



BCNET

Shared IT Services for Higher Education & Research

Conference 2018

The Governance of Project Planning

Presented by Amandip Sidhu, Manager, Projects & Business Solutions, Douglas College
Ian McLeod, CIO, Douglas College

AGENDA

- Introductions
- About Douglas College
- Technology Governance at Douglas
- Operating Capital process and timelines
- Project Submissions
- Process for Approval
- Managing the Projects
- Summary
- Questions

INTRODUCTIONS

- Amandip Sidhu, Manager, Projects and Business Solutions
 - Two years at Douglas; 8 years at Telus, 7 years at UFV
 - Manages strategic and departmental technology projects
 - PMP

- Ian McLeod, Chief Information Officer
 - Six years at Douglas, 5 years at Camosun, 5 years at BCIT

ABOUT DOUGLAS COLLEGE

- Established in 1970
- Named after Sir James Douglas, first Governor of BC
- 24,000 Students (Headcount)
- Approximately 1,900 employees (Headcount)
- IT Staff headcount – 64 (Headcount including 2 Coop students)
- 2018/19 IT operating budget - \$8.633 million
- 2018/19 operating capital – \$1.1 million

TECHNOLOGY GOVERNANCE AT DOUGLAS

- Multiple levels of technology governance
 - Board Technology Steering Committee (TSC)
 - (Sub-committee of board of governors)
 - Senior Management Team (SMT)
 - Enterprise Technology Steering Committee (ETSC)
 - Academic Technology Steering Committee (ATSC)
 - Learning Technology Steering Committee (LTSC)

OPERATING CAPITAL PROCESS AND TIMELINES

Submissions start Sept 1 and close Oct 31.

Categories

Under 10K cost – direct entry into OpCap site

10K To 100K – Medium size projects – Basic Charter process

100K + - Large charter process

Funding envelope for EdTech submissions under 100K – 1.7M in 2018/19

Scope, schedule, cost, resources – draft charters by Oct 31

ETSC reviews charters – project on a page – as part of overall November

Approval, Denial or further information needed– finalized charters by end of November

Finance review for available funding – SMT in December

Large strategic projects reviewed and approved by TSC – January

Board of Governors review and approve entire College Budget - March

PROJECT SUBMISSIONS - POAP

PROJECT CHARTER ON A PAGE			
Project Name		18-08 Blackboard in the Cloud	
Alignment with College strategy		Project Description	
Technology needs to be reliable, secure, fast and seamless.		Move current on-prem version of Blackboard Learn and Community to the Canadian Hosted version. Eliminates hardware on-prem, freeing up multiple servers and 1Tb of storage. Staffing reallocation of 1.25FTE. Addresses current disaster recovery deficiency.	
Key Requirements		Scope	
<ul style="list-style-type: none"> Set up of test environment Testing of hosted version with Douglas data Migration of production data to hosted site 		Includes <ul style="list-style-type: none"> Cloud migration services BB Learning Advantage 8-15K FTE Production, Staging, Test, Direct Data access, 2 Tb storage Premium BB Support manager access 	
		Excludes	
Total Cost (from Financial Calculator on next page)		Known Constraints/Risks	
\$130,000		<ul style="list-style-type: none"> Conversion will require downtime of BB for a week. Testing of hosted instance requires subject matter expertise available 	
Key Stakeholders		High Level Timeline	
Project Sponsor	Tim Paul	Key Milestones	Target Date
Project Lead	TBD	Project Start	February, 2018
Project Team	<ul style="list-style-type: none"> ATS BB team DBA and BB resources from App Services 	Purchase Software	April, 2018 to Oct 2018
		Purchase Hardware	NA
		Begin User Testing	April 2018
Subj. Matter Experts		Begin Defect Resolution	May 2018
		Finish Defect Resolution	July 2018
Other (vendor, etc)	Blackboard	Deployment	August 2018
		Project Finish	August 2018
Approval/Support			
Sponsor		Date:	
CIO (or designate)		Date:	
Submitted By		Date:	

Financial Calculator		Costs	
		One-time	Recurring
Is this project hosted in the cloud or on DC premises:	Cloud		
enter Cloud or On-prem.			
Are any new employee positions being created as a result of this project?(Not including backfill for existing employee's)	No		
If 'Yes', in which department?			
CEIT resources required?	Yes		
If yes, has their availability been confirmed with CEIT management?	Yes.		
Year 1 (April 1, 2018 - March 31, 2019)			
Initial cost to purchase the software or licenses:		104000	
New hardware required		0\$	
Vendor Consulting:		26000	
Backfill for Dept ABC during project testing:			
Partial salary of new employee hired:			
Other costs:			
	Sub-total year 1	130,000	
Year 2 (April 1, 2019 -March 31, 2020) onwards			
Vendor maintenance or renewal cost:		104000	
Annual salary of new employee hired:			
Other costs:			
	Sub-total year 2		
Total Project Cost:			\$130,000

PROJECT SUBMISSIONS – Regular Charter

Douglas College – Ed. Tech. Project Charter

Coquitlam ~~Online~~ Video Wall

Project Administration

Date:
 Project Number:
 Project Name:
 Project Sponsor: Dave Taylor
 Project Manager: Regan Lal
 Subject Matter Expert:
 CEIT Primary Contact:
 Project Capital Costs:
 Project General and Administrative Costs:
 Departmental FTE Effort (in days)
 CEIT FTE Effort (in days)

Purpose and Objective

- Reduce risks associated with social media
- Improve work-flow and student experience
- Improve college-wide communications
- Improve social media presence and messaging
- Manage risks associated with communications during emergencies

Alignment with Strategy

- Inspiring and relevant: We deliver an inspiring, challenging, and highly relevant educational experience, inside and outside the classroom.
- Technology and Facilities: Technology strategy and infrastructure at Douglas is forward thinking and modern, providing users with a reliable, secure, fast, and seamless environment that promotes innovation and leads to increasingly high levels of satisfaction and productivity.
- Aligned with AVED CIO's strategic themes: Stop delivering infrastructure and start delivering a Digital Experience; Move up the value chain and shift to CLOUD platforms; Do all this with security and privacy top of mind

Scope

The following are in scope:

- Purchase of two-year Hootsuite Enterprise license for \$37,500 per year, plus additional features outlined in attached proposal.

The following are out of scope:

- Anything else.

Estimated Costs

Project Costs:

- \$37,500 per year for two years.

Douglas College – Ed. Tech. Project Charter

Coquitlam ~~Online~~ Video Wall

Benefits

Direct Benefits (Cost Decrease):

- Time savings as all social properties will be available through a single interface, and users will not have to search numerous places to update information.

Indirect Benefits (Avoided costs):

- Maintaining and enhancing our reputation: Priceless

Soft Benefits:

- Reduced risk
- Improved communications
- Improved student experience
- Improved brand presence

Governance/Communications

- Covered under College Communications Policy
- Managed by MCO

Deliverables

Project Deliverable	Description	Completion Criteria
Hootsuite up and running	Hootsuite Enterprise enabled, social media accounts managed through product	Accounts managed through Hootsuite, rather than individually

Resources

Resource Name	Resource Skill / Role	% utilized	# of Days	Total Effort	Start Date	End Date
Regan Lal						
Total Effort						

Risks

# 1	Risk:	Probability: M	Impact: H
Triggers:			
Preventative Actions:			
Contingency Plans:			

PROJECT SUBMISSIONS – Regular Charter

Douglas College – Ed. Tech. Project Charter

Coquitlam ~~Omni~~ Video Wall

Assumptions

The following assumptions have been made in formulating the Project Charter for this project:

- Project will continue to have support and buy-in from Public Affairs, SSRM and International
- Attached proposal is accurate and valid

Alternatives

- Continue managing accounts as we do now and accepting the risk

Training

- Provided by Hootsuite and Regan Lal

Documentation

- See attached quotes

Timeline/Milestones

Milestones	Due Date
Hootsuite enabled	April, 2018
Training and onboarding	Summer, 2018

Appendix A – Project Assessment Matrix – 2014.xlsx (to be downloaded)

PROJECT SUBMISSIONS – Large Charter

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PROCESS FOR APPROVAL

Ed Tech Budget - 2018/19		Draft 7	29-Nov-17				
Proj ID	Title	Department	EdTech Cap	FF&E	Ongoing Cost	Priority Ranking	Comment
Proposed College Wide Strategic Projects							
CH18-05	Banner 9 - phase 3 of 3	College-Wide	221,000			360	
CH18-06	Sharepoint - phase 4 of 4	College-Wide	148,000			300	
CH18-07	Wireless upgrade - Access Points	College-Wide	130,000		13,000		369 Upgrade of 175 APs college wide
CH18-08	Blackboard to the Cloud	College-Wide	130,000		104000		297 Hosted service - \$80K USD annual lift
CH18-09	Health Science MediaSite upgrade	HS	480,000				330 Full implementation in one year
CH18-10	Cybersecurity tools and support (phase 2)	College-Wide	0				307 Funded from ongoing operating
Total Proposed Strategic Projects			1,109,000				
Proj ID	Title	Department	EdTech Cap	FF&E	Ongoing Cost	Priority Ranking	Comment
CH18-01	D Building Classroom Tech Upgrade (8 rooms)	CEIT	64,000			356	
CH18-02	NW Classroom Tech Upgrades (6 rooms)	CEIT	20,600			355	
CH18-03	Smart Screen Replacement	LR	15,100			368	
CH18-04	Disability Management Software	HR	40,000		7,500	315	
CH18-11	Library Authorities Clean Up	LR	0			313	11K moved to OTO per ETSC
CH18-12	Video Editing System Replacement	CEIT	18,500	3,000		364	
CH18-13	Coquitlam Video Display Wall	PR	70,000			324	
CH18-14	Hootsuite Enterprise License	PR	37,500		37,500	309	
CH18-15	CSIS Computer Lab N4221A	CBA	87,000	5,200		355	
Total Charters (under 100K)			352,700	8,200	45,000		

MANAGING THE PROJECTS

Overall

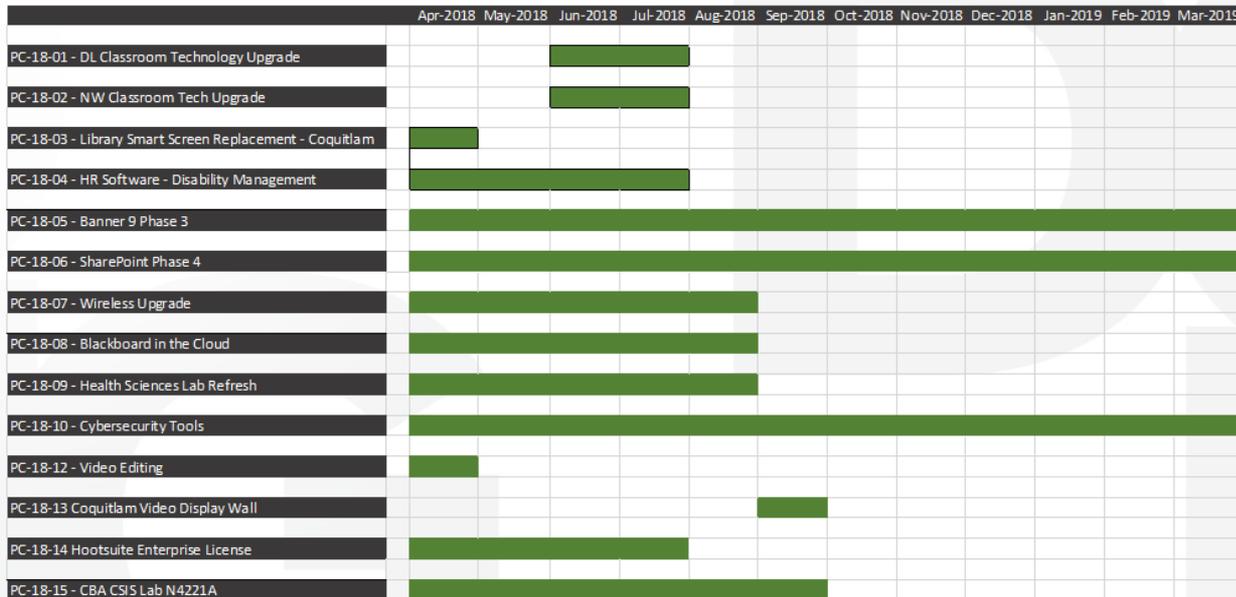


Name	One-Time Cost	Start	End
PC-18-01 - DL Classroom Technology Upgrade	\$ 64,000	6/4/2018	7/31/2018
PC-18-02 - NW Classroom Tech Upgrade	\$ 20,600	6/4/2018	7/31/2018
PC-18-03 - Library Smart Screen Replacement - Coquitlam	\$ 15,100	4/2/2018	4/30/2018
PC-18-04 - HR Software - Disability Management	\$ 40,000	4/6/2018	7/31/2018
PC-18-05 - Banner 9 Phase 3	\$ 221,000	4/2/2018	12/31/2018
PC-18-06 - SharePoint Phase 4	\$ 148,000	4/2/2018	3/31/2019
PC-18-07 - Wireless Upgrade	\$ 130,000	4/2/2018	8/31/2018
PC-18-08 - Blackboard in the Cloud	\$ 130,000	4/2/2018	8/31/2018
PC-18-09 - Health Sciences Lab Refresh	\$ 250,000	4/2/2018	12/31/2018
PC-18-10 - Cybersecurity Tools		4/2/2018	3/31/2019
PC-18-12 - Video Editing Software	\$ 18,500	4/2/2018	4/30/2018
PC-18-13 Coquitlam Video Display Wall	\$ 70,000	9/3/2018	9/30/2018
PC-18-14 Hootsuite Enterprise License	\$ 37,500		
PC-18-15 - CBA CSIS Lab N4221A	\$ 86,908	4/2/2018	9/2/2018
Total	\$ 1,242,608		

***Note: PC-18-11 - Library Authorities Clean-up moved to operational spending

MANAGING THE PROJECTS

Timeline



11/14 Strategic Projects will be completed by Sept 2018

SUMMARY

