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
- Grouper (web server for groups)
- ISTO Workspace
- Registration Application Database

**Commercial Solutions**
- Central Desktop
- WebEx (pending further analysis)
Solutions History

2003-2006

- myBallot:
  - Requirements
  - Development
  - Testing
  - Roll out
  - Steady State

- IMAT for 802:
  - Requirements
  - Development

2007

- myProject:
  - Committee
  - NesCom
  - PAR Process

- AudCom
- P&P Process

2008

- myProject:
  - L50 S
  - Entity Req.
  - MEC Req.
  - Help

- IMAT:
  - Rollout
  - Adopted by all 802 WGs
  - RFID trial

- Participant Data Discussions

2009

- myProject:
  - Entity Req.
  - Entity Dev.
  - Intl Req.
  - AudCom 5 yr Cycle
  - Ethics & Obligations

- IMAT:
  - Hosted version

- Participant Data Beta

2010

- myProject:
  - Entity Deployed
  - International Deployed
  - E-Projects Integration
  - CSM
  - MEC Reg #2
  - User Satisfaction Study

- Mentor:
  - EPoll Req., Develop, Deploy

- IMAT:
  - New Requirements per 802

- Mentor Deployed
- IC Groups

- Etools Roadmap
- Kaikua

2011

- myProject:
  - RevCom

- Mentor:
  - EPoll

- 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.
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
User Feedback

- 2010 myProject User Satisfaction Study = 54% satisfaction rating

  "It's arranged in a non-intuitive manner. 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."

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

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

  "The presentation is very "old fashioned". That is, it has a very wordy look and feel, 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
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
- 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”
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
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
Questions?