

MASTER PROJECT PLAN

Project Name: Forest Information Mall

Project Sponsor: Ralph Archibald

Project Manager: Greg Goss

Issue/Revision Date: June 13, 2005

1.0 Project Purpose

The purpose for this project is to develop the Forest Information Mall (the Mall). This tool will be enabling in nature and will improve access to the information and tools needed by the MoF and forest industry licensees during the forest information cycle's 3 phases: planning, activities, reporting.

2.0 Rationale

There are currently a number of application-specific improvements being undertaken to help operational staff carry out their forest information work. However, consolidation of the access to existing information and applications is required to simplify the user's interface with the evolving and growing electronic environment.

The information access streamlining team articulated – from an operational perspective – a number of business needs that assist end users in doing their jobs quicker, with better information and with less confusion. One of the primary concepts recommended by the team is the development of an "Information Mall" that provides one-stop-shopping for users in government and industry to conduct routine forestry tasks. The Mall allows the users to access the necessary information and applications in MoF and MSRM from a single location. It groups information into task oriented functions and then provides the necessary linkages to applications, policies, standards, processes and other information.

This tool is enabling in nature; it serves as an efficient pointer to information and applications. In addition, it has some other utilities that enhance the sharing of knowledge and information such as expertise locator and communities of practice.

The corporate streamlining project is leading the development of the information mall to ensure the functionality of the tool is integrated across the business and helps all stakeholders in forest information.

3.0 Project Objectives

The objective of this project is to develop a one stop shopping Forest Information Mall to enable operational district and industry staff to carry out tasks associated with forest operational planning and reporting in a more efficient manner.

This project has three main phases:

1. Business requirements
2. Systems/ Tool development and implementation
3. Site maintenance and support

The Info Mall will connect users – through the internet- with the information repositories (e.g. LRDW), the applications (e.g. FTA, ECAS, RESULTS) and policy/standards/process information (Business Information Centre). In keeping with Knowledge Management principles, it will allow users to network in Communities of Practice, User Forums and access Expertise matrices for support and advice.

The project will ensure users are presented with an interface that is context sensitive. For example, licensees will only be presented with information that may be viewed by external clients. Also, the information will be structured so that it is task sensitive. For example, a user wanting access to forest planning information will not need to sort through procedures on notification or reporting. As an added functionality, user's will be able to customize the interface with their preferences so that only the information and linkages are displayed that they want and are displayed in a way that works for them.

The project will also address the user's needs for providing ongoing feedback on policy, procedures, legislation and systems as well as providing access to consolidated support such as help desks or tools they need to assist in a particular task.

4.0 Project Scope

This project will ensure that users in the MoF and forest licensees in the core forest business processes have simplified, enhanced access to the electronic resources they need to do their job. The core cycle encompasses operational plan and appraisal development through to silviculture reporting.

The specific elements of the project scope are listed below.

In Scope:

- business processes associated with appraisals, operational planning (FDP/FSP), cutting and road permits, activity notification, compliance processes (resource allocation and inspections) and harvest, road, seed and silviculture reporting
- information processes that drive the forest information cycle such as core / inventory information and known features and objectives etc.
- information transfer processes like ESF and BCeID that connect users to information and systems in the forest information cycle
- supporting information to the above such as communities of practice, business process maps, an expert locator, systems and data etc.

Out of Scope:

- business processes related to administrative processes such as I-expenses, MAX, I-procurement etc.

5.0 Success Criteria

This first phase (business requirements) of the project will be a success when:

- all stakeholders have been given an opportunity to participate, provide input and see that input is considered on the development of the business requirements
- operational staff strongly support the Forest Info Mall mock-up and associated business requirements.

The second phase (development and implementation) and third phase (maintenance and enhancement) will be a success when:

- the info mall is developed in a cost effective and timely manner while meeting the business requirements
- the test version of the site is rigorously tested by a large cross section of users in districts, branches and industry
- training and associated product release communications reach the users of the info mall
- maintenance and improvement of the info mall is sufficiently resourced and funded

6.0 Priority

Implementation of a one stop shopping approach to forest information management is a high priority for both MoF staff and licensees. This project is based on the recommendations of the Streamlining Information Access team and is aligned with Systems-Applications Analysis Project recommendations. It is also supported by the corporate Road Ahead strategy for improved Knowledge Management.

The government as a whole is moving toward single point of contact services for all clients and the public and this project is a first attainable step toward a more comprehensive single point of contact service for MoF staff and clients.

7.0 Deliverables

Primary Deliverables

First draft of business requirements for the Info Mall suite of web page links, user forums and feedback forms. Draft Info Mall mock up will be completed for ease of review. (Phase I)

Review and revision of draft business requirements and mock up completed.

Target Completion

July 1st, 2005

August 15th, 2005

Development of the fully functional Forest Information Mall complete with Web page links and technical tools like the expertise matrix, user forums, communities of practice sites and user feedback forms etc. (Phase II)	December 15 th , 2005
Development of plan and associated budget submission for ongoing maintenance and enhancement of the Forest Information Mall (Phase III)	December 15 th , 2005

8.0 Milestones

Milestone	Target Completion
Phase I - Business Requirements	
Forest Info Mall initial project communications to clients / stakeholders	June 20, 2005
Initial information collection based on focused district and industry consultation and review of similar existing "mall like" sites. Develop initial mock up of Info mall.	June 30, 2005
Business case/requirements documentation out for review and comment (by users in MoF and Industry)	July 30, 2005
Phase II	
Development of webpage structure	August 30, 2005
Development of user forums/communities of practice	August 30, 2005
Development of expertise matrix	August 30, 2005
Development of feedback forms	September 30, 2005
Beta version completion / User Acceptance Testing and website improvements	November 30, 2005
Website launch	December 15, 2005

9.0 Critical Success Factors (CSF)

1. Project Management – a project manager and core project team are required for the phase 1 of the project. The project manager for the first phase will need to understand the needs of the clients in the districts and with the forest industry. The second phase of the project – technical development may require a different project manager and structure which will be decided later.
2. The project team will need to represent a larger constituency of industry and district clients from across the province. Dedicated staff time for both project management and team members will be critical to meet deadlines, to maintain project continuity and to develop high quality business requirements.
3. Operational staff involvement/commitment – the concept of the Forest Information Mall is well supported in principle by operational staff.

However, any changes to the current way of doing business will need careful communication and management.

4. Communication – since the Info Mall will enhance the way business is done across a number of business areas communication is a critical aspect of this project. All stakeholders need to understand what is being proposed and have meaningful input toward the end product. Regular updates will be required to ensure stakeholders have sufficient notice to respond to and be comfortable with the proposed changes.
5. External factors – The forest industry clients who will access and benefit from this interface will need to be involved with some aspects of its development. Their systems may require minor modification to link into the Info Mall, and therefore, will need to be involved.

10.0 Critical Assumptions

The project approach and plan will be developed in the context of a number of assumptions.

The following are critical assumptions for this project:

- The business requirements phase will be the initial focus for this project plan. As the business requirements are developed, more resources will be devoted to planning phase II and III
- The first version of the Forest Information Mall will be a work in progress once released and will be updated to suit clients needs on a regular basis

11.0 Completion Criteria

Phase I of this project will be complete when the full business requirements documentation is completed. This will include the technical specifications for the site, the help files and the implementation requirements for communication and training.

Phase II of the project will be complete upon the successful implementation of the Forest Information Mall along with training and associated communication. The completion of this phase will also lay out the ongoing care and maintenance needs of the mall (phase III).

12.0 Project Organization

This project is sponsored by a business sponsor on behalf of a number of different stakeholders in government and industry. The project manager will manage the development of the business requirements and will provide updates to the sponsor and stakeholders, as required. The project team will assist the project manager in determining what, and in what format, information should be linked to the info mall site.

13.0 Roles and Responsibilities

This section should contain a description of the roles and responsibilities of each group involved in the project. The membership of these groups must also be documented.

13.1 Project Sponsor (or Champion)- Ralph Archibald

Roles and Responsibilities

The project sponsor/champion is ultimately responsible for the overall success of the project from the customer'/end-user's perspective. The key roles and responsibilities are as follows:

- Establishing the business objectives of the project and ensuring that these objectives are being met.
- Acquiring sufficient resources to ensure the success of the project.
- Reviewing and resolving all funding requirements that are outside of the project commitment.
- Reviewing and resolving decision requests
- Sign-off of key project deliverables/milestones.
- Final sign-off of project.

13.2 Project Team - phase I

Greg Goss, Sue Elo, Jennifer Naylor, Christine Unghy, Audrey Roburn

Roles and Responsibilities

The Project Steering Committee is formed to ensure the project deliverables satisfy the business objectives. The key roles and responsibilities of this committee are as follows:

- Formation of appropriate user review committees, where required.
- Review and resolution of project decision requests, issues and scope changes.
- Provision of the business perspective on project requirements, plans and deliverables
- Review of project status reports.
- Scrutiny of project performance (i.e. verification or percentage of completion of deliverables, project estimates to complete, etc.).
- Sign-off of key project deliverables/milestones.
- Final sign-off of project.

13.3 Project Manager - Greg Goss

Roles and Responsibilities

The Project Manager has direct responsibility for managing the delivery of the project within the scope of the Project Charter and/or Services Integration Contract. The primary roles and responsibilities of the Project Manager are as follows:

- Successfully completing the project.
- Understanding customer requirements.
- Understanding and managing the project within the scope, objectives and risks defined in the Project Charter.
- Providing status reports to project sponsors and committees.
- Identifying and acquiring key project team resources.
- Preparing agenda and materials for all steering committee meetings.
- Using scope management practices for all requested changes to the project scope.
- Managing and controlling the project plan, resources and costs.

- Reporting on percentage of completion of deliverables as project proceeds.

14.0 Project Plan / Budget

Phase I:

Business case development, facilitation of the review and comment by end users in MoF and industry and the development of business requirements.

Cost estimate: \$65,000

Phase II:

Technical development of the WebPages, with linkages to existing information. Development of the expertise matrix, one stop shopping to task oriented user – forums, feedback forms and communities of practice sites.

Cost estimate \$55,000

Deliverables

Phase I:

Business case and business requirements for the Info Mall suite of WebPages, user forums and feedback forms.

Phase II:

WebPages and technical tools like the expertise matrix, user forums, communities of practice sites etc.

15.0 Approvals

Project Sponsor's signature

Date

Ralph Archibald

Project Manager's signature

Date

Greg Goss