



Neighborhood Housing Service of New Britain

Project Report

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Business Case	5
Introduction and Background	5
Business Objective	5
Current Situation and Problem/Opportunity Statement	5
Critical Assumptions and Constraints	6
Analysis of Options and Recommendations	6
Preliminary Project Requirements	6
Schedule Estimate	7
Potential Risks	7
Project Charter	8
Project Information	8
Project Objectives	8
Success Criteria	8
Approach	8
Roles and Responsibilities	9
Team Contract	10
Code of Conduct	10
Participation	10
Communication	10
Problem Solving	11
Meeting Guidelines	11
Signatures	12
Work Breakdown Structure	13
Project Scope Statement	14
Project Characteristics and Requirements	14
Product User Acceptance Criteria	14
Project Management Related Deliverables	14
Product Related Deliverables	15
Gantt Chart	15
Network Diagram	16
Communication Plan	19
Stakeholder Communication Requirements	19
Communication Summary	19

Guidelines	20
Escalation Procedures for Resolving Issues	20
Revision Procedures for this Document	20
Stakeholder	21
Stakeholder Register	21
Stakeholder Analysis	22
Stakeholder Management Plan	23
Responsibility Assignment Matrix	24
Risk Evaluation	25
Identified Risks	25
Risk Impact Probability Analysis	26
Risk Responses	26
Risk Analysis	27
Website Analysis	28
NHS Brooklyn	28
NHS Baltimore	29
NeighborWorks Boise	30
NHS Chicago	31
Peoples' Self-Help Housing	32
NHS New Britain (Current Website)	33
Conclusion	34
Web Host Analysis	35
GoDaddy	35
Network Solutions	36
BlueHost	36
A2	37
WIX	37
Conclusion	38
Website Proposal	39
Diagram	39
Support and Updates	40
Future Enhancements	40
Meetings Minutes	41
February 21	41



March 5	42
March 26	42
April 2	43
April 18	43
May 2	44

1. Business Case

1.1. Introduction and Background

Neighborhood Housing Services of New Britain is a non-profit housing organization that provides financial assistance, technical support, and housing-related services to neighborhoods in New Britain and Central Connecticut for 38 years. Originally created to assist existing owners to make repairs and to improve their homes, the mission of NHSNB, Inc., has broadened over the years to meet the demands of social, economic, and cultural changes.

1.2. Business Objective

The main goal in the re-creation of the NHSNB website is to provide our client with an interactive, informative, and user-friendly platform for them to provide to their own customers. We want the website to display accurate and helpful information in a captivating way, which will be available in all languages in which our client (NHSNB) requests.

1.3. Current Situation and Problem/Opportunity Statement

In the current environment, information is not adequately displayed, and the overall website itself is not regularly maintained or updated. Images and content are outdated and do not accurately display the message that NHSNB wants to display. Social media links and educational classes are important items provided by NHSNB which are not properly displayed on their website. This leads to the website, and thus the company, not being able to serve their customers properly. These problems create an opportunity for us to fix and aid NHSNB in their website repair and customer service to, hopefully, provide users with accurate class information, housing quotes, up-to-date pictures, and social media links.

1.4. Critical Assumptions and Constraints

The project requires strong participation and cooperation from a variety of people. The project will seek direction from Professor Olga Petkova and the client, Neighborhood Housing Services of New Britain. Each member of the project team possesses different skills and expertise which will either be an asset or determinant to the project. Due to busy schedules, the availability of each project member will create difficulty in setting up team project meetings. Also, this project does not have a budget. Therefore, securing a web hosting site with the appropriate technology at no cost will be difficult.

1.5. Analysis of Options and Recommendations

The old website is very static, we won't do anything to the old website. What we will do is create a brand new website that is vibrant and more interactive for the visitors. We also plan on developing more of a social presence for NHSNB by linking all of their social media platforms directly to the website so their website visitors can also check out all of their other social media platforms. Adding color, and giving easy access to users will make the website come more to life. This will make users enjoy their experience, and get the information they need easily on the website.

1.6. Preliminary Project Requirements

To make a successful website, all of the following should be included:

1. Home Page
2. A more vibrant, and interactive website
3. Links to all other social media platforms
4. Easy to maintain

1.7. Schedule Estimate

Our sponsor is looking to have the complete transformation completed by the end of summer 2019. However our group will be finishing the task by the end of our spring semester 2019. The success of the project will be assessed by the reaction of the sponsor upon presentation of the final product. Afterwards the client will assess the effects of the website as they so choose.

1.8. Potential Risks

There are a few potential risks that our team acknowledges as we begin this new project. The first is that we will not have enough time to create exactly what our client envisions. Given that we are working on this project “part-time” we will not be able to dedicate our full attention throughout the week and this can be limiting. We also face the risk of not pleasing the client with our web design ideas. For most of us in the group this will be our first time working on a project like this, therefore we are inexperienced and this will be a large hurdle to climb. There is also a grave risk that our website will not be as effective as we planned. As a team we are limited to free hosting websites, where the capabilities of the technology are limited. Free hosting also does not always allow for easy collection of data in terms of the functionality of the site.

2. Project Charter

2.1. Project Information

Project Title: Neighborhood Housing Services of New Britain: Website Revival

Project Start Date: 2/12/19

Project Finish Date: 5/10/19

Project Manager: Sophia Joseph, email:sophia.joseph@my.ccsu.edu

2.2. Project Objectives

To design an effective, educational, and user-friendly website for the Neighborhood Housing Services of New Britain. Through this we hope to create a new face for the company that is inviting to new clients, and provides them with the information they need when contacting the organization.

2.3. Success Criteria

The project will be deemed a success upon the timely completion of an editable dynamic website that adheres to the requirements outlined by NHSNB. The website should bring increased access and awareness to Neighborhood Housing Services of New Britain services, community engagement, projects and available property units.

2.4. Approach

The project team will follow the waterfall methodology approach for this project through each project stage. To ensure completion, the project team will meet on a weekly basis to discuss open issues, upcoming deliverables, and assignment of work. The team has appointed Sophia Joseph the project manager for this project and agreed on a team contract. A google share will be used to store documents including the project report. The project team will also use Microsoft Project to monitor project progress, milestones, and deliverables. Additionally, the project team will work to identify a web site hosting company that offers the best technology which will meet the needs of the client at no cost.

2.5. Roles and Responsibilities

Name and Signature	Role	Contact Information
Sophia Joseph	Project Manager	sophia.joseph@my.ccsu.edu / sophjoseph96@gmail.com
Raymond Clarke	Project Team Member/ Scribe	rclarkejr@gmail.com
Bianca Wilson	Project Team Member	wilson.bianca17@gmail.com
Nadimul Haque	Project Team Member	nadimul96@gmail.com
Manane Adoyi	Project Team Member	manane97@gmail.com

3. Team Contract

3.1. Code of Conduct

As a team we will prepare for each project deadline throughout the semester through careful agenda planning and clear task assignments. We will all be responsible for our assignments and will hand them in timely before each deadline. All information related to the project will be made clear to each team member. We will all be treated with respect and encouraged to participate in each group session

3.2. Participation

Each member of our group will be assigned their tasks for each project and therefore be responsible for completing their portion of the assigned work on time. As a team we are all responsible for being active in group discussions and meetings. Contributing any past knowledge or experience relevant to our project is critical. Participation also includes being present for each team meeting or communicating with team members if absent.

3.3. Communication

As a team we will meet in class each week on Tuesday and Thursday where we can touch base on our projects and tasks. Along with this each group member has a gmail account where we can communicate and collaborate on team projects online. In the case of any immediate contact all team members will be enrolled into a text message group chat where any information related to our project or class can be discussed.

During any team meetings we ask for minimal use of cell phones to keep discussions and tasks on track. Project manager will also establish a Trello account where all team members can access tasks for each project and we can closely monitor progress outside of the classroom.

Team Member	Email Account	Mobile Phone
Raymond R. Clarke, Jr.	rclarkejr@gmail.com	860-807-6183
Sophia Joseph	sophjoseph96@gmail.com	860-938-0851
Bianca Wilson	wilson.bianca17@gmail.com	860-712-3427
Nadimul Haque	nadimul96@gmail.com	203-690-4888
Manane Adoyi	manane97@gmail.com	860-726-6013

3.4. Problem Solving

If a problem arises all team members will be heard and we will have an open and respectful meeting to come to a conclusion. Any differences of opinion will be voted on when it comes to making team decisions. To prevent wasting time, if our team struggles with a conflict for more than two meeting sessions we will then consult Dr. Petrovka for a possible solution.

We will focus on improving upon past mistakes and learning from each other's experiences. Everyone has something to contribute therefore we will be open and allow for differences of opinion and respectful discussion.

3.5. Meeting Guidelines

We will meet each Tuesday and Thursday for a few minutes before the beginning of class to touch base on our progress. Any further meetings will be scheduled by the project manager and agreed upon by all team members. Prior to each meeting our project manager will create an agenda to the day which all team members will be emailed the night prior. During each meeting there will be one team member, Raymond Clarke, who will take minutes and sum up what we've touched upon at the conclusion of each meeting. Meeting minutes will be logged into a Google Doc 24 hours after each meeting and submitted to Dr. Petrovka at the end of the semester.

3.6. Signatures

Raymond R. Clarke, Jr.
Manane Adoyi
Sophia Joseph
Bianca Wilson
Nadimul Haque

4. Work Breakdown Structure

1. Initiating
 - 1.1. Summarize requirements
 - 1.1.1. Business Case Analysis
 - 1.1.2. Assess/ Write Stakeholder Analysis
 - 1.1.3. Project Charter
 - 1.1.4. Project Kickoff meeting
2. Planning
 - 2.1.1. Record Team Contract
 - 2.1.1.1. Establish platform for communication for each team member
 - 2.1.2. Develop a scope statement
 - 2.1.3. Work Breakdown Structure
 - 2.1.4. Project Schedule
 - 2.1.4.1. Gantt Chart
 - 2.1.4.2. Network Diagram
 - 2.1.5. RAM
 - 2.1.6. Communication Plan
 - 2.1.7. Stakeholder Analysis/Register
 - 2.1.8. Risk Analysis
3. Executing
 - 3.1. Analysis in about 1000 words of 5 websites related to the topic
 - 3.2. Design
 - 3.2.1. Sketch out the web page design
 - 3.2.2. Get feedback and revise
 - 3.2.3. Create wireframes
 - 3.2.4. Get feedback and revise
 - 3.2.5. Approve design
 - 3.2.6. Set up web hosting
 - 3.2.6.1. Configure web server settings
 - 3.3. Create web pages
 - 3.3.1. Create home page
 - 3.3.1.1. Create Counseling page
 - 3.3.2. Review web pages
 - 3.3.3. Test web pages
 - 3.4. Detailed Website Description
 - 3.5. Instructions for support and update of website
 - 3.5.1. Future Plans: Future System Modifications & Enhancements (if identified)
 - 3.6. Final Powerpoint Presentation
4. Closing
 - 4.1. Compilation of meeting minutes
 - 4.2. Lessons Learned Report
 - 4.3. Contribution of team members report

5. Project Scope Statement

5.1. Project Characteristics and Requirements

The requirements of this project is to build an informative and functional website for the Neighborhood Housing Service of New Britain. The final website will display all of the services our client provides (ie informational classes, counselling) along with being user friendly so that the client will be able to make future adjustments easily.

5.2. Product User Acceptance Criteria

In order to receive user acceptance, a fully functional, editable dynamic website that meets the clients needs must be delivered.

5.3. Project Management Related Deliverables

1. Business case
2. Project charter
3. Team contract
4. Project Scope Statement
5. WBS
6. Project schedule (Gantt chart, network diagram)
7. Communication plan
8. Stakeholder management plan (Stakeholder register, Stakeholder analysis)
9. Responsibility assignment matrix
10. Risk evaluation

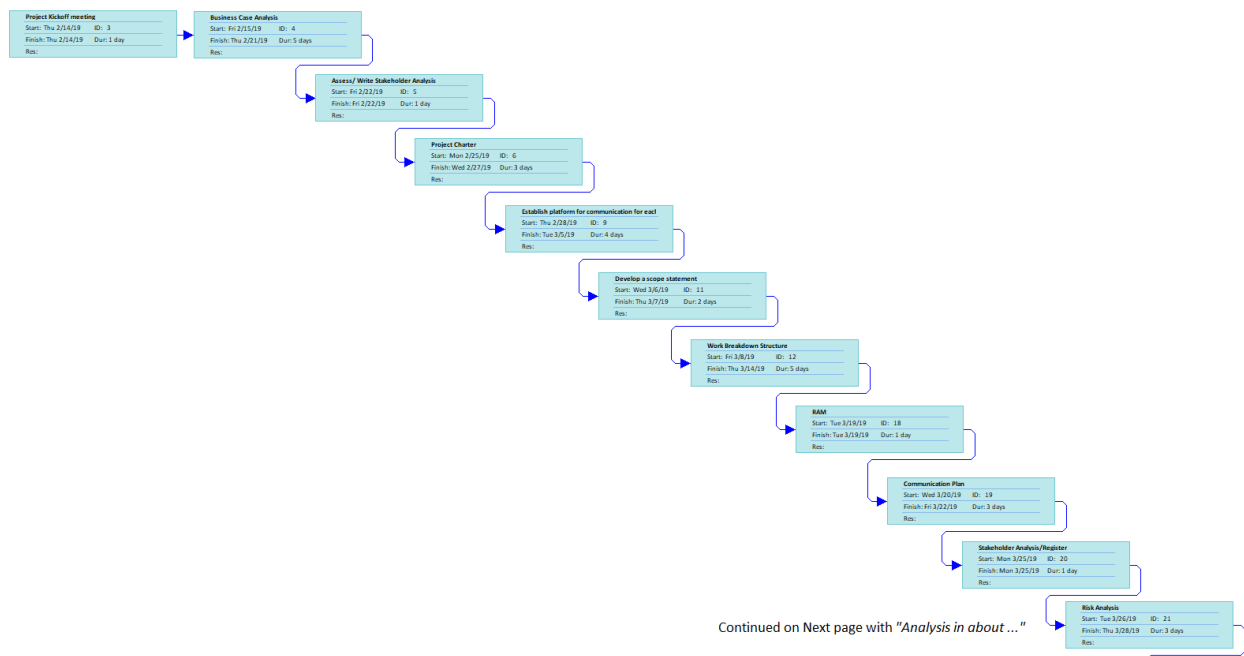
5.4. Product Related Deliverables

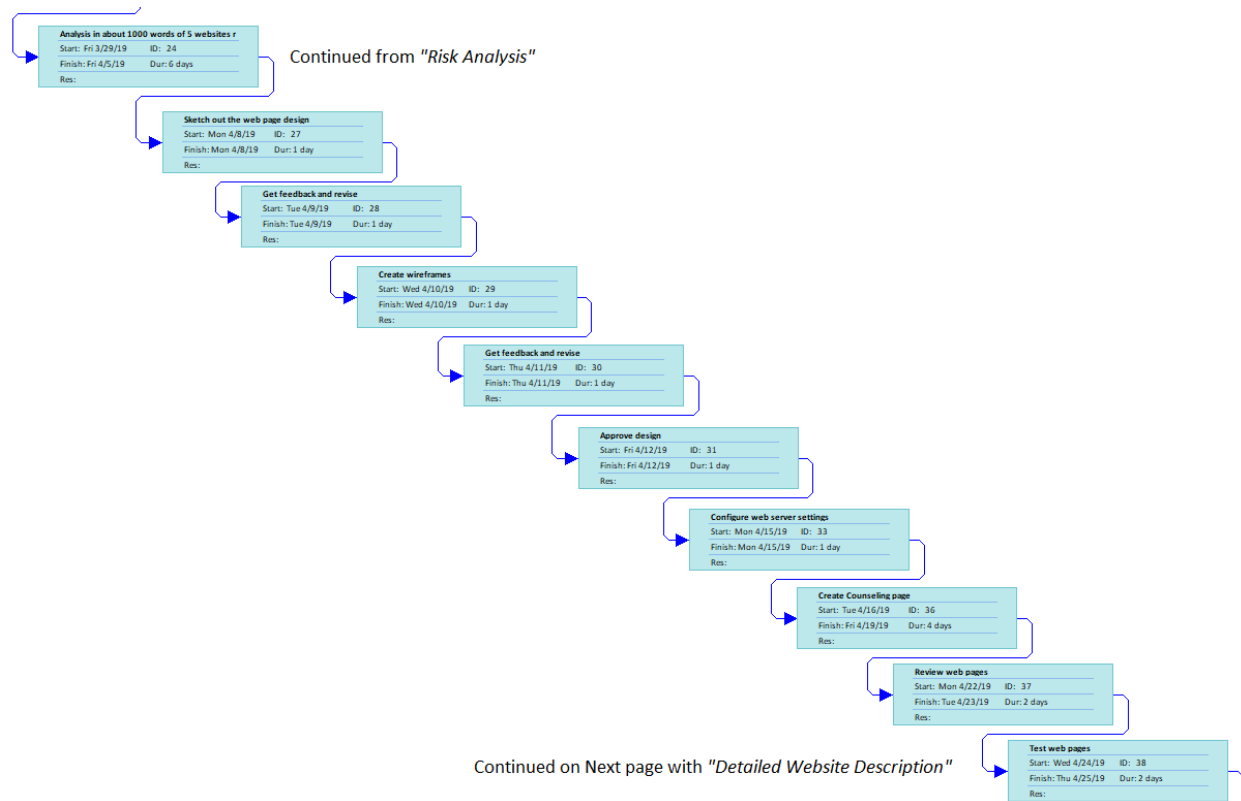
1. Website: A new vibrant, interactive, and functional website.
2. Analysis in about 1000 words of 5 websites related to the topic
3. Research Report: Brief research report on hosting for free (1000 words) and comparison table.
4. Website Description: Detailed description of the web site (could be in a form of a diagram, showing the structure and design)
5. Instructions: Brief instructions for support and update of your web site
6. Future Plans: Future System Modifications & Enhancements (if identified)
7. Project Presentation Slides

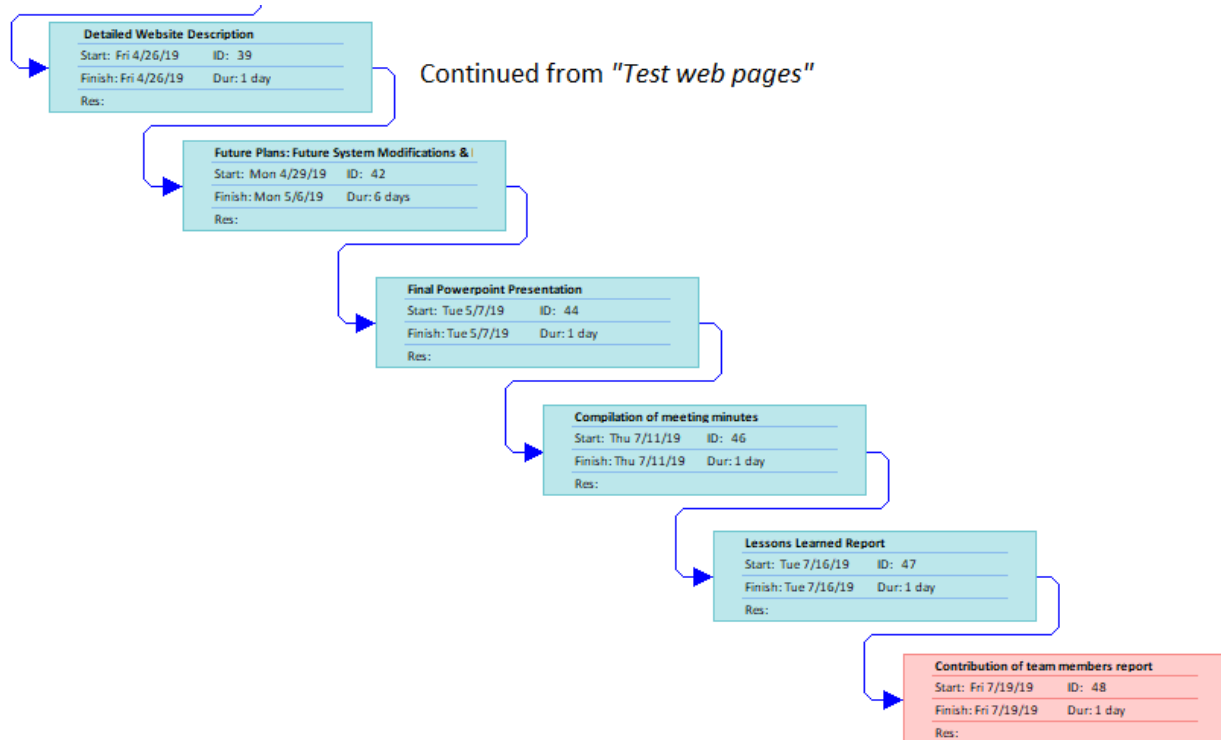
6. Gantt Chart

(sent as a separate file)

7. Network Diagram







8. Communication Plan

8.1. Stakeholder Communication Requirements

Because this project involves many people including team members, professors, and the staff of the Neighborhood Housing Services of New Britain. Therefore the project team will use email, group text messages, and in class discussions to determine the communications requirements for the various stakeholders. Team members will require regular communication regarding project details and deadlines. This communication will come from Professor Petkova at the start of the project and be updated as needed. They will also be available, in person or via email, to answer questions. Professor Petkova will require five milestone submissions as verification that work is being completed. Mr. John Kukulka will only require a final submission once all work has been completed.

8.2. Communication Summary

The table below summarizes all identified stakeholders for the project and outlines the type of communication, delivery method, frequency, and producer.

Stakeholders	Communication Name	Delivery Method/Format	Producer	Due Date/Frequency
Project Sponsor	Final Presentation	Powerpoint	Team	5/7/2019
Project Champion	Milestone Submissions	Electronic Submission via Blackboard Learn	Project Manager	2/28/2019, 3/18/2019 3/28/2019, 4/8/2019 4/25/2019
Project Manager	Weekly Status Report	In Class Discussion, Group Text Messages	Project Manager	Weekly
Project Team	Weekly Assignments	In Class Discussion, Group Text Messages	Team	Weekly

8.3. Guidelines

- Ensure that all stakeholders comprehend all communication. Have recipient relay message back to confirm that it was understood. For more detailed communication, use face-to-face interaction rather than electronic communication.
- Use titles and dates on documents and in email headings and have recipients acknowledge receipt.
- Prepare and post meeting minutes within 24-hours of a meeting.
- Respond to all emails and group messages within 12 hours of receipt.

8.4. Escalation Procedures for Resolving Issues

Issues will be resolved within the team. When they cannot be resolved, affected parties will bring forth their concerns to Professor Petkova who will assume the role of arbitrator. If the issue needs immediate attention and is critical to the completion of the project or extremely time sensitive, the issue should be brought directly to Sophia Joseph, the project manager, who will make the final decision.

8.5. Revision Procedures for this Document

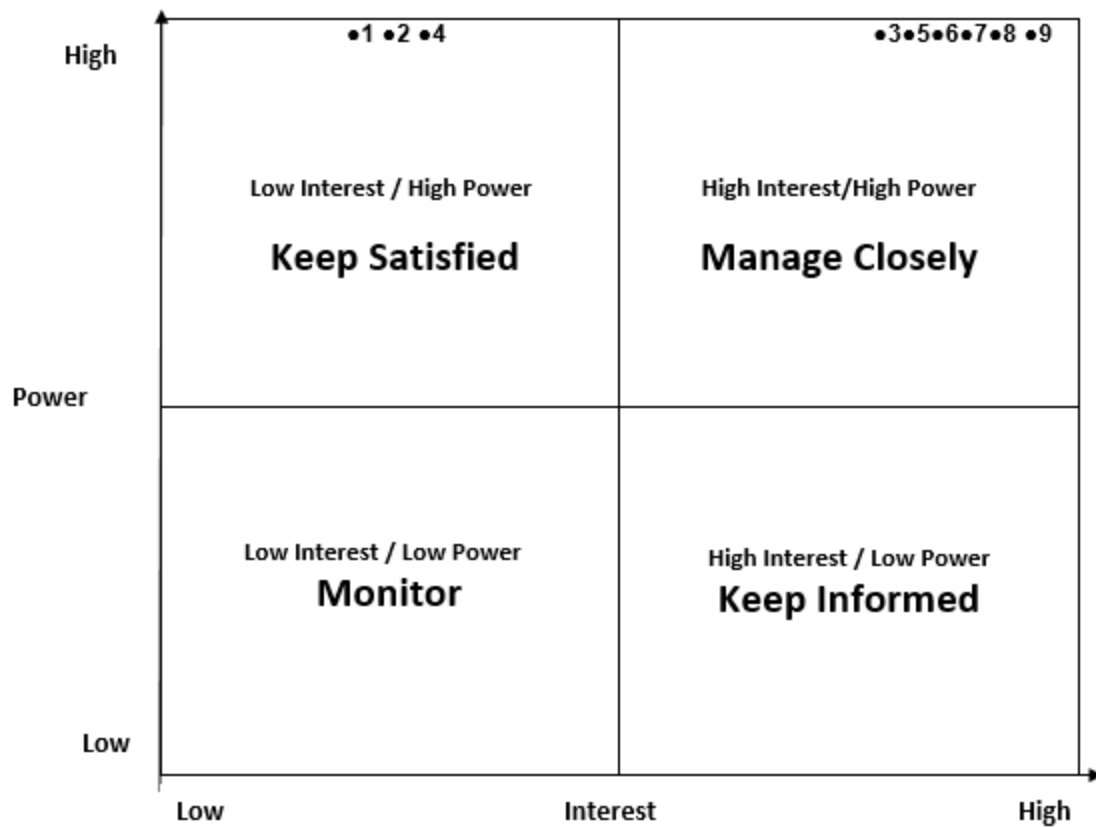
Revisions to this plan will be approved by the project manager. The revised date will be clearly marked at the top of this document.

9. Stakeholder

9.1. Stakeholder Register

Name	Project Role	Internal/ External	Contact Information
John Kukulka	Client (Director)	External	info@nhsnb.org
Ed Loggins	Client (Finance Director)	External	info@nhsnb.org
Dr.Olga Petkova	Project Sponsor	Internal	PetkovaO@ccsu.edu
Professor Ghiloni-Wage	Project Champion	Internal	bethghiloniwage@ccsu.edu
Sophia Joseph	Project Manager	Internal	sophia.joseph@my.ccsu.edu
Raymond Clarke	Project Team Member/ Scribe	Internal	rclarkejr@gmail.com
Bianca Wilson	Project Team Member	Internal	wilson.bianca17@gmail.com
Nadimul Haque	Project Team Member	Internal	nadimul96@gmail.com
Manane Adoyi	Project Team Member	Internal	manane97@gmail.com

9.2. Stakeholder Analysis



9.3. Stakeholder Management Plan

Name	Power/Interest	Current Engagement	Potential Management Strategies
John Kukulka	High / Low	Supportive	Complete all deliverables by target dates and conduct an impressive project presentation that meets the client's expectations
Ed Loggins	High / Low	Supportive	Complete all deliverables by target dates and conduct an impressive project presentation that meets the client's expectations
Dr.Olga Petkova	High / High	Supportive	Complete each milestone by its due date, request feedback on completed deliverables, and make changes where necessary
Professor Ghiloni-Wage	Medium /High	Supportive	Keep stakeholder informed on the progress of the project by way of Dr. Petkova (Project Sponsor)
Sophia Joseph	High / High	Leading	Lead group meetings to assign and complete tasks, and provide weekly updates on upcoming milestones
Raymond Clarke	High / High	Leading	Participate in group meetings to assign and complete tasks. Provide scheduled updates on individual tasks
Bianca Wilson	High / High	Leading	Participate in group meetings to assign and complete tasks. Provide scheduled updates on individual tasks
Nadimul Haque	High / High	Leading	Participate in group meetings to assign and complete tasks. Provide scheduled updates on individual tasks
Manane Adoyi	High / High	Leading	Participate in group meetings to assign and complete tasks. Provide scheduled updates on individual tasks

10. Responsibility Assignment Matrix

Team Member	Email Account	Mobile Phone	Role
Olga Petkova Phd.	petkovao@ccsu.edu	-	Project Sponsor
Raymond R. Clarke, Jr.	rclarkejr@gmail.com	860-807-6183	Project Member/ Scribe
Sophia Joseph	sophjoseph96@gmail.com	860-938-0851	Project Manager
Bianca Wilson	wilson.bianca17@gmail.com	860-712-3427	Project Member
Nadimul Haque	nadimul96@gmail.com	203-690-4888	Project Member
Manane Adoyi	manane97@gmail.com	860-726-6013	Project Member

Task	Raymond	Sophia	Bianca	Nadimul	Manane
Table of Contents	R	A	C	C	C
Stakeholder Analysis	C	A	R/A	C	C
Business Case	R	R/A	R	R	R
Project Charter	C	R/A	C	C	C
Team Contract	R	R/A	R	R	R
Project Management Plan	R	R/A	R	R	R
Project Communication plan	C	A	R	C	C
Responsibility Assignment Matrix	C	R/A	C	C	C
Project Stakeholder Management	C	A/C	R	C	Cq
Project Schedule	R	R	R	R	R
Project Risk Management	C	C	C	R/A	R/A

Site Research	C	R	R	C	C
Site Design	R	R/A	R	R	R
Content Research & Design	R	R	R	R/A	R
Site Building	R	R	R	R	R
Site Upkeep Documentation	R	R	R	R	R
Minutes of Meetings	R	A	C	C	C
Lessons Learned Report	R	R	R	R	R
Contributions of Team Members Report	R	R	R	R	R

R= Responsible

A= Accountable

C= Consultation

11. Risk Evaluation

11.1. Identified Risks

1. Client not cooperating
2. Insufficient technical knowledge
3. Non-cooperative team member
4. Not being able to meet deadlines
5. No communication between team members

11.2. Risk Impact Probability Analysis

Probability			
		Risk 3	Risk 2
		Risk 4	Risk 1/Risk 5
	Impact		

11.3. Risk Responses

1. Talk to Professor Petkova and set up a meeting with clients to talk about why they are not cooperating.
2. Learn as much as we can about hosting website, and coding. Ask people who have more experience in the wordpress and website business if they could help us with knowledge to improve our technical knowledge.
3. Talk to Professor Petkova about our team member that is not cooperating to see if she can help us one the issue. If nothing changes we have to adjust by splitting the leftover work among all the other team members to be able to meet deadlines.
4. Make sure all the team members keep up with their specific parts of the project, and make sure everyone gets their work done on time.
5. Make sure they is a platform team members use to communicate with each other whether it is through phone contact, email, google or any other platforms.

11.4. Risk Analysis

Cooperation from the clients end has the greatest impact on the quality and effectiveness of this project. Their cooperation in areas of communication, and accurate assessment of needs will be crucial in supplying a quality end-product. We have accounted for this large risk by talking to our clients in a group setting and asking them questions from a prepared list, so we can better meet their end goal.

Insufficient technical knowledge is also a risk we have identified. Although some members of our group have some preliminary/intermediate knowledge on web development, there are certain areas and features that will need further research and consultation so that we can accurately achieve deliverables that the client identified.

Because of the magnitude and size of this project, we have evaluated that it would put the quality of the project at stake if we did not have all team members cooperating. Each individual member has their key strength that they can use in certain areas of the project, and a lack of team cooperation would take away focus from other aspects of the project. We have tried to hedge the possibility of a lack of cooperation by meeting as a team consistently and assigning responsibilities.

All successful projects meet certain deadlines set forth by the clients and the team itself - deadlines create a better estimate for the quality and end product of a project. We have assessed that meeting deadlines is a risk that we have because we need to meet the time requirements of multiple parties: the client, the professor, and individual team members. Because of the multitude of schedules the project is being assessed and observed by, it is essential that we account for this risk by setting clear and consistent deadlines.

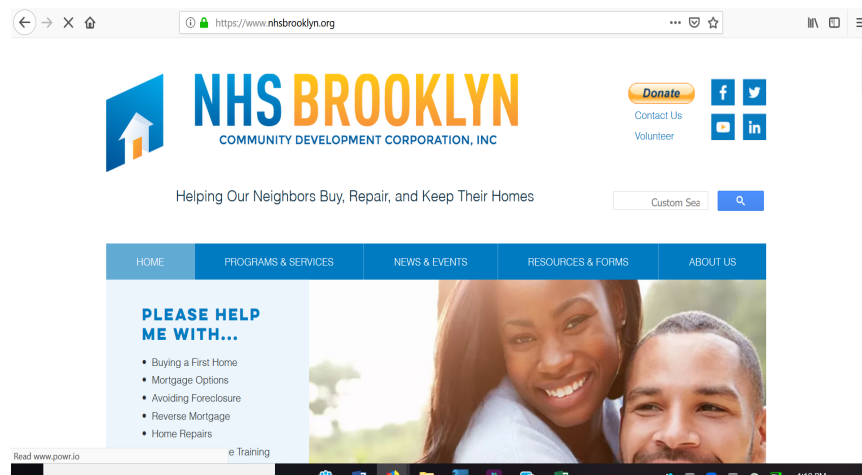
Lastly, communication between team members is the final risk we have assessed for this project. Lack of communication can directly result in a lack of quality in the end product. Within our group, we have set up various communication methods that provide clear and accessible methods to immediately contact each of the members. Another aspect of communication is the quality of the communication itself, and our team has made sure to provide an environment that encourages new ideas, opinions, and perspectives.

12. Website Analysis

During the website analysis, the client's existing website (NHS New Britain) was analyzed, along with five similar housing services sites (NHS Brooklyn, NHS Baltimore, NHS Chicago, NeighborWorks Boise, and Peoples Self Help Housing). Through this analysis, each site's style and functionality is examined, with the goal of ascertaining which aspects can be incorporated into the redesign of NHS New Britain's website.

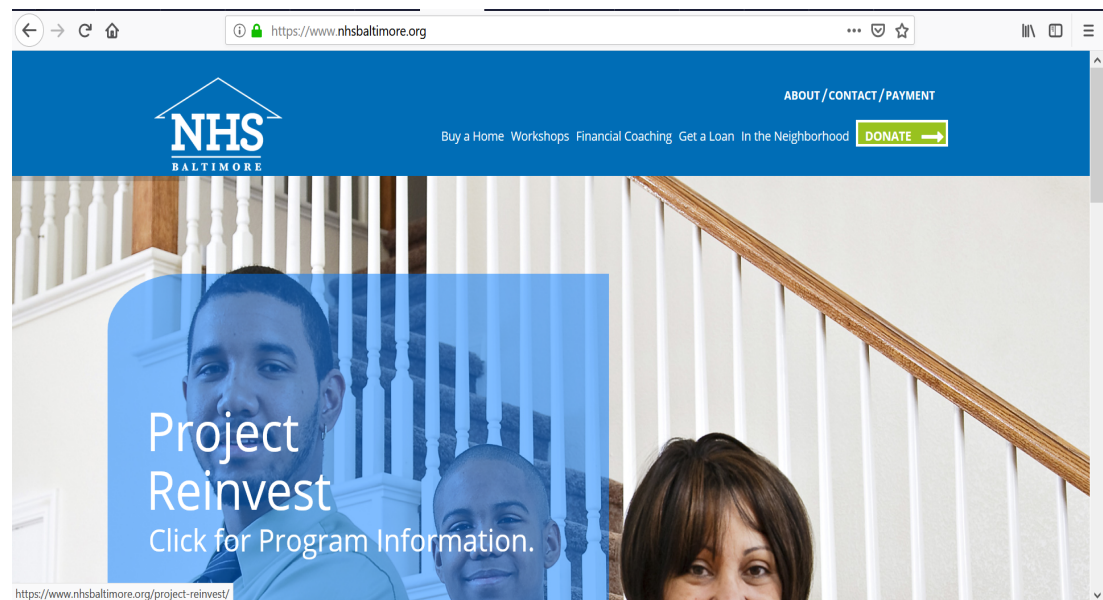
12.1. NHS Brooklyn

On the initial page load, the website for NHS Brooklyn, is bright, crisp, and structured with each section well organized and clearly separate from the other content on the page; organization name with a call to action statement, social media, menu, quick links, and picture carousel. As the user scrolls down the page, there is a brief description of the organization, newsletter subscribing section, and then an introduction into their programs. Towards the bottom of the page, the structure of the page is disrupted by the upcoming events, latest news, and success stories. The information is not well-presented and confusing to follow. An assumption can be made that the loss of structure is attributed to the dynamic nature of the content in these sections. The page is closed by the various methods a client can contact the organization in a visibly strong graphic. Each top level section of the website is displayed in a consistent manner with a bright colored title, page content is displayed with an easy to read font, navigation for the second level content is organized in a navigation pane positioned on the left side of the page.



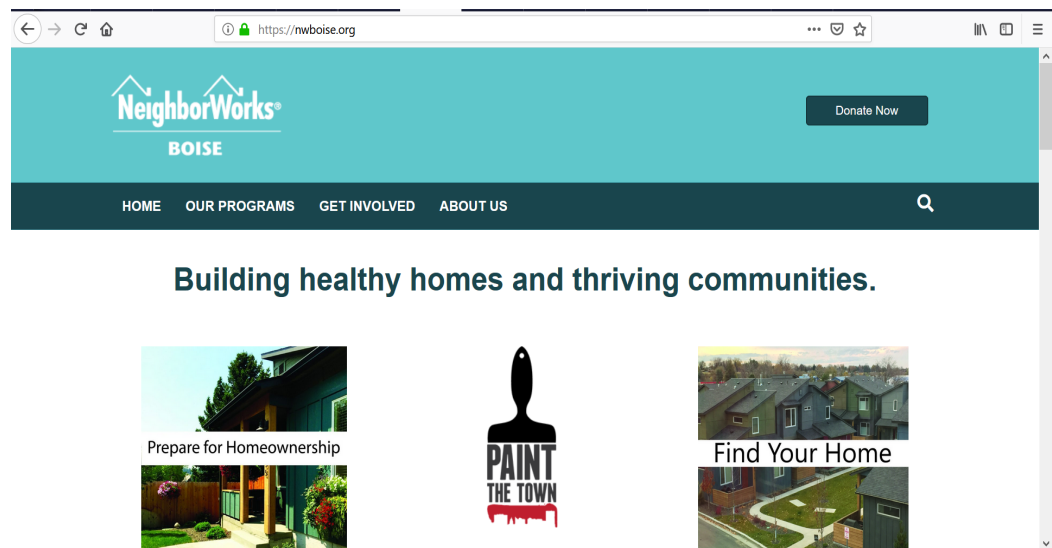
12.2. NHS Baltimore

The Baltimore website is pretty nice. It is similar to what our clients want as a final product but it has a couple of things missing for it to be perfect. This website is simple, but it gets to the point. It has tabs like buy a home, workshops, Financial coaching, get a loan, and in the neighborhood. Under each tab it goes into more detail regarding what the customer is looking for. They are also linked their website to their other social media page, and from taking a looking at it they are pretty active on there. They even posted today on their Facebook page. Their twitter is not as active as their Facebook but they are also active on there. They have a good color scheme and their colors complement each other. The only thing I can say they are missing is that they didn't have enough information about their sponsors and people they are working with.



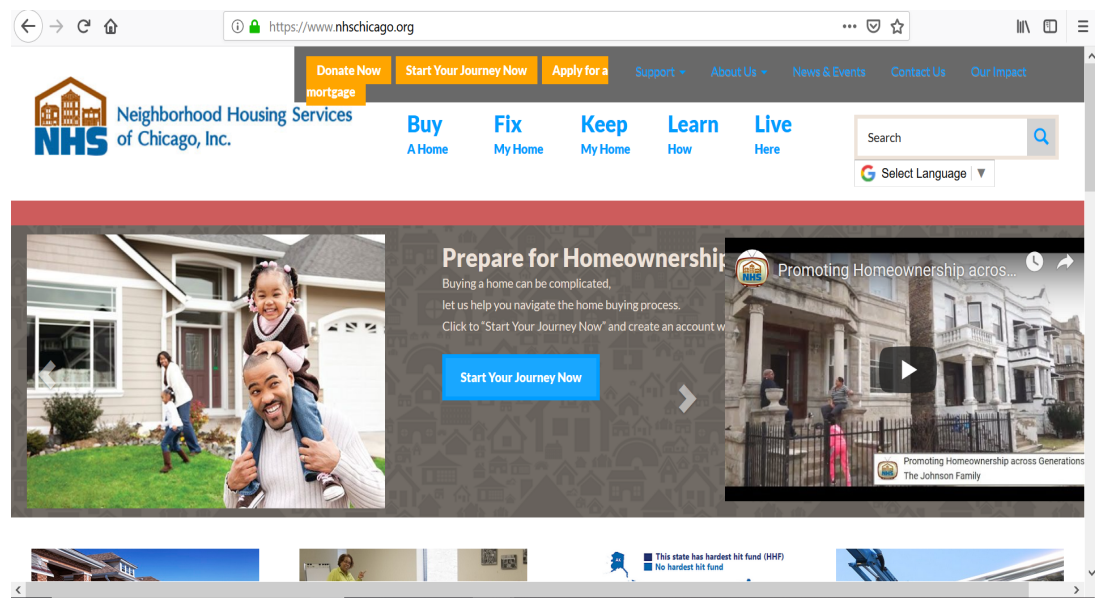
12.3. NeighborWorks Boise

The NeighborWorks Boise website is extremely user friendly because of the simplicity of the content and the overall navigation of the website. Their use of colors throughout the whole website compliments all of the pictures they use too - visually speaking, it's really a top tier site. The top menu bar has the basic information/buttons such as "Our Programs," "Get Involved," "About Us," for users to look through and use, but the homepage itself is also very interactive and engaging. I really like the search button on the right side of the page. I think it can be very useful whenever a user knows what they want to find, or has a few keywords they want to type. One thing I would change is to maybe make the "search" and "donate now" buttons a little more noticeable because I really didn't even see them until I did a more thorough examination of the page. Other than that, each of the menu items has in depth resources for the users to dig into.



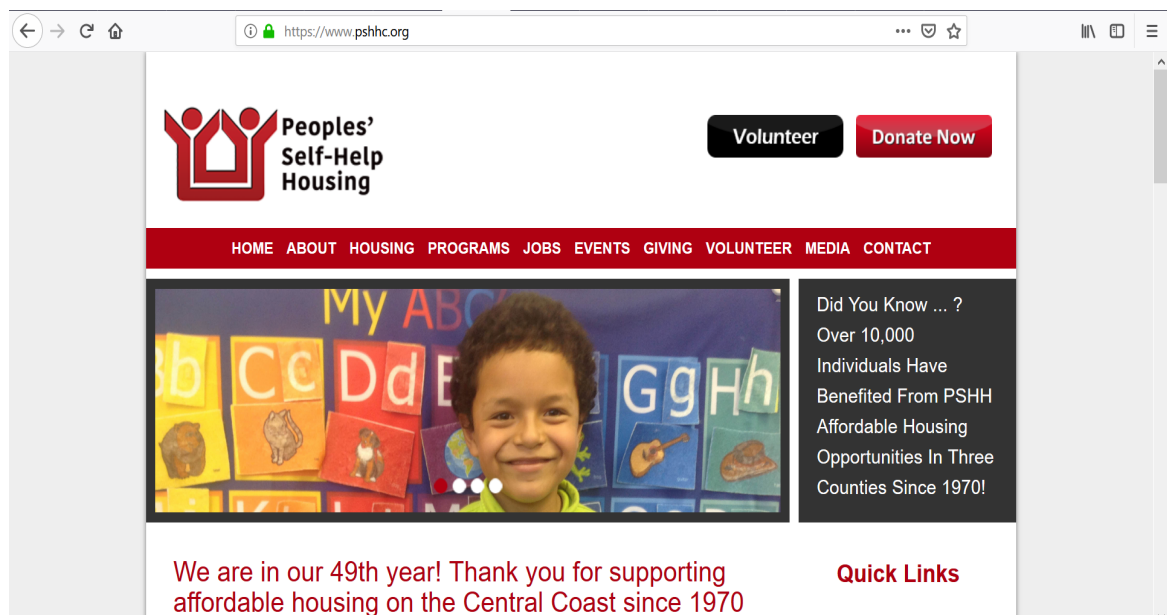
12.4. NHS Chicago

The Neighborhood Housing Services website opens up to a visual aesthetic color scheme and imagery. The top menu bar has prominent positioned buttons such as “Donate Now”, “Start Your Journey”, and “Apply For a Mortgage” that are brightly outlined, grabbing the user’s attention. The second menu features a set of buttons (Buy, Fix, Keep, Learn and Live) that summarizes why a user might be visiting the site. When a button is clicked a drop-down menu appears with more detailed options, this assists users with quick navigation. This is a very concise way to organize offered programs, classes and listings. This menu is then followed by a picture carousel and a featured video, which is useful in highlighting important content. A few short write ups are then followed that describe key programs and grants opportunities. The first page ends with social media icons and an area titled “News and Events”, which displays links to news articles, press releases, events and publications. The choice to feature lists of links instead of each category item having its own drop down menu, makes this area visually crowded and inconsistent with the style of the upper portion of the page. Each interior page on the site follows a consistent format of providing more detailed information on a category item, along with options to apply, donate and start your journey. This format is useful at consistently directing users towards either donating or enrolling in programs or services.



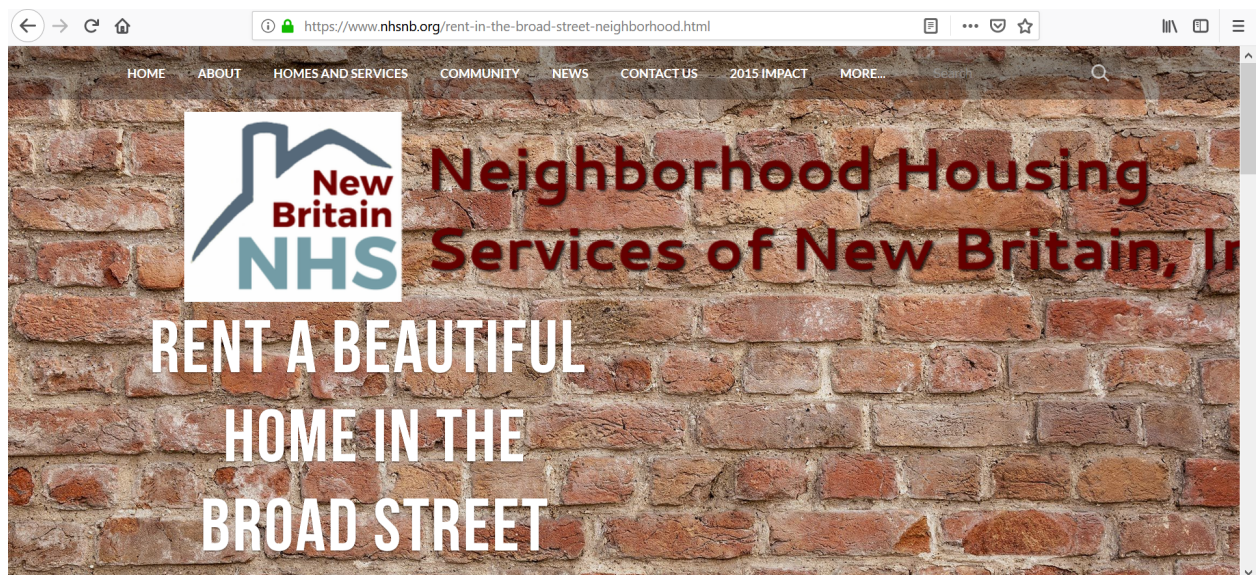
12.5. Peoples' Self-Help Housing

People's Self Help Housing website is clearly designed with the idea of bringing as much information as possible to their potential clients. In the top right corner there are two buttons labeled "Volunteer" and "Donate Now" which provide clear and identifiable access for both options. The ability to donate and sign up for volunteering online could be extremely beneficial to our client who is looking to highlight their donations and internship program. However the bulk of this site is only text, making the front page immediately intimidating for any user. Our main focus in creating a new website for our client is to bring across as much information as possible, in a way that is also user friendly. The navigation bar includes ten tabs which all lead to subtabs, and then link to their pages. Again this also feels slightly overwhelming being that it covers all aspects of the business. All of the website's pages have a white background with red and black accent colors. The simplicity of the design is not very appealing, and doesn't convey professionalism or credibility with the user. Our team appreciated the slideshow of pictures depicting past projects, and are hoping to incorporate this idea into our design. Peoples' Self-Help housing also includes links to all of their social media on their main page which are updated frequently. Overall this format is cluttered and too wordy for what our client is looking for. However the ability to interact with social media and information content could potentially inspire some aspects of our site.



12.6. NHS New Britain (Current Website)

The current NHS New Britain website is a little bland right from the start. There isn't really much of a color scheme or anything that pulls me in as a website visitor. The website also looks a little outdated - one of the tabs on the top bar has a "2015 impact" button, and the social media links don't bring you to the NHS social media pages, they just bring you to the websites itself. I also noticed that there are sponsors at the bottom of the page, and I think it would've been a better idea to provide links to those sponsors instead of just having their pictures. Each of their tabs have little content about the information they're trying to display as well, it's mostly just a short general description and nothing else. Same with the "Rent on Broad St. Neighborhood" tab - I noticed only one houses pictures available. Content wise and aesthetic wise, I think this website needs some work done on it so that it can accomplish its end goal which is to provide valuable information to the visitor and set people up with the resources to find a home. I think that this website gives us a foundation to learn from, and to cancel out certain ideas that we may think of implementing on our version of the website. After feedback from our client, I believe that they also want a more resourceful and interactive platform.



12.7. Conclusion

Our group has decided to use a blend of the NHS Boise and NHS Baltimore as a model for our project design. We are looking to create an extremely user friendly and informative site that will promote all of the work our client does for their community. What attracted us to the Boise design was how clear all of the information was on the site. We were inspired by their use of the search bar to include a “donate” tab in our design. Each menu item is appropriate to the needs of the site, and expands with subtabs to keep all of the information organized. This level of organization and usability would drastically improve the functionality of our website.

Our team was also drawn to the simplicity of the NHS Baltimore website. This site is very sleek and modern, not crowding with information or distracting images. This creates a look of professionalism and competence that is attractive to the business. We believe that in our redesign if we can carefully choose our graphics, it will create a more visually appealing site for our client.

13. Web Host Analysis

Web hosting is the platform from which our project will begin. With this in mind our team has carefully selected criteria that we believe would provide us with the best platform for our client. Currently our client does not use any form of search engine optimization to help people locate their website and services. If implemented our client could potentially see an influx of new community members and volunteers to help support their business. Another important criteria point is the availability of support. Our website must be able to update and make changes easily and efficiently. If there is support to help guide our client after we hand in our final design they will be more inclined to improve and make updates frequently. Speed and storage will also be part of our selection criteria because they will also impact the effectiveness of the final project.

13.1. GoDaddy

GoDaddy is a user friendly hosting site that focuses on personalization and creativity for its users. Users have the ability to adapt their website to fit around their lifestyle and improve their business. GoDaddy guarantees its users short load times, 24/7 support, and 99% uptime. This would be very useful for our project because one of the most important characteristics of our site is the useability. After we have completed our design, our clients need to be able to update and work this website in an efficient and effective way. Wordpress allows for each site to hold 15 GB of storage. This is less than some of the competing hosts who provide an unlimited amount of storage to their users.

GoDaddy provides search engine optimization which increases the chances of your website being found on sites like Google, Facebook, etc. This is important for our project because our client is looking to grow their business and inform the surrounding community of their services.

After analyzing this website we believe that it would be a good option for our client because it meets most of our qualifications for the new website.

13.2. Network Solutions

Network Solutions offers a full range of web services. These services include website development through WordPress, and hosting that is flexible, affordable, and reliable. Network Solutions offers bundle packages beginning at \$7.99 a month for their lowest cost option. This includes a domain name, WordPress site, 50GB of storage, on-demand cloud backup, security and 10 email boxes. These features are complimented by 24/7 technical support. This package is appropriate for small sized organizations, and they maintain the option to scale up their services based on future demand. Search engine optimization is unavailable at this package level which is a disadvantage. Also, independent user experience ratings are low for the hosting service through Network Solution. This is ultimately a significant reason not to move forward with this hosting option.

13.3. BlueHost

Bluehost is one of the oldest and most reputable shared hosting companies on the internet. Bluehost makes it easy to create attractive, functional, and stable pages for your business. It is the number 1 recommended web hosting by wordpress.org, and it makes it easier for people to use wordpress. Bluehost has an average price compared to all of the other hosting websites, it starts at 14.99\$ a month which is not terrible. They offer 24/7 support which is important because a company can't have their website down for a period of time and not be able to get help. Another Benefit of bluehost is that it's storage is unlimited, and it provides backup for your files which some of the other hosting websites don't. Some of the downside to bluehost is that the security is not guaranteed like some of the other websites. Overall Bluehost is not a bad option of hosting to go with but, there are other hosting platforms that offer a lot more than Bluehost is, and some that are also better priced.

13.4. A2

A2 web hosting services is a company that provides hosting by developers to developers. A2 offers a wide spectrum of services, among which shared hosting, cloud hosting, VPS hosting, dedicated hosting, and reseller hosting; with the possibility to choose a management level and establish enterprise-grade control within each of them. A2 Hosting also supports all the major content management platforms, meaning that it will fully optimize the power of your WordPress, Drupal, or Joomla website, as well as the capacity of your Opencart or Magento store. A2 is reliable, provides security, has unlimited storage, supports backing up your file, and has 24/7 customer support. The only thing that is negative about A2 hosting is the fact that it is a bit more expensive than the other options sitting at \$18.99 a month. This hosting platform is a good way to go if you don't mind paying a little extra every month for the hosting services. After analyzing this platform and since we don't really have a budget on this project, we would prefer to go with something that is not too pricey.

13.5. WIX

While Wix was founded back in 2006, it is a new leader in the web hosting and builder market. It has gained traction in the last 5 years by increasing its presence using new marketing methods. Wix is reliable, provides security, supports backing up your file, and has 24/7 customer support. Wix has a reasonable premium plan for \$19 a month which provides a variety of features; unlimited bandwidth, 20GB storage, \$200 in ad vouchers, a professional logo, site booster, form builder, and an events calendar.

Wix does not use WordPress, however it offers its own easy and simple editing tool so the client is not required to have coding skills. It can also build a website using artificial intelligence (AI).

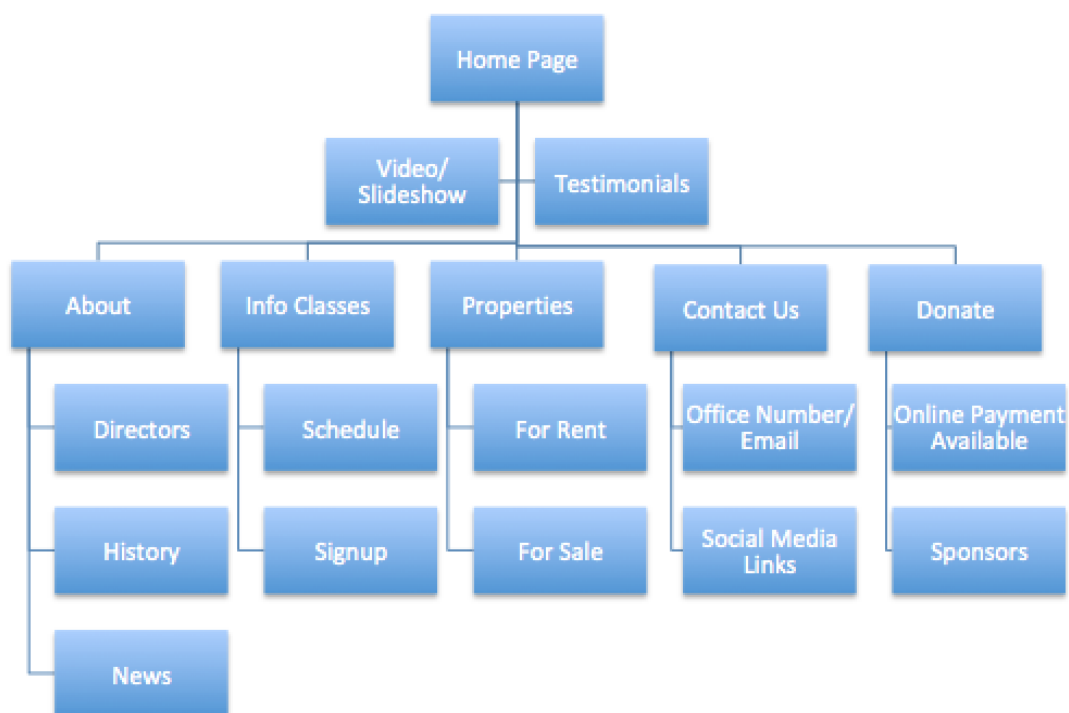
13.6. Conclusion

A variety of web hosting companies were reviewed to determine which solution best fits the needs of the client. Upon that review, Wix is the recommended solution for the client. When compared to other companies, Wix was the only company which offered an event calendar feature so the client no longer needs to use EventBrite, comprehensive how-to support, easy and simple editor, and a robust collection of templates designed by graphic artists. While other companies offer unlimited storage or no known constraints on visitors, neither seemed to be a key requirement of the client.

Criteria	GoDaddy	Network Solutions	BlueHost	A2	WIX
Reliability	99.9% uptime	99.9% uptime	-	99.9% uptime	99.9% uptime
Security	Yes	Yes	-	Yes	Yes
WordPress	Yes	Yes	Yes	Yes	No
Cost	\$14.99/mo	\$7.99/mo	\$14.99/mo	\$18.99/mo	\$19/mo
Storage	15 GB	50 GB	Unlimited	Unlimited	20GB
Backup	Yes	Yes	Yes	Yes	Yes
Visitors	Up to 100k	-	-	-	-
Search Engine Optimization	Yes	-	-	-	-
Support	24/7	24/7	24/7	24/7	24/7

14. Website Proposal

14.1. Diagram



14.2. Support and Updates

Separate document created, website instructions.

14.3. Future Enhancements

No future enhancements were identified at the completion of the project.

15. Meetings Minutes

15.1. February 21

Attendees: Raymond Clarke, Bianca Wilson, Sophia Joseph, Manane Adoyi, Nadimul Haque

Location: RVAC 203

Discussion: The professor allotted the last 20 minutes of class time for each of the project teams to gather and discuss the creation of the business case and project charter for the team project.

Sophia Joseph established a team share on Google Docs to allow the project team to store and create documents which will be deliverables for the project.

The team created the outline for the business case and project charter and discussed which sections each team member wanted to take accountability and complete before the due day of February 28, 2019. After each section was assigned, the team agreed their respective sections should be completed by February 26, 2019 so each team member can use the remainder of the time to review each team member's output before the business case and project charter are submitted to Professor Olga Petkova.

Overall, the team was respectful of one another and the dialog was constructive, collaborative, and productive.

15.2. March 5

Attendees: Bianca Wilson, Manane Adoyi, Nadimul Haque

Location: RVAC 203

Discussion: The professor provided the team feedback on milestone 1. A recommendation was made to adjust the format of the project report, so each category has a dedicated page. Also, in section 1.5 (Analysis of Options and Recommendations) the recommendations for the client must be clearly noted.

The team agreed to make all necessary changes to the project report by the following class.

15.3. March 26

Attendees: Raymond Clarke, Bianca Wilson, Sophia Joseph, Manane Adoyi, Nadimul Haque

Location: RVAC 203

Discussion: The professor allotted the last 30 minutes of class time for each of the project teams work on the deliverables for the third milestone; communication plan, stakeholder management plan including stakeholder register, stakeholder analysis, responsibility matrix, and risk evaluation..

The team added the deliverables to the project report stored on Google Drive and assigned the work. After each section was assigned, the team agreed their respective sections should be completed by March 27, 2019 so each team member can use the reminder of the time to review the deliverables before submitting to Professor Olga Petkova on March 28, 2019.

Overall, the team was respectful of one another and the dialog was constructive, collaborative, and productive.

15.4. April 2

Attendees: Bianca Wilson, Manane Adoyi, Nadimul Haque

Location: RVAC 203

Discussion: The professor allotted the last 30 minutes of class time for each of the project teams work on the deliverables for the fourth milestone; analysis in 1000 word for each of the websites the client provided as examples, including an outline of the proposed website structure.

The team added the deliverables to the project report stored on Google Drive and assigned the work. After each section was assigned, the team agreed their respective sections should be completed by April 5, 2019. This will provide the team with ideas on how to structure the website for the client. On April 7, 2019 at 6PM, the team will meet online via Google Chat to discuss their ideas and formulate the structure. The updated project report, including the fourth milestone content, will be submitted to Professor Olga Petkova on April 28, 2019.

Overall, the team was respectful of one another and the dialog was constructive, collaborative, and productive.

15.5. April 18

Attendees: Raymond Clarke, Bianca Wilson, Sophia Joseph, Manane Adoyi, Nadimul Haque

Location: Marcue White Computer Lab

Discussion: The team gathered to discuss the use of the Wix web hosting and site builder. During this session, the team reviewed a number of free templates for non-profit organizations to determine which one should be used for the project. Additionally, the team discussed assignment of each of the website and agreed their respective sections should be completed by April 22, 2019.

Overall, the team was respectful of one another and the dialog was constructive, collaborative, and productive.

15.6. May 2

Attendees: Raymond Clarke, Bianca Wilson, Sophia Joseph, Manane Adoyi, Nadimul Haque

Location: RVAC 203

Discussion: There was about five minutes left in class where the team discussed the group presentation. Each member of the team took ownership for one of the slides and discussed Bianca demonstrating the web site on May 7, 2019 for the client. Raymond will reach out to Professor Petkova to determine if more than one hard copy of the report should be provided during the presentation. He will also produce the hard copy of the report and purchase a report cover.

Overall, the team was respectful of one another and the dialog was constructive, collaborative, and productive.

