

Project Charter

Project Information

Project Name	Sponsor	Date
Student Portal	Office of IT, Paula Millington, Joe Taylor	4/28/03

Mission

Plan, develop and implement a web portal that is focused on student content delivery and includes the high priority content requirements as defined in the portal requirements document presented to the ITC in April, 2003. The project is organized into 2 phases with the first phase being a beta release of the initial student content on July 28, 2003. The second phase includes most of the ITC content requirements (with a ranking of 20 or greater) being available for student use on November 3, 2003. This will allow students to register for spring semester via the student portal. Additional phases to expand the content available to faculty and staff will be follow-on projects that will begin after the successful completion of this project. The project will be completed with a budget not to exceed \$300,000.

Key Milestones

Milestone	Date	Est. Cost
Implement physical infrastructure (version 4.1 of NPS)	May 30, 2003	\$50,000
Functional requirements documentation	May 30, 2003	\$20,000
Content publication standards – first draft	July 1, 2003	\$20,000
Beta release of portal - first beta version (version 0.1)	July 28, 2003	\$30,000
Final draft of content publication standards and procedures	August 11, 2003	\$20,000
Pre-release review	October 15, 2003	\$50,000
Full release – first official version (version 1.0)	November 3, 2003	\$30,000
Project closure	November 30, 2003	\$5,000

Scope

Inclusions	
Role Definitions	Student role definitions will be refined to include certain aspects of the students academic profile, i.e. year, freshman, junior, senior; status, full-time vs. part-time; major, business, engineering, arts, etc... Portal roles are based on existing/current PeopleSoft roles and will be expanded on as agreed between the project team and Administrative Computing Systems (ACS).

Inclusions	
Personalization	Overall look and feel of the portal should be able to be manipulated to some degree that allows personal preferences to be applied for colors, themes, layout, fonts, backgrounds and to some extent modifying the major tabs of the portal i.e. renaming, reordering. All personalization will be based on built-in functions of the portal server software, with the exception of style sheet customizations and University logos.
Authentication (a.k.a. Single Sign-On)	The portal will require a valid student identifier (uNID) to access any areas of the portal. Any applications that are added to the portal and require authentication will be able to use the portal login credentials to verify user identity and access. The team will work with the Institutional Security Office (ISO) to ensure that authentication between the portal and all portal applications complies with University standards and ISO security audit requirements.
Security	Security for the portal will comply with PPM1-15, PPM1-16 and University and ISO policies, standards and requirements.
Privacy	Privacy rights will be published and available on the portal and protected in accordance to GRAMA, FERPA, COPA, HIPAA and other applicable laws. Privacy requirements will comply with all University and ISO policies, standards and requirements.
ADA Accessibility	The portal will meet accessibility requirements for disabled portal users in accordance with ADA requirements, Section 508 and the WAI guidelines.
Search	The portal will include at a minimum a pagelet that allows users to initiate searches for various realms. The search function should include the ability to select a specific scope for each search (U of U directory, U of U web sites, U of U Phone Directory, WWW) and also to select a search engine of choice for web searching.
Branding	Branding will developed that identifies the student portal as a unique University of Utah resource. This will include a brand name, logos, color schemes and themes. Branding will always be applied to regardless of personalization or preferences set by the user. The portal will have a similar look and feel to the University of Utah public web site (www.utah.edu). The portal will always adhere to University web policies outlined in PPM1-15 and PPM1-16.
Content Push	Pushed content will fall into the following categories; University-wide, role-based (see Role Definitions above) and individualized. A content management system needs to provide the process for submitting messages and an approval process. To make this feature effective policies need to be developed as to whom can submit messages, types of messages allowed, who provides editorial approval, message length, and number of messages displayed. This is an area where we need to be careful of "spamming" users. This item is highly dependent on Role Definitions (see above). Software will likely have to be developed to support these processes online.
Email	University standard web-mail will be available through the portal. This will use portal authentication so users will not need to login separately (see Authentication/Single Sign-On above). Email will also include the personal address book provided by the standard web-mail software. There will be no integration of the email personal address book back to a portal contacts address book in version 1. This utility depends entirely on the yet-to-be-implemented university solution for groupware.

Inclusions	
	This item may also include the ability to read other mail accounts, i.e. Yahoo, Hotmail, etc.
Online Help	Online help will be available that guides the user through all portal procedures that they are able to perform. This includes adding personal content, personalization, authentication procedures, password changes, etc. A detailed list of help topics will be developed and documented as part of this effort. "Getting Started" will be included in the beta version.
Library Access	Students will be able to access the library systems for existing content and services. This item includes authenticated access using portal credentials.
Jobs And Career Info	This includes notifications of job fairs, recruiters on campus and other career related materials. We can also research commercial job/career resources and setup content delivery of selected services, i.e. Monster.com or MonsterTrak. Will work with Career Services to determine content.
Content Management	Portals require a well-defined content publication and management framework to be successful. Potential publishers need to be able to easily determine how they can place their content on the portal if they are eligible to do so. This project will create a set of policies and procedures along with supporting documents (either online or hard-copy) for content submissions, review and approval. Note: there is a portlet standard (JSR 168) in development that is going to help standardize content management for portals.
Registration	Student registration will be made available through the portal. This will include authentication to the CIS system and access to the CIS registration via the portal. Note: Students have requested that registration integrate other applications such as personal calendar, bookstore (required books for a specific course), WebCT, links to academic plan, and student evaluations. This integration will not be available until version 2.0
WebCT	WebCT (online courses and materials) will be made available through the portal. This will be a single-sign-on integration to WebCT courseware, syllabus, discussion groups and e-reserves.
Campus Directory	Improve campus directory searching. Ability to download info into myutah.edu address book (see Email above).
Personal Bookmarks	Ability to add personal bookmarks for any web page whether the target link is included within the portal or not. Pagelets may also have the ability to add personal links. Note: Staff has requested the ability to organize bookmarks into folders and to be able to import existing bookmarks already set up in a browser.
Course Pagelet	For each course a student is taking a course pagelet will be available or created. Standard information available for each course includes the course schedule, links to professors website, automatic sign-on to WebCT course, link and automatic sign-on to WebCT discussion board, link and automatic sign-on for syllabus and the ability to add up to 5 additional links per course.
Class Schedules	Students will be able to view a current class schedule that will use integrated portal authentication to the CIS systems where class registration data exists. This item will not include grades for current

Inclusions	
	classes.
DARS	For now, this is simply a link from the portal to the DARS page on CIS.
University Calendar	<p>A robust University calendar needs to be developed. The calendar itself will exist outside of the portal (you should not be required to have a portal login to see what's happening at the University). But you should be able to download specific event or views to your portal.</p> <p>Required features include:</p> <p>Sort by: category (athletics, academics, lectures, conferences, exhibits, concerts, theatre, dance, recreation). Can pick one or more categories.</p> <p>Search by: name of event, name of institution, event date or date range. Can select zero, one or more search fields.</p> <p>Selectable views: today's events, week at a glance, month view. Views are based on category selected [why this dependence???</p> <p>Content management of submissions, submissions by department or organization approved list, approved and edited by calendar administrators. Policies need to be developed.</p> <p>Optional download to a sort, search or individual event: myutah.edu personal calendar, PDA or both.</p> <p>Optional email notification of events.</p>
News, Sports, Weather	This will be an area that will include University news and sports, local, regional and national weather, news and sports sources. Will also include the ability to create individualized links and selected headline sources.
Performance Monitoring	To ensure uptime and availability of the portal service performance monitoring utilities will be used to analyze traffic, dropped connections, delays, individual page requests, etc... A complete list if monitoring requirements will be developed as part of this effort.
Redundancy	<p>The portal will be available 24X7 to satisfy requirements of students. Some services may be unavailable during maintenance/backup windows. Those services or applications that have periodic downtime will provide a "service currently unavailable" page during outage windows.</p> <p>The portal will have adequate redundancies built-in to the hardware and software architecture to ensure that maintenance requirements or unexpected failures will not take the system completely off-line.</p>
Integrate with ACS Portal, Scholars Portal	<p>The portal will integrate with the PeopleSoft portal at a high level for version 1.0. We will rely on PeopleSoft messaging features to keep the directory current.</p> <p>The team will identify a prototype project that integrates more discrete pieces of the Campus Information System (such as a specific portlet) for inclusion into the student portal – rather than a simple link to the top page of the PeopleSoft portal.</p> <p>The team will integrate the Scholars Portal from the Marriott Library as it is completed.</p>

Exclusions	
File Storage/Sharing	The first release (November '03) will not include features that allow the storage or sharing of files. This feature will be considered in a future release or phase of the project.
ANA and Lab Access	Access to the library labs and ANA (automatic authentication to portal when user signs on to lab or ANA) will not be available in the first release. This feature will be considered for a future release.
Instant Messaging	Instant messaging (AOL, ICQ, MSN) will not be integrated into the first release of the portal.
Lab Availability	Available stations for student labs will not be part of the first release. This feature will be considered in a future release or phase of the project.
Wireless Access	This item is intended to mean that a WAP user interface/version of the portal will be available for wireless handheld devices. This will not be addressed until a future release.
Personal Calendar	This feature will be integrated into the portal at the time the university implements an enterprise groupware solution. The personal calendar will allow the user to download specific "views" from the university calendar and events application to the personal calendar.
Faculty and Staff Content	All faculty and staff content and the release of a faculty/staff portal will happen as a follow-on project.

Assumptions

Search capabilities of current systems (including the Novell Portal search) will be evaluated to determine if they satisfy the search requirements. Additional technologies (e.g. Google appliances) will be considered if necessary.
Netcom will host, maintain and support the underlying infrastructure of the portal. Netcom will NOT be responsible for content maintenance or publication.
Content maintenance and publication are the responsibility of the Media Solutions department within the Office of Information Technology.
The working team that researched and presented the student portal to ITC will form the foundation for this project team.
Each individual project team member needs to work with his/her management to ensure that adequate time will be made available to work on the project assignments. Any project team member that is unable to perform satisfactorily or produce deliverables on time will be subject to review and possible replacement on the team.
Project oversight will come from a steering committee made up of representatives from the Office of Information Technology, Network and Communications Services, and Administrative Computing Services. This is primarily a governing body that will assist the project team in deciding issues and pushing policy decisions through appropriate University of Utah administrative channels.

Risk Assessment

Category	Risk	Recommendation
Requirements	If requirements are too loosely defined or not adequately documented the project could languish and risk missing established milestones.	Create a single repository of information that the project team can use for documenting the implementation requirements. This could also be used to collect information for non-implementation requirements (requirements that will NOT be implemented now, but are likely to be implemented in a future release) as ideas are generated through the course of this project.

Category	Risk	Recommendation
Staffing	The project is staffed from different departments across campus. Individuals that are part of the project team may not make an appropriate commitment to the outcome of the project.	Individuals that are part of the project team need to be able to make a commitment to this effort and have the support of their direct supervisor to do so. This may require some sort of signed documentation from the project team member and his/her supervisor.
Performance	Hardware recommendation is based on Novell recommendations and performance testing on Windows, Novell and Linux operating systems on Intel based hardware. We're using Solaris on Sun so our mileage may vary.	Use some traffic generator testing applications to see how our hardware configuration works. Begin testing as early as possible to see if bottlenecks appear anywhere within the portal architecture. Also, make best use of hardware by placing it behind the Foundry load balancer and maximizing physical and logical connections.