**Novena Savings Wellness Program: Phase 1 Revised**

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Team Apex

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Mount Royal University

COMP 4543-001

Submitted to:

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**Configuration and Management Document**

**Team Roles**

|  |  |  |
| --- | --- | --- |
| Position | Description | Person |
| Project Manager | Leads the team to achieve our goal of an A grade through motivation, organization, time management, and hard work. | Tyler Rop |
| Records Keeper | Ensures that all of our information is accurate, usable, and correct. Also keeps track of submitted work. | Anthony Thomasson |
| Editor | Edits the project to make sure that spelling, writing style, and formatting are all cohesive and correct. | Paul DeRose |
| Researcher | Researches background information to give us a better understanding of the project deliverables. | Alex Hardie |

**Team Culture and Decision Making Rules**

Decisions

Ideas are proposed by individual group members and then decided on by a group vote. The project manager has the power to make an executive decision if the group cannot come to a consensus in a reasonable amount of time.

Conflicts

1. Time Conflict: Can be fixed by meeting at every chance we get in the available times in our schedules. When a member is unable to attend a meeting they will be informed on what they missed and how they can add to the project.
2. Writing Style Conflict: We have an editor to review the project so that it sounds as if one person wrote the document. The entire group will be consulted and a specific tone and style will be determined. Every group member will also review the paper multiple times before submissions to ensure complete satisfaction.
3. Conflicting Ideas: Not everyone always feels like their voice is being heard or their ideas are being taken seriously. The group needs to agree on every idea before we move forward with implementing them. If an idea cannot be agreed on, the project manager will make an overall choice for the group.
4. Editing Conflict: Everyone must follow the chosen style to ensure that everything is cohesive. Paul will ensure that everything flows together well throughout the entire document. Every member of the group will also review drafts of the paper to ensure entire satisfaction of the work performed.
5. Deadline Conflict: If a member cannot meet a required deadline then the person must inform the group by email or text message within 24 hours of the deadline. There are exceptions to this rule that the group will take into account.

Work Allocation

Every member will do the work that corresponds with their role but there will also be overlap in work. This is because all members are required to assist each other and give feedback and assistance with regards to all deliverables.

Socialization

* Most members of our group have multiple classes together. This will help form a strong bond between members, and also provide extra time for discussion.
* A weekly discussion/meeting will help the team to have dedicated time to work together as a group on the project.
* The use of technology such as Google Drive will help create synergy within our group. This will further help us to cooperatively work on all our projects together.
* Team name will be Team Apex.

**Team Operating Rules**

* All project work is to be stored on Google Drive for access by all team members.
* Attendance of group meetings is mandatory. If a member of the team cannot make it to a meeting, they should notify at least one member as soon as possible.
* If a group member misses a meeting without informing the group previously or without a sufficient reason they will receive a warning through multiple mediums.
* If a group member misses two or more meetings in a row without valid reasons the group will consult with the course instructor about the best type of disciplinary action. The concept is three strikes and you are out of the group.
* Every member of the team is responsible to complete their assigned work on time. All members should assist each other with all deliverables.
* The group will meet weekly to work communally on the project (there will be exceptions to this). Satellite work through online communication mediums will be done as well when in-person meetings do not work in the group schedules.
* The project should be completed close to one week before the due date to provide a buffer to fix any last minute additions and issues.

**Project Scope Statement**

**Introduction**

Team Apex is working in conjunction with the Calgary based bank Novena Savings (NS) to create an in-house wellness based program for NS employees and their direct family members. This program is to be computer based and for all employees of Novena Savings. The primary goal of the wellness program is to decrease absenteeism and to increase customer service by helping NS employees to improve their lifestyles mainly through education, activity, and work environment benefits.

General project development requirements include a timeframe of 8 months until a solution is to be implemented and then launched, priority setting is mandatory, communication with representatives from the human resources, general management, and legal departments are a must. Software for financial management, personnel accounting, and payroll already exist in NS and are out of scope for this project. For success this project must cause management of NS to be convicted of its benefits, have employee involvement in the development of the system, meet actual employee needs, have funded with adequate resources, and have continuous improvement after the project is initially launched.

**Project Objectives**

1. To develop a system that fulfills all client requirements in a fully functional, scalable, and desktop-friendly and accessible manner for launch.
2. To ensure full management and employee acceptance and at least a 40% adoption rate among NS employees within 3 months after launch.
3. To provide full program data and information access for all NS employees and registered family members at launch.
4. To create a fluid, simple, easy to navigate user interface that it ready by the planned launch date, and the software system must be usable for NS employees with minimal training needed.

**Project Scope Statement**

The wellness program will be an online based system that provides information for employees and their family members based off of their age and primary life activities. The central focus of the system is to provide information in a simplified manner for knowledge in education, changing activity behaviours, and how to change their workplace to support wellness.

Included Functionality

Functional

|  |  |  |
| --- | --- | --- |
| Number | Requirement | Necessity |
| F 1.0 | Program access is available through a web application via the company intranet and through a secured internet connection | Mandatory |
| F 1.1 | Each wellness program member has a unique user account that can be reset by NS if necessary | Mandatory |
| F 1.2 | Each user can filter the knowledge database content by name and content subtype in the data feed in the web application | Desirable |
| F 2.0 | Provides technical support call line through online help desk | Mandatory |
| F 2.1 | Users can submit technical support tickets to help desk through the website to report bugs and errors | Desirable |
| F 2.2 | Provides an instant messenger in the website that allows users to live chat with technical support assistant | Optional |
| F 3.0 | Login system ensures only authorized users are allowed into the system | Mandatory |
| F 3.1 | Username and password oriented login system with password reset if user cannot log in after 3 tries | Mandatory |
| F 3.2 | Security question for account retrieval | Desirable |
| F 3.3 | Employee registration uses their company login information | Desirable |
| F 3.4 | Separate registration for family members; requires verification of company relationship | Desirable |
| F 4.0 | The system should ensure that all users are verified as existing and active NS employees/family members. | Mandatory |
| F 4.1 | Periodic security questions will be performed when a unique user accesses knowledge database information at a minimum of once per month | Desirable |
| F 5.0 | Payment processing upon the registration of a family member will be immediately available at the end of the registration process | Mandatory |
| F 5.1 | Different payment options available including: Credit, PayPal, Direct Deposit | Desirable |

Non-Functional

|  |  |  |
| --- | --- | --- |
| Number | Requirement | Necessity |
| N 1.0 | The systems server should be able to handle multiple simultaneous requests and interactions with the web client without processing errors | Desirable |
| N 1.1 | Multiple users (minimum 50%) should be able to log in and access the various knowledge bases simultaneously | Mandatory |
| N 1.2 | Account specific knowledge base information should be filtered by the server during the initial login | Desirable |
| N 1.3 | User preferences are saved to each account that will be used as a filter option on the client side | Desirable |
| N 1.4 | Other filtering options on the client side such as filter by type, name, date, or the users preference settings | Desirable |
| N 2.0 | The system will check user authentication credentials periodically during browsing sessions to ensure user legitimacy | Mandatory |
| N 2.1 | If legitimacy is in question, the system will redirect users to a page that revalidates credentials | Mandatory |
| N 3.0 | The web client should have an interface that scales based on screen size but use only a single URL for site access | Mandatory |
| N 3.1 | The interface will adapt for desktop, tablet, and smartphone sized displays based on screen size and resolution | Desirable |
| N 3.2 | The interface will be visually correlated to existing Novena Saving branding styles for branding quality purposes | Desirable |

Exclusions

Desktop Application: A native Windows based application for accessing a system

Web Based Client: An online

|  |  |
| --- | --- |
| E 1.0 | A desktop application will not be created for the launch of the wellness program; A web based client will be developed instead. |
| E 2.0 | Android, iOS, Blackberry, and Windows Phone smartphone applications will not be developed for this project. |
| E 3.0 | Only major web browsers such as Google Chrome, Mozilla Firefox, Internet Explorer, and Safari will be officially supported, minority web browsers such as Opera and will not be |
| E 4.0 | Social media sharing of knowledgebase information will not be permissible |

**Project Deliverables**

This wellness program project will be an online web service that is provided to employees and family members of Novena Savings. The web client will act as a filtering interface to give end users access a knowledge base of information regarding wellness. This includes education, behaviour activity, and changes in the workplace. It will be accessible through any secure internet connection (NS intranet, password protected home internet connections, or through a data connection form a service provider). This web client will authenticate users to ensure they fulfil all required criteria to use the system. It will also allow the registration of family members straight through the client, and verifications will be done to ensure that all registered family members are legitimate, direct relatives. The client will primarily be used to inform users of how to increase their quality of life through access and feeds to relevant knowledge bases. A central feed similar to Facebook’s news feed will be present, which will serve the most relevant information to each specific user. Users will also be able to use the client to access knowledge bases (and their sub-categories) individually, either by searching for the information they want with a query or by browsing through the content available in each knowledge base. All of these individual knowledge bases (education, activity, and work environment) will be stored on secured NS servers. The interface of the web client will be primarily designed to function as a desktop based web client, but will also use responsive web design standards to adapt the content and interface for easier user navigation and usage for tablets and smartphones.

Interim Deliverables

|  |  |  |
| --- | --- | --- |
| Deliverable Number | Description | Stage End |
| D 1.0 | Project Charter   * Used to announce our wellness program solution to the Board of Directors * Demonstrates that our management team is fully on board and ready to implement our web based solution * Should convince the Board of the Directors to agree to our solution * Provides a general outline for the project and an overall sense of direction for our wellness project from start to finish | Conceptualization |
| D 1.1 | Scope Statement   * Used to describe the primary functionality that we want to implement as part of our solution * Demonstrates our understanding of what NS needs for the wellness program * Shows how we will work within the real situation, problems, constraints, and requirements of using a web client for the system implementation | Conceptualization |
| D 1.2 | Feasibility Analysis   * Helps the project development team and the NS Board of Directors to decide if they should proceed with the web client solution that we have proposed * Considers the technological limitations of working with existing technology * Looks at competitors in the marketplace (and how to take a step ahead of them) * Develop the marketing strategy towards existing employees, their family members, and prospect employees * Discovers what the system will need with regards to staffing requirements * Creates a timeframe plan and projection for development and system maintenance * Researches the financial ability of NS to implement and follow through with the project for its entire projected life | Conceptualization |
| D 2.0 | Alternative Solution Evaluation   * This is our evaluation stage of other possibilities other than a web based solution; based on the Feasibility Analysis | Planning/Feasibility |
| D 2.1 | System Lifecycle Planning   * Creating a plan to work with potential future contingencies, unexpected changes in requirements, and scope creep * Specifies which technologies would work best together for the current and future state of the system | Planning/Feasibility |
| D 3.0 | System Design   * Creating the actual design for the implementation of the approved system (includes technologies to be used, how to use them, how the every aspect of the system will work, etc.) * Designing how the system will work over the internet and also through the NS intranet without any issues * Knowledge base database design, information gathering, and deployment on NS servers * Developing security measures to ensure that the system is only accessible by legitimate users and that user information and database knowledge is protected | Design/Development |
| D 4.0 | System Implementation   * Developmental coding of system based on our previous plans using existing web based technologies * Development team codes primarily mandatory system functionality such as database access before additional desirable features are developed * Phases are to be used with a finish to start dependency so that each main stage is completed before moving onto additional next steps. This will allow the system to be tested and demonstrated in its different developmental stages instead of only when it is fully completed * During each phase, each relevant and testable feature will be tested by the developers and quality assurance testers to ensure correctness * Usability will also be tested in each phase by end users of the system; developers will utilize their input to further enhance the system * Servers will be stress tested with the web client with heavier loads than anticipated for system launch | Implementation/Execution |
|  | System Launch   * System is rolled out to all NS employees by default and family members are allowed to register through the web client * Knowledge base data is accessible for end users through the web client * System is made available to any computer with a secure internet connection and a legitimate logged in user | Implementation/Execution |
| D 5.0 | Web Client System   * System usability, enjoyment, perceived benefits, and knowledge quality reviews are to be performed by as many employees as possible * Outstanding problems that appear with the system will have planned and implemented code patches to improve the system on a monthly basis | Post Implementation Review |
| D 5.1 | Project Review   * Analysis will be performed to ensure that the project has met and overcome employee wellness issues * The system will be analyzed to see if there are ways to take it further and deliver greater benefits by tying the system into existing NS wellness systems * Lessons learned throughout the project will be documented and reviewed to discover how to apply them to future projects and revisions to the wellness system | Post Implementation Review |

**Project Acceptance Criteria**

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| --- | --- |
| Deliverable | Criteria |
| Software Requirements Specification | The Software Requirements Specification describes what capabilities the application should have and include:   * Use cases * Functional requirements * Data requirements * Non-functional requirements   The design team has reviewed the requirements and specifications of the project and have determined that the documents listed are feasible from a design standpoint |
| Usability Requirements Specification | The Usability Requirements describes how the application should function in terms of user interaction which include:   * Interface design * Filtering options * Account creation and management   The team consulted potential users to create a design system that would be suited to the users’ needs. The points listed above were considered the main design focuses. |
| Stability Requirements Specification | Stability Requirements describe the technical challenges in providing a stable application, which include:   * Ensuring server stability * Ensure sufficient staffing for customer service positions   The design team ensured they have all of the technical resources required to maintain the application, as well as the time and resources needed to hire and train new employees to support the customers. |

**Project Constraints**

1. Project should not take more than 6 months to create the first prototype
2. Project should not exceed $350,000
3. Key resources are only available on a limited basis

**Project Assumptions**

* Project can use a web connection to provide support for a web site.
* Internal developers are experienced and competent website developers.
* Existing technology to create a responsively designed website will be used in the web client instead of creating this type of technology in-house.
* Employee family member records are kept by Novena Savings on the company server records.
* Novena Savings uses an intranet, and has servers that are capable of hosting the application

**Initial Project Organization**

The board of directors presides over all groups. The project sponsor and project manager are below them, coordinating the workings of the project. Further on, the hierarchy splits into the cross-functional management team and the design team. The design team is further broken down into specific groups that will handle the development and implementation of the system. The cross-functional management team has representatives from each department that will act as liaisons that coordinate with the design team through the project manager. In doing so, different departments can coordinate effectively with regards to the development of the project.

**Schedule Milestones**

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| --- | --- |
| Milestone | Schedule |
| Skeleton Application | * Started at project commencement (Developed alongside knowledge database) * Preliminary testing within the design team and select employees * Completed within 1-1.5 months |
| Completion of Knowledge Databases | * Started on project commencement (Developed alongside skeleton application) * Knowledge bases and criteria identified within 2 weeks * Completed within 1-1.5 months |
| Assimilation of Knowledge Databases with Skeleton Application | * Started on finalization of knowledge databases * Prototype testing while filtering options are developed * Completion within 1.5-2 months |
| Added Filtering Functionality to the Application | * Started on finalization of knowledge databases and skeleton assimilation * Prototype testing while account system is being developed * Completion within 1 month |
| Account Management  Systems | * Started on finalization of filtering system * Completion within 2.5 - 3 months |

**Fund Limitation**

An instalment plan will be used to release funds for the project. Upon full project approval by the Board of Directors and initialization of development, the first and largest instalment of $150,000 will be given to the project. This will be done in order to get the basic components and functionality of the project completed. The rest of the budget will be released in other, periodic instalments as the project development phases are completed. A budgeted amount of approximately $50,000 will be released for each major phase, though this will vary depending on the feature and time requirements for each phase. Additionally, an amount of $25,000 will be saved and used for any remaining features and bug fixing close to project launch.

**Project Configuration Management Requirements**

Documentation

Documentation throughout the project will be extensive. Primary features and system processes will have template documents created before they are developed and then updated as they are completed. Any changes or errors will require a formal document submitted to the project manager. The project manager will then forward relevant information to the stakeholders.

Records Keeping

The Project Manager will create and maintain records and notes from central weekly meetings that will be available to all stakeholders. The entire development team will also have a meeting at the end of the week to discuss what was worked on and plan what will be done in the upcoming week. At the end of each month, the entire month’s work will be reviewed and analyzed by the project manager. Finally, the project manager will present a high level presentation of the goals for the project in the upcoming month.

Knowledge Management

Project manager has access to a repository of all project documentation, including general progress reports, change request documentation, and information relating to any bugs found during the testing process. Any relevant documentation is sent to key stakeholders for approval. Updates are sent out to stakeholders on a monthly basis to update them on the progress of the project.

Change Request Management

If changes are perceived as necessary by stakeholders, a formal document must be filled out and submitted to the project manager. Following this, the design team will evaluate the feasibility of the requested change. If the change is determined to be feasible, the change will be implemented, and the record will be sent to the knowledge repository.

**Approval Requirements**

Knowledge Base Database Approval

Each individual knowledge base will have to have all relevant data collected and organized and entered into a proper database that is secured on NS servers. This data needs to be relevant for wellness issues such as work life balance, exhaustion, burn out, and physical and emotional well-being. This data will be analyzed by the human resources department to ensure its relevancy and applicability to NS employees.

Usability Endorsement

All testing parties will have to sign off a satisfaction agreement regarding the usability of accessing the web client and using its user interface. These groups would include the graphic designers, senior developers, quality assurance testers, the marketing department, human resources, and the project manager. This agreement will be based on the system meeting the design that the designers have created for the interface, proper NS branding and style, correct functionality and data, ease of use, and adaptability for desktop and mobile usage.

Final Approval

Overall project approval will be based on the project meeting all initial design criteria, as well as criteria approved in all change documents. Additionally, the project phases must be approved through the processes outlined above before the project can be considered complete and be moved into the Post Implementation Review.

**Stakeholder Analysis**

**Stakeholder Identification**

Employees

The wellness software is primarily being developed for employees of Novena Savings. Therefore, the actual needs of these employees should be of the highest priority and they should be consulted for feedback throughout the entire project development period.

Employee Families

The families of NS employees are encouraged to use this software by partaking in the wellness program. They are an integral entity in giving an accurate view and actual balance between an employees work and personal life. The development team should keep this in mind, and it must be ensured that the program is accessible and usable for families of the employees. This means that the software will have to be tailored for family needs and usability, not just for employees.

Board of Directors

The board of directors approved the wellness program on the basis that it is created and implemented in 8 months’ time. Therefore, they have a vital vested interest in its timely completion. The constant approval of the board of directors is required for this project to succeed on time and continually after its launch and they are integral to the success of the project.

Development Team

This team is in charge of the planning, creation, and deployment of the software aspect of the project. The success of the project lies integrally and primarily with this team as they are the actual implementers of the project and without their full cooperation and abilities the project would cease to exist.

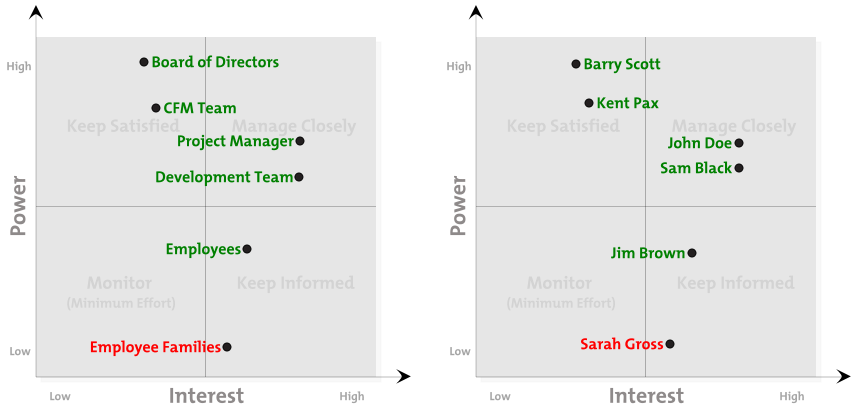
Project Manager

John Doe is the leader and Project Manager of the wellness program implementation team. His responsibility is to ensure that the project meets the requirements of that have been agreed on for the system. This is done by him having the responsibility to primarily plan, execute, and close the project. He would centrally follow the waterfall methodology to have the project implemented (with the potential to add in agile workflow aspects if necessary). Handling requirements for the system that could be susceptible to change through scope creep are also a main focus of his responsibility. The Project Manager is the overseeing guide of the project and must ensure that the sponsors and development team are in agreement of the project at all times as much as possible.

Cross-Functional Management (CFM) Team

This group consists of representatives from human resources, general management, and the legal department. These individuals will primarily be responsible for managing the needs of each department, and coordinating cross-departmental communication and they are central the overall communication of all stakeholders.

**Stakeholder Prioritization**

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* Internal Stakeholder
* External Stakeholder

**Stakeholder Understanding**

Stakeholder Register

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name | Position | Internal/External | Role | Contact Info |
| John Doe | Project Manager | Internal | Team Manager | j.doe@novena.ca |
| Kent Pax | Human Resources | Internal | Cross Functional Management Member | k.pax@novena.ca |
| Barry Scott | Director | Internal | Sponsor | b.scott@novena.ca |
| Sam Black | Developer | Internal | Project Team | s.black@novena.ca |
| Sarah Gross | Family Member | External | End-user | sarahg@gmail.com |
| Jim Brown | Teller | Internal | End-user | j.brown@novena.ca |

**Stakeholder Management Strategy**

|  |  |
| --- | --- |
| Name | John Doe |
| Characteristics | Big picture oriented, client satisfaction focus, sports guru |
| Management  Techniques | Dealing with John is easy when issues are presented as a part of the big picture. He will always rearrange resources to satisfy customer needs. Required changes should be presented in such a way that they focus on end-user needs. Sports talk is a good ice-breaker, however it is best to quickly move to a work oriented focus. |

|  |  |
| --- | --- |
| Name | Kent Pax |
| Characteristics | People oriented, greatly enjoys conversation, puts people first |
| Management  Techniques | Show the human side and the human benefits of the project to Kent to have him stay on the Development Teams side. Demonstrate that the relationship with him is not only work focused. |

|  |  |
| --- | --- |
| Name | Barry Scott |
| Characteristics | Very busy, punctual, enjoys hockey and rock concerts |
| Management  Techniques | Only share vital information/high level goals. Do not overburden him with small issues. Keep Barry updated with overall progress at major milestones. |
| Name | Sam Black |
| Characteristics | Very technical, socially awkward, honest, gamer |
| Management  Techniques | Sam always explains things at a very low level but will explain at a higher level if prompted. Will tell you the truth about timelines. Be direct with Sam. Do not initiate in small talk as non-work centric conversations make him uncomfortable. |

|  |  |
| --- | --- |
| Name | Sarah Gross |
| Characteristics | Non-technical, busy, enjoys floral arrangements |
| Management  Techniques | Sarah is an external end-user willing to assist with development and design. Be courteous when contacting, as she is volunteering her time. Send a floral gift at the end of project design. |

|  |  |
| --- | --- |
| Name | Jim Brown |
| Characteristics | Task oriented, dislikes change, and enjoys playing minecraft. |
| Management Techniques | Jim works as a teller and will be a system end-user. He can be difficult to deal with as he does not see the need for this new system. When contacting Jim, you must demonstrate a need/the advantages of the wellness system. |

**Work Breakdown Structure**

**Work Breakdown Structure (WBS) Diagram**

The method chosen for our WBS was a visual chart representation of the deliverables. We decided to use this method for its visual properties and ease of understanding with the designed hierarchy. The work packages are clearly defined as to which deliverable they belong to and what the order of completion should be.

**Work Breakdown Structure Dictionary**

**Project Title:** Novena Savings Wellness Program

**WBS Element:** 1.1 – Information Gathering

**Associated Activities:** 1.2 – Data Tables, 1.3 – Integration with Secure NS Servers

**Responsible Person:** Development Team

**Start Date**: 10/03/2014 **End Date:** 04/04/2014

WBS Element Description: Before the databases can be created, all relevant information regarding wellness must be gathered. This will research will be primarily conducted through peer-reviewed articles about relevant topics. Additionally, any information located must be cross-referenced to ensure validity. All gathered information will be stored in a repository, with all entries containing proper citations for referenced information.

**Project Title:** Novena Savings Wellness Program

**WBS Element:** 1.1 – Data Tables

**Associated Activities:** 1.1 – Information Gathering, 1.3 – Integration With Secure NS Servers

**Responsible Person:** Development Team

**Start Date**: 07/04/2014 **End Date:** 18/04/2014

WBS Element Description: This phase will involve the actual creation of the wellness database infrastructure. This will include properly organized tables with valid referential integrity. It should be constructed to contain all information for each wellness article, including title, subject, content, and source. Once the information has been gathered, it should simply be a matter of inserting the information into the relevant cells.

**Project Title:** Novena Savings Wellness Program

**WBS Element:** 1.1 – Integration With Secure NS Servers

**Associated Activities:** 1.1 – Information Gathering, 1.2 – Data Tables

**Responsible Person:** Development Team

**Start Date**: 21/04/2014 **End Date:** 25/04/2014

WBS Element Description: Once the database has been created and filled, it must be integrated with Novena Savings’ servers. This would involve securing the database by ensuring access only to authorized users. Using existing employee account information, a system will be devised that will automatically provide access to authorized individuals, and revoke access to those who lack the proper permissions.

**Project Title:** Novena Savings Wellness Program

**WBS Element:** 2.1 – News Feed Filtering

**Associated Activities:** 2.2 Accounts for NS Employees, 2.3 Develop Web Interface

**Responsible Person:** Development Team

**Start Date**: 07/04/2014 **End Date:** 14/05/2014

WBS Element Description: The web client should be able to provide filtering options based on selected preferences. This would primarily be based on topic, but would also include peripheral filtering options such as author, source, and date range. These filtering options will hide entries that do not match the given criteria. Additionally, users should be able to set default preferences that are persistent throughout logins, thereby removing redundant filtering.

**Project Title:** Novena Savings Wellness Program

**WBS Element:** 2.2 – Accounts for NS Employees

**Associated Activities:** 2.1 – News Feed Filtering, 2.3 – Develop Web Interface

**Responsible Person:** Development Team

**Start Date**: 14/05/2014 **End Date:** 27/05/2014

WBS Element Description: In order to ensure employee access to the wellness database, they must each be given their own account. This account will allow them into the web client to view the wellness information. A system should be devised that creates and removes employee accounts based on employee arrivals and departures.

**Project Title:** Novena Savings Wellness Program

**WBS Element:** 2.3 – Develop Web Interface

**Associated Activities:** 2.1 – News Feed Filtering, 2.2 – Accounts for NS Employees

**Responsible Person:** Development Team

**Start Date**: 10/03/2014 **End Date:** 04/04/2014

WBS Element Description: The creation of a web interface will ensure the wellness information is displayed in an organized and appealing manner. The design will largely be left to the development team, but must include certain features. Firstly, the design must incorporate the logo and company colors of Novena Savings. Additionally, the News Feed should be central to the layout of the application. Other design choices will be left to the design team.

**Project Title:** Novena Savings Wellness Program

**WBS Element:** 3.1 – Integrate Existing Login Information

**Associated Activities:** 2.2 – Accounts for NS Employees, 3.2 – Registration Form, 3.3 – Password Reset System

**Responsible Person:**

**Start Date**: 14/05/2014 **End Date:** 03/06/2014

WBS Element Description: The accounts created in 2.2 will utilize existing employee login information. This will require a system that migrates existing employee usernames and passwords into the proper accounts. Additionally, the two accounts should be consistent. If an employee alters information on one account, the other should be properly updated with the new information.

**Project Title**: Novena Savings Wellness Program

**WBS Element:** 3.2 – Registration Form

**Associated Activities:** 2.2 – Accounts for NS Employees, 3.1 – Integrate Existing Login Information, 3.3 – Password Reset System, 5.1 – Online Payment Functionality

**Responsible Person:** Development Team

**Start Date**: 07/04/2014 **End Date:** 02/05/2014

WBS Element Description: The registration form will allow for new account creation for families of NS employees. Because employees are automatically given accounts, this system must be tailored to family members of existing employees. As such, it should include a verification system to ensure users are related to current NS employees. Additionally, it will utilize the payment functionality devised in 5.1 upon new user creation.

**Project Title:** Novena Savings Wellness Program

**WBS Element:** 3.3 – Password Reset System

**Associated Activities:** 2.2 – Accounts for NS Employees, 3.1 – Integrate Existing Login Information, 3.2 – Registration Form, 5.1 – Online Payment Functionality

**Responsible Person:** Development Team

**Start Date**: 14/05/2014 **End Date:** 27/05/2014

WBS Element Description: The password reset system will allow users who forgot their login information to recover their accounts. The system will utilize the email assigned to the given account to create a temporary password reset form. The user can access this form within 15 minutes of their request to create a new password. Upon completion, the user account database will update that employee’s information to include the newly created password.

**Project Title**: Novena Savings Wellness Program

**WBS Element**: 4.1 – Security Questions

**Associated Activities**: 1.2 – Data Tables, 3 – Login System

**Responsible Person:** Development Team

**Start Date**: 14/05/2014 **End Date:** 20/05/2014

WBS Element Description: The Security questions work package will verify authentication by storing user entered questions within the SQL database, and prompting the user for an answer upon login. Incorrectly answered questions will result in an account lockout. Locked accounts can only be opened by a system administrator. The user generated question and answer fields are limited to 120 characters each.

**Project Title**: Novena Savings Wellness Program

**WBS Element**: 5.1 – Online Payment Functionality

**Associated Activities**: 5.2 – Compatibility with Existing Payment Systems, 1.2 – Data Tables

**Responsible Person:** Development Team

**Start Date**: 03/06/2014 **End Date:** 30/06/2014

WBS Element Description: A payment system accepts family member access requests from employees. The system will link with the existing payroll system to deduct family fees automatically from an employees pay. Requests must be approved by a system supervisor before account creation will take place. All transactions will be stored in the SQL data tables. Once a request is approved, the family member account will be linked with the employees.

**Project Title**: Novena Savings Wellness Program

**WBS Element**: 5.2 – Compatibility with Existing Payment Systems

**Associated Activities**: 5.1 – Online Payment Functionality, 1.2 – Data Tables

**Responsible Person:** Development Team

**Start Date**: 01/07/2014 **End Date:** 21/07/2014

WBS Element Description: This will be an addition to the Online Payment Functionality that offers an option for payment other than automatic payroll withdrawal. Integration with credit card processing systems and Paypal payment options will be added. All transactions will be recorded in the SQL database. An additional fee may be charged for selection of these alternate payment options.

**Project Title**: Novena Savings Wellness Program

**WBS Element**: 6.1 – Support Tickets

**Associated Activities**: 6.2 – Instant Messenger, 1.2 – Data Tables

**Responsible Person:** Development Team

**Start Date**: 21/07/2014 **End Date:** 01/08/2014

WBS Element Description: A support ticket system would be implemented. Utilization of an ASP.NET architecture that links with the SQL database system for storage. The ticket system will include a support number, date, priority, description, resolution, status, technician, and user field. The ticket will be editable after submission by the user and can be resolved by a technician.

**Project Title**: Novena Savings Wellness Program

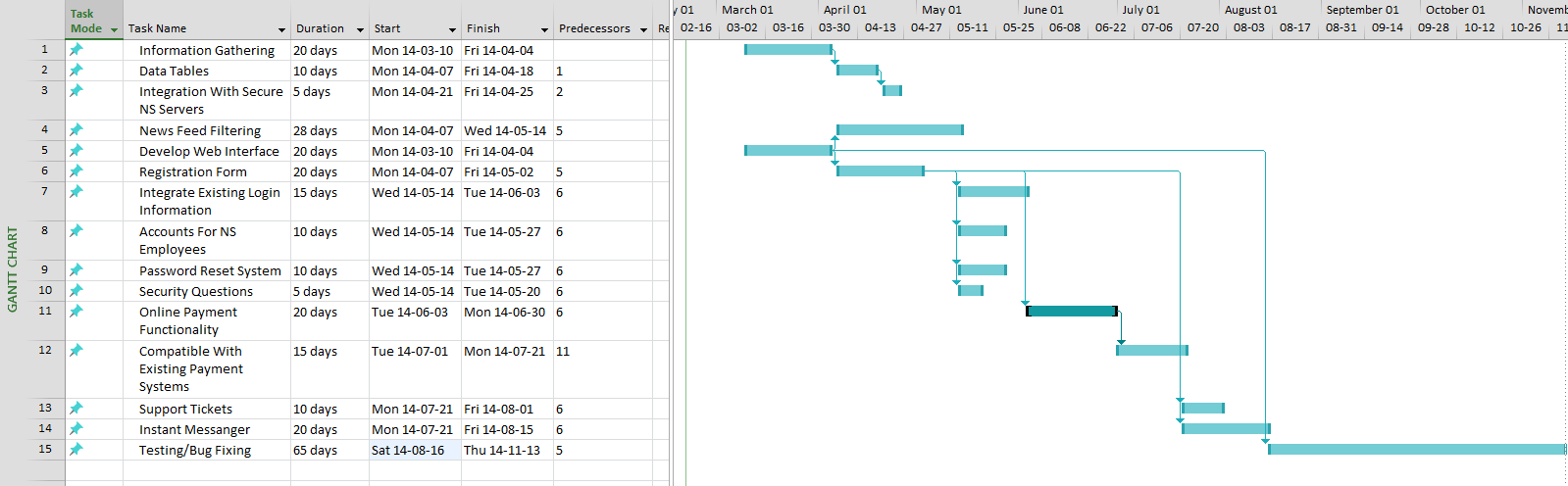
**WBS Element**: 6.2 – Instant Messenger

**Associated Activities**: 6.1 – Support Tickets, 1.2 – Data Tables

**Responsible Person:** Development Team

**Start Date**: 21/07/2014 **End Date:** 15/08/2014

WBS Element Description: A simple instant messenger system will be integrated into the technical support deliverable to provide live support to end users. The underlying technology involved will include Javascript in conjunction with the SQL database architecture to store chat information. The chat system will include a client side and technician side. The chat window will include a text entry area, chat history area including time stamps, and a typing indicator.

**Gantt Chart**