



# SI 501 – Contextual inquiry and Project management

Project Presentation | Team: Beagle Boys

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# Outline

- Introduction and Project Scope
- Methodology
- Issues and Recommendations
- Summary
- Questions

19 slides, 8-10 minutes




# Client and Project Scope

- School of information – Media Services
  - Marketing & Communications Activities
  - Active role in SI website maintenance
- School of Information Spotlight Process
- Outcome of the process – Spotlight profiles of Alumni, Donors and Students on the SI Website
- Improve and streamline the process and bridge the gaps in the process flow



# Methodology & Data Collection

- Data Collection - 7 Contextual Interviews
- Grouping and Identifying issues – Affinity Wall
- Identify Key Issues & Issue analysis
- Brainstorming & Evaluating Recommendations



“ Everyone is impressed by the outcome of the process”

“ Good feedback about the spotlight profiles on the website”



# Key Issue - Areas

- Profile Review Process
- Progress Tracking and Communication Tools
- Goals of Individual Departments and Long term strategies for the Spotlight profiles
- Inter Departmental Communication
- Roles and Guidelines



# Key Issue - Areas

- Profile Review Process
- **Progress Tracking and Communication Tools**
- Goals of Individual Departments and Long term strategies for the Spotlight profiles
- **Inter Departmental Communication**
- Roles and Guidelines



# Issue Finding #1

“ We are not aware when the profiles are posted on the website ”

“ We need consistency in the profiles”

“ Lack of awareness of the profile posting is causing some breakdowns”

Need for standardized forms for data collection and proper profile tracking method





# Recommendations - short term

- Standard questionnaires with a basic set of questions
  - Departments can customize & add based on their goals and audiences
- Creating a single tracking spreadsheet with multiple sheets – each sheet specific to each department
  - The tracking sheet lists the profile subject contacts and the status of the profile



# Issue Finding #2

“ Ohh!!! Where is that document? I think someone has moved it from this location”

“ I don't remember in which folder the document containing that information is in ”

Information relevant to the process is kept in multiple locations which is resulting in difficulty of finding the relevant information



# Recommendations - short term

- Create one shared folder in common drive for all the project specific information
- Project documents like handbook should be made read only/unable to be moved from locations



# Recommendations - long term

- Create auto notification for moving and adding documents to a folder
- Create a front-end interface for the document repository (eg: Share point interface)
- Good and consistent naming conventions for files and folders



# Issue Finding #3

“ It is very difficult to get which request is for which project”

“ There are too many mails from JIRA...My inbox is full of those”

“ I upload the pdf on JIRA and place the photographs in dropbox”

People are dissatisfied with JIRA for collaboration on the process



# Recommendations - short term

- Create folder structure in the central repository
  - Type of Spotlight: Alumni, Donors, Students
  - Profile information and photographs
- Post the request in JIRA with the link to the folder in the request rather than the profile information

# Recommendations - long term

- Customize JIRA for the needs of the projects. Avoid unnecessary complexity
- Create category labels in JIRA for e-mails to make the tracking of requests easier.
- Replace JIRA with a simpler ticketing system or project tracking system like basecamp (project management tool)

<http://basecamphq.com/>



# Issue Finding #4

“ We need more content for the profiles”

“ We just did the process in an ad hoc manner”

“ It just evolved in it own”

“ We have done it only once and we have done it in a single batch”

Lack of timelines and points at which stakeholders are notified of the progress





# Recommendations - long term

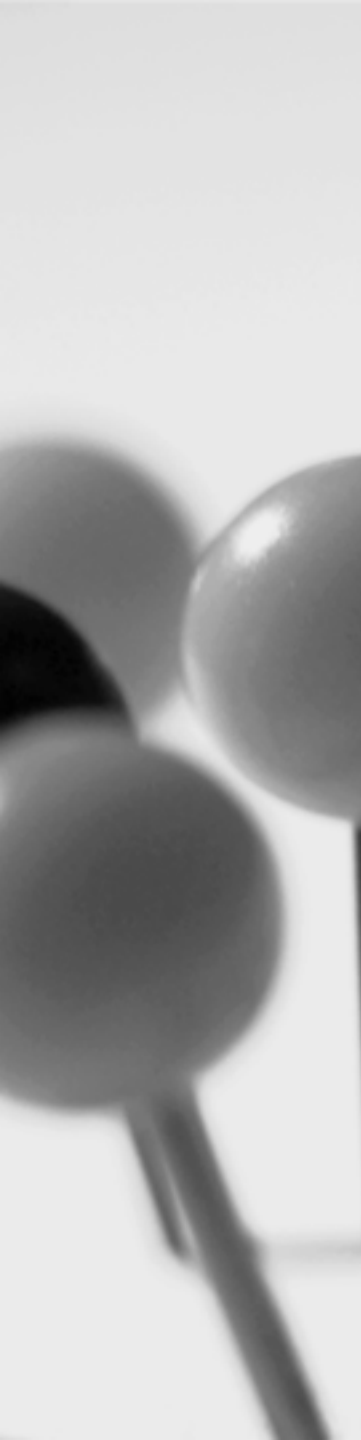
- Concrete timeline for the process – will act as a guide for deadlines
- Logical handoff points at which notifications would be sent to the key stakeholders
- Process ongoing with two major releases (September and April) – providing fresh content for spotlights



# Summary

- Organizing/Tailoring the tools for communication
- Single location for information sharing
- Clear hierarchical structures in the folders and consistency in file names
- Single tracking sheet as a reference sheet and tracking the progress of the profiles
- Clearly defined timelines for the process

Thank you



● Questions