Project Closure Report for Content Management System.

The CMS project has achieved the main aims and objectives of the project within the defined budget and planned timescale.

This report confirms the closure of the Content Management System project. It also details the deliverables and the achievements of the project. A budget statement of actual v budgeted spend is included along with handover and roll-out information.

Objectives

The objective of the CMS project was to implement a web publishing tool which met the requirements of the University. The needs and problems of users were assessed to produce a list of generic requirements. This list contained several areas which would benefit the University's web site, if implemented.

The project successfully achieved the objective by implementing Terminal Four Site Manager, which will improve the University's web presence along with providing an intuitive tool which allows easy authoring/ editing of web-delivered information by those members of staff who have the information, without the need for specialist technical skills.

Deliverables

CMS product – The Content Management System was purchased after following evaluation procedures and gaining Board approval. The product, Site Manager from Terminal Four, has been installed onto hardware hosted by Computing Services.

CMS Hardware – The architecture of the CMS hardware resulted in the purchase of 2 production servers along with the 2 development/test servers, to house the CMS software and database. These servers have been built and installed by CS. The backup DRM servers will be housed, off site, in the Boyd Orr building.

Operational Procedures – The service delivery and support of the CMS is detailed in the Operational Procedures. Back up procedures and problem resolution is described along with the CMS publishing process and model. Computing Services will keep and maintain this document for their own records.

Pilot – Two departments from Academic areas within the University agreed to use and test the Content Management System. The Dental School and Computing Science department reviewed their web content and migrated it onto the CMS. Both departments ran through test plans and signed off Site Manager.

Training Material – In-house training will be provided by Computing Services training team. The CMS training material has been produced along with internet guides for users who are involved with preparing their web sites for re-publishing on to CMS. Also a Web accessibility/ usability workshop will be run in conjunction with CMS roll-out.

Roll-out package –An electronic roll-out pack is available for users to aid in the process of migrating. This pack contains a CMS access form, a web hierarchy spreadsheet, the roll-out document and a flowchart detailing the roll-out processes. Departments will be issued with this pack when beginning the migration procedure.

Benefits

The benefits of implementing a Content Management System will become more apparent as the application is rolled-out further, across departments. The main improvement will be the look and feel of the University's external facing web sites, these will change to give a more consistent appearance and navigation style. Another benefit achieved by the CMS project is the provision of a reliable, organised web-publishing tool which will link to central data sources, removing data duplication in web sites. The product, Site Manager, was implemented due to it's ease of use therefore non technical staff will now be able to edit web content thus reducing publishing bottlenecks which exist at present.

Budget Statement

This budget statement details the actual spend of the CMS project against budgeted figures. The budget for the project was calculated in July 2004 and revised in February 2005. It includes the cost of the CMS software, hardware and maintenance. Some of the figures for year 1 actual spend include support and maintenance for years 06 -08. However, there are a few items of spend, which were required for the project, but not included in the budgeted cost. Although the costs for Travel expenses, Sql licence and Server connector were absorbed by the budget, the provision for disaster recovery was an extraneous expense.

Budget Estimate

		Year					
Item		**04-05**	**05-06**	**06-07**	**07-08**	**08-09**	**09-10**
Investment required							
Capital items			£	£	£	£	£
CMS system software		-	52,000	-	-	-	-
Server hardware and software x4		10,000	30,000	-	-	-	-
Recurrent Items							
- annual software maintenance		-	11,440	11,783	12,137	12,501	12,876
- annual hardware maintenance		1,500	1,500	1,545	1,591	1,639	1,688
Total Budgeted	a	**11,500**	**94,940**	**13,328**	**13,728**	**14,140**	**14,564**

Actual Cost

Capital items						
CMS system software		52900	-	-	-	-
Server hardware and software:						
2 x V240 servers & 3yr sup	12900	-	-	-	770	770
1 x V440 server & 3yr sup		16000	-	-	-	1160
1 x V240 server & 3yr sup		9000	-	-	-	400
4 x HBA Cards		2300	-	-	-	-
SQL Licence		1300	1300	1300	300	300
Travel Expenses		1500	-	-	-	-
Recurrent Items						
CMS Support - annual software maintenance		11700	12000	12300	12600	12900
Actual	**12900**	**94700**	**13300**	**13600**	**13670**	**15530**

Spend Not budgeted for:

2 x 4200 servers & 3yr su (DN approved)		8800	-	-	-	-
2 x HBA Cards (DN approved)		1200	-	-	-	-
Total Spend b	**12900**	**104700**	**13300**	**13600**	**13670**	**15530**

Handover

The Content Management System will now be under the administration and support of the Corporate Communications web team. They will be responsible for assigning logins to users and supporting the CMS application by providing assistance to departments where and when required.

Roll Out

The web team have already begun the roll-out of the Content Management System. That is, the application is now being implemented in various departments within the University. The University's web site, including top-level pages, will be incrementally updated as and when departments migrate on to CMS. The migration package, produced during the first phase of the project, will be used to help departments prepare and transfer their web site information onto CMS.

Considering the complexity of the roll-out process and the length of time it will take, appropriate working procedures should be established and followed. The roll-out progress needs to be monitored and working procedures reviewed at regular intervals therefore it may be beneficial to employ an Implementation Manager to prioritise, plan and co-ordinate the roll-out. It may also be advantageous to assign an Information Architect to the project to assist departments in analysing their current web information and help categorise it. Also an extra FTE to aid and co-ordinate with migrating departments could mitigate the risk of support bottlenecks.

Conclusion

The Content Management System implementation was a success because it followed the appropriate project management methodology and had clear objectives from the start. Projects that constantly monitor progress and review plans are more able to adapt to the challenges that arise during the life of the project. Although this accomplishment could not have been achieved without the hard work and effort of the project team over the last year.

Post Project Review

Date: August 2006

Plan: Review the uptake of departments migrating to the CMS, discuss progress and problems with the web team. Look for ways to improve the speed and efficiency of the roll-out , resolve any issues and update roll-out plan. Assess whether the training material and schedules are inline with the roll-out plans. Also, examine the effectiveness of the CMS publishing model with a view to further streamlining the process if possible.