

PROJECT DOCUMENTATION

WORK PACKAGE 3 DESCRIPTION AND PRODUCT DESCRIPTIONS

E-Forms

Norfolk Connect Partnership

Norfolk Councils working together to provide joined up services

Norfolk Connect Project 2003/04

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PRINCE 2

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| 17/11/03 | 11/11/03 | Taking account of Andrew Mewes' and Teresa Coldicott's comments | |
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Work Package 3 Description and Product Descriptions

1. Title

E-Forms

2. Purpose of Document

The purpose of this document is to provide a clear description and scope of this Work Package, to ensure that its products will be successfully produced and will fit precisely within the overall project.

3. Purpose of Work Package 3

The purpose of Work Package 3 is defined in the Requirements Scoping document included in Work Package 1 at Annex A (reproduced in Annex A of this document). In summary:

- An E-Forms product will be procured following an evaluation of suitable products
 - Four E-Forms will be developed for priority applications identified in the Process Mapping work (specified as four to meet ODPM requirement)
 - The E-Forms will be made retrievable/searchable through the Portal if they relate to the public.
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4. Description of Work Package

E-Forms offerings from a range of suppliers will be evaluated to find the best E-Forms technical solution for the Partnership Councils.

See Annex A (which is a copy of the Scoping Document included in Work Package 1) for a full description of what is required.

5. Deliverables

The following deliverables will be produced from Work Package 3 by end of March 2004:

- Evaluation criteria for E-Forms
- List of potential products to be evaluated
- Costed options and a recommendation to the Project Board
- A recommendation on which (components of) systems modelled in the Process Mapping should be developed as E-Forms
- Identification of Partners to be involved in development of the E-Forms
- Procurement of E-Forms product
- Training of staff

- Four E-Forms developed which may not be fully functional and documented.

Beyond the end of March 2004 the following may take place, providing resources can be identified:

- Evaluation of the E-Forms in terms of cost and value of further development for live use
- Decisions taken regarding any further development and if agreed, fully develop the systems, comprehensive testing, linking to back office systems, documentation, possibility of rollout to other Partners, etc
- Development of replacement systems or part-systems.

6. Techniques, Processes and Procedures to be used

PRINCE2 is to be used to manage and control the project as a whole and links with suppliers.

Evaluation of products will follow best practice methods.

Procurement of an E-Forms product will follow Norfolk County Council processes and procedures (and possibly those of other Councils if each Council has to procure its own E-Forms product).

Development of E-Forms will use Prototyping.

Change management and quality reviews are specified in the Quality Plan.

7. Interfaces to be satisfied by the completed product

Work Package 3 is linked with other Work Packages as follows:

- Scoping of Requirement for E-Forms is included in Work Package 1
- If the E-Forms application involves the public or businesses then they will be searchable via the Portal which is part of Work Package 2
- If the completed E-Forms contain confidential information, such as a citizen's personal details, then a secure mode of transmission is needed, to be provided either by the E-Forms product or Work Package 4.

The Process Maps will provide input to Work Package 3 as they will provide the basis for selecting up to four applications for E-Forms.

8. Configuration management requirements

As defined in the Quality Plan for the project.

9. Stage plan extract

<copy in from Project Plan>

10. Joint agreement on effort / cost / time

The resources to be used in Work Package 3 are as follows:

- Andrew Mewes to manage the Work Package
 - Andrew and Team Managers to evaluate E-Forms products, provide costed options and make a recommendation to the Project Board
 - Andrew and Team Managers to identify suitable systems/applications for E-Forms from Process Maps and make a recommendation to Project Board
 - Andrew and Team Managers to identify Partners to be involved in E-Forms
 - Andrew supported by Ruth to procure E-Forms product using NCC processes and procedures
 - Training of staff including Project Office
 - Andrew to lead on development of E-Forms working with Partners
 - Ruth to support Andrew and Partners in development of E-Forms focusing on meeting requirements, testing, etc
 - Ruth to QA documents and conduct quality checks, etc as required for any of the above.
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11. Any constraints to be observed

The Work Package will concentrate on functionality that will benefit a number of Councils in order to meet ODPM requirements.

The time limit for spending the ODPM funding is 31st March 2004 so invoices for all work carried out must be submitted in time for processing in this financial year [date to be advised by Norfolk County Council].

12. Independent quality checking arrangements

See Quality Plan for general quality checks, roles and responsibilities. See Annex B for quality criteria and checks for all products included in this Work Package.

The prototype E-Form systems will be tested against specification – to be documented during development.

13. Reporting arrangements & Sign-off requirements

All deliverables will be QA'ed by the Project Office and Team Managers as required.

Approval by the Project Board will be sought for major deliverables such as going live with E-Forms.

14. Problem handling and escalation

As documented in the Quality Plan. As far as possible problems will be managed by the Project Office and only escalated to the Project Board if they cannot be resolved.

14. Work return arrangements

Unlikely to be an issue as E-Forms systems will be developed in house supported by the Project Office.

15. How completion is to be advised

Completion will be judged by Team Managers and the Project Office as follows:

- Prototypes sufficiently developed
 - To demonstrate potential for using E-Forms
 - To assess whether the selected E-Forms product could be used more widely
 - To allow assessment of whether replacement on-line systems could be fully developed.

ANNEX A

| Workpackage 1 (Technical Option Evaluation). Requirements Scoping document for: <u>E-Forms</u> |
|---|
| <p><u>Area:</u></p> <p>E-Forms.</p> |
| <p><u>Introduction & Background</u></p> <p>The Process Mapping work being undertaken at the request of this project is scheduled to finish end-Oct03 and will identify information flows between and within Partners' organisations. The work will provide a prioritised list of possible uses for electronic forms that the Partnership may wish to develop. The E-Forms Technical Option Evaluation work will investigate potential E-Forms products and produce a report for the Project Board on costs, options & recommendations. The subsequent procurement of an E-Forms product and the development of actual forms identified through process mapping will be part of Work Package 3 (E-Forms). By procuring the same E-Forms product for each Partner, any forms developed by one Partner can be reused by the others and thus save development costs.</p> |
| <p><u>Understanding this requirement</u></p> <p>An E-Forms product is sought to facilitate the creation of electronic forms for use on Partners' Web sites and Intranet sites. The solution will need to provide a sufficient technical fit with Partners' architectures and enable additional E-Forms functionality over and above that which is offered today by regular HTML-forms. The E-Forms Technical Option evaluation will consider the following when investigating possible products:</p> <ul style="list-style-type: none"> • Product maturity – how mature is the product, how many customers use it. • Technical fit with Partner architectures. • Facilities offered by the product. • Repository size & applicability – the extent to which the product has relevant forms already created & available for reuse by the Partners. • Technical support offered by the E-Forms vendor/supplier. • Training available on the product. • Whether partners are likely to use the product for Internet and/or Intranet use. • The total cost of ownership to have the E-Forms product. • The total ongoing revenue cost for having/using the product. • The likelihood of the product's continued use post the initial funding phase. • Any risk factors in choosing the product. • Any Kudos factors in choosing the product. |
| <p><u>Related issues</u></p> <ul style="list-style-type: none"> • Process Mapping – identifying information flows and a prioritised list of possible E-Forms for development. • Secure Email / Area – providing a possible mechanism to transmit the E-Form's data in a secure way. |
| <p><u>Summary of requirement</u></p> <ul style="list-style-type: none"> • Establish evaluation criteria & identify potential E-Forms products. • Determine suitability of particular products for Partners. • Produce costed options & recommendations to the Project Board. • Identify which Partners want to develop which E-Forms. |

- Procure the E-Forms product.
- Undertake training.
- Initiate development work.
- Implement four E-Forms (including defining support processes, doing testing & user acceptance).
- Go-live with four E-Forms on web sites.
- Offer E-Forms to other Partners for reuse on their web sites when ready.

ANNEX B

1. Product Description for evaluation criteria for E-Forms, list of potential products, costed options and a recommendation to the Project Board, procurement of E-Forms product

Purpose of products

To identify and purchase the most cost effective product which meets the needs of Partners.

Dependencies

To be aware of the needs of Partners.

To obtain information from suppliers.

Format and presentation

- List of weighted criteria
- List of selected products
- Tabular evaluation of products using scoring
- Report
 - Explaining why some products have been rejected
 - Assessing costs, benefits and risks of top scoring options
 - Recommending a single product for purchase.

Quality criteria for evaluation criteria

- Seven to ten criteria provided (sufficient but not too many)
- Priorities indicated by weightings reflect the needs of Partners
- Possible to make an objective assessment based on information provided by suppliers and presentations of products.

Quality criteria for product list

- Up to 6 products
- Products which meet the following criteria:
 - Relevant standards (or are planned to do so soon)
 - Product maturity – how mature is the product, how many customers use it
 - Technical fit with Partner architectures
 - Facilities offered by the product
 - Repository size & applicability – the extent to which the product has relevant forms already created & available for reuse by the Partners
 - Technical support offered by the E-Forms vendor/supplier
 - Training available on the product
 - Whether partners are likely to use the product for Internet and/or Intranet use
 - The total cost of ownership to have the E-Forms product
 - The total ongoing revenue cost for having/using the product
 - The likelihood of the product's continued use post the initial funding phase

- Any risk factors in choosing the product
- Any Kudos factors in choosing the product
- Are sold by reputable suppliers
- Are within or close to budget.

Quality criteria for tabular evaluation

- Is it based on facts or substantiated viewpoints?
- Is it objective?
- Are the scores sufficiently different to allow a recommendation to be made to the Project Board

Quality criteria for costed options and recommendation

- Do the facts support the recommendation?
- Are there substantive reasons for selecting/rejecting a product which could be given to suppliers if requested?
- Is there a clear first choice and if not on what basis has the choice been made?

Quality criteria for procurement of E-Forms product

- Procured in accordance with Council practice?
- All relevant documentation in place?

Quality Checks for evaluation criteria

- Desk Review by Project Office and Team Managers
- Project QA to compare with information available on Internet.

Quality Checks for product list

- Desk Review by Project Office and Team Managers
- Project QA to compare with information available on Internet.

Quality Checks for tabular evaluation

- Desk review by Project Office and Team Managers
- Desk Review by Project Board.

Quality Checks for costed options and recommendation

- Desk review by Project Office and Team Managers
- Desk review by Project Board.

Quality Checks for procurement of E-Forms product

- Interim checks of process followed by Procurement Officer(s) in Council(s)
- Project QA to review documentation.

2. Product Description for identification of systems for E-Forms and Partners to be involved

Purpose of products

To select the four most suitable systems for E-Forms applications within Partner organisations.

Dependencies

Process Maps available.

Format and presentation

Report including

- Criteria used to identify E-Form applications
- Assessment of information provided in Process Maps which can inform decisions
- Additional information
- Tabular evaluation (criteria v potential applications)
- Top four recommended options with reasoning
- Rationale why some options were rejected
- Table of Partners to be involved in each of four E-Forms.

Quality criteria for report on identification of systems

- Criteria for selection take into account
 - Partner resources and availability
 - Valued added to Council business through the E-Forms, likelihood that they can be taken further
 - Ability to thoroughly test E-Forms product functionality and usability (complexity of application)
 - Meeting ODPM requirements (involve as many Partners as possible)
- Evaluation based on facts from Process Mapping and Team Managers
- Recommendation is clear
- Identifies who will be involved in what.

Quality Checks for report on identification of systems

- Workshop with Team Managers to assess options
- Desk review by Project Office and Team Managers
- Desk Review and approval by Project Board.

3. Product Description for training and development of four E-Forms

Purpose of products

To train staff such that they can then develop four E-Forms, as approved by the Project Board.

Dependencies

Decision made by Project Board on selected applications.

Suppliers able to deliver training when relevant staff available.

Format and presentation

Standard training course from supplier.

Four E-Form applications developed through prototyping and Rapid Application Development. Documentation for application to be developed alongside prototyping, eg data input/output.

Quality criteria for training

- Project Office staff who are trained understand how to use the E-Forms product
- Partner staff feel confident in using the E-Forms package with help from the Project Office up to end of March 2004
- Will Partner staff be self sufficient without support from the Project Office post March 2004?.

Quality criteria for each E-Form

- Is the requirement specification for the application clear or assumptions documented?
- Does the E-Form meet the specification and mirror the current [paper-based] system?
- Could the E-Form be used by other Partners with minimal modification
- Is the E-Form sustainable without the Project Office post March 2004?
- Does the E-Form meet the needs of Partners (see criteria for selection)?
- Has adequate documentation been produced such as record of resources consumed, problems encountered, changes to made to system/applications, etc
- Have ODPM requirements been met?

Quality Checks for training

- Project Office and Team Managers to seek feedback from staff who attended training course
- If training was inadequate seek further training if funds available.

Quality checks for E-Forms

For each of the E-Form applications the following checks should take place:

- Desk review of requirements specification by Project Office and Team Managers
- Project Office to ensure requirements specification is fully documented as issues emerge
- Testing of E-Forms against specification and current system by Project Office and Team Managers (or their business representatives)
- Desk Review of what the E-Form has achieved against documented selection criteria
- Presentation to Team Managers and other invited Partner representatives including the Project Board and e-Champions.

An overall desk review should be conducted on all four E-Forms by the Project Office, presented to the Team Managers and the Project Board.

END OF DOCUMENT