

Electronic Survey Application

Administration

The key component of the surveys solution will consist of a browser based Internet application. While survey access will be made available to mobile devices, control and maintenance will be handled via a protected administration interface. Key elements provided to meet the core requirements will include:

- A password protected administration area with the following features:
 - Add and manage user accounts
 - Add and manage surveys
 - Retrieve survey results
- Browser version of the surveys available for submission

- **User Accounts**

User accounts will be implemented to control who has access to survey management and results data. A primary account manager will be assigned who has access to all features including the ability to create and manage other users. All other users will have access to all features except for user account management.

- **Surveys**

Users will have the ability to create new surveys and edit existing ones. In the interest of providing audio capabilities, it is our recommendation that mp3 files be assigned to each question which can be played at the visitor's discretion. These mp3 files will be created by the Client as needed and uploaded to the server using the administration tools. Key features of this tool are:

 - Add/edit surveys
 - Add/edit survey questions
 - Indicate type of response required (selection, multiple choice, etc.)
 - Add possible responses
 - Upload and assign an mp3 file for both a male and a female version of the audio track for each question
 - Set a simple login code for each survey to ensure that only those people who have been requested to fill out a survey will be able to do so

Sample Technical Writing

Project Scope



- **Survey Results**

Users will be able to retrieve survey results for any and all surveys which have been collected. Key elements of this feature are:

- Filter results by survey or date
- Export results into CSV format to be used in Excel or other compatible software

Surveys

Surveys will be completed through both a standard browser approach as well as mobile-based alternatives. Key elements provided to meet the core requirements will include:

- Survey Access
- Audio Enhancements
- Survey Submission

- **Access**

Although access to surveys should be straightforward and with minimal interference, the potential for random visitors to submit unsolicited surveys is significant enough that a simple access code will be required prior to access the survey. This code will be assigned by the users via the administration tools.

- **Audio**

As part of the initiative to make surveys friendly and accessible, audio versions of each question will be made available to the visitor. At the start of each survey they will be given the opportunity to indicate whether they would prefer a male or female orator and all audio files provided throughout the survey will be selected based on that preference.

Each audio file will be created and uploaded by the Client as an individual mp3 file and assigned to the appropriate question using the administration tools. This approach offers much more flexibility as the Client will be free to create and change surveys as they wish. In the case of the Client not wishing to create and manage their own audio files they will be free to contract The Developer or other third party resource without impacting the tool's flexibility.

Audio playback will be achieved through the use of HTML5. This latest version of HTML includes multimedia capabilities such as audio playback without the need for third party plugins such as Flash and is available across most if not all platforms. A play button will be included beside each question that can be pressed to hear the accompanying audio. If the visitor is using an interface not capable of utilizing HTML5 then the survey will still be available but the play buttons will not.

- **Submissions**

Once completed, all survey results will be stored in a single database for eventual retrieval. In order for this to occur, all platforms accessing the surveys will require an active internet connection.

Assumptions

The following assumptions as understood by The Developer will be the basis for this proposal and any recommended solutions:

- **Website/Application Hosting**

The surveys and all associated management and reporting features will be hosted by The Developer on a secure server housed in their state-of-the-art datacenter.

- **Database Hosting**

The application database will be hosted by The Developer on a secure server housed in their state-of-the-art datacenter and will be accessed directly by all versions of the application including browser and mobile versions.

- **Mobile Access**

Mobile access to surveys will be made available through the use of an installable app which will utilize the same browser based version specifically optimized for each device. This approach allows for a few key benefits:

- A one-time installation of the app on each device
- Updates made to the application are available immediately across all devices
- Reduced development time

Description	Solution	Version(s)
Hosting Environment	LAMP	N/A
Programming Environment	PHP	5.3+
Database	MySQL	5+
Disk Space	Sufficient to store database and media files	N/A
Bandwidth	Sufficient to efficiently stream audio and video media to a large number of visitors	N/A
Connectivity	Internet Connection	N/A
Browser	Firefox	17+
	Internet Explorer	9+
	Chrome	25+
	Safari	6+
Tablet	Android	2.3+
	iPad	6+
Smartphone	Android	2.3+
	iPhone	6+
	Blackberry	Z10

Methodology and Approach

Project Management Approach

A Project Sponsor will be identified at the the Client who will help the project team in further identifying and defining the project requirements. The Project Sponsor will also be responsible for providing the project team at Atomic North with any ongoing help or direction as required throughout the project. All funding decisions will also be made by the Project Sponsor.

The Project Director, Christopher Muggridge, will manage the project at a strategic level and will assure that the project is delivered in accordance to the commitments. Any delegation of approval authority to the Project Director should be done in writing and be signed by both the Project Sponsor and Project Director.

The Project Manager will have the overall authority and responsibility for managing and executing this project according to this Project Plan and its Subsidiary Management Plans. The project team will consist of personnel from the coding group, design group, and testing group. The Project Manager will work with all resources to perform project planning. All project and subsidiary management plans will be reviewed and approved by the Project Sponsor.

The project team will be a matrix in that team members from each organization continue to report to their organizational management throughout the duration of the project. The project manager is responsible for communicating with organizational managers on the progress and performance of each project resource.

Project Scope

The scope of the the Client survey project includes planning, design, development, and testing. Project completion will occur when the survey, administration, and reporting packages have been successfully executed and transitioned to the Client for dedicated use and proper support channels have been established.

All project work will be performed by Atomic North and there will be no outsourcing to any external vendor unless a specific need is identified during later stages of the requirement gathering process. The scope of this project does not include any changes in requirements to standard operating systems to run the software, software updates or revisions.

Milestone List

The chart below lists the major milestones for the the Client survey project. This chart is comprised only of major project milestones such as completion of a project phase or gate review. There may be smaller milestones which are not included on this chart but will be included in the project schedule and WBS engineered after acceptance of proposal. All dates mentioned are projections based on a 5 working days/week schedule. If there are any scheduling delays which may impact a milestone or delivery date, the Project Sponsor will be notified immediately. Any approved changes to these milestones or dates will be communicated to the project team by the Project Manager.

Milestone	Deliverables	From Date of Project Flag off.
Inception	All project planning documentation (including Scope Management, Project Requirements, WBS, etc.) will be completed and approved	5 th Day
Elaboration	Architectural Enhancements, Database Design Changes and GUI Enhancements.	7 th Day
Application Development	Development of application functionality and reporting + Unit Testing	40 th Day
Mobile Interfaces	Development of Mobile User Interfaces	45 th Day
User Acceptance Testing	User Acceptance Sign Off Document	50 th Day
Production Cut Over	Configuration Management, Final Review of Deliverables etc., Go – No go decision	51 st Day
Product Launch	Software completed and transitioned to client	52 nd Day

	Start	End	3 Day Unit																
			3	6	9	12	15	18	21	24	27	30	33	36	39	42	45	48	51
Inception	1	5	1	5															
Elaboration	6	7		6	7														
Core Programming	8	30			8												40		
Mobile Interfaces	31	50														41		45	
User Acceptance Testing	51	55																46	50
Production Cut Over	56	56																	51
Product Launch	57	57																	52

Schedule Baseline & Work Breakdown Structure

The Work Breakdown Structure (WBS) for the the Client survey project will be comprised of work packages which will not exceed 40 hours of work but are at least 4 hours of work. Work packages will be developed through close collaboration among project team members and stakeholders with inputs from the Client stakeholders where and when required.

The WBS Dictionary will define all work packages for the the Client survey project. These definitions include all tasks, resources, and deliverables. Every work package in the WBS will be defined in the WBS Dictionary and will aid in resource planning, task completion, and ensuring deliverables meet project requirements.

The the Client survey project schedule will be derived from the WBS and Project Charter with input from all project team members. Once put in place, the schedule will be reviewed by the Project Sponsor, approved, and base-lined. Any proposed changes to the schedule will follow Atomic North’s change control process. If established boundary controls may be exceeded, a change request will be submitted to the Project Manager. The Project Manager and team will determine the impact of the change on the schedule, cost, resources, scope, and risks. If it is determined that the impacts will exceed the boundary conditions then the change will be forwarded to the Project Sponsor for review and approval.

If the change is approved by the Project Sponsor then it will be implemented by the Project Manager who will update the schedule and all documentation and communicate the change to all stakeholders in accordance with the Change Control Process.