Standards Solution Services Solutions Update

March 2014

Standards Board Meeting Series

Agenda

- SA Supported Solutions

- Solutions History

- myProject Suite - Modernization

- Why now?

  - Business needs

  - User Feedback

  - Technology Challenges

SA Supported Solutions

- **IEEE Proprietary Solutions:**

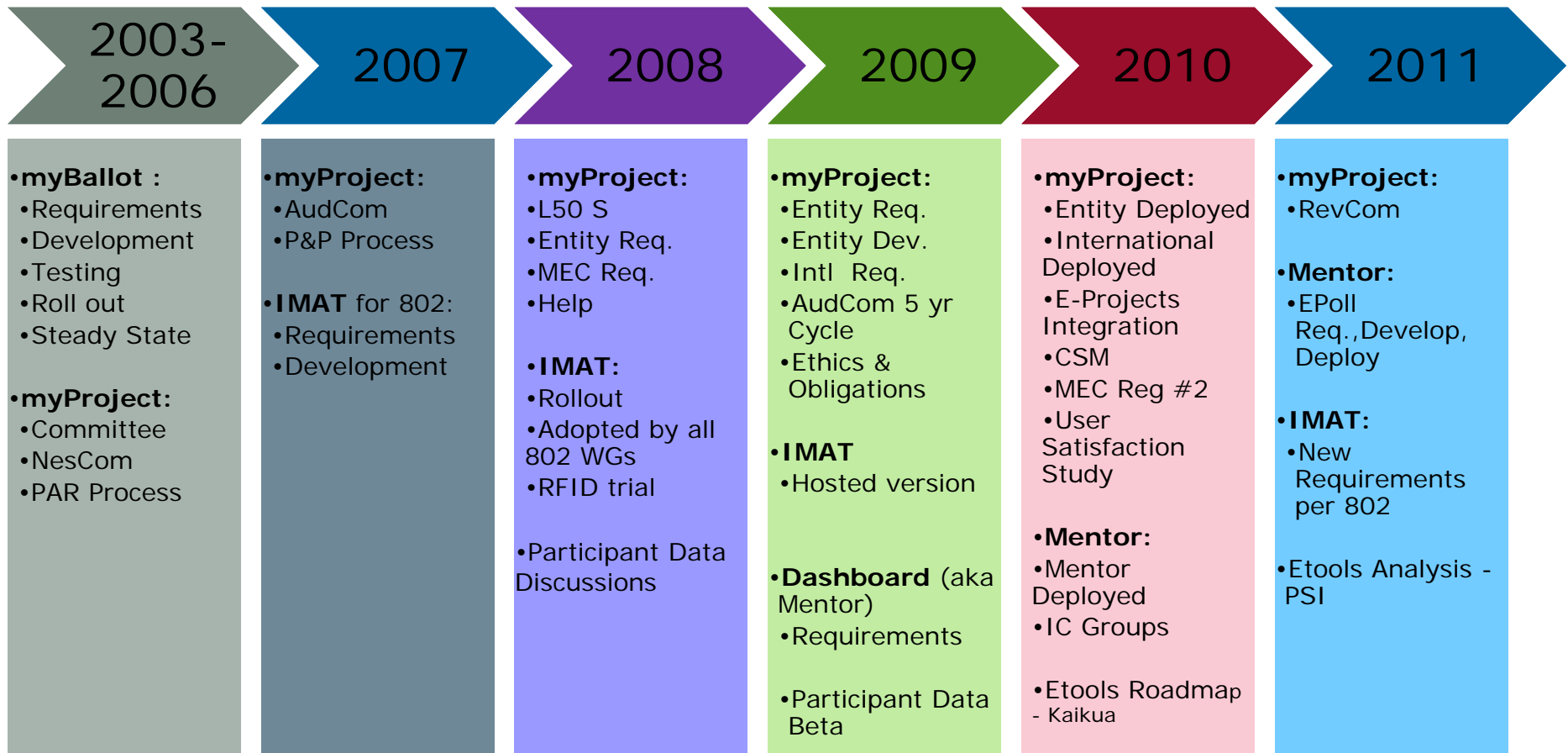 - **myProject**

  - **Attendance Tool (IMAT)**

  - **Mentor**

  ← **myProject Suite**

  - Grouper (web server for groups)

  - ISTO Workspace

  - Registration Application Database

- **Commercial Solutions**

  - Central Desktop

  - WebEx (pending further analysis)

Solutions History

2003-2006	2007	2008	2009	2010	2011
•**myBallot :** •Requirements •Development •Testing •Roll out •Steady State •**myProject:** •Committee •NesCom •PAR Process	•**myProject:** •AudCom •P&P Process •**IMAT** for 802: •Requirements •Development	•**myProject:** •L50 S •Entity Req. •MEC Req. •Help •**IMAT:** •Rollout •Adopted by all 802 WGs •RFID trial •Participant Data Discussions	•**myProject:** •Entity Req. •Entity Dev. •Intl Req. •AudCom 5 yr Cycle •Ethics & Obligations •**IMAT** •Hosted version •**Dashboard** (aka Mentor) •Requirements •Participant Data Beta	•**myProject:** •Entity Deployed •International Deployed •E-Projects Integration •CSM •MEC Reg #2 •User Satisfaction Study •**Mentor:** •Mentor Deployed •IC Groups •Etools Roadmap - Kaikua	•**myProject:** •RevCom •**Mentor:** •EPoll Req.,Develop, Deploy •**IMAT:** •New Requirements per 802 •Etools Analysis - PSI

Solutions History

2012

- **myProject:**
  - myProject User Satisfaction Study
  - myP UI/UX Analysis
- Comment Resolution Tool Req.
- Standards Dictionary

- **IMAT**
- Developed
- Deployed
- Renamed
- Seabass server replacement

- **Mentor:**
- Epoll enhancements for 802

- Central Desktop Rollout

2013

- **myProject:**
  - Comment Resolution Tool Deployed

- **Mentor:**
  - Mentor Meta Data Utility for 802

- **Central Desktop**
  - Training Webinar

- Virtual Meeting Research and WebEx Pilot
- Server migration to VM complete
- SA Architecture analysis by DCM

2014-2015

- Content Mgmt. System for standards.ieee.org
- Standards Data Center of Excellence
- myProject Suite Modernization

myProject Suite Modernization – What is it?

- Convert/rewrite legacy system to a modern computer programming language and hardware platform.

- Retain ALL current functionality
  - Functional Requirements = the current application documentation
  - **myProject** will have all of the RevCom, AudCom, NesCom functionality as well as all of the Sponsor Balloting functionality
  - **Mentor** – will continue to have URL permanence – WebDAV access – Document Numbering sequence – metadata tagging – uploading and revising documents as well as search capabilities
  - **Attendance Tool** functionality will not change

- The migration strategy will ensure that the system remains fully functional during the modernization effort.

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Business Needs

- Add requirements
  - Public Review process

- Re-Use features
  - Modular design will allow certain features to be reused (balloting for WGs, NESC ballots, or AMS needs)

- Data Intelligence
  - Re-organize data from critical systems

- Utilize IEEE-IT infrastructure resources

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User Feedback

- **2010 myProject User Satisfaction Study = 54% satisfaction rating**

"It's <u>arranged in a non-intuitive manner</u>. I can never find what I need. It should be arranged by role, and within role by workflow. Right now, it's just a hodge podge of items."

"<u>Too many clicks </u>to get to any one activity. Would like more drop down list type activities."

"It is very cumbersome to use because the <u>names of each section are very non-intuitive </u>and <u>moving from page to page is difficult</u>."

"The presentation is very "old fashioned". That is, it has a very <u>wordy look and feel</u>, instead of a more visual look and feel. "

- **2012/13 myProject User Satisfaction Study = 60% satisfaction rating**

"Confusing access that does not follow any logical progression; it is not user friendly."

"There is little guidance on how the different parts relate. I am an experienced standards developer, with a background as a website designer, but still I find the layout, navigation and terminology hard to grasp."

*"It appears that **navigation and organization of information** issues have not significantly improved when it comes to open ended responses. In fact, there is a higher percentage of respondents in 2012/2013 who identify difficulties with this." Business Development Directives, Inc. Feb. 2013*

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UI/UX Feedback

- Conducted stakeholder meetings and interviews with users to gain feedback.

- Conducted heuristic review of the system

- Remote and in-person usability testing
  - 802 Wireless session Jan. 2012

- Final report showed:
  - "Limitations in the system architecture"
  - "Legacy structure puts unique constraints on improving the UI"
  - "Lack of integration with other solutions means it will remain unintuitive"
  - "Data management issues can (if not already) creating inaccuracies and problems"

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Technology Challenges

Technical Analysis reports by 3 independent firms (2010, 2011, and 2013)

- 2010 provided feedback on application and hardware

- 2011 Buy or build analysis of collaboration tools lead to selection of SaaS solution (Central Desktop)

- 2013 SA & IEEE Technology Architecture Analysis

    - Reliability, dependability, scalability, and extensibility of current system could be better

    - Current architecture has multiple single points of failure

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Where are we now?

- Architecture assessment SA & IT
  - Finalizing

- PMO Resource planning SA & IT
  - In progress
  - Project Plan not started

- Developer resource utilization
  - RFP for external resources
  - IEEE IT analysis for resource utilization

- SA Team
  - Staff Team identified and on-board
  - On-board SA-IT

- Stakeholder Communication
  - Consistent message across all stakeholder groups

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Questions?