evaluated, the findings, the vendor selected and why that vendor was selected.

# Appendix C – Training Plan

[This section is included for appendices as required. Replicate the section if more appendices are needed. Remember to update the Table of Contents for the document to pick up the change.]

**Trainer**:

**Training description:**

**Training session dates:**

**Training participants:**

**Training materials (including responsible) -i.e.: Manuals, FAQ:**

**Training rooms:**

**Training equipment requirements (identify responsible for providing equipment):**

# Appendix D – Supportability Matrix

[This section is included for appendices as required. Replicate the section if more appendices are needed. Remember to update the Table of Contents for the document to pick up the change]

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Contact Details | Role | Responsibility (i.e.: first point of contact when raising issues, environment support, software defects resolution) |
|  |  |  |  |
|  |  |  |  |

# Appendix E - Communication Strategy

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Audience | Information to be communicated | Responsible | Objective | Medium | When? |
| Pilot Reference Group | -Pilot planning activities  -Pilot execution progress  -Pilot findings | Business Analyst/PM | Inform the Pilot Reference Group of the pilot activities being carried out and provide them with the findings so they can produce a “Pilot Evaluation Report” that will contain recommendations on the pilot solution rollout within the University. This will be submitted to LTOG for review and approval | TBD. I.e. Pilot status report, weekly or fortnightly meetings | TBD |
| Pilot participants | - What will be piloted, pilot objectives, how the pilot will be conducted, who are the points of contact for support, timeframe, training dates and tools to be used during testing | Business Analyst /PM | Inform the pilot participants of the pilot activities they will take part in. Additionally, inform them about how their findings will be evaluated for possible solution rollout within the University of Adelaide | TBD. I.e. emails, meetings | TBD |
| Pilot technical team | - What will be piloted, pilot objectives, solution characteristics, technical tasks before, during and after pilot is completed | Business Analyst /PM | Inform the pilot team: what is needed from them, what activities they need to perform and when | TBD. I.e. emails, meetings | TBD |
| LTOG | -Pilot planning activities  -Overall status of the concept trial  -Pilot findings and recommendation from the Pilot Reference Group | Business Analyst/PM | -Provide LTOG with the pilot planning activities for review and approval  -Inform LTOG on the progress of the pilot  - Provide LTOG with the pilot findings and recommendations to proceed or not with a rollout of the piloted solution within the university | -Pilot Plan  -Status Report by email (TBC)  -Pilot Evaluation Report | -Once pilot plan has been produced and reviewed by reviewers  -TBD (Fortnightly or monthly depending on the complexity and time of the pilot/proof of concept implementation)  -Once pilot evaluation report has been produced and reviewed by reviewers |
| LTSG | -Overall status of the concept trial  -Pilot findings and recommendation from the Pilot Reference Group and LTOG | Business Analyst/PM | -Inform LTSG on the progress of the pilot  - Provide LTSG with the pilot findings and recommendations to proceed or not with a rollout of the piloted solution within the university | -Status Report by email  -Pilot Evaluation Report | -TBD (Fortnightly or monthly depending on the complexity and time of the pilot/proof of concept implementation)  -Once pilot evaluation report has been reviewed by LTOG |
| ICTAC/ICT Investment Committee *[If piloted idea/tool doesn’t comply with IT governance principles or if the needed funds are not available]* | -Overall status of the concept trial  -Pilot findings and recommendation from the Pilot Reference Group, LTOG and LTSG | Business Analyst/PM | -Give an update on the progress of the pilot  -Provide ICTAC/ICT Investment Commitee with the pilot findings and recommendations to proceed or not with a rollout of the piloted solution within the university | -Status Report by email  -Pilot Evaluation Report | -TBD (Fortnightly or monthly depending on the complexity and time of the pilot/proof of concept implementation)  -Once pilot evaluation report has been reviewed by LTSG |
| Requester | Status of his request | Business Analyst | Keep the requester updated on the status of his request | TBD. Email, meetings and/or Learning Technologies Website – Innovation Framework section | Website to be updated fortnightly - TBD |
| University community | Ideas being trialled | Business Analyst | Communicate the ideas/software solutions being trialled and their statuses. University staff can find out if their ideas have already being identified by other university staff | Learning Technologies Website – Innovation Framework section | Website to be updated fortnightly - TBD |

# Appendix F – Key Questions to Answer About the Pilot