



**STAGEnet Help Desk Task Force
Project Charter**

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STAGEnet Help Desk Task Force

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Project Executive Summary

The purpose of this project is to document how different entities help desks who are currently attached to STAGEnet interact. This project will then examine alternative help desk models and best practices. The final deliverable will be a recommended help desk model for STAGEnet entities.

Project overview

The help desk entities currently on STAGEnet have had to interact only minimally in the past. With the introduction of PowerSchool, Criminal Justice Information Sharing (CJIS) and Enterprise Resource Planning (ERP) products into the state, interaction between the different help desks becomes much more critical. There is also an increased need for 24x7x365 help desk services. This task force will need to examine how we can best utilize the resources we have while expanding the services offered and providing the best customer support service level. The task force will also look at how the different help desks should interact with a STAGEnet Network Operations Center (NOC). For this project, we will focus only on organizational models to meet these needs.

Project objectives

The STAGEnet Help Desk Task Force will meet the following objectives:

- Provide a baseline current state organizational model.
- Provide a recommended future state organizational model.
- Provide at least one viable alternative to the recommended organizational model.

Project scope

The scope of this project includes and excludes the following items.

In scope:

- The project will be between ITD, HECN, SendIT Technologies, IVN, and the Department of Transportation (representing state agencies).
- The project will focus on organizational issues
- A current state organizational model will be created.
- A recommended future state model will be created.
- At least one alternate future state model will be created.

Out of scope:

- Any migration issues will only be noted for future reference.

Deliverables produced

- **Current State Organizational Model:** This document will show each of the help desks and how they currently interact. The organizational model will include the clients each help desk serves along with the type of service provided, i.e. "The help desk services all desktop hardware, OS, and applications." This will be delivered as one hardcopy and electronically as a Microsoft Word Document.
- **Recommended Future State Organizational Model:** This document will show each of the help desks and how the task force recommends that they interact or combine services in order to provide the best level of service as noted above. This will be delivered as one hardcopy and electronically as a Microsoft Word Document.
- **Alternative Future State Organizational Model:** This document will show each of the help desks and how they interact as an alternative of the above model. This will be delivered as one hardcopy and electronically as a Microsoft Word Document.

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Organizations affected

The impact of this project on other organizations needs to be determined to ensure that the right people and functional areas are involved and communication is directed appropriately.

Organization	How are they affected, or how are they participating?
Higher Education System	They are a major help desk provider. They are supplying three people to the task force.
Interactive Video Network	They provide help desk services for all video across the state network. They are supplying one person to the task force.
K-12 & SendIT Technologies	SendIT Technologies provides some of the help desk services to K-12 schools across the state. They are also providing two people to the task force.
Department of Transportation	The DOT has an internal help desk. They represent state agency help desks. They are providing one person to the task force.
ITD	They provide help desk services to state agencies. They are providing three people to the task force.
ITD Planning	They will provide one facilitation resource to the task force.

Project estimated effort/cost/duration

Estimated cost:

The estimated cost of this project is primarily in effort hours and travel. In order to minimize travel costs, we will use the state's video network for 75% of our meetings. The "Other hours needed" is an estimate of how much time outside of the weekly meeting each task force member would need to complete the objectives. It should be recognized that other entities (such as other state agencies and campuses) may need to have input on an off-line basis. This list of hours does not include that effort.

Estimated effort hours:

	Week Ending	Effort	Delivery	Location	Other hours needed	Milestone
Week 1	5/10/2002	Kickoff Meeting	Live	Bismarck	4	#1
Week 2	5/17/2002	Discuss current state	Video		4	
Week 3	5/24/2002	Finalize current state	Video		4	
Week 4	5/31/2002	Discuss future state	Video		4	
Week 5	6/7/2002	Approve Current State & continue future state	Live	Fargo	4	#2
Week 6	6/14/2002	Continue future state	Video		4	
Week 7	6/21/2002	Finalize future state & Alternative	Video		4	
Week 8	6/28/2002	Approve Future State & Alternative	Video		4	#3
Week 9	7/5/2002	Wrap up & present findings	Live	Bismarck	2	#4

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Project assumptions

In order to identify and estimate the required tasks and timing for the project, certain assumptions and premises need to be made. Based on the current knowledge today, the project assumptions are listed below. If an assumption is invalidated at a later date, then the activities and estimates in the project plan should be adjusted accordingly.

- Assumption #1: Task force members will be available as assigned during the project.
- Assumption #2: A STAGEnet Network Operations Center (NOC) will be created.

Project approach

This project will follow the basic PMI approach to Project Management as outlined in the Project Management Body of Knowledge (PMBOK). It will use forms & techniques from the TenStep Project Management Process methodology (www.tenstep.com). All organization charts will be created in MS Visio. All documents will be published in MS Word.

Project Quality

The quality of a project can be defined in two ways; project quality and product quality.

Project quality has to do with managing the project to ensure the processes and procedures used promote a high quality product. This project will use the TenStep methodology to assist in this area.

Product quality will be maintained by deliverable review by the task force and the STAGEnet Management Committee. This process is defined as an Informal Review in the communication plan.

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Project risks

Project risks are characteristics, circumstances, or features of the project environment that may have an adverse affect on the project or the quality of its deliverables. Known risks identified with this project have been included below. A plan will be put into place to minimize or eliminate the impact of each risk to the project. The Risk Plan is attached as Appendix A.

Negative Risk Assessment					
Risk No.	Risk Description	Impact Description	Probability (H/M/L)	Severity (H/M/L)	Risk Plan
1	Scope Changes	Project could not complete due to loss of functional management support or schedule conflicts. Impact is to schedule and cost.	M	H	Risk plan activity #1
2	Milestones not met	Project could not complete due to cost additions and schedule conflicts.	M	H	Risk plan activity #2
3	Major Workplace Interruption: Activities of the team are interrupted due to a significant interruption at the workplace.	The team is unable to complete tasks on schedule. Impact is to schedule.	L	H	Risk plan activity #3
4	Video network is unavailable at the time of meeting.	Information may not be clearly transmitted. Impact is to quality.	M	M	Risk plan activity #4
5	Task force member becomes unavailable.	An important consideration may be missed due to loss of representation. Impact is to quality.	L	M	Risk plan activity #5

Positive Risk Assessment					
Risk No.	Risk Description	Impact Description	Probability (H/M/L)	Severity (H/M/L)	Risk Plan
7	Early Milestone completion		M	L	Risk plan activity #7

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Project Communications

Effective and efficient communications is a critical success factor for any project. The following chart details the stakeholders and responsibilities of those people. Any change request that has significant impact to the project, be it time, cost, or resources, will be escalated to the STAGEnet Management Committee (SMC) for formal approval.

The task force members will meet weekly to the project. These meetings will be held on each **?day?** at **?:??** a.m. The invitations to these meetings via e-mail will be sent within two business days of the signing of this document. A weekly status report will be distributed to all members of the project via e-mail by noon each **?day?**. This should not be considered the only communication forum between the task force members. The task force members and the facilitator may meet on an ad hoc basis throughout the project.

Role	Name, Position	Entity	Formal Review	Informal Review	Provide Information	Supply Resources	Assist	Perform
Executive Sponsor	Jerry Fossum, Assoc Director ITD	Telecommunication Services	X	X		X		
STAGEnet Management Committee	NA	NA	X	X				
Functional Management	Dorett Kerian	UND				X		
	Jerry Rostad	IVN				X		
	Rosie Kloberdanz	NDSU				X		
	Jody French	SendIT Technologies				X		
	Doug Faiman	Dept of Transportation				X		
	Jenny Witham, Lead Planning & Research Analyst	ITD Planning				X		
Task Force	Dirk Huggett, Facilitator	ITD Planning	X	X	X			
	David Belgarde	IVN		X	X			X
	Craig Cerowniak	UND		X	X			X
	Jody French	SendIT Technologies		X	X			X
	Greg Gardner	UND		X	X			X
	John Geiser	SendIT Technologies		X	X			X
	Cindy Kemmet	ITD Telecommunications		X	X			X
	John Underwood	NDSU		X	X			X
	Curt Wahl	ITD Telecommunications		X	X			X
	Kim White	ITD Telecommunications		X	X			X
Mary Soggie	Dept of Transportation		X	X			X	

See Appendix B for specific communication controls.

Change Control

One of the keys to a project’s success is to recognize that change will occur and that effective management of those changes will be a determining factor in the success of the project. The following describes how change will be handled during the project.

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Scope Management Plan:

- Any project stakeholder, task force member, or functional manager can raise a potential scope change request. These change requests must be documented.
- A **Change Request Form** (Appendix C) will be completed by the person making the request. The Facilitator will enter the change request on the **Change Control Sheet** (Appendix D).
- The request will then be assigned to a task force member for investigation.
 - The task force member will first determine how much time it will take to investigate the scope change request.
 - If the time required to perform the analysis will cause deliverable dates to slip, then the request must first be taken to the SMC to determine whether the request should be investigated or not.
 - If the SMC gives the initial approval to proceed, then the work plan and budget may need to be updated to reflect this new work.
 - If the SMC does not agree to investigate the change request, then the request should be placed closed as 'not approved' on the **Change Control Sheet**.
- The task force member will investigate the impact on budget and schedule for any viable alternatives.
- The options are documented on the **Change Request Form**.
- If the impact on project cost, effort and duration fall below 5%, and the project will still be completed within the agreed upon cost, effort and duration, then the Facilitator may approve the scope change request. Otherwise ...
- Take the scope change request, alternatives and project impact on the **Change Request Form** to the SMC for a resolution.
- Document the resolution or course of action on the **Change Request Form**.
- Document the resolution briefly on the **Change Control Sheet**. If the SMC does not agree to the change request, then the request should be closed as 'not approved' on the **Change Control Sheet**.
- If the resolution is agreed upon, the appropriate activities are added to the work plan to ensure the change is implemented.
- If an approved scope change results in a substantial change to the project, the original **Project Definition** should be updated.
- Communicate scope change status and resolution to Task Force members and other appropriate stakeholders through the communication process, including the **Project Status Report**.

Schedule Control Plan:

The project completion date of July 01, 2002, will not be extended with the exception of a directive to extend the date from the STAGEnet Management Committee.

Project meetings and project status reports will be handled as noted in the communications plan.

Schedule changes that do not extend the project completion date may be made with the concurrence of the Facilitator and the Task Force Member(s) that represent the affected stakeholders. Efforts will be made to move project activity start dates earlier in the project schedule if prior/prerequisite activities are completed ahead of schedule(see Risk Management Plan). Variances in the schedule which result in changes, either positive or negative, will be documented by the Facilitator and kept as lessons learned in the historical documents for the project. All changes to the schedule must be documented on the **Change Control Sheet** (Appendix D).

Cost Control Plan:

This project has no budget attached to it. Each entity will be expected to support it's own representatives. Any major expenditure would need to have the project sponsor's prior approval.

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Project approvals:

Role	Name	Signature	Date
Facilitator	Dirk Huggett		
Project Sponsor	Jerry Fossum		
Functional Mgr – UND	Dorett Kerian		
Functional Mgr – IVN	Jerry Rostad		
Functional Mgr – NDSU	Rosie Kloberdanz		
Functional Mgr – SendIT Technologies	Jody French		
Functional Mgr – Dept of Transportation	Doug Faiman		
Facilitator Supervisor	Jennifer Witham		

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Appendix A: Risk Plan

Activity No.	Risk Description	Corrective Action	Responsible Party(s)
1	Scope Changes	For changes that have a significant impact to the project timeline and/or effort required, submit the change request to the STAGEnet Management Committee for formal approval.	Facilitator
2	Milestones not met	Increase meeting frequency until project is on track.	Facilitator
3	Major Workplace Interruption: Activities of the team are interrupted due to a significant interruption at the workplace.	Meet with STAGEnet Management Committee to determine if the project should proceed or if closing processes should begin.	Facilitator
4	Video network is unavailable at the time of meeting.	Ensure all documents are published to task force members prior to meeting. Hold the meeting via audio only setup.	Facilitator
5	Task force member becomes unavailable.	Have duplicate representation where feasible. Contact functional area for a replacement.	Facilitator
6	Early Milestone Completion	Efforts would be made to begin other tasks sooner than scheduled. All adjustments would be noted in the change management process and reviewed by the STAGEnet Management Committee.	Facilitator

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Appendix B: Communication Plan

Deliverable/Description	Sender/Organizer	Receiver Categories	Delivery Method	Delivery Frequency	Response Needed (Y/N)
Weekly Meeting Agenda	Facilitator	Perform	Form via E-mail	Weekly by 5 p.m. ?day?	N
Weekly Meeting	Facilitator	Perform	Meeting	Weekly @ ? a.m. ?day?	Y
Status Reports	Facilitator	Formal & Informal Reviewers, Provide Resources	Paper report E-mailed	Each week by noon. ?day?	N
Initial Change Requests	Task force member	Perform, Facilitator	Form via E-mail	As Needed	N
Escalated Change Requests – Requests requiring significant project adjustments	Facilitator	SMC	Via E-mail	As Needed	N
Project Charter	Facilitator	Formal Reviewers, Performers	Paper report E-mailed	Project Initiation	Y
Project Charter Sign-off & Kick-off Meeting	Facilitator	Performers	Meeting	Project Initiation	Y
Current State Organizational Chart	Facilitator	Performers	Paper report E-mailed	Once on due date	Y
Future State Organizational Chart	Facilitator	Performers	Paper report E-mailed	Once on due date	N
Alternate Future State Organizational Chart	Facilitator	Formal Reviewers, Performers	Paper report E-mailed	Once on due date	N
Post Project Review	Facilitator	Performers, Executive Sponsor	Meeting & Paper report E-mailed	Once on project Closeout	N

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Appendix C: Change Request Form

Change Request Form



Effective Date: _____

Originators Name: Functional Area: Phase/Process: Client Request?: YES/NO (Circle one)	Priority: Critical/High/Medium/Low (Circle one) Date Raised: Assigned to: Date Resolution Required:
Status: Open/Assigned/Investigated/Resolved/Approved/Deferred/No Action (Circle one)	
Change Details: (Description of proposed change, the reason for the proposed change, the impact of the proposed change, and the implications of NOT performing the proposed change.)	
Investigation: Estimated Impact: Effort: Cost: Schedule:	
Possible Action (list changes): Actual Impact: Effort: Cost: Schedule:	
Task Force Acceptance: (Facilitator Signature) Date:	Client Acceptance: (Client Signature) Date:
Completion Verified By:	Completion Date:
Associated Problem Report:	Associated Risk & Issue Form:

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Appendix D: Change Control Sheet

Chg #	Change Description	Priority (H/M/L)	Date Reported	Requested By	Assigned To	Date Resolved	Status	Resolution/Comments