



STATEMENT OF WORK – DRAFT June 26, 2006

ENTERPRISE PORTAL WORKGROUP

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Enterprise Portal Workgroup Objective

CHARTER: *Under the direction of the UMass system based Information Technology Council, there is an ongoing effort to deliver a portal solution for the UMass enterprise. Lowell has staff involved in central activities related to both the Portal and to Identity Management. The campus will utilize this campus based workgroup to ensure the requirements of the campus are known and included in central discussions and prioritizations. The workgroup will receive updates from central team members and will also provide feedback on project direction and activities. The goal is to ensure that project staff is in touch with the needs and desires of the campus departments and end users.*

DELIVERABLES:

- *Campus portal desires inventoried*
- *Inventories of web based services and applications developed and maintained*
- *Central project updates delivered to committee on regular basis to ensure awareness of Portal project activities*
- *Campus communications developed and distributed as appropriate*
- *Campus input on various topics are developed through the committee and shared with central project*
- *Other?*

MEASURABLE SUCCESS INDICATORS:

- *Improved customer service to all web users*
- *Single logon to access all UMass web services*

WORKGROUP SCOPE:**Includes**

- *Reviewing and providing feedback on UITS project plan*
- *Reviewing and validating inventories of campus web tools and applications*
- *Reviewing and providing feedback on drafts of Requests for Bid*
- *Discussing campus priorities for a portal environment*
- *Making recommendations on tools, features, functionality desired from an enterprise portal*
- *Drafting policies and procedures related to making changes/updates to portal content*

Does Not Include

- *Making final decisions on project plan, tools, procedures, policies*
- *Developing all inventories on tools or applications*
- *Managing content of portal*
- *Participation in Central UITS meetings*

Workgroup Parameters

CONSTRAINTS: *University campuses present significant challenges when it comes to scheduling meetings, it may not be possible to schedule meetings that are conducive to all members availability. Furthermore, it is understood that there are times during the year that are busier than others which may preclude full participation. The Chairs will send out meeting notes so that all will be included in committee efforts.*

ASSUMPTIONS:

- *Participants will attend meetings or send a delegate from their office to attend*
- *Information Technology will provide staffing and secure funding for central project activities*
- *We are supporting an Enterprise solution to the campus desire for a portal – it will be a UMass System based project*
- *Identity management workgroups will have in place tools to manage “single sign on” prior to a full rollout of the portal*
- *Students will be the first constituent group addressed*
- *Workgroup commitment should be approximately two hours per month for a meeting and review of applicable documents*

CUSTOMER SUPPORT REQUIREMENTS: *The workgroup will be responsible for determining appropriate times and communication vehicles necessary to keep customers informed and/or involved with project efforts. Surveys or focus groups may also be needed to assist with understanding the desires of all constituents. The committee is a representative group of employees who are charged with helping to define a portal solution which will enhance services to all constituents.*
