User Centered Software Development

Judith Olson

Today

- Project Plan
  - What are we going to do
- Business Case
  - Why are we doing this
  - With special emphasis on the comparative analysis

Project Plan

- Iterations
  - "Plans are nothing, planning is everything."
  - Things will change
  - You will know more, so can plan in more detail
  - Work Breakdown Structure gets more detailed

What's in a Project Plan?

- Coversheet
  - Project name
  - Team name
  - Team members
  - Date
- Business Need or Problem
  - Succinctly stated
  - Evidence that it is a need/problem

What's in a Project Plan?

- Statement of Work
  - Specifically, what you will do to solve the problem or fulfill the need
- Stakeholders
  - Project sponsor
  - Upper management
  - Users
  - Maintainers
  - 'Who cares about this?'
- Technical (and other) constraints

What's in a Project Plan?

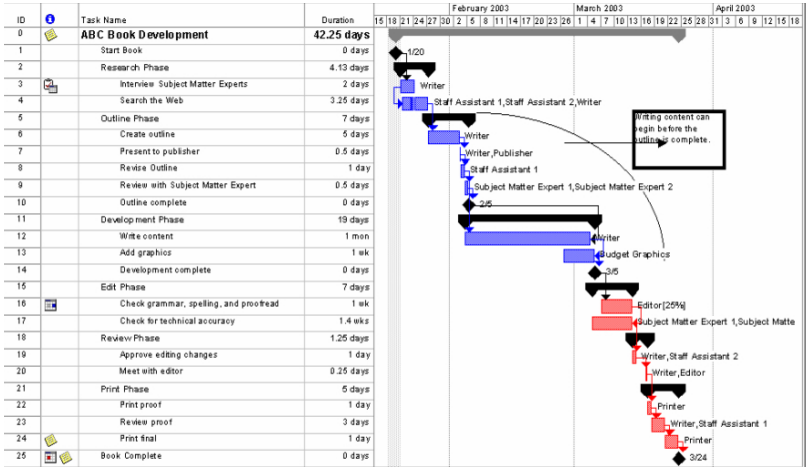
- Work Breakdown Structure
  - Tasks to be done to accomplish the work
  - Not just assignments, activities leading up to the assignments
  - Each iteration, more detail
- For each task
  - How long it will take?
  - Who will do it?

What's in a Project Plan?

- Who is going to do it
  - Roles
    - Differ for each activity
    - Project manager for that activity
    - Draft writer
    - Editor
    - Minute (notes, really) taker
    - Interviewer
    - …
    - Social director

What's in a Project Plan?

- Gantt chart
  - When something can start
  - When something has to be done
  - Dependencies



  - Who will serve as project manager for various periods of time

What's in a Project Plan?

- Well written, professionally formatted

Project Plan - summary

- Title page
- Business Need or Problem
- Statement of work
- Stakeholders
- Technical constraints
- Work Breakdown Structure
  - Time, Who
- Gantt
- Who will serve as Project Manager for various periods of time

Business Case

- Why are we doing this?
- Project statement (including the Business need or opportunity)

"JWD'c Consulting's strategic goals include continuing growth and profitability. The Project Management Intranet Site Project will support these goals by increasing visibility of the firm's expertise to current and potential clients by allowing client and public access to some sections of the intranet. It will also improve the profitability by reducing internal costs by providing standard tools, techniques, templates to all internal consultants. The intranet will have the following features:....."

Business Case

- Stakeholders
  - Everyone who cares
- Stakeholder analysis
  - What they care about
  - Level of interest
  - How important each is to the project

  This leads to how you are going to communicate with them as the project unfolds.

Business Case

- Comparative analysis
  - *More at the end*
- Market analysis
  - What can you find out?
  - You could even Go to the Merage Business Library and talk to a reference librarian
  - Is there a market for this?

Business Case

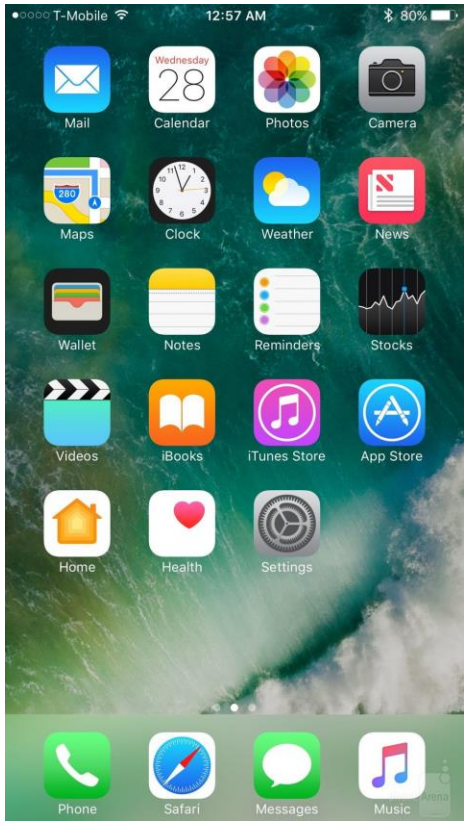
- Cost/benefit analysis
  - Cost
    - Estimate how many hours/week each of you will put in
      - For a 4 credit course, we assume 12-16
  - Benefits (for you, and the company)
    - Tangible
    - Intangible

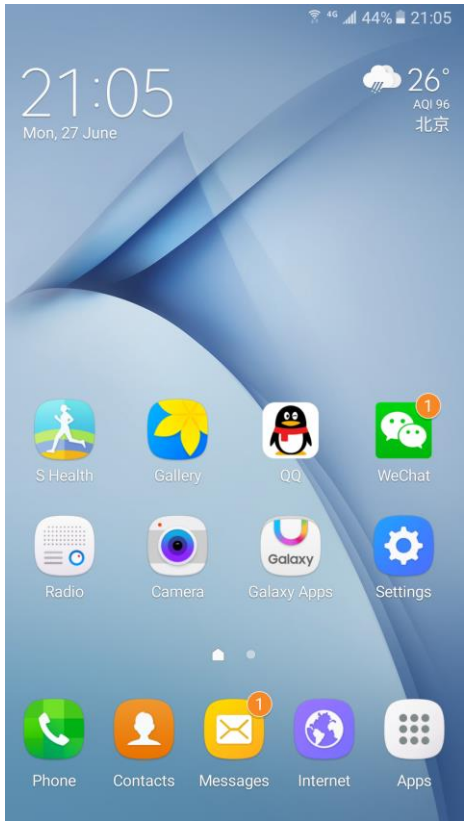
Comparative Analysis and general research

- Find out about competing products/services
  - Line up the features offered
- Later find out about different ways of navigating, presenting
  - See different ways to do things
    - Navigate, offer choices, layout, …

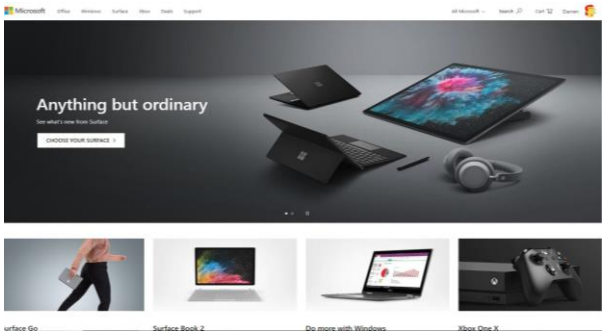
Find comparable products/services

- Compare their features
- Assess functionality, usability, aesthetics





Find comparable products and services



- Compare their features
- Assess functionality, usability, aesthetics, or whatever is relevant

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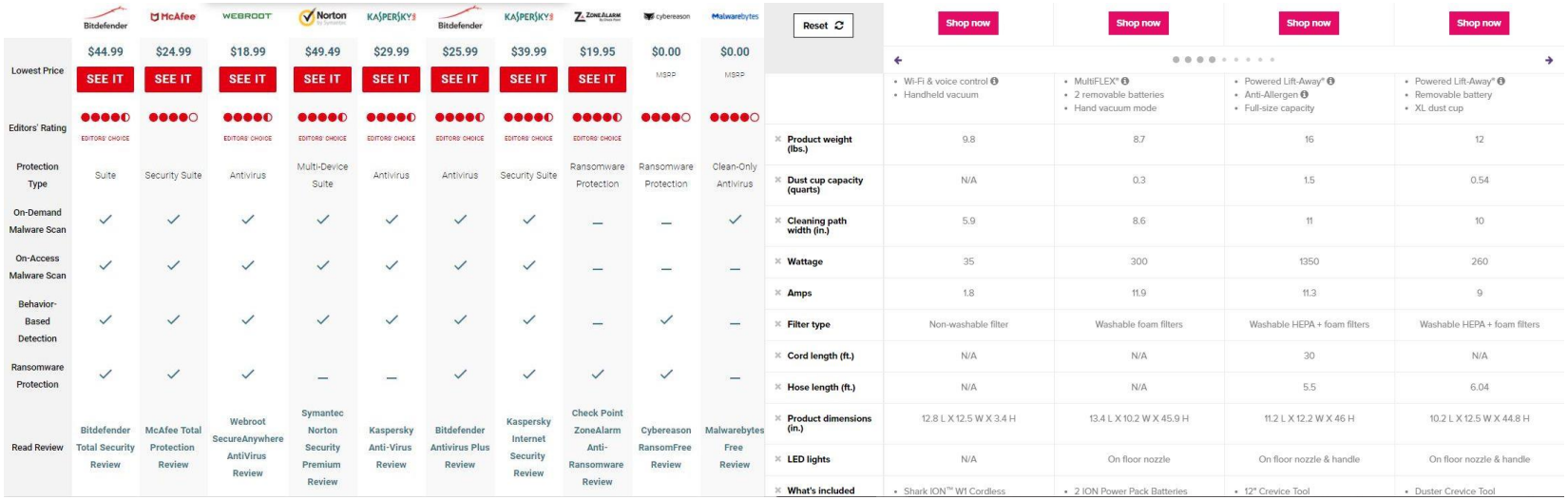

	Bitdefender	McAfee	WEBROOT	Norton	KASPERSKY	Bitdefender	KASPERSKY	ZoneAlarm	cybereason	Malwarebytes
Lowest Price	$44.99 SEE IT	$24.99 SEE IT	$18.99 SEE IT	$49.49 SEE IT	$29.99 SEE IT	$25.99 SEE IT	$39.99 SEE IT	$19.95 SEE IT	$0.00 MSRP	$0.00 MSRP
Editors' Rating	●●●●◐ EDITORS' CHOICE	●●●●○	●●●●◐ EDITORS' CHOICE	●●●●◐ EDITORS' CHOICE	●●●●◐ EDITORS' CHOICE	●●●●◐ EDITORS' CHOICE	●●●●◐ EDITORS' CHOICE	●●●●◐ EDITORS' CHOICE	●●●●○	●●●●○
Protection Type	Suite	Security Suite	Antivirus	Multi-Device Suite	Antivirus	Antivirus	Security Suite	Ransomware Protection	Ransomware Protection	Clean-Only Antivirus
On-Demand Malware Scan	✓	✓	✓	✓	✓	✓	✓	–	–	✓
On-Access Malware Scan	✓	✓	✓	✓	✓	✓	✓	–	–	–
Behavior-Based Detection	✓	✓	✓	✓	✓	✓	✓	–	✓	–
Ransomware Protection	✓	✓	✓	–	–	✓	✓	✓	✓	–
Read Review	Bitdefender Total Security Review	McAfee Total Protection Review	Webroot SecureAnywhere AntiVirus Review	Symantec Norton Security Premium Review	Kaspersky Anti-Virus Review	Bitdefender Antivirus Plus Review	Kaspersky Internet Security Review	Check Point ZoneAlarm Anti-Ransomware Review	Cybereason RansomFree Review	Malwarebytes Free Review

Reset	Shop now	Shop now	Shop now	Shop now
	• Wi-Fi & voice control • Handheld vacuum	• MultiFLEX® • 2 removable batteries • Hand vacuum mode	• Powered Lift-Away® • Anti-Allergen • Full-size capacity	• Powered Lift-Away® • Removable battery • XL dust cup
Product weight (lbs.)	9.8	8.7	16	12
Dust cup capacity (quarts)	N/A	0.3	1.5	0.54
Cleaning path width (in.)	5.9	8.6	11	10
Wattage	35	300	1350	260
Amps	1.8	11.9	11.3	9
Filter type	Non-washable filter	Washable foam filters	Washable HEPA + foam filters	Washable HEPA + foam filters
Cord length (ft.)	N/A	N/A	30	N/A
Hose length (ft.)	N/A	N/A	5.5	6.04
Product dimensions (in.)	12.8 L X 12.5 W X 3.4 H	13.4 L X 10.2 W X 45.9 H	11.2 L X 12.2 W X 46 H	10.2 L X 12.5 W X 44.8 H
LED lights	N/A	On floor nozzle	On floor nozzle & handle	On floor nozzle & handle
What's included	• Shark ION™ W1 Cordless	• 2 ION Power Pack Batteries	• 12" Crevice Tool	• Duster Crevice Tool

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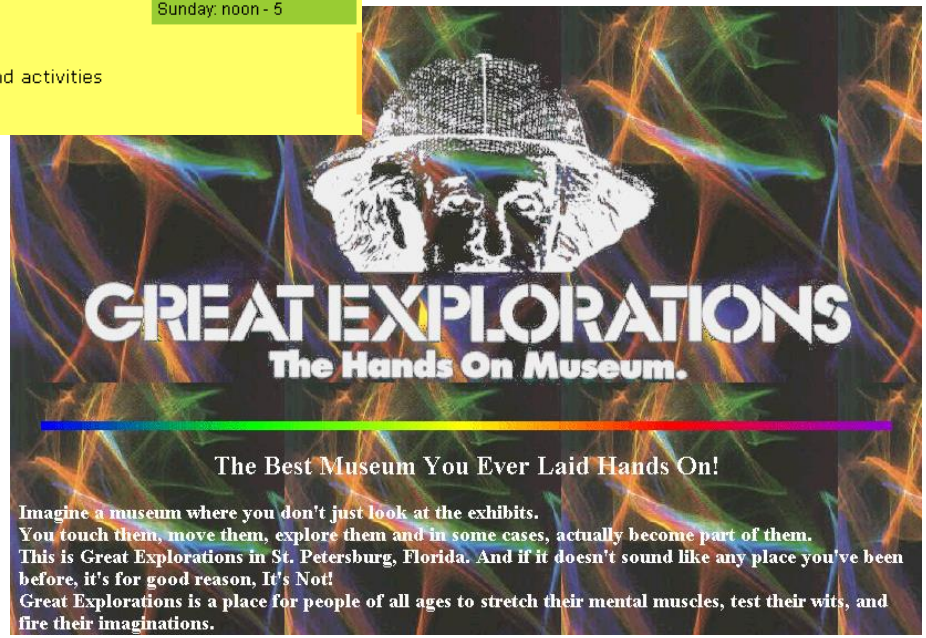
Microbes: Invisible Invaders... Amazing Allies invades Museum February 7. **click for more**. **FREE Pfizer Pfield Trips** for 7th graders. **click for more**.

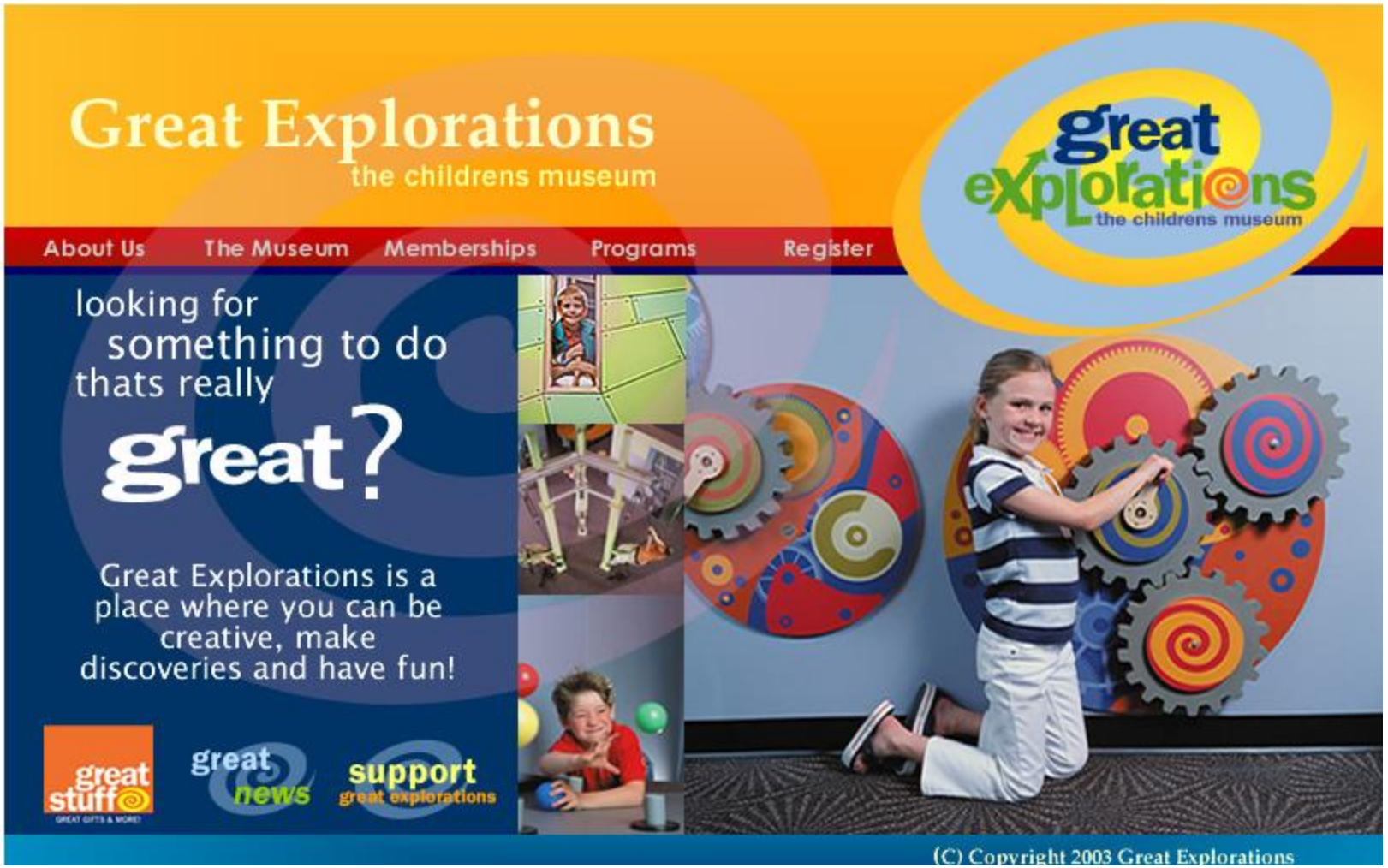
Check out the **Special Events** page for more info.

Want to be the first one to know about special events and activities at the Museum? **Sign up** for Hands-On E-News now!

2004 MEMBERS NIGHTS
Thursday, February 5
click for more

MUSEUM HOURS
Mon. - Sat.: 10 - 5
Sunday: noon - 5

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discoveries and have fun!
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support
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Stakeholders Communication Plan

- Stakeholders names and contact information
- Good ways and times to reach them
- Regular meeting times

Client meeting

- Do your homework on the organization

- Introduce yourselves, a bit about each person's background and interests
- Ask about their backgrounds

- Hopes for the project
- Challenges they foresee
- People you need to talk with next

Project Room

- A place to meet, don't leave your stuff!
  - Productivity doubles when you work together
  - Especially if collocated
- 193 ICS
  - Door code:
- Sign the room covenant