

## THE PROPOSAL

On the client/company side, I partnered with the firm's principal-in-charge for this project in order to review, refine and further develop the project vision. A service provider and program development team had already been selected prior to my coming on board. I met with those teams separately and together to review the overall deliverables and to work on a solid project timeline. I had had experience in system conversion from UNIX to Web-based, but this would be my first fully interactive Website development opportunity. In the next few weeks, I worked with the technical team to translate the end-user/client requirements into technical functionalities.

## THE MANAGEMENT

This project was managed in a tight timeline, as expectations were high for the deployment of the company's Website in a timely manner. I developed various processes and procedures in conjunction with the technical team and our firm's expectations. This project snapshot includes, but is not limited to:

- Schedule: frequent update meetings (MS Project, Outlook)
- Develop: Processes and technical routines (Visio)
- Define and Develop: Tracking and business database (Access)
- Design end-user documentation and training materials (Word, PowerPoint)
- Deliver company training modules and end-user manuals (PowerPoint)
- Consultant/support end-user functionality, communicate back to technical team
- Track and resolve any outstanding issues

## THE OUTCOME

Although this was a successful project with a happy ending, there were challenges to overcome. One such challenge involved tracking projects created, and information uploaded to the Website's project management/extranet feature. The Website tool did not have a database-reporting feature. In order to maintain Website information and produce status and expiry reports, I created an external database and associated processes in order to capture any Website activity. By using this approach, the Website documents for hundreds of the firm's projects were successfully managed in real-time.

Over the years, there has been some modification to the Website both on the public side and the extranet side, but essentially, *the Website* - and my first fully interactive Website development project - has been going strong since November, 2000.