



P. I. C. N. I. C. S



**PROCESS OF INVOLUNTARY COMMITMENT
REPORTING TO THE NATIONAL INSTANT CRIMINAL
BACKGROUND CHECK SYSTEM**

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PROJECT OVERVIEW

Phase 1 Overview

On December 1, 2008, North Carolina clerks of superior court began using a web-based application that provides Process of Involuntary Commitment reporting to the National Instant Criminal Background Check System (PICNICS). The North Carolina Administrative Office of the Courts (AOC) implemented the application statewide to comply with Senate Bill 2081 (passed by the General Assembly in July 2008).

For the first time, clerks of superior court have a tool to record involuntary mental commitment data in a secure, centralized, electronic repository. Specifically, PICNICS reporting provides clerks of superior court with the capability to enter data regarding involuntary mental commitment as well as the ability to remove involuntary mental commitment bar data. It also provides the capability to search, indicate when a case is transferred by judge's order, and associate originating and receiving county file numbers when a case is transferred by judge's order. These features support efficient data sharing with NICS as well as between different clerks of superior court offices.

The development of PICNICS reporting required the coordinated efforts of all of the groups in the AOC's Technology Services Division (TSD) as well as the Court Services Division (CSD) and external agencies including NICS and the North Carolina State Bureau of Investigations. A core team of 3 developers, 2 analysts, and 1 subject matter expert worked over 3,400 hours between August 8, 2008 and December 1, 2008 planning, gathering and analyzing requirements, designing, coding, and testing. To meet the December 1, 2008 deadline, the team leveraged GoToMeeting to conduct joint application development and prototyping sessions. Results of testing executed by six CSD employees and one deputy clerk provided the team with feedback to deliver a more reliable solution.

Phase II Overview

On August 1, 2009, AOC decided to implement Phase II of the development of the project. Phase II is required because there have been many requests for changes and enhancements to the existing application. Due to the limited capabilities of the current application, the only counties using it are counties that hold involuntary commitment hearings or approximately 20 out of 100 counties within the state. Clerks and Management have requested enhancements to the existing application in order to increase the number of users in the state to 100 percent by making the data entry more efficient; and incorporate user suggestions to promote "buy in" from the user group. In order to comply with the management requests, the project team will have to implement the following project goals. The primary goal is to design and develop enhancements to the application so it will be more efficient and user friendly. The secondary goal of this project is to design and develop a product that will be utilized in all 100 counties in North Carolina. The tertiary goal of this project is to successfully implement the new PICNICS application in all 100 counties by the end of the three year project span. The start date for this project is October 1, 2009 with a projected November 1, 2012 end date. The estimated time to complete the project is three years. The North Carolina state budget and current economy will effect implementation due to limited resources and budget restrictions. The project team may have to start small and expand the project slowly in order to reach all 100 counties by the end of the three year project plan. The project must also pay for itself by the third year. Estimated project cost over for the three year timeframe is \$330,000.00, with the majority of the costs occurring in year one and declining through the end of the project. Financial analysis of

the project determined the payback period will occur after two years, therefore worth investment by the AOC.

PROJECT SPONSOR

The project sponsor is Basil McVey Deputy Director of Court Services with AOC. His office is in the North Carolina Judicial Center at 901 Corporate Center Drive, Raleigh, NC 27602. His phone number is 919-741-0978 and email address is basil.mcvey@nccourts.org.

PROJECT VALUE

(The discount rate for this project was determined based on the AOC's weighted average cost of capital.)

Discount rate

10%

Items	Year 1	Year 2	Year 3	TOTAL
Estimated Benefits	\$0	\$150,000	\$250,000	\$400,000
Costs	\$190,000	\$80,000	\$60,000	\$330,000
Cash Flow	(\$190,000)	\$70,000	\$190,000	\$70,000

Year	1	2	3	Total
Discounted Benefit	\$0	\$123,967	\$187,829	\$311,796
Discounted Cost	\$172,727	\$66,116	\$45,079	\$283,922

Cumulative Benefit	\$0	\$123,967	\$311,796
Cumulative Cost	\$172,727	\$238,843	\$283,922
Benefit-Cost	(\$172,727)	(\$114,876)	\$27,874

Net Present value	\$27,873.78
Return on investment	9.82%
Payback period	3

Phase

Project Planning
 Logistics
 Training
 Development
 Testing
 Implementation

Cost (Est.)

\$44,501.84
 \$35,295.00
 \$18,195.00
 \$49,800.00
 \$10,000.00
 \$2,015.60

Evaluation	\$12,800.00
Total	\$172,607.44

Due to the requirements of this project, it was decided that a project manager, an instructional designer, three project designers and two projects testers were needed. A user advisory group will be assembled from internal staff, including a liaison specialist, NICS/FBI testing staff, site engineer and criminal information auditor. Based on a standard 242 day work-year, the hourly cost for each position was estimated at \$219,000. The figures for these positions were taken from state salary grades.

An estimated additional \$20,000 is required for the training facilities, meals and the cost of producing the facilitator and learner guides. An additional \$20,000 was included as float in the event of overages, bringing the grand total to an estimated \$260,000.

The costs in year two begin to decline as the only needs will be for a database administrator to maintain the product and room for any change orders or bug fixes that may be required. In year three, the cost declines again as only maintenance should be needed at that point.

REFERENCE MATERIALS

Blackboard Correspondence

Sharing of files on Team GGMW Blackboard discussion area. September 16th 2009-ongoing.

Meeting Minutes *(See Appendix A)*

Wednesday August 31st, 2009 8:15pm-8:30pm

Erin, Kim, Matt, & Zach

Finalized and discussed project topic.

Wednesday September 9th, 2009 4:00pm-5:15pm

Erin, Kim, Matt, & Zach

Discussed project scope and assigned roles and responsibilities to each member.

Wednesday September 16th 3:45pm-5:15pm

Erin, Kim, & Zach

Progress report on how individuals were doing with their responsibilities also discussed using Blackboard discussion as a means of sharing and updating documents.

Wednesday September 30th, 2009 8:15pm-8:30pm

Erin, Matt & Zach

Discussed results of phase 1 and planned a meeting time for next week to perform post-mortem and begin phase 2.

Wednesday October 7th, 2009 8:15pm-8:30pm

Erin, Kim, Matt & Zach

Performed phase 1 post-mortem and discussed strategy for phase 2

Phase I Clerks and Management requests (*Confidential information, unable to place in appendix*)

Used to help set phase II scope and redesign enhancements to the database.

Phase I Estimated and Reported Hours (*See Appendix B*)

Used as an indicator to create and define our project value.

Phase I Report (*Confidential information, unable to place in appendix*)

Used to describe and write phase 1 and phase II overview.

Phase I Valid Values (*See Appendix C*)

Used to define the default valid field entries associated with each data element name in the database.

<http://www.nccourts.org/>

The North Carolina Court System web site was used in creating and defining project glossary.

Wednesday October 21st, 2009 4:30pm-5:30pm

Erin, Kim, Matt & Zach

Assigning roles to make revisions to Phase 2

Wednesday October 28th, 2009 5:00pm-6:00pm

Erin, Kim, Matt & Zach

Finalized edits to Phase 2 and discussed Phase 3

Wednesday November 4th, 2009 5:00pm-5:30pm

Erin, Kim, Matt & Zach

Discussed Phase 3 progress

Monday November 9th, 2009 8:00pm-8:15pm

Erin, Kim, Matt & Zach

Discussed and made schedule changes

GLOSSARY OF RELEVANT TERMS

A

Administrative Office of the Courts (AOC) --- The administrative arm of the Judicial Branch which provides statewide support services for the courts.

Agency Code --- The two-letter code for the state submitting a batch file.

Agency Record Identifier--- The unique number assigned to a NICS record by the AOC.

B

Batch File Name--- The unique name assigned to a group of records submitted to NICS.

Batch Number--- A unique number used to identify a group of records submitted to NICS.

Batch Record--- Add, modify, supplement, or cancel request transmitted to NICS.

Bar Removed--- A SPC case status that indicates that a request has been submitted to cancel a record from NICS (e.g., remove mental commitment bar).

C

Case Number--- *See File Number.*

Commitment Order Date--- The date the District Court Judge signs an involuntary commitment order.

County Case Role--- The function a county serves in an involuntary commitment case when circumstances necessitate the involvement of multiple counties to maintain the court record (e.g., originating county, hearing county).

Court Services Division (CSD) --- A division of the Administrative Office of the Courts that provides assistance and support to the trial courts and judicial branch.

D

Docket Number--- *See File Number.*

F

File Number --- An index number assigned to a special proceedings confidential case. Also referred to as Docket Number, Case Number, or Originating Agency Case Number (OCA).

Formative Evaluation – a series of pre- and post- tests that will be used before and after the face-to-face training sessions to determine the level of learning that occurred during the training. Also, a survey, the support site, and the comments field within the application will serve as ways to gather information to make revisions to the application to get it ready for implementation.

FBI – Federal Bureau of Investigation

I

Involuntary Commitment--- To be committed to a mental institution against one's will.

M

Message Key--- A code in the message key field of NICS message indicating the type of action required for processing the message. The message key field is the second data element in the message following a period delimiting the header.

N

National Crime Information Center (NCIC) --- A computerized index of criminal justice information (e.g., criminal record history information, fugitives, missing persons).

National Instant Criminal Background Check System (NICS)--- A national system that checks available records in the National Crime Information Center (NCIC), Interstate Identification Index (III), and the NICS Index to determine if prospective purchasers are disqualified from receiving firearms.

North Carolina Courts Intranet--- Intranet web application that provides authentication and single sign-on, pass through to Special Proceedings Confidential.

O

Originating Agency Case Number (OCA) --- *See File Number.*

P

PIC- Process of Involuntary Commitment.

PICNICS- Process of Involuntary Commitment (PIC) reporting to National Instant Criminal Background Check System (NICS) is the acronym used for this project.

R

Responsibility Assignment Matrix (RAM) – this matrix outlines the people responsible for the tasks that are outlined in the work breakdown structure (WBS). The people responsible for performing the work are project team members and stakeholders.

S

SBI – State Bureau of Investigation

Senate Bill 2081--- An act requiring the court after judicial determination of involuntary commitment to report the fact of the commitment to the National Criminal Background System (NCBS).

Special Proceedings Confidential (SPC) --- A type of confidential court proceeding.

SPC Clerk--- An officer of the court whose responsibilities include maintaining and reporting involuntary commitments.

SPC Database--- The AOC repository for involuntary commitment data.

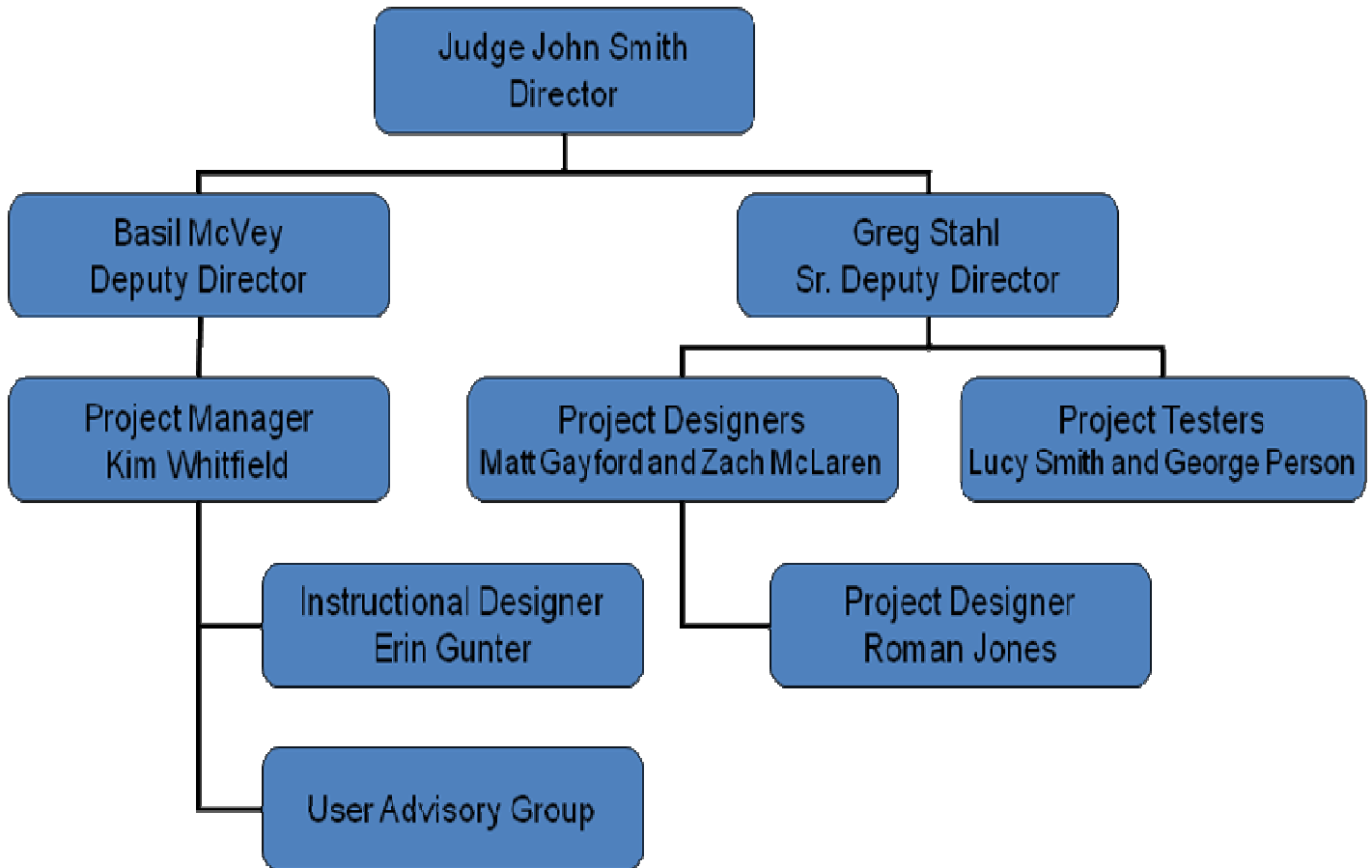
Summative Evaluation --- an evaluation that will consist of a follow-up survey and work place observation to evaluate transfer of knowledge from training sessions to the work place environment.

W

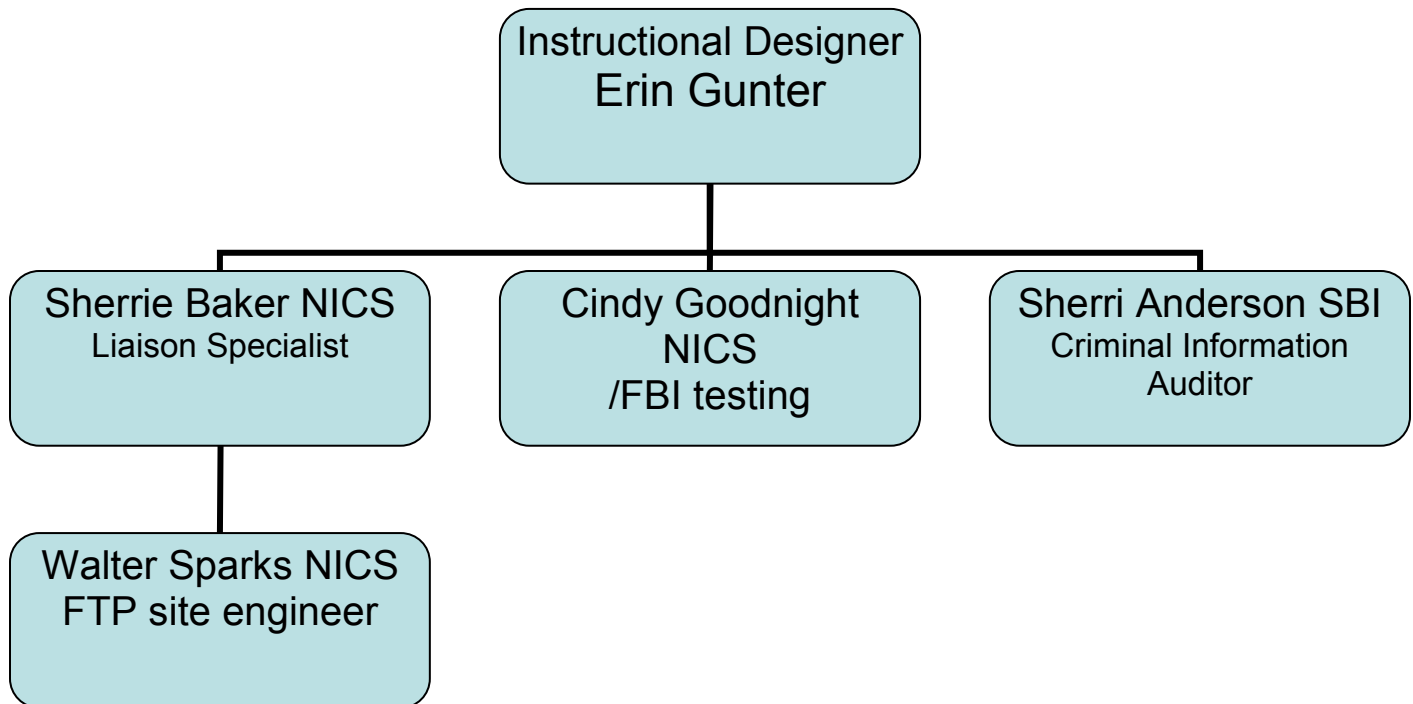
Work Breakdown Structure (WBS) – a list of tasks and deliverables that will be completed throughout the timeline of the project. The work breakdown structure covers the entire scope of the project and details the time needed to complete the tasks within the project.

PROJECT ORGANIZATION

***NCAOC Organization Chart
PICNICS Project Team***



**NCAOC PICNICS PROJECT
OUTSIDE AGENCY ACTORS**



The organizational chart reflects a strong matrix organizational structure. Personnel report to both a functional manager and a project manager and where the project manager's authority is high during the project timeline. The project will be a collaborative effort from various internal departments and outside agencies. The project team will complete the project requirements and the data created will be sent to the outside agencies. The outside agencies are involved as stakeholders to ensure the data sent will also meet their database requirements. The project manager and project team will work closely with stakeholders throughout the project life cycle to ensure project requirements are met. Judge John Smith, Greg Stahl and Basil McVey are the highest level of management with (AOC) and the original project sponsors for Phase I. John Smith and Greg Stahl have assigned Basil McVey to be the project sponsor for Phase II. Mr. McVey is also in charge of many other projects and will not be available for every team meeting but will want to signoff on major project milestones and will be notified of any project delays. The project manager and the project team will work closely with all project stakeholders to ensure the triple constraint of scope, time and cost goals are achieved.

STAKEHOLDER ANALYSIS

	Judge John Smith	Greg Stahl	Basil McVey	Project Manager Kim Whitfield	Inst Designer Erin Gunter	Designer Zach McLaren	Designer Matt Gayford
Affiliated Organization	AOC Director	Sr. Deputy Director of AOC	Deputy Director of AOC	Project Team	Project Team	Project Team	Project Team
Role in Project	Approved Phase II	Approved Phase II	Project Sponsor	Project Manager and Subject Matter Expert	Project Instructional Designer	Primary Designers, Programmers and multimedia specialists	Primary Designers, Programmers and multimedia specialists
Unique information/facts	Will not be involved in details of project	Will not be involved in details of project	Expertise in software development and instructional design	Will be able to communicate company goals with project team and assist John in developing a product that meets those goals	Will design/develop project. Will communicate to user advisory group and outside agencies and report back to project team.	Primary Designers. Will be designing and developing the project. Will be relied upon heavily for important project details	Primary Designers. Will be designing and developing the project. Will be relied upon heavily for important project details
Levels of interest	Medium	High	Very high	Very High	Very High	Very High	Very High
Level of influence	Hands off manager, leaves details to deputy director	Hands off manager, leaves details to deputy director	Very high; Has signoff responsibility	Very High: Responsible for project success or failure	Very high: Has excellent ID and communication skills	Very High: Has excellent overall project design and development skills	Very High: Has excellent overall project design and development skills
Suggestions on managing relationship	Keep informed by quarterly report	Keep informed by quarterly report	Keep informed of milestones achieved or problems with project	Keep informed, allow to lead, respond quickly	Key person, communicate frequently to keep help keep on task	One of the key designers, communicate frequently to keep on task	One of the key designers, communicate frequently to keep on task

	Designer Roman Jones	AOC Tester Lucy Smith	AOC Tester George Person	User Advisory Group	Sherry Baker	Cindy Goodnight	Walter Sparks	Sherri Anderson
Affiliated Organization	Project Team	Project Team	Project Team	Selected from users	NICS liaison	NICS/FBI Testing	NICS FTP Site Engineer	SBI Criminal Information Auditor
Role in Project	Specialize in programming and multimedia	Project testing	Project testing	Field testing	Outside agency	Outside agency	Outside agency	Outside agency
Unique information/ facts	Will be assisting Matt and Zach with designing and developing the project.	Will develop, implement and evaluate test plans and coordinate with user and outside agency testing	Will develop, implement and evaluate test plans and coordinate with user and outside agency testing	AOC users Will meet through out project and advice. Will also conduct user acceptance testing	Will receive data from AOC database	Will test data from AOC database	Will facilitate communication between databases	Will verify database information is valid
Levels of interest	Very High	Medium	Medium	High	Very High	Medium	Medium	High
Level of influence	Very High: Has excellent programming and multimedia skills	High: will complete evaluations and field testing	High: will complete evaluations and field testing	Medium Will be end users and testers	Medium Wants successful project	Medium Will ensure test data is received	Medium Will ensure good data communications	Medium Will capture end date and verify accuracy
Suggestions on managing relationship	Communicate with primary designers to keep on task	Reviews specifications and leads in testing	Reviews specifications and leads in testing	Keep informed and use suggestions to promote “buy in”	Keep informed and send test data frequently	Keep informed Respond to inquiries immediately	Keep informed Respond to inquires immediately	Keep informed and send test data when possible. She is an auditor.

PROJECT SCOPE STATEMENT

The North Carolina Administrative Office of the Courts (AOC) implemented the PICNICS application statewide on December 1, 2008. Due to the limited capabilities of the application, there are only 20 out of 100 counties using it within the state. After implementation of the application, clerks and management listed multiple ways to enhance the application to better suit the needs of the clients. User feedback determined that the Phase one application of PICNICS lacked in the following ways: inability to record all pertinent data, limited data entry fields, comments section missing, and some non-user friendly features.

Therefore, the goal of this project is to make the requested enhancements so that the application will become more efficient and user friendly. The secondary goal of this project is to design and develop a product that will be utilized in all 100 counties in North Carolina. The tertiary goal of this project is to successfully implement the new PICNICS application in all 100 counties by the end of the three year project span. By altering the current application, the users will be able to use PICNICS to record and report all necessary information. Also, with the enhancements to the application, we hope that the user “buy-in” will increase to the point where every county uses the application to its fullest extent. The project will consist of the following enhancements: redesigning the current search feature, redesigning the delete function, designing new entry fields and data elements, and designing a text area to serve as a comments field. Altering the search feature will allow users to have an easier way of navigating the documents within the PICNICS database. Redesigning the delete function will make removing cases from the PICNICS database a simple process. The current database does not have enough entry fields to enter all the pertinent information for involuntary commitment data, by designing more fields and data elements all the information can be recorded within the database for quick reference. Lastly, users desired an area within the database to be able to make specific comments about a certain case; therefore the designing of a comments field will be part of this project.

In order to ensure that the new features are easy to utilize, the project will also require the design and development of both a facilitator and a learner’s guide. These guides will serve as a reference for troubleshooting any problems that could occur when utilizing the enhancements to the PICNICS system. Also, a support site will be developed so users can go and access documents to receive support on possible technical and logistical errors. Face-to-face training sessions will also be planned to assist users with the introduction of the new features of the database. The project team will conduct a pretest and posttest (before and after the face-to-face training) to determine what level of learning has taken place as a result of the training session. Finally, the project team will complete a summative evaluation in the form of a follow-up survey and work place observation. This will be used to evaluate the transfer of knowledge from the training session to the work place environment, as well as evaluate the effectiveness or ineffectiveness of the new database features.

Given the current economy and the North Carolina state budget, a cost constraint will effect implementation in all 100 counties. Therefore, this may potentially effect how long it takes to complete the project. If the project team finds it necessary to travel or utilize more personnel these resources may not be available due to budget restrictions. In order to effectively transition from the old PICNICS application to the newly designed application, we are going to start small and hopefully expand the project to reach all 100 counties in North Carolina. Our goal is to complete this project in three years without exceeding our budget due to the cost constraint. The start date for this project is October 1, 2009 with a projected November 1, 2012 end date. The

AOC emphasized that it is important that the project pays for itself by the third year of the project. Given the financial analysis of our project, the project is worth investing in by the AOC because it has a payback period after two years.

Once a final review of the product has been completed, the phase two PICNICS application will be submitted to the AOC along with the facilitator and learner's guide as well as the design document for the training sessions. The AOC will be presented with all the information regarding this project, so that they may make an informed decision whether or not to proceed with the design and development of the phase two PINICS application. By presenting the PICNICS Phase II project, the hopes are that the AOC will be satisfied with the benefits of altering the current PICNICS application. Once the AOC has agreed to the terms of the project, all project team members and stakeholders will sign off on the scope statement.

PROJECT DELIVERABLES

In order for Phase II of the project to be completed the following list of deliverables must be created.

Project Charter – document that formally recognizes the PICNICS Phase II project. The PICNICS charter will provide the direction in which the PICNICS project is headed in term of objectives and how the project will be managed.

Scope Statement – a document that confirms the scope of the PICNICS project. This document helps the project team keep the project on schedule, within budget, and within scope.

Work Breakdown Structure – a task breakdown that shows the different deliverables involved in the project that defines the total scope of the project

Learner Analysis Survey - The project team will develop a survey that derives information from the intended audience to create a course that focuses on your learners' actual needs.

Learner Analysis – analysis that focuses on determining the needs of the target audience.

Task Analysis - analysis of how a task is accomplished, is represents the details of the tasks and it tells what steps to take when performing specific tasks. It also has goals and performance objectives to assess whether or not a task is complete.

Environmental Analysis – analysis that considers the learning environment and the support systems that exist within the organization

Analysis Document – this document compiles the findings from the learner, task, and environmental analyses. The project team will use this document to provide information about learners, tasks, and environment that can be used to guide the design and development of the instructional materials for this project.

Awareness Materials – materials that are developed to create awareness about the switch from the old PICNICS application to the revised version that is being designed and developed by the PICNICS project team.

Training Sessions- face-to-face training sessions using computers will take place at the end of Phase II to introduce the users to the new features of the database.

PowerPoint for Instruction – a PowerPoint that will be used to help explain how to utilize the revised PICNICS application

Facilitator Guide- will contain a list of glossary terms, table of contents, interactive activities for learners with emphasis on enhancements made to the database (i.e. new data elements/data fields, new comments field, etc.), and troubleshooting guide for database.

Learners Guide- will contain a table of contents, glossary of terms, visual reference materials (i.e. screen shots) of database and database enhancements, a troubleshooting guide for database, and job aids.

Evaluation Focus Group - will conduct focus groups for facilitators and users to gauge their reaction to the training.

Pretest/ Posttest- will conduct a pretest and posttest (before and after the face-to-face training) to determine what level of learning has taken place as a result of the training session.

New data elements and entry fields for database- will test data entry fields used to record all involuntary commitment data that is pertinent and contained in paper file in the office of the clerk of superior court.

Search- redesigned search feature that will allow easy search and navigation throughout the entire application both during and after data has been entered.

Comments Field- a new designed text area where users can add in specific comments for that particular case.

Delete Function- redesigned delete function that allows users to easily delete cases from the system which were added in error.

Comments/Suggestions Database- will create an online database where end users can go and post comments and suggestions on how they like/dislike the new design features of the system.

Support Site- a web site where users can go and access documents to receive support on technical and logistical errors.

Follow-up Survey and Work Place Observation- will conduct follow-up survey and work place observation to evaluate the transfer of knowledge from the training session to the work

place environment, as well as evaluate the effectiveness or ineffectiveness of the new database features.

Phase II Report- will include such items as post-mortem, recommendations for future phases and projects, as well as variance analysis.

PROJECT TIMELINE AND WORK BREAKDOWN STRUCTURE

The following things are in the .mpp file:

- Timeline
- Gantt Chart
- Network Diagram, Critical Path Analysis
- PERT Analysis

Access the Timeline and the Work Breakdown Structure by finding the PICNICS.mpp file in the zipped folder labeled PhaseThree_GGMW.

BUDGET ESTIMATE

The following is a budget estimate for the total cost of the PICNICS project; the following section provides a justification of these estimates.

PICNICS Budget Estimate

	#Units/Hrs.	Cost/Unit/Hr.	Subtotal	WBS Level 2 Totals	%of Total
1. Project Planned				\$44,501.84	25.78%
Project Manager	1,000	\$41.32	\$41,320.00		
Instructional Designer	40	\$36.16	\$1,446.40		
Project Designers (3)	24	\$72.31	\$1,735.44		
2. Logistics				\$35,295.00	20.45%
Trainee Cost	160	\$30.00	\$4,800.00		
Room Rental	40	\$60.00	\$2,400.00		
Room Setup	4	\$80.00	\$320.00		
Misc. Travel Expense	5	\$200.00	\$1,000.00		
Rental Car	300	\$3.00	\$900.00		
Lodging	75	\$30.00	\$2,250.00		
Meal stipend	75	\$15.00	\$1,125.00		
Travel laptops	5	\$1,500.00	\$7,500.00		
Infrastructure overhead	1	\$15,000.00	\$15,000.00		

3. Training Materials				\$18,195.00	10.54%
PowerPoints	25	\$40.00	\$1,000.00		
Facilitator Guide					
Creation	80	\$75.00	\$6,000.00		
Learners Guide					
Creation	80	\$75.00	\$6,000.00		
Graphic design	40	\$65.00	\$2,600.00		
Posttest and Pretest (includes printing cost)	75	\$25.00	\$1,875.00		
Printing cost of facilitator/learners guides	160	\$4.50	\$720.00		
4. Development				\$49,800.00	28.85%
New function in database	60	\$60.00	\$3,600.00		
New screen in database	200	\$100.00	\$20,000.00		
New comment/suggestion database	120	\$200.00	\$24,000.00		
Advertising (awareness) materials	40	\$40.00	\$1,600.00		
Advertising distribution and printing	400	\$1.50	\$600.00		
5. Testing				\$10,000.00	5.79%
Unit test	80	\$20.00	\$1,600.00		
Integration test	80	\$20.00	\$1,600.00		
System test	160	\$20.00	\$3,200.00		
Pilot test	60	\$40.00	\$2,400.00		
User acceptance test	40	\$30.00	\$1,200.00		
6. Implementation				\$2,015.60	1.17%
Database Administrator (DBA) Implementation	8	\$25.83	\$206.64		
Systems Programmer Implementation	24	\$24.10	\$578.40		
Production Environment Testing	16	\$20.66	\$330.56		

Quality assurance	30	\$30.00	\$900.00		
7. Evaluation				\$12,800.00	7.42%
Focus Group and Survey creation and distribution	200	\$2.00	\$400.00		
Focus Group and Survey Evaluation of training	40	\$160.00	\$6,400.00		
Follow-up survey and work place observation	100	\$60.00	\$6,000.00		
Total Project Cost Estimate	3,847	\$18,206.38	\$172,607.44	\$172,607.44	

BUDGET JUSTIFICATION

Project planned:

The project planned includes the team members of the PICNICS project who are responsible for the plan, analysis, and design of the overall project. These team members are highly invested in the project and will be the ones held accountable for the success or failure of the overall PICINCS project. Therefore, it is important to pay them at a competitive market value. The project manager will be the functional lead for the project and will work closely with the instructional designers. The three project designers serve as both instructional and technical developers.

Logistics:

The training costs include lunch and beverages for an expected 75 attendees. As a result of this being a statewide campaign, travel costs for employees outside the county in which the training is held will be reimbursed for overnight lodging, gas, and food. The training room will be setup by the building owners and will ensure there is wireless internet access for all participants and that there are projectors and screens for the trainer. The trainer is a member of the PICNICS team and therefore is considered a subject matter expert on the project and is being paid at a discounted rate. The one time infrastructure cost will ensure the projects acceptance and dissemination throughout all state counties. These numbers are based on previous experiences however, due to the current economic clout these costs are a scaled down percentage from previous years.

Training Materials:

These materials are essential to the successful training of all participants. The PowerPoint presentations were designed to engage the learner and give them a visual point of reference for what the trainer is discussing. The learners' guide is another tool essential for training as it will give the learner an on-the-job reference to help solve both technical and logistical problems. These guides are also beneficial in the training process as the learner will be able to follow along with the trainer as they progress through the materials. The facilitators' guide is important so the

trainer can understand what the participants have access to and can refer them to specific pages in the guide that will aid them. The posttest and pretest are needed to determine how efficient and effective the training sessions are. The information collected through these tests and the focus group evaluations will aid in the return on investment calculations to determine if the trainings were of value to the state. The costs for learner and facilitator's guides along with the PowerPoint presentation are based on the need of 37 non-colored graphics of varying dimensions and to be produced in both high quality print resolution and 72dpi. The printing cost are based on 150 learner guides, 10 facilitator guides, the 160 pretest and posttests, and 400 awareness materials (posters) all of varying size and style. Some items are more expensive as they will be required to spiral-bound and or printed on colored paper.

Development:

At the request of the current database users the new functions, screens, and suggestion database were designed. The end users and the project team deem these developments critically important for the future use and dissemination of the project to all state counties. These features will increase the user friendliness of the database and help in the acceptance of its use in the workplace. These advertising materials are important for ensuring that all counties know of the changes to the database along with the goals of the project (i.e. 100% acceptance and use across all state counties). These awareness materials will also inform all employees of the training sessions that will be offered on the new database and also prepare the agencies across the county for the new features. This will help with employee buy-in and assist with getting the employees properly trained. The numbers for development are based off of the actual budget in phase 1. However, the awareness materials are based on three differently high graphic designed posters intended to inform people of the PCINICS training sessions. The print costs are based on the fact that 200 of the 400 awareness materials will be printed on 8.5 x 14 pink paper while the remaining 200 are printed on 8.5 x 14 bright green paper.

Testing:

All areas of testing are critical to ensure a smooth transition to the new database across the state. These tests will be performed and analyzed by the quality assurance team of North Carolina. The pilot test is being conducted to determine if the new changes to the database features are effective and beneficial to the user. They will also be tested for technical errors and assessed from a user's standpoint.

Implementation:

Implementation will occur on the central system and the changes will propagate down accordingly. First, a database administrator within the system will make the necessary changes to the underlying database to accommodate for the new features being installed. Once those changes are in place, our systems programmer will implement the changes on the user side. This will include the new functions being moved to the production environment as well as making the new support site live. Lastly, the testers will each survey the new features for any problems that may arise for quality assurance purposes.

Evaluation:

The follow up survey and work place observation is a tool that will aid in the postmortem process of the project. These results will be used to determine if the return on investment from

the training was positive, negative or null. The evaluation tools will also determine how effective the training sessions were as they will depict whether or not the information presented to the users at the training have transferred over into their real world experience and use of the database.

QUALITY REQUIREMENTS

The intended output of the project is to design and develop enhancements to make the application more efficient which will increase the number of users and incorporate user suggestions to promote “buy-in” from the user group. The project will include a formative evaluation and summative evaluation; to obtain feedback from the user group to make sure that the PICNICS application is meeting the goals of the project.

The formative evaluation will include a pretest and posttest to be used before and after the face-to-face training sessions. The tests will determine the level of learning that has occurred after the training session is complete. The learners will also conduct focus group evaluations to gauge their reaction to the training. The facilitator will include comments and suggestions for improvement. These results will also be included in the calculation of the return on investment to determine if these training sessions were beneficial to the PICNICS project. The support web site will also be used by the users to access documents and receive further support on technical and logistical errors or questions. The project team will also use the comments and suggestions database throughout the project timeline to evaluate the effectiveness of the application and make changes as needed. This is a way to complete performance testing with user feedback. The formative evaluation will also determine if the following quality requirements are met: given a computer and access to the PICNICS application, users identify and use the search feature to navigate the application with less than 10% error; given a computer and access to the PICNICS application, users can identify and utilize the new delete function with 95% accuracy; given a computer and access to the PICNICS application, users can use the comments/suggestions database feature to type in comments/suggestions with less than 10% error; and given a computer and access to the PICNICS application, users can identify and then use the support site to access support documents and receive technical support with 100% accuracy.

The summative evaluation will consist of a follow-up survey and work place observation to evaluate transfer of knowledge from training sessions to the work place environment. The summative evaluation will also evaluate the effectiveness of the application features, performance, reliability and maintainability. The summative evaluation will determine if the following quality requirements are met: given a computer and access to the PICNICS application, users can navigate and utilize the new features within the PICNICS application with less than 10% error; and given a computer and access to the PICNICS application, users in all 100 counties can demonstrate that they can utilize the new PICNICS application with less than 10% error. The questions for the follow up survey will be designed to measure the degree to which the new features perform as intended. The survey will help to address whether or not the PICNICS application performs at the quality level that meets the user’s need. The survey will also include questions concerning how well the application is performing and if the system is reliable given normal working conditions. Work place observation will include a checklist which will measure whether the enhancements are user friendly and what percent of users are completing data entry within the application. Work place observation will also include

measuring the maintainability of the application. The time it takes to maintain the new application will be observed and compared to the existing application maintenance schedule. This will assist the project team in determining if maintainability is at an acceptable level. The project team will also use the comments and suggestions database to measure the effectiveness of the application. The information obtained from the summative evaluation will be included in the Phase II Report as a post-mortem and recommendations for future phases and projects. The AOC will conduct a final review of the Phase II Report and will sign off on project completion.

RESPONSIBILITY ASSIGNMENT MATRIX

The following things are in the .xls file:

- Stakeholders
- Tasks
- Assigned Responsibilities with the following codes:
 - A = Accountable
 - P = Participant
 - R = Review Required
 - I = Input Required
 - S = Sign-off Required

Access the Responsibility Assignment Matrix (RAM) by finding the RAM.xls file in the zipped folder labeled PhaseThree_GGMW.

STAKEHOLDER COMMUNICATION ANALYSIS

KEY: 1=MOST APPROPRIATE 2=APPROPRIATE 3=INAPPROPRIATE

Stakeholder(s)	Document Name	Document Format	Due Date	Hard Copy	E-mail	Meeting
Kim, Erin, Zach, Matt, Roman, Basil	Project Charter	PDF	10/30/09	1	2	3
Kim, Erin, Zach, Matt, Roman, Basil	Scope Statement	Word Document	11/9/09	2	1	3
Matt, Zach, Roman	WBS	Gantt Chart	12/11/09	3	2	1
Erin, Zach, Matt, Roman	Learner Analysis Survey	Word Document	12/15/09	2	1	3
Erin, Kim	Learner Analysis	Word Document	2/26/10	1	2	3
Erin	Task Analysis	Word	2/26/10	2	2	1

		Document				
Erin, Matt, Zach, Roman	Environmental Analysis	Word Document	3/31/10	2	2	3
Erin, Kim	Analysis Document	PDF	4/5/10	1	2	3
Basil, Kim, Erin, User Advisory Group	Awareness Materials	PDF	5/5/10	2	1	3
Matt, Zach, Roman	PowerPoint	PowerPoint	8/31/10	2	1	3
Matt, Zach, Roman	Facilitator Guide	PDF	9/30/10	1	2	3
Matt, Zach, Roman	Learner Guide	PDF	10/29/10	1	2	3
Kim, Erin, Matt, Zach, Roman	Pilot Training Program	PowerPoint and PDF	1/20/11	2	2	1
Kim, Erin, Matt, Zach, Roman	Evaluation Focus group Results	Word Document	2/1/11	2	1	3
Erin, Matt, Zach, Roman	Summative Evaluation Survey	Word Document	9/7/11	2	1	3
Kim, Erin	Interpretation of Summative Evaluation	Word Document	10/17/11	2	1	3
Kim, Erin, Matt, Zach, Basil, Greg, Judge John	Phase II Report	Word Document	10/25/11	1	2	3

INFORMATION DISTRIBUTION PLAN

The transition from the original PICNICS application to the revised and updated Phase II PICNICS application will require a significant amount of communication among the different stakeholders in this project. This project has a timeline of three years to complete so there is going to be a significant amount of non-key deliverables as well as key deliverables to disseminate. To ensure that all informal and formal documents are delivered to the necessary stakeholders, the project team will utilize communication tools that are offered through the use of technology. With the use of technology the project team will be able to facilitate a proper process of distributing information. Often in an organization that is as big as the AOC, there are many ways to use technology to communicate about the different stages of a project.

Sometimes these communications are informal and they are directed at deliverables that are not on the formal list of project deliverables that are outlined in the project's work breakdown structure. These non-key deliverables are still important to make sure that the

stakeholders and project team are well-informed and make sure that the right people receive the information so they can review and provide input. Given that the project team does not work within the organization, it is going to be important to determine different communication tools that effectively and efficiently deliver the information to all intended parties.

The first thing that our project team would do would be to determine what types of technology the stakeholders are familiar with. One of the most useful and free communication tools is email. If the people on the project team do not currently have a Google email account (Gmail account); it would be suggested for them to make an account for the duration of this project. For this project, e-mail will be a valuable way to disseminate information to all the members on the project team. When using a Gmail account, the user has the option of utilizing a number of additional communication tools along with the email, such as: accessing email through cellular phones, online chat capability within the Gmail account, online calendar, and online documents.

When a person signs up for a Gmail account, they can also access the Gmail account from their cellular phones or any computer with internet access. In today's society, a vast number of professionals have cellular phones that allow them to keep in touch. With the use of cellular phones, the project team will be able to have informal conversations with one another. Also, they can utilize the text messaging feature if they have something quick to say to one or more members on the project team.

With the Gmail account you can also chat with anyone that is online. So, if a project team member is in Gmail and notices that the person they need to talk to is online, they can chat instead of email one another. This is an instant messaging chat option. People can type responses to one another to discuss information or updates to the project.

Gmail also offers an online calendar and online documents. The online calendar will be utilized to map out the project based on the work breakdown structure. Also, the calendar will be helpful because you can schedule meetings and document when non-key deliverables will be due and when they will be sent out to project team members. The online documents that are provided by Google allow people to collaborate. Everyone with a Gmail account is able to access the documents after they have been shared. Then people from the project team and the other stakeholders can contribute to the document. Gmail provides access to online spreadsheets, word processing document, and presentations.

Along with Gmail, our project team will need to get some diagrams to the appropriate stakeholders. These diagrams will provide project team members with the breakdown of tasks. They will also outline who or what the resources are available for this project. The diagrams made using Project Management software will provide the project team with resource allocation, resource leveling, and duration of tasks. This is important because it allows all project team members to track the progress of the project and make sure that the project is within scope, within budget, and on schedule.

Two other very important technology tools that will be used during this project are Skype and Horizon Wimba. By signing up for a Skype account, project team members can have a voice over Internet option. They can call people on their cell phones or over the internet to another computer. This allows for people to keep in contact. Lastly, our project team is going to utilize Horizon Wimba. This technology allows the project team to have remote group meetings and presentations. Horizon Wimba will allow the project team to present to an audience, collaborate with remote project team members, and provide a way to web conference. Since many of the

stakeholders are located around the state, Horizon Wimba will allow the project team to communicate with them in a cost effective manner.

RISK STRATEGY PLAN

Risk	Description	Trigger	Type Risk	Risk Strategy	Solution	Root Cause	Impact
Budget Cut by State	Due to the economic status of the state of NC, the AOC is at risk of being forced to reduce the amount of funding it has available to the PICNICS project	NC state budget is being decreased due to economic recession	Cost	Acceptance	The project manager will have a contingency plan and decrease project costs and adjust the schedule as much as possible. If the funding is too low, the project will be cancelled.	The nationwide economic recession has caused individual states to tighten their budgets. Therefore, there is a limited budget in the state of NC.	Very High
Training is completed after the scheduled date	The training is delayed and must be scheduled after the target date.	Training design and development is behind schedule.	Cost Scope Schedule	Mitigation	Project manager utilizes the WBS to track the progression of the project. Project manager will pay attention to critical path and utilize resource leveling to delay tasks that are not as important to ensure training occurs on schedule.	Time estimates for the completion of training tasks are inaccurate.	Medium
Implementation is completed after the scheduled date	The implementation is delayed and must be scheduled after the target date.	Implementation is behind schedule.	Cost Scope Schedule	Mitigation	Project manager utilizes the WBS to track the progression of the project. Project manager will pay attention to	Time estimates for the completion of implementation tasks are inaccurate.	High

					critical path and utilize resource leveling to delay tasks that are not as important to ensure implementation occurs on schedule.		
Server which hosts the database has down time	The server can not be accessed by users because the server is experiencing down time.	Server malfunction, scheduled maintenance on the server, or a technology malfunction.	Cost Schedule	Transference	Project Manager communicates with the server technicians to resolve the problems.	There are technical problems with the server or the server needs to be updated to ensure confidentiality.	Medium
Not everyone participates – refusal to utilize the PICNICS application	There is a lack in utilization of the new PICNICS application.	Limited interest in utilizing the newer version on the PICNICS application.	Scope Schedule	Mitigation	Effective communication with users and members of the AOC about the PICNICS project. Take steps to make sure that all users have awareness about the project. Make sure to promote the project prior to requiring the users to utilize the new PICNICS application.	Users are hesitant to learn about the new PICNICS application. They feel that learning the new application is not necessary to complete their daily jobs.	Low
Maximize positive awareness risk	Get users and stakeholders aware and excited about the PICNICS project	Increased awareness of the project produces excitement and anticipation.	Scope Schedule	Enhancement	Develop awareness materials to advertise PICNICS project both formally and informally to get users and stakeholders aware and excited about	Distribute awareness materials to all users and stakeholders before, during and after implementation.	High

					the project.		
Ensure project produces good public relations	Organize media and news coverage of project to produce good public relations with the community	Positive media coverage and community support.	Scope Schedule	Exploitation	Promote good public relations through media coverage of the project. Emphasize the benefits the project will have in the community	Prepare media releases and community awareness pamphlets to promote good public relations.	High

PROCUREMENT MANAGEMENT PLAN

MIT Design Services
RFQ ID 001

November 1, 2009
Matthew C. Gayford
601 S College Road
Wilmington, NC 28403

Attention:

Please quote price and delivery for the supply of the following:

- Nature of item: graphic design skills
- Requirements: 37 black and white graphics
- Content: 7 title page graphics, 28 in-chapter graphics
- Dimensions: 14 at 4.25"x5" and 14 at 2.55"x3.3"
- Characteristics: *advise*

Terms and Conditions

- Applicable taxes and extras must be itemized separately in your proposal.
- All and any additional costs must be detailed in you quotation.
- Quotations will be received until 10:00am December 23, 2009.
- All quotations not necessarily accepted and this inquiry in no way obligates your company, its parent or affiliated entities.
- Technical inquires of any nature can be addressed to Kim Whitfield.
- Commercial terms or any other related inquiries can be addressed to Zach McLaren.

Fax completed quotations to 555-MIT1 or e-mail to sales@ourcompany.com

Attention: Matthew C. Gayford
601 S. College Road, Wilmington, NC 28403

Sincerely,
Matthew C. Gayford
Senior Quotation Procurer

MIT Design Services
RFQ ID 002

November 1, 2009
Matthew C. Gayford
601 S College Road
Wilmington, NC 28403

Attention:

Please quote price and delivery for the supply of the following:

- Nature of item: Poster printing services
- Size: 8.5"x14"
- Format: full-color
- Content type: imported from PDF
- Stock: glossy, 200 green and 200 pink

Terms and Conditions

- Applicable taxes and extras must be itemized separately in your proposal.
- All and any additional costs must be detailed in you quotation.
- Quotations will be received until 10:00am January 15, 2010.
- All quotations not necessarily accepted and this inquiry in no way obligates your company, its parent or affiliated entities.
- Technical inquires of any nature can be addressed to Kim Whitfield.
- Commercial terms or any other related inquiries can be addressed to Zach McLaren.

Fax completed quotations to 555-MIT1 or e-mail to sales@ourcompany.com

Attention: Matthew C. Gayford
601 S. College Road, Wilmington, NC 28403

Sincerely,
Matthew C. Gayford
Senior Quotation Procurer

MIT Design Services
RFQ ID 003

November 1, 2009
Matthew C. Gayford
601 S College Road
Wilmington, NC 28403

Attention:

Please quote price and delivery for the supply of the following:

Deliverable 1:

- Nature of item: book, soft back
- Cover: glossy finish
- Size: 8.5x11"
- Binding: spiral, plastic

- Length: 80 pages
- Graphic includes: 37 full-color graphics
- Typography: colored according to document
- Transfer format: PDF
- Copies: 160
- Delivery: *Advise*

Deliverable 2:

- Nature of item: single sheet print out
- Copies: 200
- Size: 8.5x14"
- Stock color: pink
- Delivery: *Advise*
- Ink color: black

Deliverable 3:

- Nature of item: single sheet print out
- Copies: 200
- Size: 8.5x14"
- Stock color: green
- Delivery: *Advise*
- Ink color: black

Terms and Conditions

- Applicable taxes and extras must be itemized separately in your proposal.
- All and any additional costs must be detailed in you quotation.
- Quotations will be received until 10:00am January 15, 2010.
- All quotations not necessarily accepted and this inquiry in no way obligates your company, its parent or affiliated entities.
- Technical inquires of any nature can be addressed to Kim Whitfield.
- Commercial terms or any other related inquiries can be addressed to Zach McLaren.

Fax completed quotations to 555-MIT1 or e-mail to sales@ourcompany.com

Attention: Matthew C. Gayford

601 S. College Road, Wilmington, NC 28403

Sincerely,

Matthew C. Gayford

Senior Quotation Procurer

Statement of Work for Graphic Design

I. Scope of Work

Graphic design for the learner and facilitator's guides along with the PowerPoint presentation are required. The learner's guide is expected to be 70 pages of instructional content

and will require approximately 37 non-colored graphics, including both the cover and back of the guide. Of these 37 graphics 7 must be created for the title page of each chapter. These graphics must be relevant to the topical content and cannot exceed two thirds of the page size. With the remaining 28 graphics each chapter will have four graphics, two graphics of larger dimensions, measuring 4.25”x5” and two of smaller dimensions measuring 2.55”x3.3”. These graphics will be relevant to the topical content and will stimulate the reader’s interest. The final two graphics will be full sized used for both the front and back cover. These graphics will also be included in the exact same way into the facilitator’s guide with one exception. The facilitator’s guide will have a darker grayed out cover to distinguish it from the lighter grayed out learner’s guide. These same graphics will also be implemented throughout the PowerPoint presentation which is to be delivered in the training environment.

All graphics will be designed using a computer graphic editor product that is at the discretion of the graphic design. The graphic designer will produce two types of graphics, those with a high print resolution for the learner and facilitator guides and those with a 72dpi for the computer based PowerPoint presentation. All graphic files and final products along with copyright rights will be given to the PICNICS project at the termination of the contract.

II. Location of Work

The graphic design work can occur at distance from the PICNICS project building. However, onsite design is also possible and encouraged, as PICNICS can provide the required physical space, however please note the hardware or software will not be provided.

III. Period of Performance

The work will begin 12/02/09 and end 12/23/09. This work will be done on a firm fixed Price contract which is to be determined. There will be weekly progress meetings between graphic artist(s) and the lead instructional designer on the PICNICS project. These meetings can be done virtually using Adobe Connect or face-to-face at the PICNICS building.

IV. Deliverable Schedule

Of the 35 deliverables for the guides and PowerPoint, the 7 chapter graphics, which measure no more than two thirds of the page size, will be completed over an eight-day period, excluding Saturday and Sunday. These items will therefore be due on 12/02/09. For the remaining 28 graphics will be completed in two weeks or a 10 working day span. At least 14 graphics will be finalized and submitted after the first week on 12/07/09. The remaining 14 graphics can be submitted on 12/16/09. Please note when submitting these graphics both the high print resolution and 72dpi versions will be completed and submitted. The graphic artist(s) will be free to determine which graphics are submitted. The final two graphics for the cover measuring the entirety of the page will be completed last and submitted on 12/23/09.

V. Applicable Standards

All graphics designed for print material must have a high quality print resolution as all graphics for computer based presentations must be created with a 72dpi.

VI. Acceptance Criteria

The work will be acceptable if all 37 graphics for the learner, facilitator, and PowerPoint are designed with professional integrity, are relevant to the surrounding topical content, and

adheres to all applicable standards.

VII. Special Requirements

Graphic designer(s) must have a relevant degree and at least three of working experience in designing graphics for educational purposes.

Statement of Work for Awareness Materials (posters)

I. Scope of Work

Graphic designs for the awareness materials are required. The awareness materials consist of three differently designed posters intended to inform people of the PICINICS training sessions. These posters will be created with the intent to be printed on an 8.5 x 14 inch paper colored green or pink. The poster must include at least one graphical design that encompasses two thirds of the poster size. Designed into the poster graphic must also be the descriptive information, of what the training is about, when and where it takes, place, and the web site address for more information. This descriptive information will be provided by PICINICS.

All graphics will be designed using a computer graphic editor product that is at the discretion of the graphic design. The graphic designer will produce two types of graphics, those with a high print resolution for the learner and facilitator guides and those with a 72dpi for that can be distributed via email and posted to the PICINICS website. All graphic files and final products along with copyright rights will be given to the PICINICS project at the termination of the contract.

II. Location of Work

The awareness material work can occur at distance from the PICINICS project building. However, onsite design is also possible and encouraged, as PICINICS can provide the required physical space, however please note the hardware or software will not be provided.

III. Period of Performance

The work will begin 11/17/09 and end 11/24/09. This work will be done on a firm fixed Price contract with a price point to be determined.

IV. Deliverable Schedule

The first of three awareness materials design will be due on 11/19/09, the second awareness material poster design will be due on 11/22/09 and the third awareness material design will be due on 11/24/09. Therefore, all awareness materials will be due on 11/24/09.

V. Applicable Standards

All graphics designed must have a high quality print resolution and an accompanying 72 dpi file.

VI. Acceptance Criteria

The graphic design of the awareness material must have three different final products meaning that there are three different posters designs. All awareness material must be professional, have graphics on at least two thirds of the paper size, and include the descriptive information provided by PICINICS.

VII. Special Requirements

None.

Statement of Work for Print

I. Scope of Work

The print job for the 150 learner guides, 10 facilitator guides, the 160 pretest and posttests, and 400 awareness materials (posters) are required. All items will be printed in a non-colored pallet (black, gray, white). 200 of the 400 awareness materials will be printed on 8.5 x 14 pink paper while the remaining 200 are printed on 8.5 x 14 bright green paper. The 160 pretest and posttest will be printed on white 8.5 X 11 inch paper. The learner guides and facilitator guides will also be printed on 8.5 x 11 white paper however; they will also be spiral-bounded along the left hand side.

II. Location of Work

Offsite at the printing press facilities where all appropriate printing materials are located.

III. Period of Performance

The printing process will begin on 1/10/10 and end on 1/15/10. The cost will be predetermined based on a firm fixed price contract.

IV. Deliverable Schedule

All learner guides, facilitator guides, pretests and posttests, as well as awareness materials are to be completed on 1/14/10 and delivered to the PICNICS project building on 1/15/10.

V. Applicable Standards

All learner and facilitator guides must be a spiral-bounded books with the bound located on the left side of the product.

VI. Acceptance Criteria

All print materials are completed and delivered on time. The pretest, posttest, poster, learner, and facilitator guides are boxed, labeled and ready for distribution. Each box will contain all materials for one deliverable. For example all learner guides will be found within one box and all pretest found within another. There are 200 green papered and 200 pink-papered awareness materials.

VII. Special Requirements

None.

APPENDIX

APPENDIX A:

Meeting Minutes:

Meeting 1:

Date and Time: Wednesday August 31st, 2009 7:00pm-7:15pm

Location: Watson School of Education

Attendees: Erin, Kim, Matt, & Zach

Items discussed:

- Discussed project topic
- Kim answered project questions
- Planned to meet in one week to assign roles and responsibilities

Meeting 2:

Date and Time: Wednesday September 9th, 2009 4:00pm-5:15pm

Location: Watson School of Education

Attendees: Erin, Kim, Matt, & Zach

Items Discussed:

- Discussed project scope
- Assigned roles and responsibilities to each member
- Shared group email and phone numbers to improve communication lines
- Ended the meeting with tasks divided among the members and a plan to meet same time next week

Meeting 3:

Date and Time: Wednesday September 16th 3:45pm-5:15pm

Location: Watson School of Education

Attendees: Erin, Kim, & Zach

Items Discussed:

- Progress report on how individuals were doing with their responsibilities
 - All members are feeling good about progress and no major issues have occurred
- Decided to use Blackboard discussion as a means of sharing and updating documents

Meeting 4:

Date and Time: Wednesday September 30th, 2009 8:15pm-8:30pm

Location: Watson School of Education

Attendees: Erin, Matt & Zach

Items Discussed:

- Reviewers results and comments for phase 1
- Shared schedule information

- Planned to meet next week to perform post-mortem on phase 1 and begin phase 2

Meeting 5:

Date and Time: Wednesday October 7th, 2009 8:15pm-8:30pm

Location: Watson School of Education

Attendees: Erin, Kim, Matt & Zach

- Performed phase 1 post-mortem
 - Decided we need more of a team approach for consistency and to not rely on divide-and-conquer methods
- Discussed strategy/team approach for phase 2
- Set group dues dates of phase 1 revisions and phase 2 completion
- Determined an early submission with reviewer was needed to ensure consistency throughout paper

Meeting 6:

Date and Time: Wednesday October 21st, 2009 4:30pm-5:30pm

Location: Watson School of Education

Attendees: Erin, Kim, Matt & Zach

- Discussed graded materials from phase 2
- Assigned roles to group members on who will edit which parts
- Planned to meet next week to integrate and analyze each other's edits

Meeting 7:

Date and Time: Wednesday October 28th, 2009 5:00pm-6:00pm

Location: Virtual – Horizon Wimba

Attendees: Erin, Kim, Matt & Zach

- Discussed edits of phase 2
- Finalized phase 2 edits
- Set in motion phase 3 plans
- Created a group due date for phase 3 submission in order to have early review from reviewer

Meeting 8:

Date and Time: Wednesday November 4th, 2009 5:00pm-5:30pm

Location: Watson School of Education

Attendees: Erin, Kim, Matt & Zach

- Discussed phase 3 progression
- Confirmed final edits of Phase 2

Meeting 9:

Date and Time: Monday November 9th, 2009 8:00pm-8:15pm

Location: Virtual – Skype Conversation

Attendees: Erin, Kim, Matt & Zach

- Decided to push back group due date by three days due to changes in class schedules

APPENDIX B:

Phase I Estimated and Reported Hours

Task	Estimate Hours	Reported Hours
Planning	N/A	205
Analysis/Requirements	120	505
Design - Screens	80	389
Design - Database	40	20
Design - Interface Programs	40	20
Construct - Screens	200	1083.5
Construct - Interface Programs	40	50
Unit Testing	40	215
System Testing	80	445
User Testing	40	198
User Documentation	80	100
Implementation	40	0
TOTAL	800	3230.5

APPENDIX C:

Valid values/Default values

Data element name	Valid values	Default value
Case Status	Transferred Judge's Order Bar Removed Deleted Modified	
Category of Prohibited Persons	MD – Denied Person Adjudicated Mental Defective/Committed to a Mental Institution	
Cancel Reason	Remove mental commitment bar from NICS Bar added in error	
County	000 – Alamance 010 – Alexander 020 – Alleghany 030 – Anson 040 – Ashe 050 – Avery 060 – Beaufort 070 – Bertie 080 – Bladen 090 – Brunswick 100 – Buncombe 110 – Burke 120 – Cabarrus 130 – Caldwell 140 – Camden 150 – Carteret 160 – Caswell 170 – Catawba 180 – Chatham 190 – Cherokee 200 – Chowan 210 – Clay 220 – Cleveland 230 – Columbus 240 – Craven 250 – Cumberland 260 – Currituck 270 – Dare 280 – Davidson 290 – Davie 300 – Duplin	

	310 – Durham 320 – Edgecombe 330 – Forsyth 340 – Franklin 350 – Gaston 360 – Gates 370 – Graham 380 – Granville 390 – Greene 400 – Guilford 410 – Halifax 420 – Harnett 430 – Haywood 440 – Henderson 450 – Hertford 460 – Hoke 470 – Hyde 480 – Iredell 490 – Jackson 500 – Johnston 510 – Jones 520 – Lee 530 – Lenoir 540 – Lincoln 550 – Macon 560 – Madison 570 – Martin 580 – McDowell 590 – Mecklenburg 600 – Mitchell 610 – Montgomery 620 – Moore 630 – Nash 640 – New Hanover 650 – Northampton 660 – Onslow 670 – Orange 680 – Pamlico 690 – Pasquotank 700 – Pender 710 – Perquimans 720 – Person 730 – Pitt 740 – Polk 750 – Randolph 760 – Richmond	
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	770 – Robeson 780 – Rockingham 790 – Rowan 800 – Rutherford 810 – Sampson 820 – Scotland 830 – Stanly 840 – Stokes 850 – Surry 860 – Swain 870 – Transylvania 880 – Tyrrell 890 – Union 900 – Vance 910 – Wake 920 – Warren 930 – Washington 940 – Watauga 950 – Wayne 960 – Wilkes 970 – Wilson 980 – Yadkin 990 – Yancey	
Message Key	EDP – Add MDP – Modify SDP – Supplement XDP – Cancel	
Miscellaneous Identification Number	AF – Air Force Serial Number AN – Non-Immigrant Admission Number AR – Alien Registration Number AS – Air National Guard Serial Number regardless of state AS – Army Serial Number AS – National Guard Serial Number CI – Canadian Social Insurance Number CG – United States Coast Guard Serial Number DL – Driver’s License Number I9 – Non-Immigrant Admission Number MC – Marine Corps Serial Number MD – Mariner’s Document or Identification Number MP – Royal Canadian Mounted	

	Police Identification or Fingerprint Section (FPS) Number NS – Navy Serial Number OA – Originating Agency Police or Identification Number PI – Personal Identification Number (This applies only to state-issued numbers) PP – Passport Number PS – Port Security Card Number SS – Selective Service Number VA – Veterans Administration Claim Number	
Race	A – Asian B – Black or African American H – Hispanic or Latino I – American Indian or Alaskan Native P – Native Hawaiian or Pacific Islander U – Unknown W – White	
Sex	F – Female M – Male U – Unknown	
SPC Case Type	Inpatient Involuntarily Committed Outpatient Committed Dangerous Not Guilty by Reason of Insanity Incompetent to Stand Trial	
Suffix	JR SR II III IV V VI VII VIII IX X	