Task Force WEB

Lessons Learned

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Outline

- Schedule & Risk Management
- Process Management
- Technical Issues
- Information Assurance
• Aggressive schedule results in 80% solution
  - Architecture to implementation in 90 days resulted in changing baseline
  - Need to identify level of acceptable “solution” risk
    • Is 80% sufficient?
  - Important that expectations be properly managed
  - Time for testing needs to be incorporated
  - Time for training needs to be incorporated
Process Management

• Configuration Management
  - Critical to a true enterprise solution
  - Needs to be in place from the start
    • Example: Portal Connector
  - Stable baseline needs to be established
  - Documentation must be maintained
    • Balance between operational need to make changes quickly and strict CM needs to be found

• Teams need to be fully integrated
  - Geographic distance caused communication lags which impacted on CM

• Single POC for install, training, SOVT
Technical Issues

- Dependencies need to be clearly identified
  - Example: IE 5.5; interaction with IT-21
- Portal needs to be part of larger IT architecture and fully integrated
- Design decisions and impact need to be clearly understood across entire team
  - Local content in the portal engine/impact on replication
- Integration of COTS products is not simple
- Long term ILS needs to be clearly identified
Technical Issues

• Applications need more “portalization”
  - Apps need to be geared toward small amount of screen space
  - Application owners need training on designing for a portal as well as on level of integration
    • Everyone immediately develops to lowest level of integration
  - Cleverpath’s workplaces function is clunky and difficult to understand. Checkboxes similar to commercial websites would be better
  - Local customization is critical
  - Bandwidth considerations
Technical Issues

• Content storage needs to be identified
  – Who owns/maintains
  – Customers want to be able to add local content
  – Need ability to pull and cache content locally

• Define Metrics early and determine method of collection.
  – Still need good measurements of what portal does to afloat bandwidth requirements

• Enterprise directory is critical
  – Largest technical issue still confronting us
• IA will always come back to haunt you
  – Policy is not a solution
  – IA solutions take longer than expected; approval process is lengthy.
• Need out of the box thinkers