

# Project Startup Report

**Project Name:** JobsND.com Rewrite Project

**Agency:** Job Service North Dakota

**Business Unit/Program Area:** IT

**Project Sponsor:** Kevin Marchus

**Project Manager:** Jim Gienger

## Project Description

The JobsND.com website has not been significantly updated in a number of years. In 1999, in accordance with its strategic plan, JSND commenced Phase I of its system modernization efforts by moving its workforce support system from the mainframe to a web-based system. The JobsND.com website has also been identified as needing significant enhancements.

## Business Need or Problem

The current JobsND.com website was designed and built a number of years ago, prior to moving to a vendor supported workforce system and in advance of a web interface for the Unemployment Insurance Applications. Clients, employers, and other stakeholders expect a website that provides improved navigation to online services and easy-to-find information that is current and relevant. The website today utilizes old technologies that do not provide the ability to easily change the content, quickly modify site topics, or modernize the visual design. This situation makes it increasingly difficult to support business processes and thus increasingly difficult to meet customers' changing needs.

## Key Metrics

Project Start Date	Project End Date	Original Baseline Budget
November 2010	June 30, 2011	\$290,000

## Benefits to Be Achieved

Project Objectives	Measurement Description
The need to involve the IT programming staff to update web content will be reduced, resulting in less time to update content on the website.	Upon implementation of the system, JSND staff will be able to create content and post it to the website without affecting other users and without the need for IT staff to program the changes on their behalf.
The IT staff will be able to update the website more efficiently than they are able to in the current system.	The IT staff will provide a brief report to the Project Sponsor, prior to implementation of the new system, on the effort involved in updating the look-and-feel of the website. After implementation of a new website, the IT staff will provide a brief report to the Project Sponsor on the effort involved in updating the look-and-feel of the new website and also include an analysis of the improved efficiency.
JSND staff will be able to spend more time assisting clients.	Staff will be given a post implementation survey within three months after implementation with questions related to the efficiencies of the new website. Based on a Lickert scale of five, the average score of the responses will be at least 4 to be considered efficient.
Visitors to the website will find it easier to navigate the site to find desired information.	Customers will be given a post implementation survey within three months with questions related to the enhancements to navigation of the new website. Based on a Lickert scale of five, the average score of the responses will be at least 4 to be considered enhanced.

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## Cost/Benefit Analysis

### **Anticipated Benefits**

JSND is anticipating the following value to be delivered to its stakeholders upon Project completion:

- Automated manual processes to meet federal requirements despite fluctuating federal funds
- Improved customer service resulting from staff efficiencies
- Enhanced customer self-service
- Increased staff efficiencies through web content that is easily maintained

### **Cost Estimates**

It is estimated that the total cost of this Project will be under \$300,000. Costs are anticipated to include requirements gathering, website development, implementation, travel expenses, project management, and risk contingency. Federal funds are available for this effort. No general funds dollars will be sought to rewrite the website.

### **Cost/Benefit Analysis**

A favorable ROI of 4 years or less is anticipated with most projects. During the planning phase of the project, a detailed ROI analysis will be conducted and the results will be documented and distributed to stakeholders in accordance with the communication plan developed as part of the Project Plan.

## Key Constraints or Risks

The following constraint has been identified for this Project:

- Project must be completed by June 30, 2011 due to funding source requirement