

## BrightWork Deployment Charter (Draft)

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**Project Title:**

BrightWork Deployment

**Project Sponsor:**

Ed McNachtan, Montgomery County

**Project Leader:**

Ed McNachtan, Montgomery County

**Project Team Members:**

Ed McNachtan

Geoff Pearson

Keith Merida

Eamonn McGuinness

Paul Duffy

Peter Doyle

Phenton Manning

Russ Aber

Robert Cooper

John Magoto

OFCF Program Manager

KiZAN Development Director

KiZAN Developer and Engineer

Aimware CEO

Aimware Infrastructure Support

Aimware Infrastructure Support

Design Support

OFCF Lead Engineer

OFCF Data Systems Coordinator

OFCF Data Base Administrator

**Goal Statement:**

To install, configure, and tune aimware's Brightwork product by March 17, 2004 and finish the Brightwork Pilot by June 30, 2004

**Problem/Opportunity Statement:**

The Montgomery County Office of Family and Children First need to implement the BrightWork Solution to provide Project Management and Operations templates to ensure Projects fall within scope (budget, resources and time line.) The Brightwork tool will also help provide customer service (HelpDesk) and improve interaction with vendors to enhance the working relationship between vendors and OFCF who work together on the AgencyLink Project.

**Business Case:**

The Montgomery County Office of Family and Children First works with Vendors and Partner Agencies in a distributed environment and currently has no way to adequately put in processes and procedures for:

- Project Management (VPMO)
- Change Control (Process, workflow and documentation as well as sign off)
- Customer Service (Help Desk, HIPPA Tracking etc.)
- Software and Hardware Configuration Management (Create and document "Golden Baselines) that go through a process before changes are made in the Production Environment.)
- Documentation and Retrieval (Knowledge Workers)
- Tool for SLA for maintenance with AgencyLink Vendors (Maintenance contracts)

To implement AgencyLink's Operational policies and procedures without an electronic tool increased risk for failure.

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### Project Scope:

*Budget:* \$ 000.0000 (TBD)

*Time Frame:* Implementation and Pilot to be completed no later than [June 30, 2004](#).

*Resources:* OFCF team members, aimware team members, KiZAN team members

### Assumptions:

- Resources will follow through on assigned tasks within the project plan's time frames.
- Ed McNachtan will create a Formal Gantt Chart and post it to the OFCF Project Server so all team members have access to the plan.
- Montgomery County OFCF has money available to ensure successful completion of the Project.
- All Resources will be authorized to spend hours on the tasks on the date outlined in the Project Plan.

<b>MILESTONES</b>	<b>Target End Date</b>
Kickoff Meeting	January 15, 2004
Strategy Phase	January 30, 2004
Infrastructure Phase	February 13, 2004
First Design Phase	March 12, 2004
Implement Solution	March 26, 2004
Pilot Solution	June 30, 2004
Close out meeting	July 9, 2004

### PROJECT SUCCESS CRITERIA:

1. SUCCESS CRITERIA # 1: To install, configure, and tune aimware's Brightwork Product.
  - a. Product will be in production and ready for Pilot by March 17, 2004.
2. SUCCESS CRITERIA #2 Design the SPS BrightWork site to include team spaces to meet OFCF business needs:
  - a. Consultant Todd Ludington from Phintec will perform an audit to document if the following web spaces outlined in the BrightWork Team Space Document have been created and are in working order. Please refer to that document for team space details.
3. SUCCESS CRITERIA #3: OFCF and KIZAN Staff have a working knowledge on how to use and administrate the product Performing the following activities:
  - a. Create a site using three different templates
  - b. Administrate the site by adding three different roles
  - c. Perform three functions for each site (An example of a function would be the successful upload of a document or the successful creation of a workflow.)
4. SUCCESS CRITERIA # 4: Complete the BrightWork Pilot by June 30, 2004

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- a. OFCF and KiZAN will use the SPS BrightWork Portal for the Family Violence Upgrade Project. The FV Upgrade is a small project with less than five resources and time line is equal or less to 90 days. The pilot will be deemed successful if it is up and running at a 3 sigma default rate from the beginning of the pilot to the end of the pilot.
5. SUCCESS CRITERIA # 5: Create a document that outlines the role the BrightWork Product will play in the AgencyLink Network Program at the Enterprise Level.
  - a. The completed document will serve as the successful completion of this success criteria.
6. SUCCESS CRITERIA # 6: SPS BrightWork site has the look and feel of the custom AgencyLink application. (Colors and Logo are consistent with the AgencyLink Identity Manual)
  - i. Consultant Todd Ludington will perform an audit to ensure the SPS BrightWork product has the look and feel of other AgencyLink Products. (Mr. Ludington will use the Acceptance Criteria checklist that will be authored by OFCF at a later date.)