

CEO Worldwide Case Study

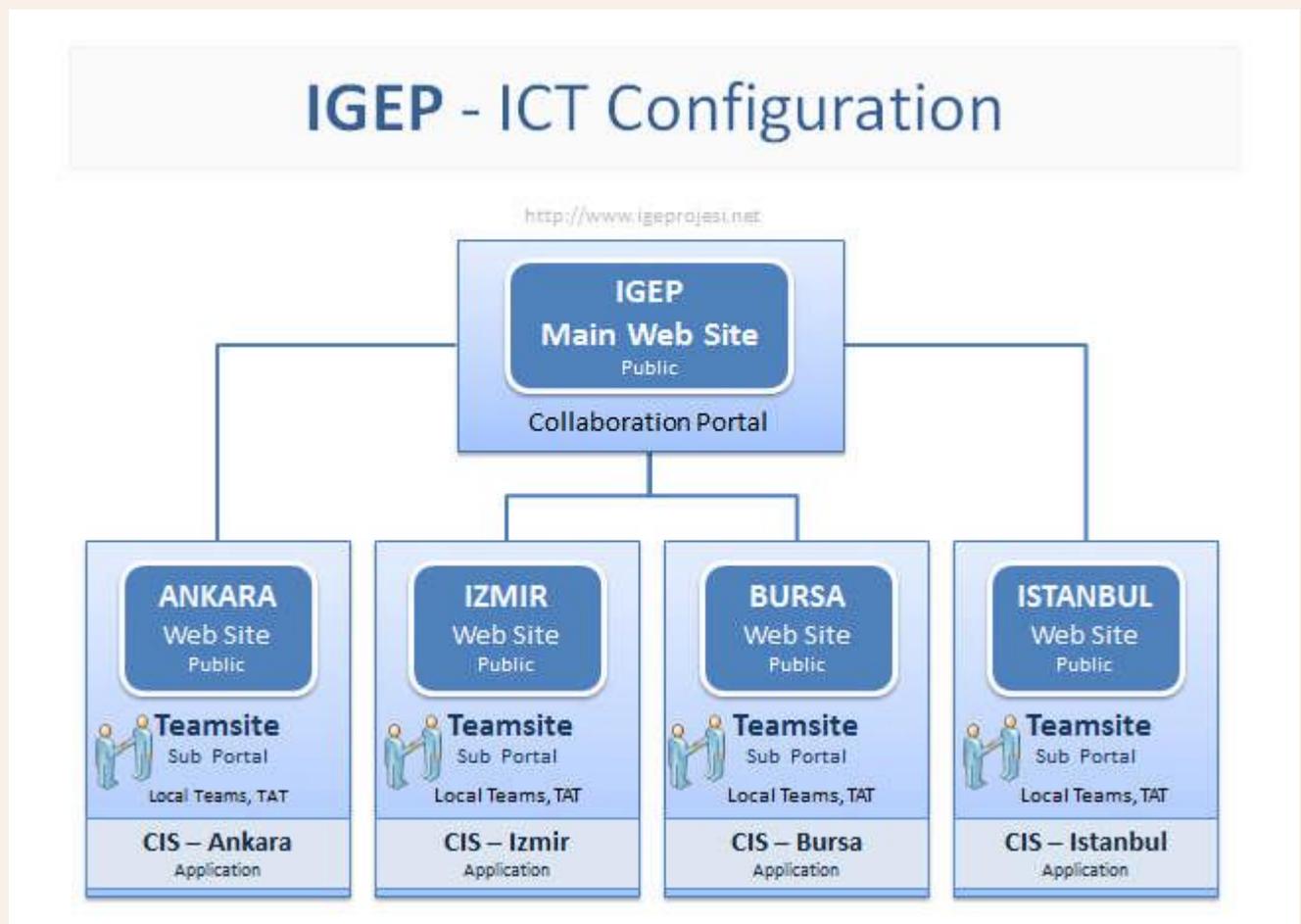
ICT Case Study of GEP (EU) Project:

I worked as an ICT Coordinator of the GEP: Support to the Solution of Economic and Social Integration Problems in Istanbul, Izmir, Ankara and Bursa as Major In-Migrant Destinations (EuropeAid/125542/D/SER/TR) project.

The purpose of the IGEP project is to provide support to Istanbul, Ankara, Izmir and Bursa municipalities to increase institutional capacity to mitigate socio economic integration and environmental related problems derived from migration, and to rehabilitate and reintegrate street children in the targeted districts.

Through the activities, the project's target is the capacity building necessary to enable the Metropolitan Municipalities to perform their duties - administratively and technically - in the long term planning of facilities and support to the migrating communities in the four cities covered by the project.

I was directly responsible for conducting Information and Communication Technologies activities in collaboration with the beneficiaries and interactively with project's IT team in accordance with the Terms of Reference. In addition, to being responsible for the overall capture process of the Senior Technical Staff, and I provided management and system engineering support to a variety of programs within the project.



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I was also responsible for ensuring that all contractual ICT works are executed in accordance with approved schedules, as well as for system and software re-engineering, development, integration and implementation of the collaboration portal as a project management tool, and web sites design include IT trainings.

As part of the pre-deployment activity for the CIS application, I headed up the deployment team that defined all activities associated with the maintenance and change management of the system to include training, automated help desk support, and operational support.

Development of Web Sites and Collaboration Portals (MS SharePoint)

The project team developed and launched a well-designed web site for each center with specific and relevant information about the center's activities; and one main web site acting as a doorway for each center's individual site while providing shared and collective information about the overall project, beneficiaries and relevant information etc.

IGEP Web Site and Collaboration Portals

These sites acted as a platform for communicating the latest updates of the activities of the project, disseminating information, allowing access to key references, procedural documents, lists of project stakeholders, news of current and forthcoming events, general project documentation, shared outputs, and links to other related governmental bodies, NGOs, etc. These websites updated regularly with information provided by the project team and the project beneficiaries and stakeholders.

In addition to the web site accessible by everyone, one of its important features was that contained an internal team site which was used by local teams and TAT as a platform for communication and information sharing. There, tools for effective project management, reports, etc. shared and updated.

Aside from these web sites accessible by public, the project team taken the necessary steps to implement Collaboration Portals (Internal Team Sites powered by MS SharePoint) which were used by local teams and TAT as a platform for internal communication and information sharing.

Collaboration Portal was designed for the overall project and one sub-portal designed for each separate centre. So while the web sites would act as the public face of the project, the Collaboration Portals, available only through a secured login, would be designed to serve the beneficiaries and project stakeholders as well as ECD and CFCU and by providing common team and project management tools such as various calendars, action lists, small databases, and centralized storage for project outputs, reports, training materials, timesheets, expert CV's and other project related files.

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Önemli Göç Alan Kentler Olarak İstanbul, İzmir, Ankara ve Bursa'nın
Ekonomik Ve Sosyal Entegrasyon Problemlerinin Çözümüne Destek Projesi



TeamSite (SharePoint)





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The needs for a PC network infrastructure have been assessed right from the start of the project and the central office was already equipped with the necessary equipment.

We have already taken the necessary steps to introduce the following in terms of basic databases:

- A human resources database on the basis of a CV template close to the EC CV template.
- A monthly travel and logistics database in support of the different missions.
- Complete development of the system in-house.
- Partly incorporation of existing software into an in-house development scheme.
- Integration with an IT solution in support of the main process should shorten the overall length of a typical CFCU decision cycle (MIS).
- The IT solution should support ambitions expressed under the chapter on quality assurance. Especially consistency in terms of reporting is hereby targeted, especially when considering the working with PCU offices, installed in quite distinct parts Turkey.

Design and implementation of a Client Information System (CIS)

We developed a CIS for each center based on the results of a common needs analysis. The basic purposes of the CIS were:

Call us! USA +1 646 898 2014 | UK +44 203 137 2581 | France +33 970 448 419 | Germany +49 402 1091 2161 | India +91 124 663 7651

Email: search@ceo-worldwide.com

Website: www.ceo-worldwide.com

CEO Worldwide Ltd - 9 Queen's Yard - White Post Lane, London E9 5EN, ENGLAND

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1. Contain all relevant information and data on target groups (demographic profile, migration related data, employment related data, housing, education, health etc.);
2. Accommodate the common needs of user groups in terms of data, information and reports.

Main features include:

Web based design

- Strict login system for security reasons
- Tier-based user access with predefined user roles
- Intuitive user interface
- Automated reporting and ad-hoc reporting capabilities

on relevant data

- Automated and manual updates to the system
- Integration with Collaboration Portals and web sites
- Data export capabilities to Excel, PDF, CSV, etc.



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CIS - Need Assessment Phase

It is known that user requirements analysis is not about asking users what system they want. User requirements analysis is about understanding users' current practices and the problems they encounter. They often don't know the possibilities and constraints of interactive systems.

The interviews were conducted mainly in face-to-face mode using a questionnaire, and a vision document in order to give the respondents an idea of the proposed system functionality.

A large number of potential requirements were identified and analysed. The final result was a subset of those requirements which seemed to represent the major needs of the user groups studied and which also matched the project vision. The output of this analysis was used to generate the functional specifications for the CIS system.

The user requirements study has been performed examining data from a number of sources. We thus supported the interviews with a set of imaginary together with a vision document representing the functionality and user interface that should be included in the proposed system in order to give our users a larger picture. Figure depicts the draft user interface of the CIS Application.

Although this study has mainly focused on user's experience for professional purposes, we have also studied some data from the World Health Organization and Istanbul Municipality in order to understand the structure of Street Children Project formulated by the general user.

CIS - Design & Development Phase

After need analysis phase, CIS application data model has been expanded with the findings obtained from the need assessment studies. Therefore, it was implemented the fifth normal form (5NF) of database normalization level for CIS application database.

The design and development of CIS application have begun through the data model determined by the needs analysis studies for each centre. Then systems design functions and operations of the CIS application have been described in detail.

Modular and subsystem programming were accomplished during this phase. A system design has been prepared containing various modules and database components, which needs to be deployed to deliver the final product.

Individual modules have been created and modified, incorporating a wide variety of languages, tools, and platforms. The modules of the CIS application have been tested against realistic countermeasures in two stages which were unit test and system test.

CIS - Deployment and Training Phase

Upon completion of the Development and Testing, CIS Application was deployed to install the software system on local servers. We have also provided the management hosting during the deployment phase while local technical infrastructure was secured and commissioned. Security subjects have been discussed with system

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administrators so application data can be transferred securely on intranet network. Application data backup and server backup issues have been discussed and resolved that CIS server to be included in their backup policy.

Dynamic report module has been told and sample child reports have been created. Each report was verified if it reflects true information about children in the youth and child center. Search module has been told and applied on current children records. Detailed and complex queries were grilled and verified if results were conformed to expected ones.

User feedbacks were collected from current application design and working structure. Non-suitable parts were determined and new requirements were recorded. Staff members were informed about application security and network problems. User's guides, administrator's guides, installation manuals and accompanying detailed documentation were included with CIS application.

In accordance with the comprehensive training programme, the different training sessions and events have been launched in each new version and a variety of activities several times: on-the-job training, training workshops. During the on-the-job session new modules have been discussed. Each module has been told individually in detail. They have been tested on real child records. Sample reports have been created and verified by stakeholders.

The key aims of the ICT Training were:

- Maximum use of ICT with closely integrated systems allowing data and resource sharing.
- To increase the effective use of TeamSite in order to improve the quality of project services provided.
- To increase the level of skills relating to the management of ICT resources and the support of those resources.

Participants were trained in the use of the IGEP Sub- TeamSites and features of the corporate web sites with the following items:

Web Site :

- Corporate Internet Sites,
- Planning, Analyzing and Requirements,
- Design and Configuration,
- Evaluation, Implementation, regularly updating,
- Technical Evaluation of Sub-Web Site.

TeamSite (MS SharePoint) :

- TeamSite as a project management tool,
- TeamSite - Basic Items (Hints),
- TeamSite - Document Management,
- TeamSite - Workflows,
- TeamSite - Sharing Excel Data
- Review IGEP Sub-Teamsite.

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The objective of this training was to provide the necessary information to enable a good understanding of the expected task(s) and was to outline the benefits and challenges of TeamSite implementations so that PCU members were better prepared to use with colleagues in the project. In this training following item provided;

- Give users the ability to create and control their own collaborative workspaces.
- Make it easy for teams to adapt workspaces to the needs of the project.
- Manage projects more efficiently with the project task list.
- Coordinate teamwork with shared calendars, alerts and notifications.
- Connect team calendars to the desktop with Microsoft Office Outlook® 2007.
- Communicate with team members in context using presence and instant messaging.
- Make it easy to include and work with team members from outside the organization.

CIS - Exit Strategy Phase

After the final application was installed, configured, and launched at the deployment site, follow-up activity for close monitoring of the system performance was included to provide immediate response to the issues and ensure complete customer's satisfaction.

During this phase, ICT team transferred appropriate knowledge, conduct comprehensive training to the child and youth center's staff and provide final technical/user documentation on the delivered CIS application.

The exit strategy proposed for the CIS application comprises of three components, (1) supporting uptake of CIS application in all of the Child Centers, (2) promoting application in other target centers, and (3) dissemination and technical support for outputs from the project.

The activities covered the on-going maintenance and development of the CIS installations at the site. We performed these activities; Operate, maintain, and enhance the CIS application, conduct periodic CIS application assessments to ensure the functional requirements are being satisfied, performance measures identified in the system boundary are achieved.

The follow-up activities performed during this phase were:

- Operate the CIS application.
- Conduct a post installation review when requested.
- Control all changes and maintain the CIS application, as required, during its remaining life.
- Ensure continued enforcement of installed system security safeguards.
- Review and revalidate the functional utility of the CIS application and the adequacy of the technical design.
- Collect reports of problems and ensure appropriate corrective action and bug-fix were taken.
- Collect and respond to requests for new or changed CIS application functionality.
- Periodically test the effectiveness of disaster recovery procedures and test to ensure the recoverability of CIS application.
- Perform data quality monitoring to ensure data integrity.
- The outputs of all phases of the process and the source code of the final software and reports belong to the Beneficiary.
- Complete CIS application support documentation, including training.

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About the author:

Turgut Haspolat has the proven ability to successfully organize and manage interoperability activities. He has experience in EU projects as an IT coordinator responsible for software design and development, collaboration portal implementation as project management tool, and IT trainings.