CMS Launch (Phase 1) Project Charter

Project Purpose/Justification

Background:
The Content Management Service (CMS) Assessment Committee formed in August 2015 to review campus CMS usage and to make recommendations for improving utilization of the centrally-funded web presence offering. The Committee represents a cross-campus selection of IT professionals with significant knowledge in the areas of website planning, development, and management.

The following recommendations are the top priorities of the committee:

- Create an independent governance board, drawn from the wider campus community, to guide implementation of recommendations in this report and to regularly assess and evaluate new and evolving web technologies for campus use.
- Create a Drupal-and-WordPress-based secure web hosting platform and service with minimal barriers to entry.
- Create a fully subsidized, centralized campus repository, a Library of Things, for sharing modules, plugins, themes, and other resources pertaining to website creation, data sharing, and management.
- Repurpose existing campus assessment and request that DoIT realign their existing service to support these recommendations.

Historical Information: https://cms.it.wisc.edu/historical-information/

Project Purpose (Phase 1):

Based on the recommendations of the CMS Assessment Committee, the initial goal of Phase 1 will be to consolidate WiscWeb, provided by DoIT, and the WordPress Consortium, provided by CALS, Engineering, and ?. Prior to consolidating, the project team will determine a service environment (tiers of service) that can handle as many WordPress instances that exist across campus and diminish the need for technologists to “go their own way”. The project team will engage campus partners for insight to best serve all of campus.

Phase 1 will build the necessary governance, infrastructure and process to be able begin to serve the broader campus after the consolidation of WiscWeb & the WordPress Consortium.

Key Items of consideration:

- Environment capable of handling WiscWeb & WordPress Consortium customers
- Uninterrupted, successful migration of all customers to environment
- Technological efficiency for future growth

This phase will begin to build the necessary structure to move toward the recommendations purposed by the CMS Assessment Group:

- There will be a governance structure in place to support the web activity
- There we will be WordPress-based secure web hosting platform
Project Approach

Goals:
1. Offer a campus-wide CMS Hosting Service that is cost effective, scalable, and collaborative
2. Use a common centralized infrastructure to provide colleges, units, and departments the autonomy to make specialized changes
3. Lower the campus risk for a CMS Hosting platform
4. Proper Governance for the Overall Service

Team: Roles and Responsibilities

<table>
<thead>
<tr>
<th>Executive Sponsor</th>
<th>COO - Michael Lehman</th>
<th>The project sponsor is the champion of the project and has authorized the project.</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>• Provides funding of the project and is ultimately responsible for its success</td>
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<td>• Provide resources for the project</td>
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<td>• Represents project above and outside WIDA</td>
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<thead>
<tr>
<th>Managing Sponsors</th>
<th>Jason Pursian</th>
<th>Responsible for decisions affecting project cost and value (capabilities delivered and timeline)</th>
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<tr>
<td></td>
<td>Melissa Tran</td>
<td>• Communicates project status to campus leaderships</td>
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<td></td>
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<td>• Resolve escalated issues raised from project manager</td>
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<td></td>
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<td>• Resolves cross-functional resource availability problems</td>
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<thead>
<tr>
<th>Work Group Stakeholders</th>
<th>Anthony Tallmadge</th>
<th>Provide guidance and feedback on progress</th>
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<tr>
<td></td>
<td>Eric Giefer</td>
<td>Attend meetings and follow-through on assigned action items</td>
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<tr>
<td></td>
<td>Ryan Engel</td>
<td>Participate in the elicitation of requirements, and the evaluation of vendor solutions</td>
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<td></td>
<td>Al Nemec</td>
<td>Assist in the development of requirements and plans for phases 3 and 4</td>
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<td></td>
<td>Jason Paulsen</td>
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<td></td>
<td>Libby Peterek</td>
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<tr>
<th>Other Stakeholders</th>
<th>Tamara Walker</th>
<th>While the specific role of stakeholders will vary according to skill set and specific area of expertise, stakeholders are expected to contribute to the development and execution of the project goals and deliverables</th>
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<tr>
<td></td>
<td>Jake Simon</td>
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<td></td>
<td>Phillip Jochimsen</td>
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<td></td>
<td>Jamie Gutkowski</td>
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<td>Jeff Ballard</td>
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<td>Eric Straavaldsen</td>
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### Governance

*UW-Madison Technical Advisory Group(s) you believe are most appropriate to review the project.*

- ✔ **Divisional TAG**
- ❏ **Teaching and Learning TAG**
- ❏ **Research TAG**
- ✔ **Infrastructure TAG**

**There is a preliminary committee put together to review web governance.**

### High-Level Milestones

These are target dates with significant effects on project value if not met. These milestone timeframes are based on current information. These timeframes will be regularly updated based on the progress of the project.

<table>
<thead>
<tr>
<th>Phase Milestone</th>
<th>Goal Time Frame</th>
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<tr>
<td>Phase 1</td>
<td>June 30, 2018</td>
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<tr>
<td>Phase 2</td>
<td>Beginning in Fall 2018</td>
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### Benchmarks - proposed

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<th>Benchmark</th>
<th>Metric</th>
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Project Proposal Intake Questions (ITC)

Alignment with Campus Strategic Framework: Categories of the Campus Strategic Framework are supported by this project.

- Educational Experience
- Research and Scholarship
- The Wisconsin Idea
- Our People

✓ Resource Stewardship

1. Similar Campus IT Services/Projects: Are you aware of any existing service currently utilized on campus, or any project in development, that is similar to what you are proposing to do? (Note: If the purpose of your project is explicitly to replace, or modify an existing campus service, please answer ‘Yes’ to this question)

Checklist:

✓ Yes

- No

If yes, what existing, similar shared service/s or project/s did you identify and what additional value will this proposed service or project provide? What differentiates it from similar existing services or projects? (Please explain in description above)

The goal of Phase 1 is to consolidate two campus services into a common infrastructure and to incentivize other similar services and departments managing websites independently to use the service.

2. Potential campus-wide service: If this project will create a new service, does it have the potential to become or replace a campus-wide shared service?

Checklist:

- Yes

✓ No

There are comparable services in progress currently, the purpose of the project is to join the best of breed into a model that supports the multiple existing services.

3. Cost to develop and implement: What is the estimated total IT cost to develop and implement the project? (Include software/hardware purchases and licensing, IT staff time, consultants, etc.)

Checklist:

- Less than $100,000

✓ $100,000 to $499,000

- $500,000 or more
4. Initial labor cost: What are the estimated hours of UW-Madison IT staff time needed to develop and implement the project?

Checklist:
- ❏ Less than 500 hours
- ✓ 500 to 4,999 hours
- ❏ 5,000 hours or more

5. Ongoing costs: What are the estimated total IT costs to operate/maintain the solution for the three-year period following implementation? (Include software/hardware maintenance and licensing, IT staff time, etc.)

Checklist:
- ❏ Less than $100,000
- ✓ $100,000 to $499,000
- ❏ $500,000 or more

6. Funding status: Is your project fully funded?

It is funded for now through the campus assessment and a bridge year cost of $135,000 to do the project work.

7. Impact on infrastructure: Do you anticipate that the solution may require increasing the capacity of existing UW-Madison infrastructure? (Ex; network, storage, datacenter allocation, cooling, power...)

Checklist:
- ❏ Yes
- ✓ No
- ❏ Unknown (I am requesting consulting)

The plan is to use AWS Services

8. Scope of the project’s impact: How many departments or divisions will be affected by the project if it is implemented? (Choose one)

Checklist:
- ❏ Department/Divisional
- ❏ Two or more divisions
- ✓ Campus-wide/UW System

9. Roles of end users: What are the roles of end users who will be affected by the project if it is implemented? (Check all that apply)

Checklist:
- ✓ Students (credit or noncredit)
10. Total number impacted: What is the total number of people directly or indirectly affected by the solution?

   Checklist:

   ✓ Less than 1,000 (Application Service Providers/Site Owners)
   ❏ 1,000 to 9,999
   ❏ 10,000 or more

11. Data security: Will the project collect, store, or access data that must be kept private? (For example, data classified as restricted or sensitive by FERPA, HIPAA, or other policies?)

   If yes, has the Cybersecurity Governance, Risk Management and Compliance team been engaged to help evaluate the project? If not, please contact the team: cybersecurity@cio.wisc.edu

   Checklist:

   ❏ Yes
   ✓ No

RMF Process will be necessary

12. Procurement: External purchases will require following processes that are unique to the UW and the State (http://www.bussvc.wisc.edu/purch/pppindx.html). Approval to move forward with any project will be subject to meeting the relevant requirements for your purchase. Have you contacted Purchasing Services with regard to this specific purchase? (Purchasing Services, 21 N Park St Suite 6101, Madison, WI 53715  608-262-1526, purch@bussvc.wisc.edu)

   Checklist:

   ❏ Yes
   ✓ No

WordPress is open-source software. Our purchasing group has reviewed the terms of service.