

# Project Closeout Report

## Presented to the IT Committee August 16, 2011

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

**Agency:** Job Service North Dakota

**Business Unit/Program Area:** IT

**Project Sponsor:** Kevin Marchus

**Project Manager:** Jim Gienger

Objectives		
Project Objectives	Measurements	
	Met/ Not Met	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.	Met	<p>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.</p> <p><b>Measurement results:</b> Non-IT personnel are able to create and post content to the website. Also, workflow was implemented allowing for review and approval of content prior to publishing to the website.</p>
The IT staff will be able to update the website more efficiently than they are able to in the current system.	Met	<p>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.</p> <p><b>Measurement results:</b> Reports have been completed and analysis done showing the new website is significantly easier to update.</p>
JSND staff will be able to spend more time assisting clients.	Partially Met	<p>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.</p> <p><b>Measurement results:</b> Although early indications show the website is much more efficient and, therefore, allowing JSND staff to spend more time assisting clients, a survey will be conducted at a later date with questions related to the efficiencies of the new website.</p>
Visitors to the website will find it easier to navigate the site to find desired information.	Met	<p>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.</p> <p><b>Measurement results:</b> A Usability Study was conducted less than 30 days of production with responses of 4.2. Also, 84% of the users surveyed completed the tasks assigned on the new website compared to 60% on the old website.</p>



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Schedule Objectives					
Met/ Not Met	Original Baseline Schedule (in Months)	Final Baseline Schedule (in Months)	Actual Schedule (in Months)	Variance to Original Baseline	Variance to Final Baseline
Met	8 Months	8 Months	8 Months	0.2% Under	0.2% Under

Budget Objectives					
Met/ Not Met	Original Baseline Budget	Final Baseline Budget	Actual Costs	Variance to Original Baseline	Variance to Final Baseline
Met	\$290,000	290,000	\$255,057	12.0% Under	12.0% Under

Major Scope Changes	
None.	

Lessons Learned
<p>A project with many non-JSND resources requires effective communication. From the planning phase where roles and responsibilities are defined through implementation activities when ongoing support occurs, stakeholders need to clearly understand the requirements defined, expectations set, issues discovered, and decisions made. We can do a better job of communication.</p> <p>As the project execution phase began, the plan was to have monthly meetings with the core team. Although that seemed like a good plan due to the participants busy schedules, it soon became clear more involvement of the team members was needed. As a result, weekly meetings were held to review the project status and address problems and concerns quickly. Meeting agendas and previous meeting notes, along with proposed ideas and deliverables, were distributed to members for review and feedback. This process worked very well and got the project back on schedule after significant delays during end-of-year vacations and holidays.</p>

Success Stories
<p>The old 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.</p> <p>As the new website was designed, developed, and tested, the primary focus was one of making the end user experience better. Prior to launch into production, an online usability study of conducted testing both the old and new Job Service North Dakota websites (<a href="http://www.jobsnd.com">www.jobsnd.com</a>). The testing measured baseline site usability on the old website and compared it with the usability of the new Job Service North Dakota website.</p> <p>Each participant was given the same set of four (4) usability scenarios, along with one warm-up task. Scenario topics included:</p> <ul style="list-style-type: none"><li>• Veterans Services</li><li>• Filing Unemployment</li><li>• Business Paying for Unemployment</li><li>• First-time Job Seeker on <a href="http://jobsnd.com">jobsnd.com</a></li></ul> <p>Comparing the usability data from the old <a href="http://jobsnd.com">jobsnd.com</a> to the updated site shows dramatic improvement in user task completion rates. Results show overall completion of tasks assigned at 84% on the new site compared to 60% on the old site.</p> <p>A large drop in average page views also points to improvements in navigation and overall user experience with the new <a href="http://jobsnd.com">jobsnd.com</a> website. The study indicates users required an average of 29.4 page views to complete the tasks on the old site compared to 17.6 page views on the new site.</p>