

PROJECT CHARTER

Enterprise Learning Management System



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*ENTERPRISE LEARNING MANAGEMENT SYSTEM
PROJECT CHARTER*

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DOCUMENT CHANGE ACTIVITY

The following is a record of the changes that have occurred on this document from the time of its original approval.

PAGE	CHANGE DESCRIPTION	AUTHOR	DATE

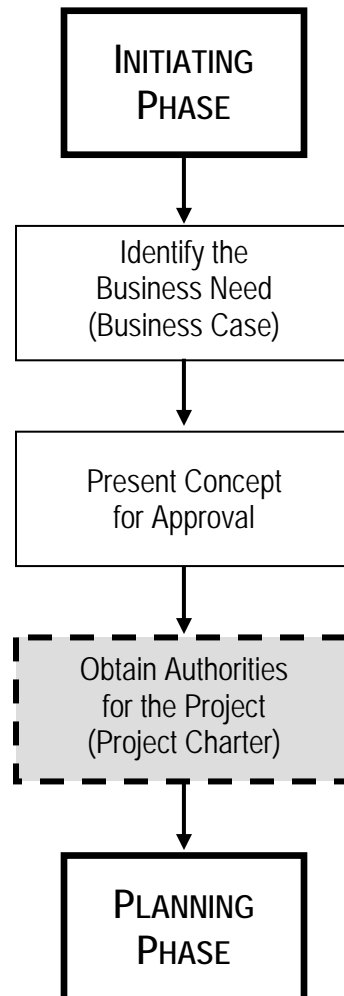
*ENTERPRISE LEARNING MANAGEMENT SYSTEM
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1. CHARTER PURPOSE

The charter serves as an agreement and commitment between the sponsors and the project manager. The charter makes explicit the mission, authority, and responsibility of the LMS project. The charter also conveys commitment from and implied support by the sponsors, committees, and work teams. The approved charter is the commitment to begin the "Planning Phase".



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2. PROJECT BACKGROUND

Currently there are approximately 36,000 employees working in over 100 state agencies in Oregon. Agency size varies from the largest, Oregon Department of Human Services (DHS) with over 9,000 employees, to very small boards or commissions with only four or five employees. Most of the larger state agencies have a training department, and there is also a central state training function operated out of the Oregon Department of Administrative Services (DAS). Agencies currently register and track training participants using database software, or a manual process; class registration is done on-line in some agencies, but manually in many agencies. There is currently no automated sharing of class information allowing employees from one agency to register and attend classes offered by another agency, and there is no tracking system allowing an employee's training history to be available to other agencies were that employee to transfer.

In August 2004, the state of Oregon awarded a statewide price agreement for a learning management system (LMS) to Meridian KSI. The LMS is an online learning and knowledge management infrastructure that integrates courseware delivery, administrative documentation, knowledge mapping, collaboration tools, knowledge capture, and performance management. The solution includes an integrated learning site capable of delivering and tracking learning opportunities in multiple platforms/media. As an integrated learning program, the site will include competency modeling, skills-gap analysis, and performance management tools. These tools will individualize the learning experience for employees and track proficiency against the stated competencies. The site will also provide related learning opportunities to develop the desired proficiency in these competencies.

DHS was the first state agency to purchase and implement the LMS. At the end of the 2005-07 biennium DAS – Human Resource Service Division (HRSD) was able to purchase a derivative enterprise license in order to implement the system statewide. The derivative enterprise license will allow each state agency to create a uniquely branded site of the LMS while still sharing the consolidated database. Currently, DHS owns the LMS. Ownership of the system will be switched over to DAS when the statewide rollout to other state agencies begins. The hardware and software used for the system is located at the State Data Center.

3. PROJECT PURPOSE

The purpose of this project is to facilitate the implementation of the enterprise LMS (E-LMS) for 67 state agencies. The implementation is to be planned and executed in such a way as to ensure this product will fulfill its expected role as a key tool used to support the state of Oregon's training and workforce development efforts.

4. PROJECT SCOPE

The scope of the project includes:

1. Implement an LMS to 67 State of Oregon agencies only.
2. Review and analyze SDC system (hardware and software requirements) in order to provide a stable LMS product, housed and maintained at the SDC
3. Stage a fully implemented LMS product (development, stage and production) on the SDC server

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4. Review and analyze system (hardware and software requirements) at each State agency in order to successfully implement the SDC LMS version (all or in part).
5. Review and analyze specific business requirements for each State agency to successfully implement the SDC LMS version (all or in part).
6. Review and design configuration options for each State agency.
7. Map out specific process flows and roles for each State agency as required to align with the pre-defined roles for the SDC LMS version (all or in part)
8. Define requirements for existing data migration, security and reports for each State agency.
9. Design data conversion approach for each State agency.
10. Create service level agreements for system maintenance between SDC and agencies in need
11. Analyze and address the following implications for the LMS:
 - a. policies
 - b. Labor
 - c. HRIS systems migration

Required for User Acceptance Test (UAT)

1. Items 1-6 above have been completed
2. Develop UAT scope (who, what, when, how)
3. All required upgrades and system changes are fixed during UAT
4. Test and validate the development and staging LMS
5. Provide data for development and staging LMS
6. Create/implement web interface branding from pilot agencies
7. Test functionality (fully operational based on pre-defined function workflows – registering for a course, accessing enrollments, transcripts, etc)
8. Test Web user interface

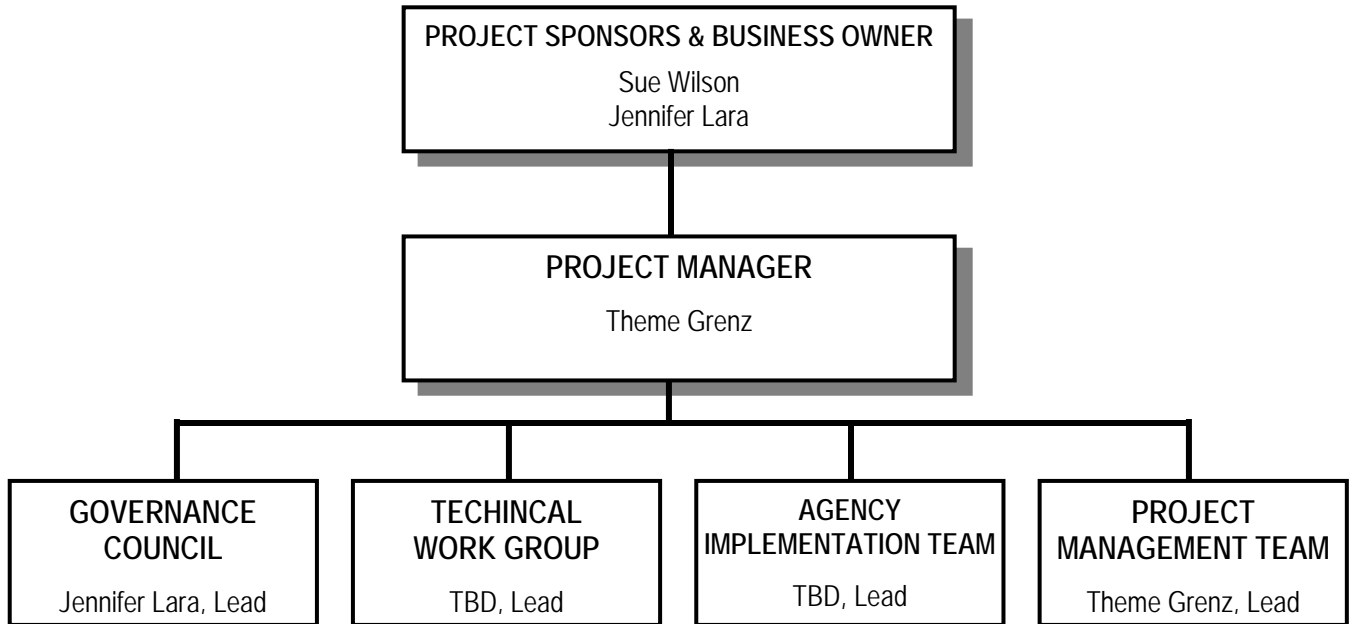
Required for Pilot (repeated as each State agency plans to launch)

1. Items 1-7 above have been successfully completed
2. Develop pilot scope (who, what, when, how long)
3. Implement communication plan
4. Migrate data to Meridian production
5. Test reports and data migration scripts
6. Define business processes for administering passwords
7. Train pilot participants in the new processes
8. Conduct pilot
9. Monitor and track pilot results.
10. Agree on proposed solutions to priority issues and implement changes

Required for Full Release

1. Required changes from pilot have been approved
2. Successful execution of pilot(s) (including all proposed functional, content and reporting issues)
3. Conduct an assessment of end user system usability
4. Data migration from old training systems (OLTRS or other training repositories)

6. PROJECT ORGANIZATION



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6.1 PROJECT SPONSOR'S & BUSINESS OWNER

The Project Sponsor's initiate the project proposal process, champions the project, and is the ultimate decision-maker for the project. The Project Sponsor's provide support for the Project Manager, approves major deliverables, and signs off on approvals to proceed to each succeeding project phase. They assure appropriate resources, funding, and the final decision on issues that may need resolution by the project team.

The Business Owner is responsible for decision-making at the Human Resource Services Division level. The Business Owner works with the Project Manager to define project scope, charter, execute/control, and close out the project. The Business Owner is responsible for providing the business resources with subject matter expertise throughout the project's lifecycle. The Business Owner communicates with all levels of management on project progress.

6.2 PROJECT MANAGER

The Project Manager is responsible for the project plan, organization, work execution, and controls to ensure successful project performance relating to cost, schedule, and quality. The Project Manager is responsible for delivering the agreed-upon business goals and objectives on time, within budget, and with the expected level of quality. The Project Manager works closely with the Project Sponsor to plan the project, resolve issues, and monitor team activities.

6.3 GOVERNANCE COUNCIL

The Governance Council is responsible for overseeing the management of the E-LMS. This is the overall governing body of the enterprise and the final decision making council. The Governance Council is responsible for making key strategic decisions regarding the project and in resolving any issues that impact the enterprise or organizational policy or procedures. The Governance Council will provide guidance on system change management, user authority levels, system enhancements, cost sharing models for future system growth, and other product management oversight issues and subjects. They will ensure the timely and effective cooperation of their staff, departments and other operating units.

Members

- ✓ Jennifer Lara, DAS
- ✓ Chet Houser, Parks & Recreation
- ✓ Judy Gerrard, DHS
- ✓ Tracy Martineau, OHCS
- ✓ Theme Grenz, DAS
- ✓ Mark Hunt, Education
- ✓ Liz Snook, Education
- ✓ Sharon Tietsort, Lottery
- ✓ Ben Berry, ODOT
- ✓ Kate McGann, OSL
- ✓ Linda Teet, CCB
- ✓ Kristin Jones, Employment
- ✓ Machell Depina, Lottery
- ✓ Doris L Ryan-Poe, Revenue
- ✓ Brandy Meng, DAS
- ✓ Chris Roach, Forestry
- ✓ Cassie Graham, Education
- ✓ Kristin Jones, Employment
- ✓ Karen Zimmer, Lottery
- ✓ Lynn Oliver, Oregon Youth Authority
- ✓ Lisa Romo, PERS

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6.4 TECHNICAL WORK GROUP

The Technical Work Group (TWG) is responsible for making system (hardware and software) recommendations to the Governance Council. The Technical Team represents the state of Oregon as the IT enterprise infrastructure.

Members

- ✓ Richard Woodford, DAS
- ✓ Randall Whitehouse, DAS
- ✓ Fred Gargiulo, DAS
- ✓ Richard Grace, DHS
- ✓ Conch Virata, DHS
- ✓ Theme Grenz, DAS
- ✓ Scott Smith, DAS
- ✓ Richard Quendun, DAS
- ✓ Susan Blanche-Kappler, DHS
- ✓ Steven Liabraaten, DHS
- ✓ Aaron Karjala, DHS
- ✓ Brandy Meng, DAS

6.5 AGENCY IMPLEMENTATION TEAM

The Agency Implementation Team (AIT) is responsible for making recommendations to the Governance Council. The AIT represents the state of Oregon as the enterprise and main project stakeholders. The AIT is the E-LMS project liaison to state agencies and serves as an information conduit between the agencies and the project. AIT provides the forum for agency and project staff to discuss project activities and the agencies' involvement in these activities. The goal of the AIT is to facilitate agency preparations for the implementation of the E-LMS. AIT is the core group that will lead the implementation of the E-LMS within their agency.

Members

TBA

6.6 PROJECT MANAGEMENT TEAM

The Project Management Team members are responsible for executing tasks and producing deliverables as outlined in the project plan and directed by the Project Manager, at whatever level of effort or participation has been defined for them. Some Project Team members may serve as Team Leaders for sub-teams, providing task and technical leadership.

Members

- ✓ Theme Grenz, DAS
- ✓ Brandy Meng, DAS

7. REVIEW AND APPROVAL

Name	Reviewed; Wants to Review Again and See Changes	Reviewed; No Further Review Needed	No Response
Jennifer Lara	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Theme Grenz	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>