

Requirements for a proposed website for  
Early Learning Initiative

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**Early Learning Initiative**

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National College of Ireland

By

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- prohibiting a student from sitting any examination or assessment.,
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- the requirement that a student to attend additional or other lectures or courses or undertake additional academic work.

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## 1 Introduction

This project is aimed at gathering the proposed requirements for a proposed website for the Early Learning Initiative. This project will use the business analysis approach stated by the book A Guide to The Business Analysis Body of Knowledge (BABOK). This project will also feature some aspects of the IEEE template as guideline. Throughout the process of this project meeting with key stakeholders to elicit requirements from them that will help the project progress. Then ultimately come up with solutions to these requirements. My client is the Early Learning Initiative (ELI) who are located at the National College of Ireland (NCI). This project is based upon gathering the requirements for their own potential website. The ELI team consist of seven full time staff and six-part time staff, they also have approximately twenty-five home visitors.

By following the business analysis techniques that is recommended by BABOK this project will show a step by step process into gathering the requirements elicited by stakeholders then by using various business analysis techniques that will include brainstorming, interviews, surveys, document analysis, estimating, focus groups, prototyping, metrics and key performance indicators (KPIs), MoSCoW, non-functional requirements analysis, observation and workshops. Once the requirements are elicited by the stakeholders the final document will show how each requirement should be gathered, implemented and then analysis for these requirements that will show the results.

Each technique chosen may need a different kind of technology to be used such as Microsoft Office, Summons/Trap, Survey Monkey, YouTube, Dropbox, HTML5, CSS3, Adobe Photoshop and 9Cloud.

## 2 Project Proposal

The client is the Early Learning Initiative and a brief proposal was submitted to the possible client which has been approved. The objective is to come up with a detailed document containing all the requirements and techniques used to create the document along with the process of how each technique is implemented. Also completing each deliverable before each deadline and the creation of the website.

The time management of this project is vital as being a final year student hoping to do well overall. A strategic management plan must be implemented so that the work load can be delegated over the coming academic year.

Due to this project being so interactive e.g. showcase. It will a great way to show of what has been learned over my time in the National College of Ireland along with presentations throughout the academic year. Communication is a big part of this project due to the showcase and presentations. The aim will be to create a project that will hopefully be recognized by outside parties and to be able to call upon it during interviews.

The aim is to create a requirements document containing a step by step process into collecting the requirements that will ultimately lead to the website being created for my client.

Collecting and gathering the requirements from the client and making sure the right technique is being used going about the process is key. For example, brainstorming, decision making, interviews and problem tracking.

While during the process of the final year project it will be vital to meet up with the project supervisor to ensure that the aims of this project are kept on track and are achievable.

The proposed website for the client will contain information about the Early Learning Initiative. Stating their mission, history along with contact information and possibly an interactive section for kids with a simple flash game. The website will also give you a chance to get involved with ELI (Early Learning Initiative).

The reason for a possible game is to help drive traffic towards the site for instance kids and possible adults. Also the quiz will be completed every month in which a participant will enter their email which will allow them to attempt the quiz once for that period. The winner will be given a prize.

Although the website will not be created it will be nice to be able to implement ELI's unique touch as this is vital.

## 2.1 Background

Coming up with an idea was difficult and it was mentioned that a client would be very valuable to have. Which would be difficult to achieve as my course did not do work placement. So after some brainstorming and research on projects and possible clients I decided to contact ELI.

The Early Learning Initiative which is located at the National College of Ireland was created to help address the problem of underachievement in marginalized areas. It is their mission to help communities in need.

After being an active volunteer with ELI for a number of years. I noticed that they do not have their own website while it is located on the National College of Ireland's site. After doing some research on NCI's website it was very noticeable that accessing the ELI section is very easily missed as it is the last option to be clicked on the header section as it is down as the short hand version ELI and not Early Learning Initiative. This could be impossible to find if someone doesn't know the abbreviation Early Learning Initiative which is ELI. This made not cross someone's mind at first, they may be looking for the full name and not the abbreviation.

My client's presence on the NCI website is not huge so therefore it will go missed upon arrival on the website as not many students will not look to access it. Once you access my client's section on the website you are overwhelmed with options to leave their section to go to more college related sections. Also given the history of my client is very clear that they must be very selective of what goes on the section as they need to keep it looking neat and to the scale of the overall website so it doesn't look out of place.

It needs to be taken into account that having a client can be difficult in terms of getting approval as they can be extremely busy in which they can't agree to the work, or even to commit to interviews or even to review notes taken. So time management needs to be looked at to ensure there are no time constraints for either party.

The hosted site is not seen as ELI's personal space but more NCI's as the colour scheme and layout is all NCI's. This can be seen as unfair as it does not allow ELI to express their own uniqueness.

I felt it would be the right project to select as I have volunteered with them and they are happy to help me out whenever I needed it throughout my time in NCI. With all the workshops and events ELI do throughout the year it would be much better to have on a website with an academic year calendar instead of handing out leaflets etc.

Making contact with ELI was easy enough as I had done volunteering with them before along with many workshops. So I suggested the idea and Lucy got back to me after consulting with her director and marketing staff. They wanted a small proposal from me before the project proposal could be accepted.

I had to get permission from my possible client so I needed to answer a few specific questions to see if they are happy to have this project be done with them. The questions they are highlighted in blue and can be seen below.

### **What are you going to do? Short description/aims of the project**

We have been asked to design, implement and document a medium to large scale project on my chosen area of specialization. My chosen specialization for my final year is Requirements management. So the aim is to gathering the requirements for a website. The website will not actually be created as I do not have the capability since my course is a mix of business and computing.

A project website will be created using Wordpress.com this will contain the results from the techniques that have been used and document the results. Along with a 3-minute video about the pitch about the project.

The aims of the project are to successfully gather the requirements and to implement them correctly for documentation. So that the results can be showcased for the final document.

These will be completed by using some techniques can be found in the book A Guide to The Business Analysis body of Knowledge (BABOK).

### **How are you going to complete the project? (In particular it would be useful to know what support/input you would require from staff or an idea of your work plan)**

How I am planning to complete the project is by using Microsoft Word for the document along with Microsoft Excel for a detailed project plan. Also using the book BABOK which will show the possible requirements techniques that could be applied to help the completion of the project.

What I will need from the ELI staff, which I would be truly grateful for is the right to use your logo colour scheme for the image of the website and possibly to add to the document and my project website. Also staff to take part in a survey and a possible survey the questions to help get views of the staff I won't be in direct contact with.

### **How long it will take?**

It is a yearlong project with many deliverables along the way but the project officially comes to an end on the 11<sup>th</sup> May with the final showcase taking place on the 25<sup>th</sup> of May.

The document is to be completed along with a project website showcasing the project work that has taken place over the year. This is to be done by the 11<sup>th</sup> May.

## 2.2 Aims

The aim for this particular project is select the appropriate requirement implementation techniques and use them wisely to gather the results for myself and my client. Whether that be by doing functional decomposition or interviews each will require a different approach and will come out with different results to present in the final document.

## 2.3 Technical Approach

Meeting with client on a regular basis to keep them updated with the progress of the project to make sure they are happy with it, to make sure they are happy and they feel that the document is coming on well and that their name isn't being miss used for that context.

The implantation of each technique will need to be understood. As each technique will require a different approach that will ultimately give a different result.

Some other technical approaches that could be implemented BABOK guide are focus groups this could help identifying stakeholders concerns or issues. A SWOT analysis could be implemented to help identify the strengths, weaknesses, opportunities and treats of the overall project. The MoSCoW analysis could be implemented to help understand what must, should, could and won't be don't during the requirements phase.

As each requirement needs different inputs it will be necessary to understand that so the right out puts will develop and not the wrongs.

The supervisor will help throughout the year to make sure that progress on the document and the research is being done correctly and not irrelevant to the project itself.

## 2.4 Special resources required

Some of the special resources that will be required will be from the ELI's staff which will either be their input from the survey and possibly a focus group. Their full corporation will be a vital part into completing some parts of the requirements project.

Word press will be used for the creation for the project website that will be showed off during the showcase. Microsoft project will be used to create a project plan.

Since the module Requirements Management is my chosen elective the book "A guide to the business analysis body of knowledge (BABOK guide)" will be very important as it will help describe on how to approach creation methods and will show the appropriate approach.

## 2.5 Evaluation

The evaluation of the results will determine if ELI will push to create a new website. By meeting with my client to if they are not happy with the outcome of the results and that the document is well documented and created well and that their opinion is validated correctly. It will be important to meet up with them on a regular basis to keep them in the loop as one would in case they feel the need to suggest changes if needed.

The project supervisor will be vital as they will be able to help direct the project website in the right direction. The sight itself will be used at the showcase to show off the results gathered throughout the progress of the project. To indicated to people at the show case what work has been done and not just a document.

Also the document its self will be very important so meeting the requirements the client has set and using the right methods so that the requirements are met.

A project website will be created using word press. This will show case my project results and a 3-minute video describing my video along with the techniques used. It will be like my final document but in web form.

### 3 Business case and need

The aim of this project is to come up with the requirements for a proposed Early Learning Initiative website. The objective is to come up with a detailed document containing all the requirements and techniques used to create a document stating how each requirement tool will be implemented. The requirement document should have a step by step guide into how the process of gathering requirements is dealt with. Some of the requirement that will be implemented will come from the book ‘A guide to the business analysis body of knowledge (BABOK guide). From conducting interviews finding out what the client actually wants on their website. Although the building of the website won’t go ahead. This project is just aimed at gathering the requirements so it will be handy to have the input from the client to see what requirements may be necessary to have. While others may not be needed. Also conducting surveys with employees who work with ELI getting an overall view of their needs and wants. Doing research into BABOK to find out what other techniques will be useful while in the process of this project.

My sponsor for my project is Lucy Kinghan the Stretch to learn Coordinator.

The need for this website is that ELI are becoming a vocal point across Ireland for being prime leaders in offering support for disadvantage areas that may have been left behind by society educational wise. They are looking to expand their geographical area with themselves acting as a “centre of excellence” for other communities, third level institutions and also charity groups who have asked for ELL’s assistance and expertise to establish similar programme models in their areas e.g. Bluebell, Dublin; Moyross, Limerick; and Ballinasloe, Galway.

By having the chance to set up a centre of excellence for other geographical areas. Their website could be updated daily to suit themselves so that information is fresh and relevant. Which will cut down in time wasting for people who are reading the information when it could be irrelevant. This will benefit ELI as it will help them not have to address higher tear managers they could control it themselves.

Providing a section where people who benefited from the support will be an excellent way of showcasing how beneficial they can be to each programme they offer. Which could be a key indicator for organizations if they wish to donate. As it will be a clear indicator as it is first-hand experience and it is a view from the person who benefited.

Also linking themselves to their social media pages is huge to any charity as it is a way of communicating with their audience instead of checking the websites for information. Their current set up doesn’t offer you to connect to their social media which could lead to loosing potential likes/followers.

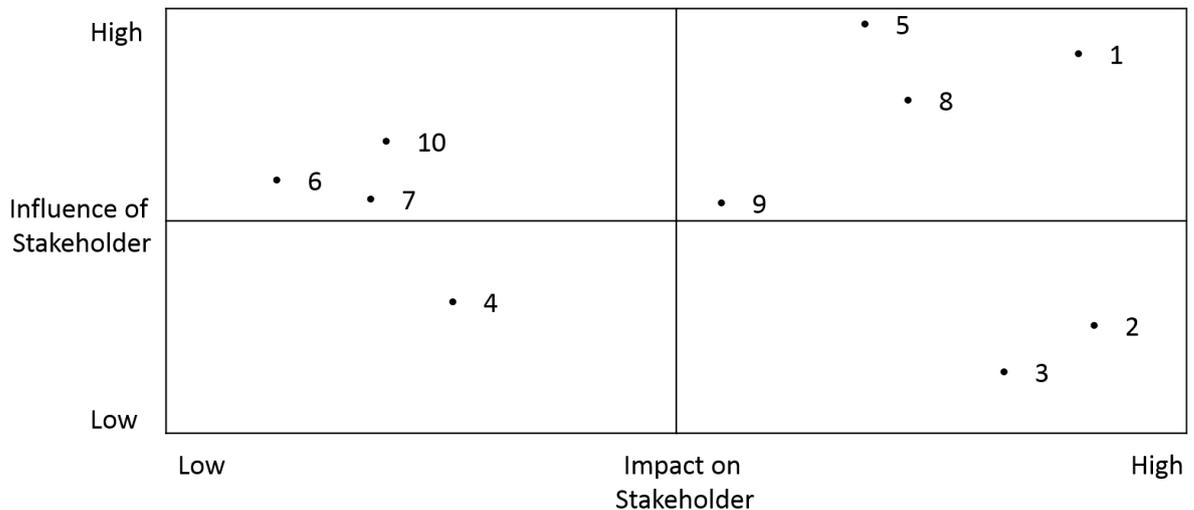
The interactive section will be a great way to get parents to allow their kids to play an educational game from possible counting apples to filling in the blanks to complete a puzzle. Also an interactive quiz done on a monthly basis would be a great way to attract people to use the site as their kids would want to compete it to win prizes. If more than one kid gets the highest with then will be raffled off. Parents or guardians will be asked to submit contact details.

## 4 Stakeholder List

Here is a stakeholder list drawn up for my project to show the influence of each stakeholder and the impact of how the project will be on each stakeholder.

1. Client
2. Director
3. Development Manager
4. Corporate Companies
5. Project manager
6. Volunteers
7. Potential Donators
8. Supervisor
9. ELI staff
10. Users

Stakeholder Matrix



## 5 Literature Review

This literature review is aimed at explaining why it is that requirements management is important in any project that involves the management of requirements for a project especially this project that is being conducted. The research question that will be asked and analysed in the chosen article is of requirements management can help improve the performance of a project. The reason to research this article is because it is important to showcase how much a good if requirements can improve management.

The article is named “Requirements Management to see Expanded focus in 2014”. The article discusses how requirements can be important to a project. They done some research to ensure that it is important to have strong requirements skills. A survey was conducted and it was stated that most projects fail due to their poor ability at managing requirements. Several studies mentioned in the article have suggested that requirements is extremely important. In one it is said that around 50% of companies invested in a requirements programme and if the scope of a project isn’t defined correctly it will ultimately end in failure. Another said that if requirements are not defined correctly or they are undermined. If an organisation has a low standard of requirements they will most likely be more expensive. The third survey mentioned that the main reason for failure was due to requirements. PMI said that requirements management is essential to ensure the most out of project management. They feel that it is not a separate role to project management but runs in parallel with it. PMI was one of the first to set up a requirements management system that ran with own standards. By keeping a focus on the requirement management side of the project it will lead you to be able to complete tasks and help manage stakeholder’s expectations. PMI have also set up a centre of excellence to help other organisations that will show them templates and how to successfully approach the requirements. This is extremely beneficial as it can help the improvement of projects on a long term basis.

The second literature review is based on why web projects fail due to bad requirements gathering along with poor planning how they can fail. Which is called “Why Web Projects Fail”. Without the proper care a project will fail if certain measurements are not taken on board. While looking at project it is important to understand that it is only temporary and it will eventually come to an end at some stage. A certain amount of stages need to be completed before the project can be deemed complete. It is also important to understand the goals of the overall project and what tasks need to be completed. If planning is not done, it is similar to driving a bike with your eyes closed. So it is important for this project that a plan was laid out which was created by using the WBS approach. They speak about that planning is a way for people to see the overall aims and planning for the project which is completely agreeable as for my client purposes I needed to submit a project proposal to them. They felt that a major reason behind failing to plan is due to the dislike for it as it can be deemed a waste of time. Which can be true but if you don’t plan for a project it will most definitely fail. They felt that planning is just there to keep the manager happy along with the possibility of not being able to move away from that plan.

Once a project a project has been set to start gathering requirements must be done to ensure the project can have a successful starting point which will help build the foundation for a great project. This is really where the client states their needs and wants for the project. The process of how to complete them. Although it can be most time consuming gathering all the requirements but this is a vital step to ensure all is gathered correctly and is needed for the project. They go on to say that without real time analysis and setting out clear parameters and ensuring the clients of the possible outcome is the only way to ensure that the project will not fail. This isn’t entirely true as the outcome of the requirements do not need to be stated from the start for example a survey will have many outcomes depending on the questions and who are answering them.

Not being able to correctly estimate time frames correctly could lead to the failure of the project. This will happen if work is not broken down into the specific tasks which can be done is creating a work break down structure (WBS). It can be difficult for them to be able to estimate the time to do a specific task. It was to the best of the project manager to come up

with the best possible estimations for this project many of which was helped by setting up deadlines for them and of course deadlines for the project main deliverables themselves.

If risks are not measured, then there is most certainly no contingency plan in place to ensure that the project won't fail due to the lack of risk measurements. This can be generally done by a risk measurements ranging from 1-5 where 5 is the biggest risk.

## 6 Requirements elicitation techniques

Throughout the process of this project there will be several types of techniques used. Since the overall aim of this project is to gather the requirements for a proposed website for my client. These techniques will dictate the way in which this project is created as they will show how certain aspects of the project should be implemented. The aim of requirements elicitation is about learning the needs of potential users and what the clients wants and using the appropriate methods to complete these needs and wants.

The process of requirements elicitation process will have myself engaging with my client on an ongoing basis. While undergoing the requirements elicitation it would be deemed wise to have an understanding of what is being asked by my client and the object itself. While selecting the right techniques to use you should take into account that not all requirements may not be suitable to this project. So the choice of techniques to be used should be completely depended on the choice of the project to ensure its effectiveness.

Referring to the business analysts one must use their experience to help gain the knowledge in determining what techniques should be used. During any project different techniques will present themselves and that will be up to the business analysts to choose wisely.

### 6.1 Acceptance and Evaluation Criteria Definition

The reason why this technique has been chosen for this project is to be able to help assess my client's needs and wants for this project. It's a way off gathering the of the project and assessing the rubric to help understand what is needed so it can be produced. It will help come up with a way to define the requirements that will be considered as acceptable to my client.

This technique will help define the key requirements into completing this project. It will help evaluate what forms of techniques should be approached. Accepting what criteria should be implemented in this project. Doing the right amount research and documenting possible results should lead to the criteria that will complete the requirement.

The evaluation criteria are applied by the business analysts to help them assess the proposed requirements to help choose the correct solution from multiple solutions.

#### Elements

**Testability:** The acceptance criteria should be expressed in a form that is tested. Which may require breaking down the criteria. It can be written down and checked against criteria to provide possible solutions.

**MoSCow:** Can be used to determine what my client wants and needs. To see what is a must have, should have, could have and won't have. This will indicate to me what is most important to my client and what is not necessary.

Measures: The evaluation criteria can be seen as a way to determine if the possible solutions will be satisfying for the stakeholder needs.

The strengths that this will bring to the project are as follows. The evaluation criteria can help the business analysts to define priorities. The acceptance criteria can help the business analysts access the proposed requirements based on the agreed criteria.

While the limitations this will bring to the project are. The acceptance of criteria may be difficult to change in the long due to possible legal restraints. If a project has many stakeholders it may be very difficult to agree on the evaluation criteria since opinions may differ from one stakeholder to another.

## 6.2 Brainstorming

Brainstorming will be used to help come with what approaches to use while conducting this project. It is an excellent analytical tool when it comes to finding ideas. Also it can help to address the issues that become available as the project progresses into the latter stage. While at the start process of the project brainstorming ideas was essential as many ideas were pondered and suggested to my supervisor and ELI promised the most. Meeting with my client to hold a brainstorming session where will throw out ideas on how to approach this project.

As it was the heaviest workload compared to other ideas that would be considered too small for the level. Brainstorming will help me conduct the right way to address the project. So what needs to be done is plan the project, conduct, and document then confirm what needs to be done.

Brainstorming can be used to by focusing on a project and using different methods to come up with as many solutions as possible. This may be used between my client and myself to help come up with the ideas of the website, which will help spark ideas that may not be available on the current website. Using the mind map method to help gather up all the information onto one page.

The strengths that this requirement can add to the project are. Can come up with many possible ideas in a short period of time. Can be completed in a judgment free environment to ensure no ideas are left behind.

Each requirement may have some limitations including that the participants may lack the certain creativity.

What will be needed to complete this particular technique:

- Room
- Client
- Clear area of interest
- Copy of document
- WBS
- Mind maps
- Discuss with supervisor

### 6.3 Interviews

The aim for interviewing is to gather personal information on a chosen topic. The questions asked should be relevant to the topic which is based on the project idea “Requirements for a proposed website for the Early Learning Initiative”. Interviews can be used to gather a unique perspective as no two people will answer questions the same.

Conducting an interview with my client will be a key technique to help me understand what the client expects of me throughout the process of the project. I will be looking to have a structured interview where the questions will be prepared before the interview takes place. It will be an informal interview as I am on a first name basis with my client from ELI. So coming up the relevant questions will be done by myself then looked to be approved by my supervisor. Then a time and place for this interview will be agreed upon with my client. The interview will try not exceed ten questions. When the interview is complete analyse will be done on the answers to help create a survey for the staff at ELI. It will be a structured interview. The questions will be created prior to the interview. The questions could be changed and will be located in the results section below.

The interview will be extremely beneficial. As it will encourage my client to get involved and generate ideas for the generic website. Also it is a very direct approach to gathering information. Since it is face to face my client could ask follow up questions if needed extra support. A full discussion takes place to help explain to help the client understanding of the questions.

The interview may offer imitations to the project such as finding the time and place to conduct the interview. Time to practice the questions and have a good understanding if possible follow up question are asked.

The questions that will be asked are listed below that will be asked during the interview with my client Lucy.

1. Which of the following is most important to the website?
  - Home page
  - What we offer
  - Help us out
  - Contacts
  - Research
  - Interactive SectionNot important \*\*\*\*\* Very Important
2. Home page, what we offer, Help us out, Contacts and Research Describe what you would like to see in each of the above pages.
3. The interactive section: could consist of a possible game. E.g. an educational game. Please discuss.
4. In the interactive section a possible quiz could be implemented. Discuss.
5. Describe your overall target audience for the website.
6. What do you feel is the overall ambitions of the website are?
7. Do you feel having a hosted website makes ELI less unique and harder to find?
8. Do you have any colour schemes along with brand logos you'd expect to see on the website?

9. Do you have any colour schemes along with brand logos you'd expect to see on the website?
10. What do you think the audience will do when accessing the website for example Parents looking for support and mentoring staff?
11. How will you to drive traffic towards your website.
12. Would you expect each page to provide links to social media pages?

What will be need to complete this technique:

- Room to interview
- Both parties to attend
- Questions to ask the interviewee
- Journal to write down interviewees answers
- Recorder
- Supervisor to agree upon chosen potential questions.

#### 6.4 Survey

A survey will help this project as it could be used to help elicit information from the employees who work at ELI instead of conducting several interviews. It will help get the general idea of how the employees feel overall towards the proposed website and the possibility if a new site.

Preparing questions that define the purpose of the survey that will need to be approved by my supervisor. The sample group will be the employees that I do not have direct contact with from ELI. It will be created on survey monkey, so the way it will be distributed by emailing my client and hopefully she will pass on the link to the employees and they will complete it. The results will be found on survey monkey and documented.

The desired response that would be desirable would be 80% + employees complete the survey. So a good judgment can be made for the results. The reason to do a mix between the two types of surveys is due to time constraints. An open-ended survey may take more time to analysis then compare to a closed ended survey.

The survey will not go ahead until I complete my interview with my client as gathering the information will help me be able to work from her point of view. This will ensure that the questions asked in the survey will be to the point and not as open ended so that staff from ELI don't want completely different things.

ELI have asked could a public website be created to assess the current hosted site they have located on the NCI's website. They feel it would be beneficial to see how people view their current site, if they are happy with it or if they appreciate it.

The benefits of conducting a survey in this project are easy to produce and have automated results gathering. Using some closed ended questions will make analysing the results quicker. The open ended questions will help as it will leave insights into how participant feels towards the chosen topic. It doesn't require much time to be completed.

The limitations that this requirement brings to this project are some questions may be answered in correctly. Information may not be clear so follow up questions needed which may not be supplied.

The questions that will be asked are listed below that will be asked while the survey goes live to NCI students. The reason why NCI students are chosen is because to see if they notice that ELI is located in the college and if they know how to find the website and if they find it useful.

### Public Survey

- 1) Are you familiar with the Early Learning Initiative (ELI)?  
Yes, No
- 2) Are you aware that you can find information about the Early Learning Initiative on the National College of Ireland website?  
Yes, No  
If yes, please answer the following questions:
- 3) Do you know how to find the Early Learning Initiative section on the NCI website?  
Yes, No
- 4) Do you find it easy to navigate through the ELI's section to find what you're looking for? (Ranking scheme. Not at all 1-5 Extremely easy)
- 5) Do you feel that the colour scheme and layout is applicable to ELI? Yes, No
- 6) Are you aware that the ELI has social media profiles e.g. Facebook and Twitter?  
Yes, No
- 7) Do you expect to find social media links to ELI's Facebook and Twitter pages on the website?  
Yes, No
- 8) Do you find the content useful? Yes, No
- 9) If you could make changes to the ELI site what would it be and why? Do you have any suggestions for the ELI site?

An internal survey will be submitted to the staff members of ELI. This will help elicit ideas from staff members that do not have direct contact with the project itself. that questions can be seen as follows.

### Internal survey for ELI staff

The internal survey will be completed by the full and part time staff that accounts to thirteen as the home visitors are not set at desk as they are out of the office all the time.

- 1) Are you happy adding ideas to a possible generic ELI website? Yes, No
- 2) Would you like the website to be able to run on mobile platform. Yes, No. If yes, why?
- 3) In your opinion rank each page in its most importance. 1 being the most important while six being the least important.
  - Home page
  - What we offer
  - Get involved
  - Research
  - Publications
  - ELI team
- 4) Within your role within ELI, is there anything specific you would like to see on your particular section of the website.

- 5) A possible addition of an interactive section could be added, would you like this? Yes, No
- 6) The possible interactive section could have a possible game. What kind of genre would you like to see? Educational, Action Adventure etc.
- 7) How will you look to drive traffic to the website? Facebook, Twitter, Instagram, at corporative events, word of mouth, other
- 8) In your opinion is there anything else that could be added to the website?
- 9) In your opinion, who would access the ELI website and why?
- 10) In your opinion, does the colour scheme play a part into capturing ELI's certain uniqueness online.

What will be need to complete this technique:

- Survey Monkey
- Completed Interview
- Survey approved by Supervisor
- Participants from ELI
- Set a deadline for submissions

## 6.5 Document Analysis

The document analysis will be a vital technique in the process of this project as it progresses. It will help me learn to study the available documents that are out there and come up with a way of identifying information. The document should at the end include the requests for the proposal. Since ELI have a simple website presence alone with newsletters. Also BABOK will be a good place to analysis documentation to recommended solutions.

Document analysis can be used to help elicit business analysis information that will ultimately leading to the understanding of the context and the possible requirements made available. Can be used to validate findings from other elicitation requirements such as interviews and observations.

The preparation should start with evaluating the existing system and read the ELI newsletters that are available and relevant to research and study. It will help me find relevant information that will help with the overall progression of the overall project. The need to understand what information is not relevant will be key in this analytic tool. Looking at similar organizations to ELI and compare their current website to their hosted site.

Literature reviews will be used to give a clear indication of where the information is coming from newsletters to web information.

The benefits to the project to the document analysis will add to this project as are follows. Some sources that already exist may be used to analysis to save time. Outdated forms of information may be used as information. The results that are gathered can be used to validate other elicitation techniques.

Although this technique may be perfect in some ways it does have its limitations. As some outdated information may be irrelevant. Possible authors may not be availed to aid in terms of extra information.

What will be need to complete this technique:

- Researching the relevant documents
- Read newsletters
- Taking the relevant information

## 6.6 10 Usability heuristics for user interface design

This technique is a different approach to analysing how the design of the website should be or could be. The ten questions are very open and could have a very high potential range of possible answers.

### **Visibility of system status**

The website should keep users up to date with what is going on with the website, if there is down time etc. this should be done within reasonable timing for the users

### **Match between system and the real world**

The website should consist of language that the users should be used to it should not be fancy language that they don't understand or it is not relevant to them.

### **User control and freedom**

Talks about how the site is able to deal with issues and how to deal with them and how they are dealt with over the course.

### **Consistent and standards**

The site should use follow a sequence and not have the users wondering what is going on.

### **Error prevention**

Look to eliminate the existing errors. Set up a design that will prevent a problem from arising in the first place.

### **Recognition rather than recall**

This should look to have the information all on show for the users so they do not have to remember anything. Should be used where appropriate, the site should not have an information overload or irrelevant information.

### **Flexibility and efficiency of use**

The website should be able to deal with novice and experienced users at any given time, it should provide features that both can use.

### **Aesthetic and minimalist design**

The information should be relevant. It should not offer information that is rarely needed or irrelevant. If there is too much information, then that will take away from the overall aims of the information as it may get difficult to find the relevant information.

### **Help users recognise, diagnose and recover from errors**

If there is an error that should occur then the resulting help should be in language and not in code help the user understand fully as they may not be aware of coding, also a solution should be proposed.

## Help and documentation

Even though a system shouldn't necessarily need documentation. Some should be provided to make it easier for the user.

### 6.7 Estimating

Estimating will be a fine tool to use as it will help identify how much effort will be needed to be put in to come up with the required solution. Since there are several types of estimating techniques. Only a few will be chosen for this particular project.

#### **Three- point Estimation:**

1. An optimistic estimate or the best case scenario. Staying on top off deliverables.
2. A pessimistic estimate or the worst case scenario. Leaving work to last minute and missing deadlines.
3. A real time estimate. Looking at it from the point of view of knowing how much effort will be put into the project, knowing if the deliverables will be complete on time.

**Expert Judgment:** Looking to my supervisor for his opinion on the project and listen to his estimates and judgement of my project as he has the knowledge and experience from past supervisions.

**Bottom-up Estimation:** This can be used when all deliverables and tasks have been collected. Shall be put together and then look at an estimation time for all them together.

Using the estimation tools will help in the process as it should give a rough idea of how much time should be spent on each deliverable and research gathering. Such as a work break down structure could be used to help manage the time deliverables.

### 6.8 Focus Groups

Focus groups are a way of eliciting ideas from participants about the topic in question. The participants will be guided by myself when conducting the focus group to ensure all questions are asked and understood correctly. The aim for the focus group will be for ELI staff to give their perspective on a possible new website for ELI. The focus group can be used to capture ideas or information that will help drive the project forward.

This will help in terms of gathering ideas and attitudes from ELI staff and possible parents. As it will be a chance to interact face to face, as trying to interview as many people is time consuming. Although the work done in a focus group can be deemed similar to a brainstorming session. I had held a brainstorming session with my client. The focus group will be used to gather a wider idea from others containing my client's wants and needs and other members of ELI.

There are several elements when conducting a focus group. A clear objective should be set. Focus group plan this will indicate to the stakeholders that are aware of why the focus group is taking place and what the aimed outcome is. The participants have been decided up which are the staff of ELI. There should be a discussion guide for the moderator to be able to reiterate the questions asked and the objective of the focus group. Conducting the focus group will then take place when the above elements are completed. After the focus group the business analyst should look at the document and analysis the trends that occur and creates a

report. The questions should be sent in advanced for the participants so they can develop answers and prepare any possible questions that they might have.

The benefits of conducting a focus group is as follows. It is a way to elicit information from a group in one sitting as opposed to sitting several interviews with each staff member. Can be very effective in learning the desires from the staff members towards ELI possible new website. It contains active discussion that allows the participants to ask each other questions and listen to each other's views.

The limitations that the focus groups will bring to this project is that in a group setting that the participants may be influenced by others and not give their actual opinion which will lead to false information. I myself my lack the skills to act as a professional moderator. Trying to find a time and place for staff to meet can be extremely difficult. If a participant in the focus group is very vocal, then others my get swayed towards that persons answers.

What will be needed to complete this technique:

- Location
- Participants
- Prepared questions
- A scribe or recorder
- Look to promote others
- Open ended questions
- Keep the group focused on topic

## 6.8 Prototyping

Prototyping will be used to help show the client the possible end result of how the proposed website and to elicit ideas how they feel it should look compared to how it will actually look at the end. This method is used to provide a model early on before the final result. It will be used to identify missing features that are not on the current site. The prototype that will be used will be non-working as it will be mock ups of how the proposed site should look come development.

The style of prototyping that will be used is the form study prototype. This example is aimed at looking to explore the look of the site, how each page should be presented in the beginning. This method doesn't require actually creating the functionality of the site.

The strengths that this technique will bring to my project is it will give my client a clear visual representation for the end goal. This will allow my stakeholders to provide feedback for any possible design changes. Since it's in the early stages there isn't that much pressure to create a master piece.

The limitations that this technique will bring to this project are if the mock up is to deeply developed it may give the client an unclear idea of the expected site. The stakeholders may focus more on the actual design rather than the functionality.

## 6.9 Metrics and Key Performance Indicators (KPIs)

This tool is used to measure the performance of solutions. So this will indicate the final grading of the project. Along with the client being happy with the proposal along the way. A metric in this project will be progress to achieving a particular part of the project. So a metric

could be seen as completing a deliverable and submitting it on time for grading. It will be used to keep monitoring the project. While in the process of collecting data it can be used to determine how well the proposed requirements have been created to expected results.

Indicators will help identify the numerical measurement of the project. Each indicator should have at least five characteristics.

**Clear:** Each deliverable is clear and to the point.

**Relevant:** Each document has the relevant information concerning the project.

**Adequate:** Provides sufficient information to be able to grade the project.

**Quantifiable:** Can be independently graded and judged by supervisors and second markers.

**Economical:** Can be completed at a reasonable cost

By doing this it will help come up with a clear way for my client to see the extent of a deliverable compared to their needs. When focusing on an indicator a good business analyst will focus on its source.

Following the grading rubric for each deliverable and understanding what is being asked by the rubric will lead to this project being completed to its upmost ability.

The strengths that the Metrics and Key Performance Indicators to this project are that it allows stakeholders to understand how a solution will meet an objective.

The limitations by conducting this technique is as follows is that an excessive amount of information is gathered which will lead to unnecessary analysing and reports.

## 6.10 Non-functional Requirements Analysis

The non-functional requirements analysis can be used to help look at the required quality of a system. Although no creation of the project will not require a system to build but it should be looked at none the less.

**Availability:** Will the website be available 24/7 for the users. Will it be available on mobile platform?

**Reliability:** How reliably is the website? Will it be available 24/7 and how much downtime is need to run repairs if needed?

**Performance Efficiency:** After gathering all the requirements into the proposed website. It should be agreed upon that it should be able to run at a level of efficiency. For example, how long does it take to load the page.

**Portability:** This will indicate if the site will be able to change platforms without any noticeable bugs.

**Scalability:** The potential growth of the website? Will it be able to keep growing to attract more potential users?

**Operability:** This category will be used to see if the website proposed fills the client's needs.

**Security:** Will the client's information be safe and not subject to attacks. Example the donation page is that secure as companies will be entering personal information.

**Maintainability:** will the website be able to change if the business needs change from the client. Trying not to affecting other users in the process.

**Transferability:** can the website be used on all different platform types form laptops to mobile devices.

This technique will offer some strengths to this project in terms of is that it will give a developer the idea of the functionality that the website should consist of. It gives an idea of how the functional requirements much achieve. It will express the how the website should behave.

The limitations that this requirement will bring to the project is that the stakeholders may want different solutions from different elements so it can be difficult to gather the most valuable information. Security requirements may need to be upheld at a higher performance that the site isn't capable of.

### 6.11 Observation

Observation can be done in the means of eliciting requirements by shadowing the work environment of my client. To see how the ELI administration staff, go about getting information put up on their hosted site compared to how they will put information up on their own site.

The strengths of doing this technique will help gain a realistic approach about how certain tasks are attempted. Which will be able to see how each task is approached.

This could lead to being disruptive for staff as they are being shadowed around. Which may lead to the participants changing their work ethic.

## 7 Workshops

For my own participating to this project our programme director had organised a hand full of workshops throughout the course of our project. From referencing to documentation writing and scripting including information finding. Also including a class on how to do literature reviews which will be very helpful as they can be difficult if you don't find relevant ones which will lead to time wasting.

For this to be done we need to have:

- Room
- Agenda
- Participants
- Resources

## 8 Presentations

Presentations will need to be needed to be prepared for the mid-point and the final presentation they will showcase what information has been gathered while in the process of completing the project and the completion of the project. They will need to be created and approved upon by the supervisor. It will need to be rehearsed to ensure that the presentation will run smoothly and prepare for possible questions. Possible use other visualization tools to

help show the information gathered such as charts and surveys also some handouts may enhance performance.

For this to be done we need to have:

- Rehearse
- PowerPoint
- Excel
- Supervisor approval

## 9 Supervision Arrangements

Making the required amount of meetings with your supervisor over the course of the semesters. This will be key to ensure that the project stays on track along with the supervisor offering opinions on what route to take. So it will be vital that the opinions offered are taken aboard by myself to ensure that the project has every chance off doing well. Arranging the meetings will be up to myself as I've to make contact with the supervisor. Some ideas could be added to the project by the supervisor also that could help the project excel.

- Establishing contact
- Attending the required amount of meetings
- Having the required amount of work complete for meetings
- Taking on advice offered

## 10 Journals

Journals will be used to reflect on the project over the coming months. It will be also used for my supervisor as he can see the progress that I made. The progress I didn't make and the progress that will look to achieved in the coming weeks. Completing deliverables set by the supervisor will be key to completing the project and not wasting the supervisor's time. Also documenting the progress with my ongoing meetings with my client.

## 11 Final Project document

The final project document should be structured professionally. It should contain simple headings along the lines of introduction, have literature reviews, the materials and methods, results and a discussion about the project. Along with having the document printed out and blinded professionally.

## 12 Results

### 12.1 Acceptance and Evaluation Criteria Definition Result

The acceptance and evaluation criteria definition has different methods so the chosen method for this technique is the MoSCow techniques to see what must be done, what should be done, what could be done and finally what won't be done. After meeting with my client we had a brief chat about what was important to my client and what would be a must have in the website. Then to see what should be in the website and also in the project itself. We also discussed the potential of the website and what it could have for example a possible interactive section. We needed to understand what won't be in the website this could be very

easy but we didn't want to choose random things. We wanted to choose relevant enough options but not too relevant so they would not appear further on in the project.

Emily Kingman  
 12/11/15

Must have	Should have	could have	won't have
<ul style="list-style-type: none"> <li>• home page</li> <li>• Contact details</li> <li>• Information</li> <li>• Info on programs</li> </ul>	<p style="text-align: center;">Mozoo method</p> <ul style="list-style-type: none"> <li>• Research page</li> <li>• logs</li> <li>• ELI based team</li> <li>• Volunteer</li> <li>• Feedback</li> </ul>	<ul style="list-style-type: none"> <li>• educational game + quiz</li> <li>• links to social media</li> <li>• Schedule</li> <li>• Calander</li> </ul>	<ul style="list-style-type: none"> <li>• links to other websites.</li> </ul>

## 12.2 Brainstorming

After completing my proposal for my client and it getting accepted by her director and development manager I sat down with my client and discussed in detail what the aims of the project was. So after we used the mind mapping technique as it would be easier to have it narrowed down to one page which is simple and easy to understand. So we discussed each section of the website and what it would initial to be deemed successful. We looked at the current situation of the website and kept what we felt was necessary to go into the mind map. After a while we established what was needed and what was not.

The results gathered from the brainstorming is as follows that the home page should consists of the latest news showing what ELI has been up to. An introduction to who ELI and what they aim to achieve. There should also be a schedual calander showing the possible up coming events. A slide show of the most recent events containing pictuers. The possible mission statement should be on the page. Also a social media link to ELI's various social media pages.

The what we offer section should be broken up into different pages for each programme they offer to the public. ELI programmes are split into four different sections which are:

### **Support for Parents:**

- ❖ Parent Child home Programme
- ❖ Parenting Programmes
- ❖ 0-2 Programme

### Literacy and Numeracy Programmes:

- ❖ Early Numeracy Programme
- ❖ Doodle Den
- ❖ Zoom ahead with Books
- ❖ NCI Challenges
- ❖ Tuition Support

### Educational Guidance

- ❖ Educational Guidance Programme
- ❖ Primary Awards
- ❖ Discover University
- ❖ Thrid Level Support

### Qualtiy Support and CPD Programmes

- ❖ Siolta and Aistear
- ❖ Restorative Practice
- ❖ Mentoring

Each category should have its own page giving an overview of what it is. Each category will have links to each page that is represented in each programme that falls into that category. Each page should have links that go to the social media pages also. Each programme should

have a description of what it is it offers along with past experiences. Including the benefits that each programme offers.

The help us out page should provide be showing an option to each types of support that you can do to help out ELI. So each of the four types helping ELI should be located on each page and depending on which category is relevant to you make that decision.

The option to volunteer page should show the options of what type of volunteering that are available along with what the role consists of and past experiences of that volunteering.

Options to fundraise page should consist of the appropriate information available and who to contact.

Options to donate. Should consist of information relevant to the person who is donating then followed up by another page to enter their card details.

The corporation support page should explain why ELI needs their support. Showing who as supported them in the past and why they got involved, also indicating what the role consists off.

The research page should show the possible publications and a brief description to what each document is to ensure it is relevant to the user.

The content page should consist of who works at ELI along with an email address and contact details.

The interactive section will show the list of questions for the quiz and a submit button followed by an email address. The game will be on the page with a click to play function.

The addition of the media page will consist of photo albums for each event that is ran by ELI and if there are pictures of the events they should be on this section of the website.

Each page should have links to ELI various social media pages.

### 12.3 Interview Result

After having the interview questions approved by my supervisor. A copy was sent onto the client to see if they had any issues with them or if they wanted to add anymore. A copy was forwarded to them in case they needed time to prepare for the questions or needed some explications. Below are the interview questions and the answers that were provided by the client.

#### Interview Questions

**Which of the following is most important to the website?**

- Home page \*\*\*\*\*
  - What we offer \*\*\*\*\*
  - Help us out \*\*\*\*\*
  - Contacts \*\*\*
  - Research \*\*\*\*\*
  - Interactive Section \*\*\*\*\*
- Not important \*\*\*\*\* Very Important

**Home page, what we offer, Help us out, Contacts and Research Describe what you would like to see in each of the above pages.**

Home Page – the homepage should be the focal point of the website as it will be the first thing users will see when they access it. It consists of the new promotional video. Should provide a short intro describing who we are, where we are from and what we do. The homepage should provide links to other pages on the website.

What we offer – as the current website it is very bland in terms of describing the programs that we offer. The current page is pretty much structured for an organisational point of view. The what we offer page should consist of a simple enough structure that should explain each category that we offer. It could possibly have information for family that is not just organisational themed. It should be aimed more at participant's and not totally aimed at organisations. Therefore it should be aimed more towards participant's as they are the one who receive the service.

Help us out – this page should provide the option to donate as the current setup has a lot of clicking to do before you actually donate. The volunteering section of the page should be more user friendly and provide the options in what particular section they would like to volunteer for. This page should also showcase volunteer experience and also it should give recognition to those who donate.

Contact us – this page should list out who works for ELI and providing contact details. Should showcase who to contact for each particular program and the different responsibility each staff member holds.

Research – should provide links to relevant research concerning development areas. The most valuable research should offer a small description to save participant's time searching.

Media Page- Consist of photo albums of the events ran by ELI.

**The interactive section: could consist of a possible game. E.g. an educational game. Please discuss.**

Interactive section – this page should consist of possible forms for participants to ask questions or possibly make suggestions. A possible quiz could be set up and run on a monthly basis where participants will answer questions. When the deadline for the quiz has past the winner will be chosen at random and will be contacted and will receive a prize. Keeping in mind if under a certain age child will need to seek parents' permission to sign up.

**In the interactive section a possible quiz could be implemented. Discuss.**

Possible educational game could be implemented on the site. The game could range from counting to coder dojo.

**Describe your overall target audience for the website.**

The overall target audience should be:

- Participants
- Corporate businesses
- Potential donators

- Volunteers
- People looking for information

**What do you feel is the overall ambitions of the website are?**

ELI wants to be seen nationally as a centre of excellence where similar organisations can come to for information or even to spark interest in this line of work.

**Do you feel having a hosted website makes ELI less unique and harder to find?**

On the current NCI page, the header bar says ELI which could be very easily missed if you didn't know what you were looking for. The current structure we have is very organisational based and involves a lot of clicking around the website to find the information. It doesn't have the uniqueness of ELI that we would like to implement. There is a lot of restrictions to what can be out on the page compared to if we had our own website.

**Do you have any colour schemes along with brand logos you'd expect to see on the website?**

The website should consist of ELI's colour scheme. Showcasing ELI's own logo's. as the hosted website is NCI coloured schemed and it is not child friendly and doesn't show our uniqueness.

**What do you think the audience will do when accessing the website for example Parents looking for support and mentoring staff?**

Parents looking for support will be able to read past experiences of how beneficial a home visitor can be, also who to contact.

Potential volunteers would go to the volunteering page.

Corporate business would potentially read the information on the homepage then possibly donate or support ELI in the future.

That is just a few examples of what we would feel the audience would do depending on their category when accessing the website.

**How will you to drive traffic towards your website.**

Facebook, twitter, looking to create a new Instagram account. Add corporate events, during training and meeting by word of mouth

**Would you expect each page to provide links to social media pages?**

Yes, each page should provide links to social media pages.

From looking at the questions and answers it is clear to see what it is the client wants for the website, what page they see is the most important. Including what should be on each page in terms of content and style.

**12.5 Survey Results**

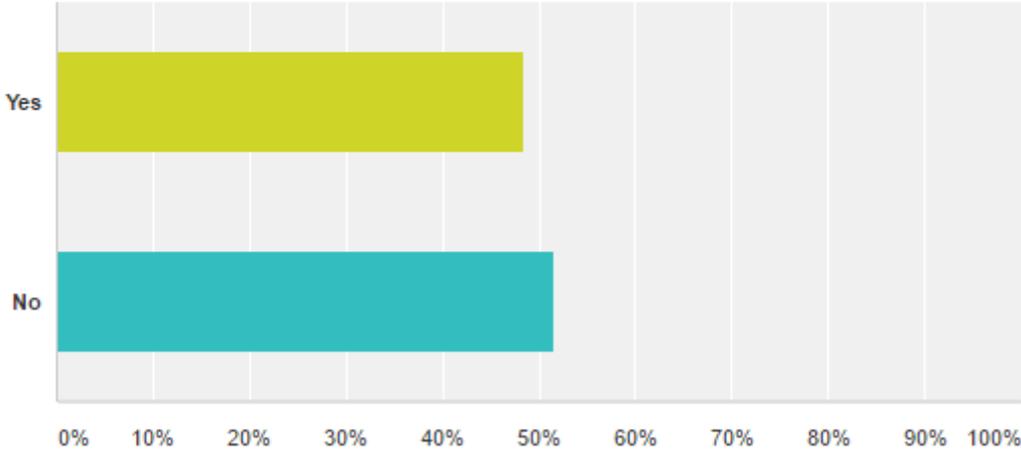
Below are the screenshotted results of the public survey that my client asked me to do on behalf of ELI. It was aimed at NCI students because they wanted to see if NCI students have heard about ELI or are even aware of their hosted site on the NCI page. The survey was

answered by 33 students. It was aimed at student who were familiar with ELI to make the information valid.

In the question was asking did they know that they can access information on the NCI site. Once again it was a very close response where the no vote won by one vote by 51.52% to 48.48%. the next question asked could they find the ELI section on the NCI site and this where they broke apart from the close responses to which the no vote won by a staggering 66.67% to 33.33%. The next question asked the level of difficulty of navigating through the site. Where one would be the easiest of navigation while 5 being extremely difficult. Where four found it easy at 12.50%. Then 7 found it ok at 14 were natural coming in at the highest at 43.75%. 4 found it difficult at 12.50% and then 3 found it extremely difficult at 9.38%. When asking about the colour scheme and if it a staggering 72.73% said it is applicable to ELI while 27.27% said no that is did not reflect ELI's style. When asked about the social media and only 11 out of the 33 said yes that they know about the social media sites which was 33.33% while 22 people said no and that came in at 66.67%. When asked do they expect to see social media links 25 people said yes while only 8 said no. so that leads it to being 75.76% and 24.24%. when asked did they find the content useful they said yes at 81.82% while 18.18% said no. The final question is an open ended question that allowed for some generic answers. For if they could make suggestions what would they add some new features accessible they range from a mobile platform to having them explain information in more detail.

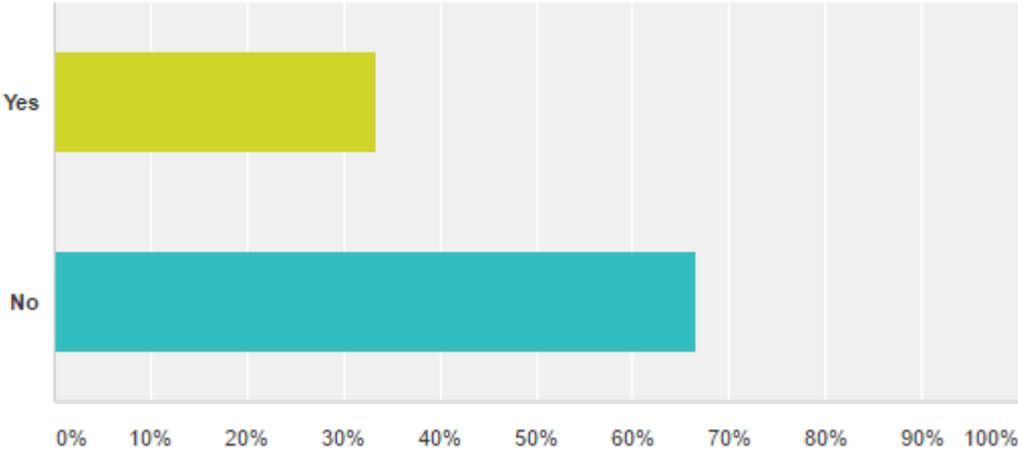
### Are you aware that you can find information about the Early Learning Initiative on the National College of Ireland (NCI) website?

Answered: 33 Skipped: 0



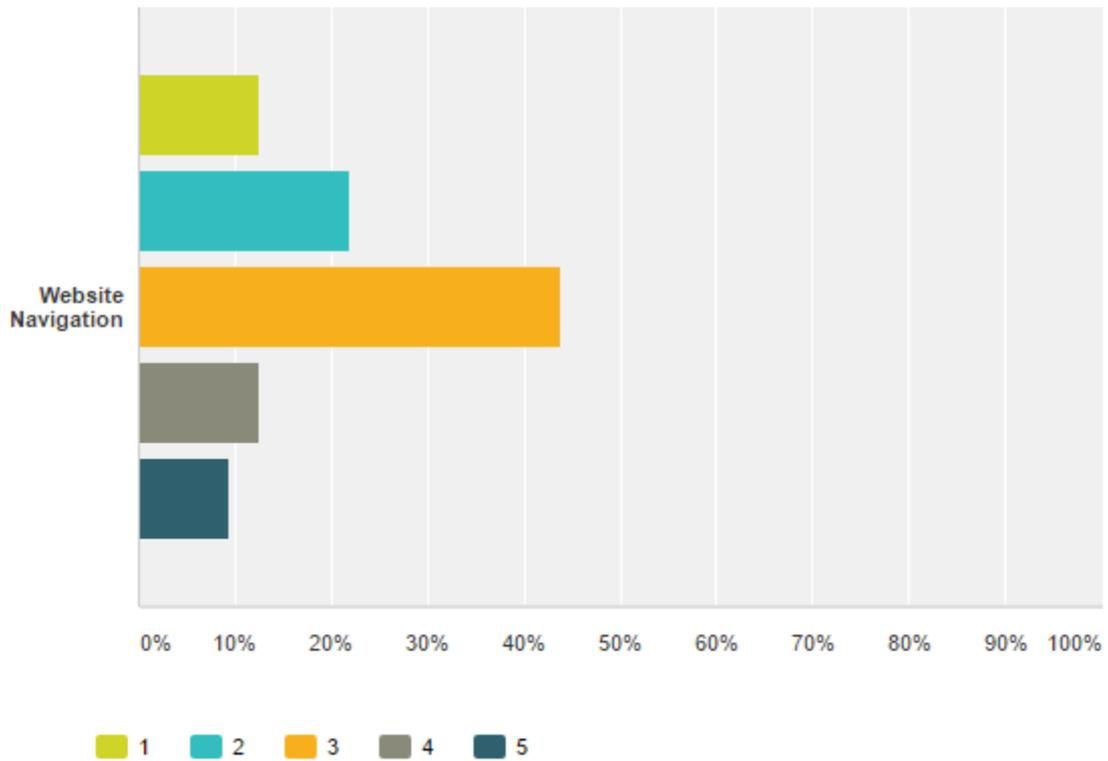
### Do you know how to find the Early Learning Initiative section on the NCI website?

Answered: 33 Skipped: 0



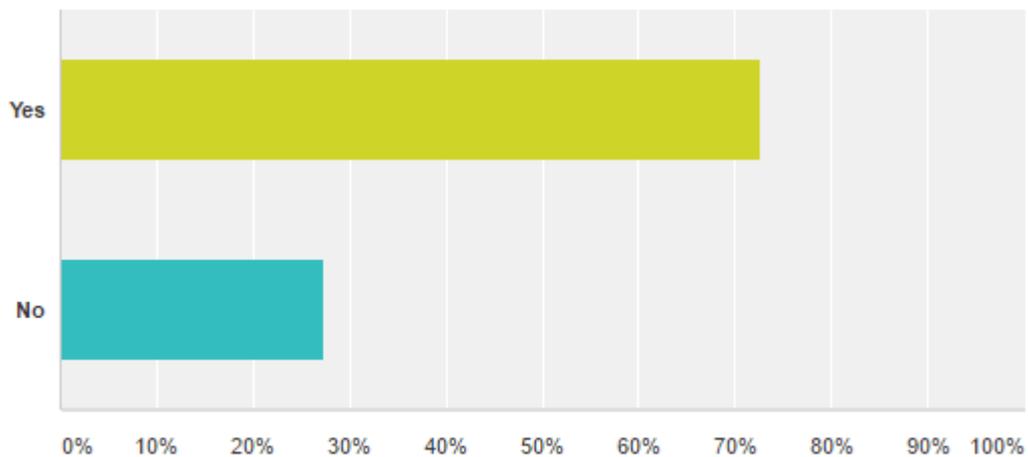
**Do you find it easy to navigate through the ELI's section to find what you're looking for? (1 being easy while 5 is extremely difficult)**

Answered: 32 Skipped: 1



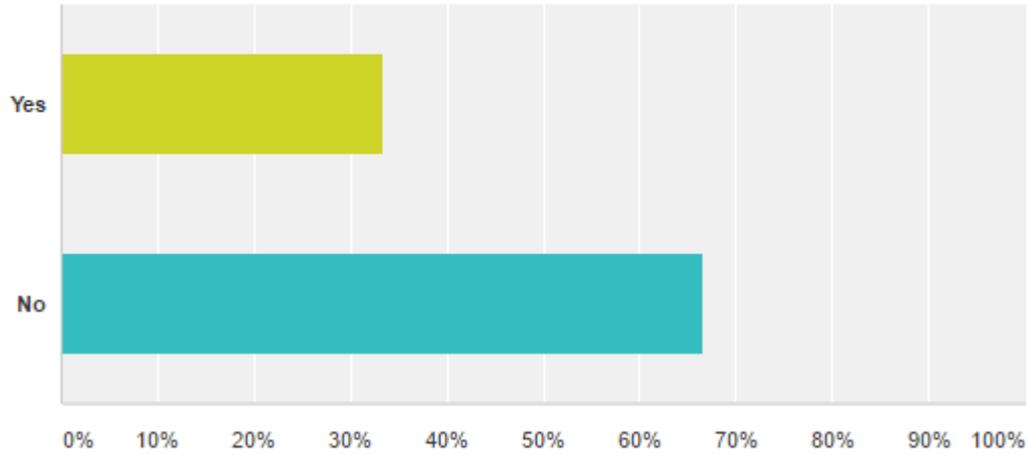
**Do you feel that the colour scheme and layout is applicable to ELI? Yes, No**

Answered: 33 Skipped: 0



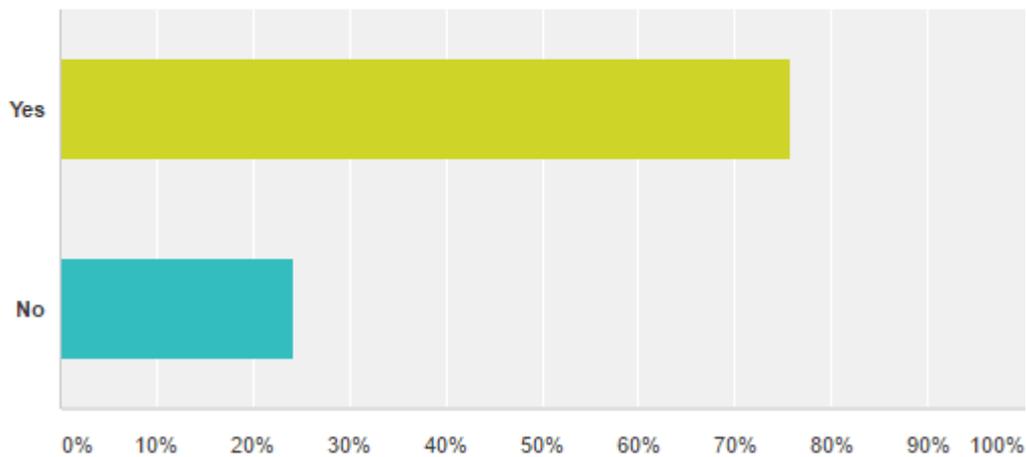
## Are you aware that the ELI has social media profiles e.g. Facebook and Twitter?

Answered: 33 Skipped: 0



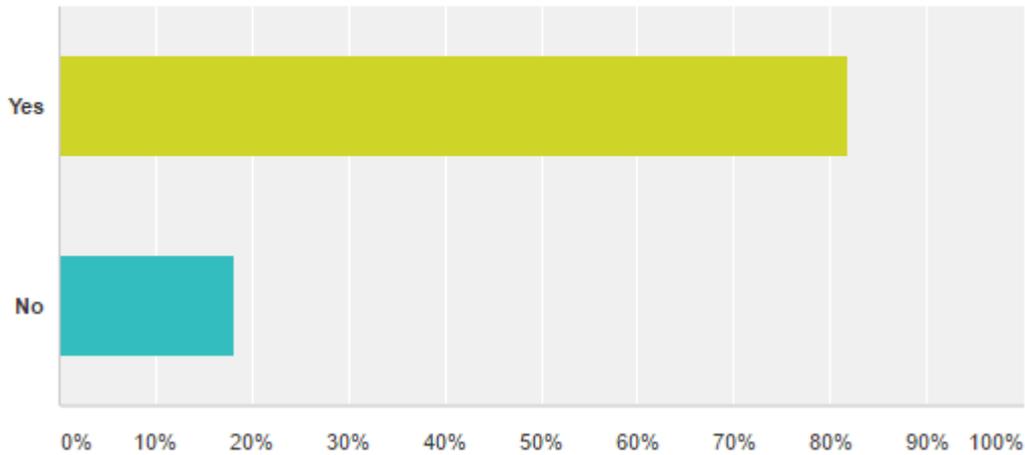
## Do you expect to find social media links to ELI's Facebook and Twitter pages on the website?

Answered: 33 Skipped: 0



## Do you find the content useful on the ELI section?

Answered: 33 Skipped: 0



**If you could make changes to the ELI site what would it be and why? Do you have any suggestions for the ELI site?**

- Easier to access
- Better examples to detail
- A schedule of events
- Links to social media pages

### Internal Survey

Completed by thirteen staff members in ELI. No screenshots are added as most questions are open ended so it could not look correct to have them added in.

- 1) Are you happy adding ideas to a possible generic ELI website?  
The answer over all for this was that twelve participants said yes while one said no which lead to it being 92.31% to 7.69%.
- 2) Would you like the website to be able to run on mobile platform?  
For this answer it was 100% yes across the mark so it is clear that when it goes to development that it should be able to function on mobile devices.
- 3) In your opinion rank each page in its most importance. 1 being the most important while six being the least important.
  - Home page
  - What we offer
  - Get involved
  - Research
  - Publications
  - ELI team

This was a hard one to analysis since it has so many options.

Home page was regarded the best with eight as the most important, while the what we offer page came in second with two votes, the ELI team got two votes, research got one vote and publications and get involved received none. For the second most important the what we offer was the clear favourite with 8 votes while the home page and publications came in second with two votes each. While get involved got one vote ELI team and research got no votes. For the third vote which can be seen as not to important but that it should not be discarded. The get involved page got 9 votes while the research page got three, the what programmes we offer got one vote while home page, publications, ELI team got none. The fourth vote can be seen as not to important the home page got one vote, the research page got four votes, the get involved page got four votes, ELI team got three votes, and what we offer got zero. The fifth vote is the second least important, the publications took this one with six vote then came research, followed by what we offer, with one vote came ELI team and the home page received none. The least important one was deemed to be the ELI team with seven votes and publications got four and then home page got two while the rest got none.

	1	2	3	4	5	6	Total
Home page	61.54% 8	15.38% 2	0.00% 0	7.69% 1	0.00% 0	15.38% 2	13
What programmes we offer	15.38% 2	61.54% 8	7.69% 1	0.00% 0	15.38% 2	0.00% 0	13
Get involved	0.00% 0	7.69% 1	69.23% 9	23.08% 3	0.00% 0	0.00% 0	13
Research	8.33% 1	0.00% 0	25.00% 3	33.33% 4	33.33% 4	0.00% 0	12
Publications	0.00% 0	15.38% 2	0.00% 0	7.69% 1	46.15% 6	30.77% 4	13
ELI team	15.38% 2	0.00% 0	0.00% 0	23.08% 3	7.69% 1	53.85% 7	13

- 4) Within your role within ELI, is there anything specific you would like to see on your particular section of the website.
- A place where parents can enquire about the programme
  - Up to date news and events, Rss feed to twitter, better links to social media
  - Corporate Partnership Listings
  - Keep it up to date – linking to social media
- 5) A possible addition of an interactive section could be added, would you like this?  
100% said yes to an addition of a game
- 6) The possible interactive section could have a possible game. What kind of genre would you like to see? Educational, Action Adventure etc.  
The educational game 84.62% with eleven votes while action got none and adventure got one vote.

7) How will you look to drive traffic to the website? Facebook, Twitter, Instagram, at corporative events, word of mouth, other.

Each option was chosen 100% while other options were added which was printed materials, brochures, newsletters, leaflets, E-mails and proposals.

8) In your opinion is there anything else that could be added to the website?

To be able to upload documents and password project it, then stakeholders in community and early years services or volunteers can access and download information. It should be easy to view and navigate through. A section on news and events that will encourage people to check out social media pages.

9) In your opinion, who would access the ELI website and why?

Members of the local community looking for information, wider public, staff, volunteers, potential and current corporate funders, local service providers like schools, early learning services. Anyone who needs information.

10) In your opinion, does the colour scheme play a part into capturing ELI's certain uniqueness online.

Yes, it is very important that the website corresponds with the ELI branding. We have specific colours and images which represent us, such as the tree and acorn in the logo.

## 12.6 Heuristic's interface results

These questions were sent to out to three willing participants. One was myself the other was a staff member in ELI the third was an independent person who has not laid eyes on the site before. This will be a good way to see how they feel about the website and its offerings so that if they choose to create the site they know what to avoid and where to excel.

### ELI staff member result

#### **1. Visibility of system status**

This information is displayed in the bottom left hand corner on the site, telling you that it is waiting, connecting etc.

#### **2. Match between system and the real world**

Some of language is ok, uses terms like Edit content, preview, attachments etc. but other tasks require following a list of instructions as it isn't intuitive.

#### **3. User control and freedom**

System allows undo and redo in edit mode.

#### **4. Consistency and standards**

There is consistency when editing pages but creating new pages is not easily done and requires following a list of instructions rather than being readily visible.

#### **5. Error prevention**

There are rarely error reports or parts of the system not working but it could be more intuitive in terms of design, having drop down options altogether for example.

## **6. Recognition rather than recall**

This is fairly ok. As an editor on the page you can always see the pencil for edit. But in terms of creating new pages etc., you then have to go to the top bar under pages and it isn't obvious. You also need to remember or write down which skin to use and there are lots of parts where I just have to leave blank as I don't understand it. I'm sure NCI's webmaster understands it all but as a microsite content manager I have much more limited knowledge and understanding.

## **7. Flexibility and efficiency of use**

I don't think our site has these, but I wouldn't know for sure as I am using it as a novice user.

## **8. Aesthetic and minimalist design**

There are a lot of extra fields and boxes that I don't understand or need.

## **9. Help users recognize, diagnose, and recover from errors**

I haven't seen any error messages really.

## **10. Help and documentation**

I haven't been given any documentation. I go to NCI's webmaster if needed.

From my point of view

### **1. Visibility of system status**

This information is displayed in the bottom left hand corner on the site, telling you that it is waiting, connecting etc. It connects and it will load up the required pages once clicked upon by the user.

### **2. Match between system and the real world**

The language seems sufficient for its intended purpose. Nothing too difficult for trying to understand what is being stated. It is started in order and meets the needs depending on what you are looking for.

### **3. User control and freedom**

System is easy enough to follow, can be difficult to find the information you are looking for. If I was to go into the wrong section or information area I can easily click the arrow button to go back.

### **4. Consistency and standards**

Doesn't seem to be to many noticeable issues. The language is general and means the doesn't mean anything different.

### **5. Error prevention**

There is no way to know.

### **6. Recognition rather than recall**

Doesn't offer to much dialogue in terms of reading. Left wondering about more information and when it will come live. But it does not have an over load of information.

### **7. Flexibility and efficiency of use**

Won't notice.

### **8. Aesthetic and minimalist design**

There is not much information on the site that is not relevant or needed. It is all relevant.

### **9. Help users recognize, diagnose, and recover from errors**

If an error was to happen I would expect to see a worded message.

### **10. Help and documentation**

Could provide information that could be used for how to use and the show the following steps for a user.

## **12.7 Focus Group Results**

After conducting the focus group which had five participants are named as follows Marion Byrne, Emma Wheatley, Beth Fagan, Mairead Conroy and Lucy Kinghan. These are the questions that were asked along with summarized bullet points of what was said in the focus group. Only the most relevant answers were taking forward to ensure accurate results were gathered. These will be presented into the IEEE template as part of the functional requirements for the project.

1. What is your overall impression of the ELI website?
  - For parents who can't read the website should be easy for them to understand.
  - Similar to the NALA approach
  - Should aim to help children learn
  - Visual- updated often
  
2. Who do you consider to be your main audience/user of the ELI website?

ELI has four main focuses when it comes to an audience that the website will try to focus on which can be difficult to get as they are so different it will be hard to make them all have interest in the website.

  - Funders
  - Families
  - Sector – other organisations
  - College – students
  
3. Do you consider the current content on the website to be relevant and appropriate to ELI?
  - Difficult to locate certain workings
  - No comment forms to see if any member of the public would like to see anything
  - Not to user friendly if compared to others site such as young ballymun who have a similar target audience to us
  - Getting to the section can be difficult as it is hidden

4. Do you consider the design and overall look of a “generic” website to be important?
  - Extremely important it will need to have the professional look as well as being relatable to children
  - Also for the site to be compatible for mobile would be excellent
5. Do you think the interactive section (Quiz & Game) will be a great new addition to the “generic” website?
  - Has the potential to be great but it may be hard to keep up with the quizzes in terms of updating the questions. Since ELI is set in three terms a quiz could be made for each term
  - The game could be a good addition once it is relevant to ELI in terms of learning. For example, coder dojo
6. Is there anything specific you would like to see in the new website?
  - Schedules of events
  - Home page
  - Represent children
  - Branding will need to be done well as ELI has three different logos
7. ELI has different programmes that offer different services, do you expect your programme to have its own specific section? (If yes what would you like to see in your section)
  - To generalise each programme should have its own page. That shows what it is, what it does, what the benefits of the programme and past experience.
8. What kind of features would you like to see that is not on the current website?
  - Drop down menus
  - Photo albums
  - Events calendar
  - More interaction
  - Comment forms
  - Crucial information
  - Clear Navigation
  - Links to social media

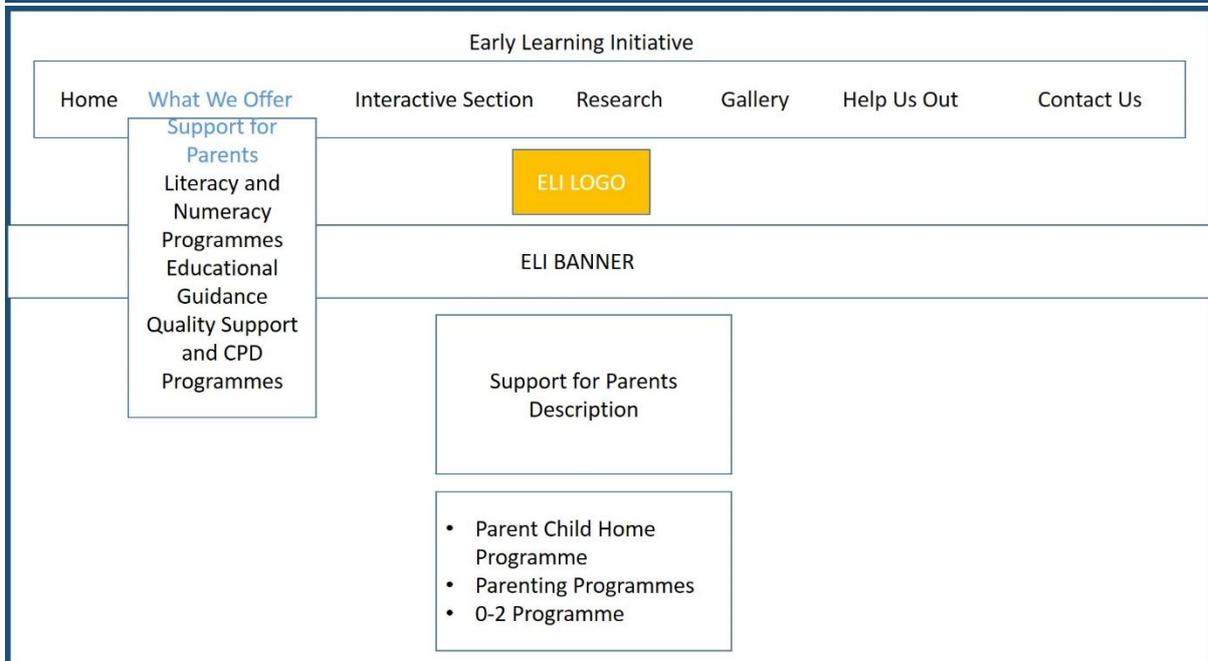
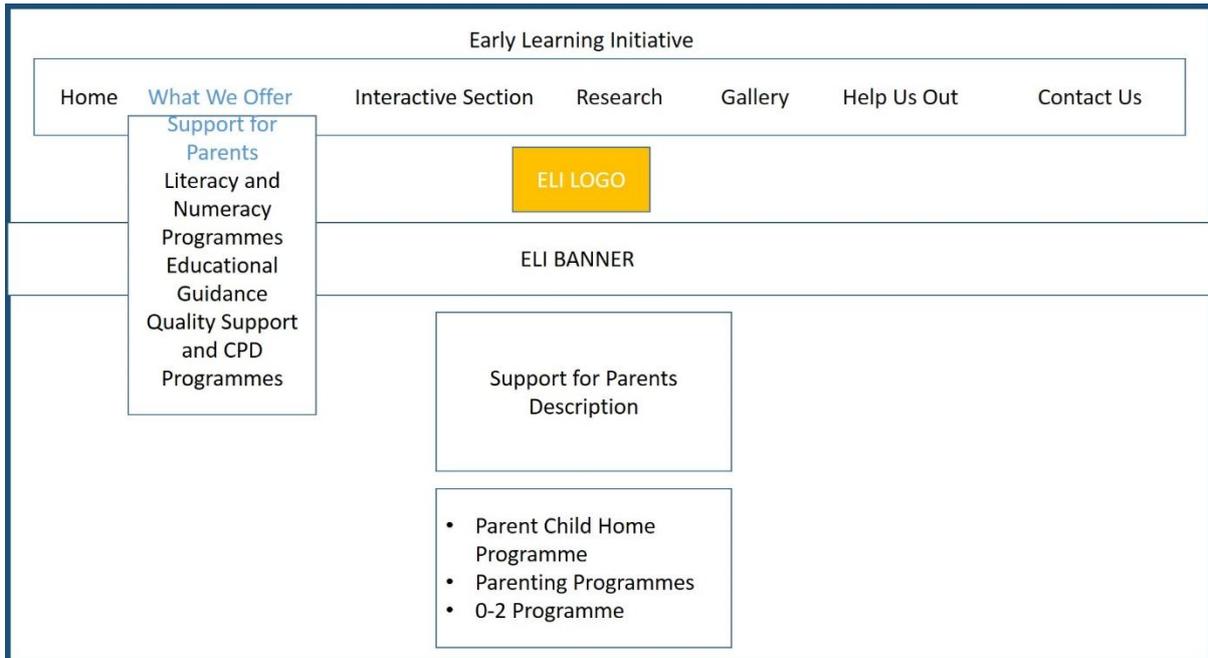
## 12.8 Prototyping Result

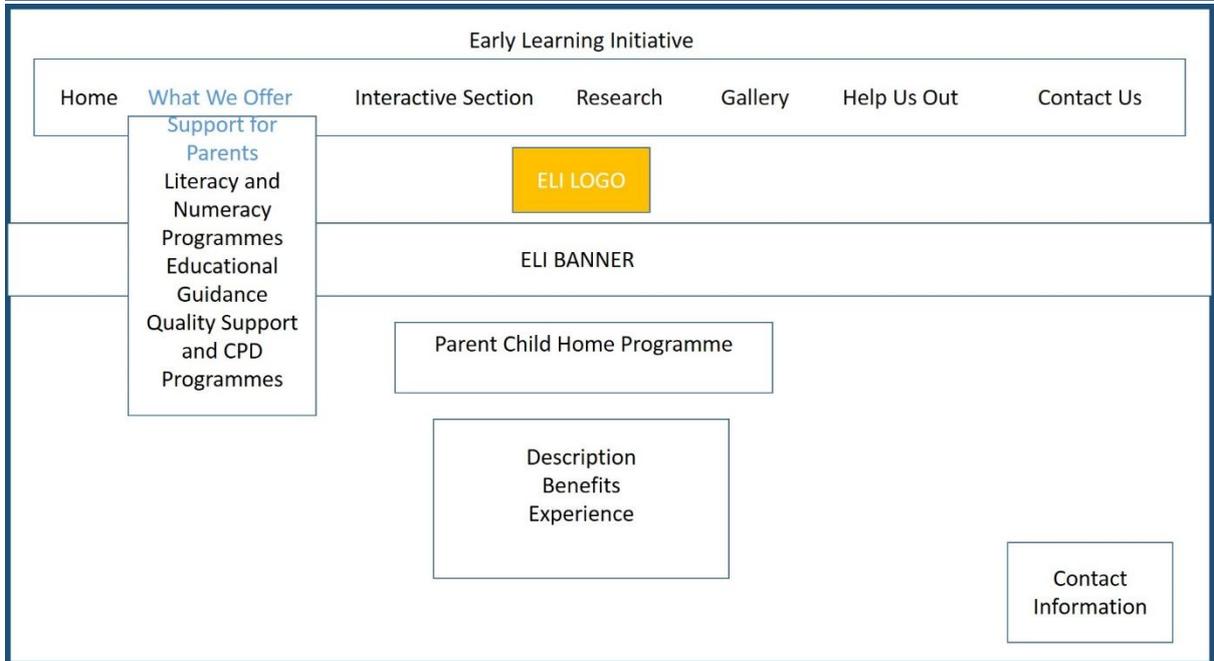
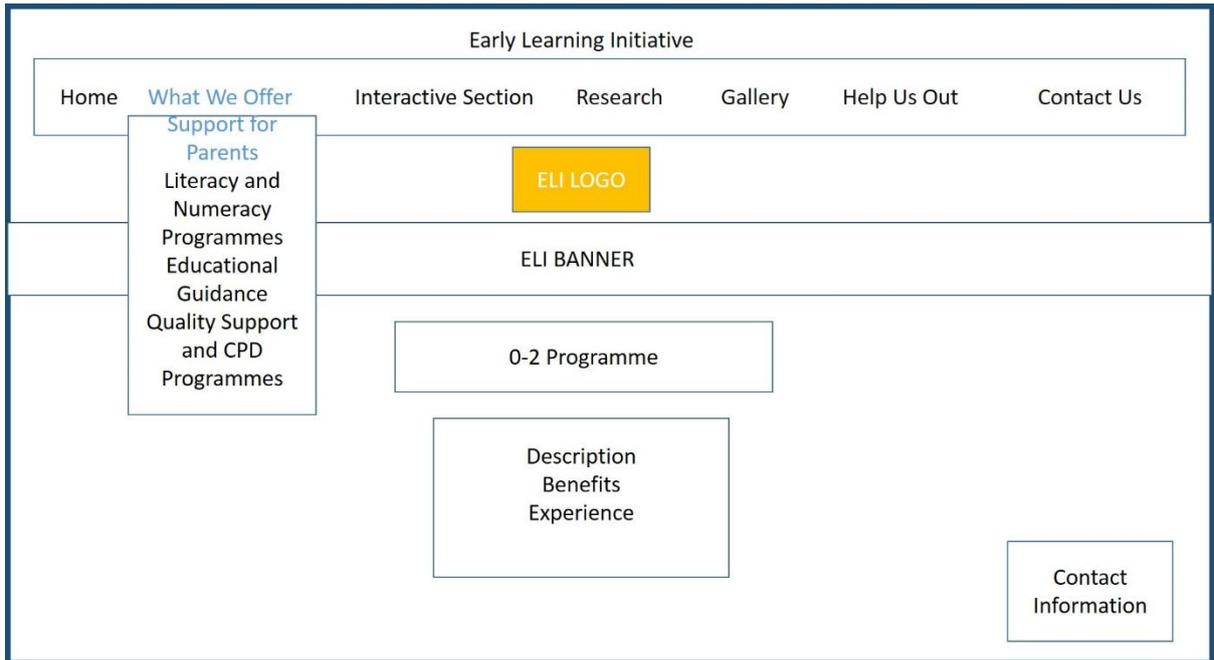
After conducting some results and using the form study prototype approach to which this focuses on the design of the project rather than the functionality of the generic website. These were drawn up.

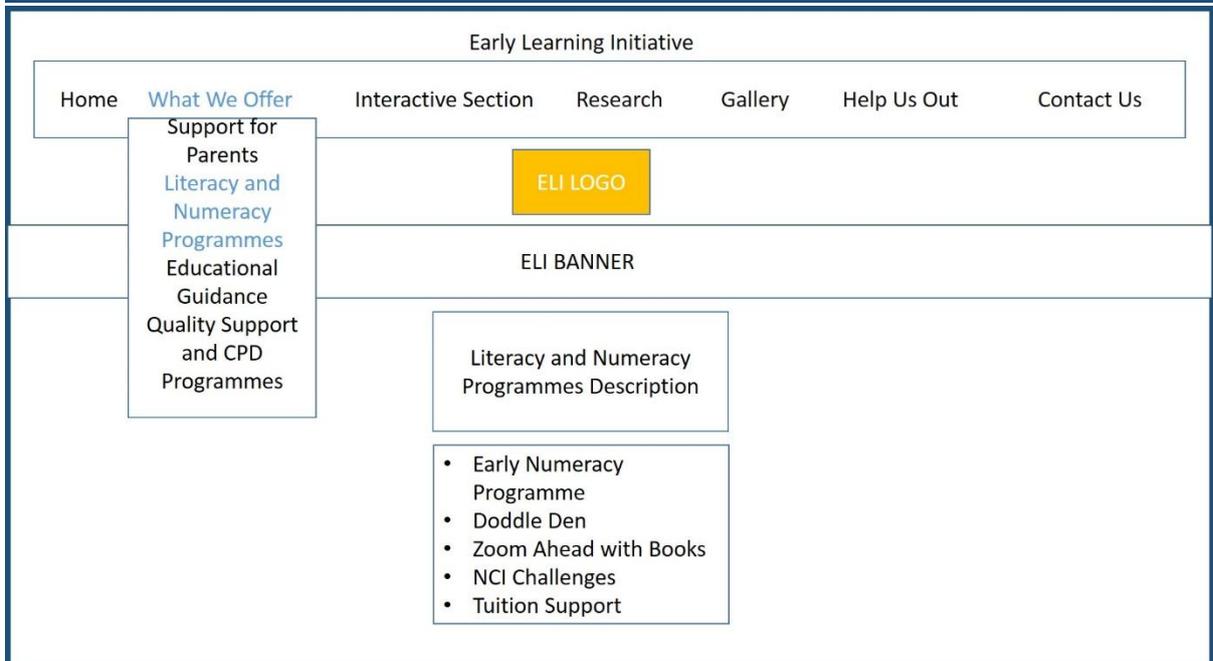
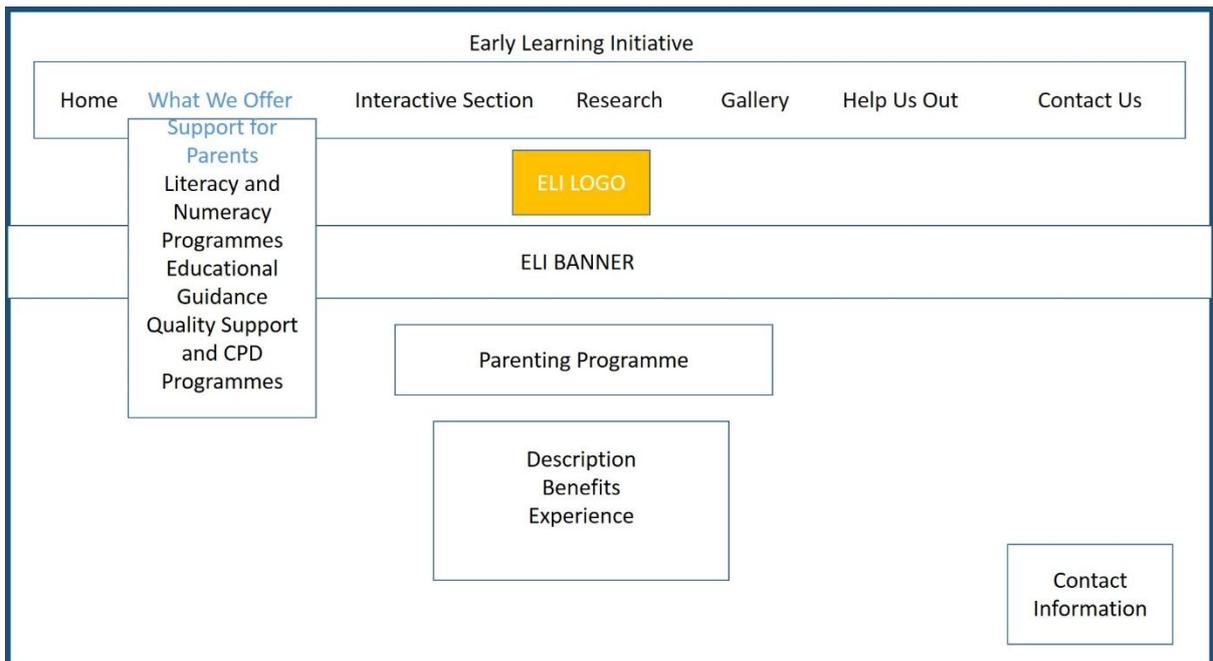
Early Learning Initiative		
<a href="#">Home</a> <a href="#">What We Offer</a> <a href="#">Interactive Section</a> <a href="#">Research</a> <a href="#">Gallery</a> <a href="#">Help Us Out</a> <a href="#">Contact Us</a>		
		
ELI BANNER		
<div style="border: 1px solid black; width: 100%; height: 100%; display: flex; align-items: center; justify-content: center;"> <p>ELI Latest News</p> </div>	<div style="border: 1px solid black; width: 100%; height: 100%; display: flex; align-items: center; justify-content: center;"> <p>Intro To ELI</p> </div>	<div style="border: 1px solid black; width: 100%; height: 100%; display: flex; align-items: center; justify-content: center;"> <p>ELI Slideshow</p> </div>
<div style="border: 1px solid black; width: 100%; height: 100%; display: flex; align-items: center; justify-content: center;"> <p>Schedule Calendar</p> </div>	<div style="border: 1px solid black; width: 100%; height: 100%; display: flex; align-items: center; justify-content: center;"> <p>ELI Mission Statement</p> </div>	

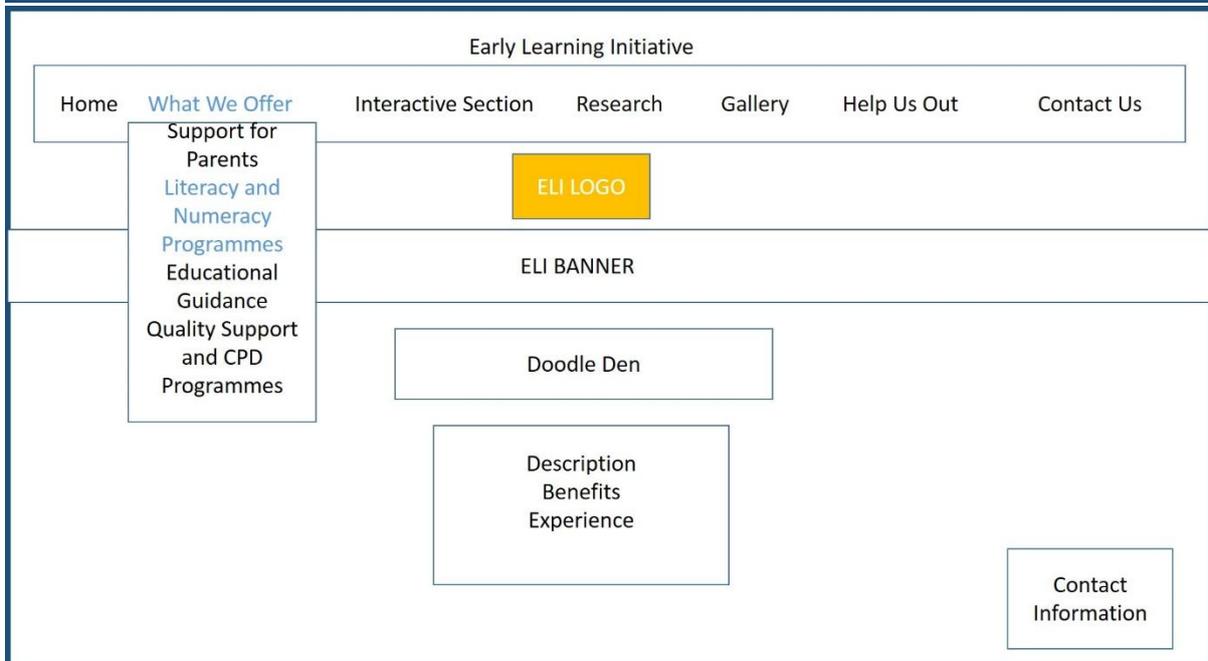
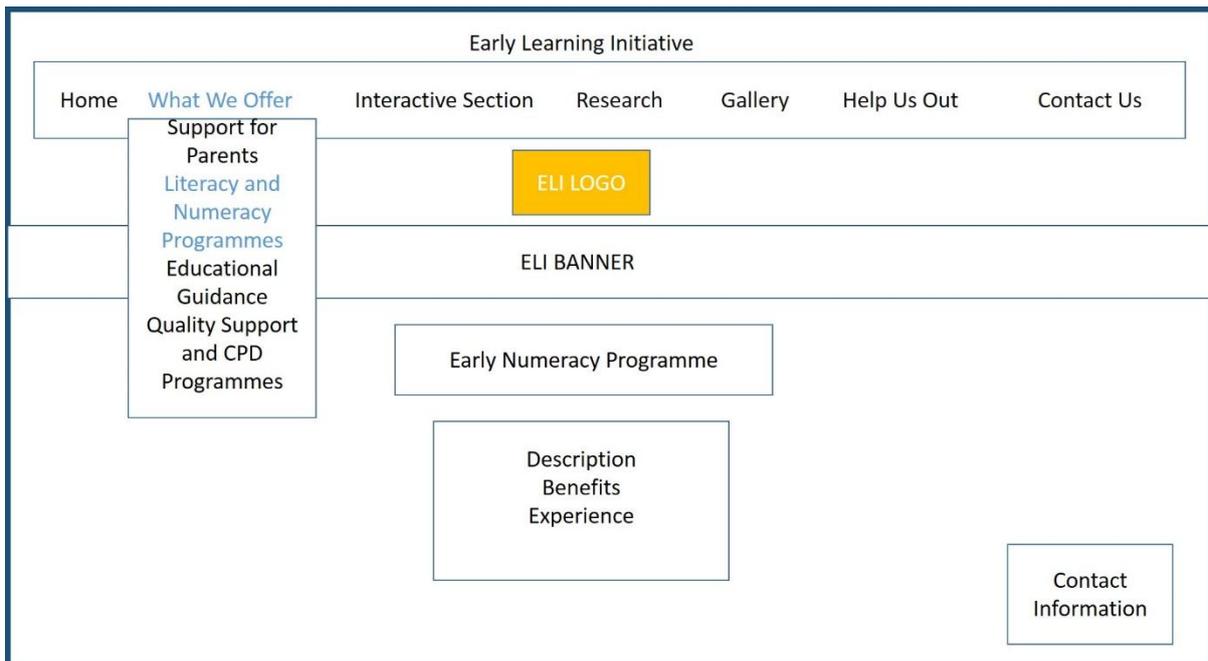
  

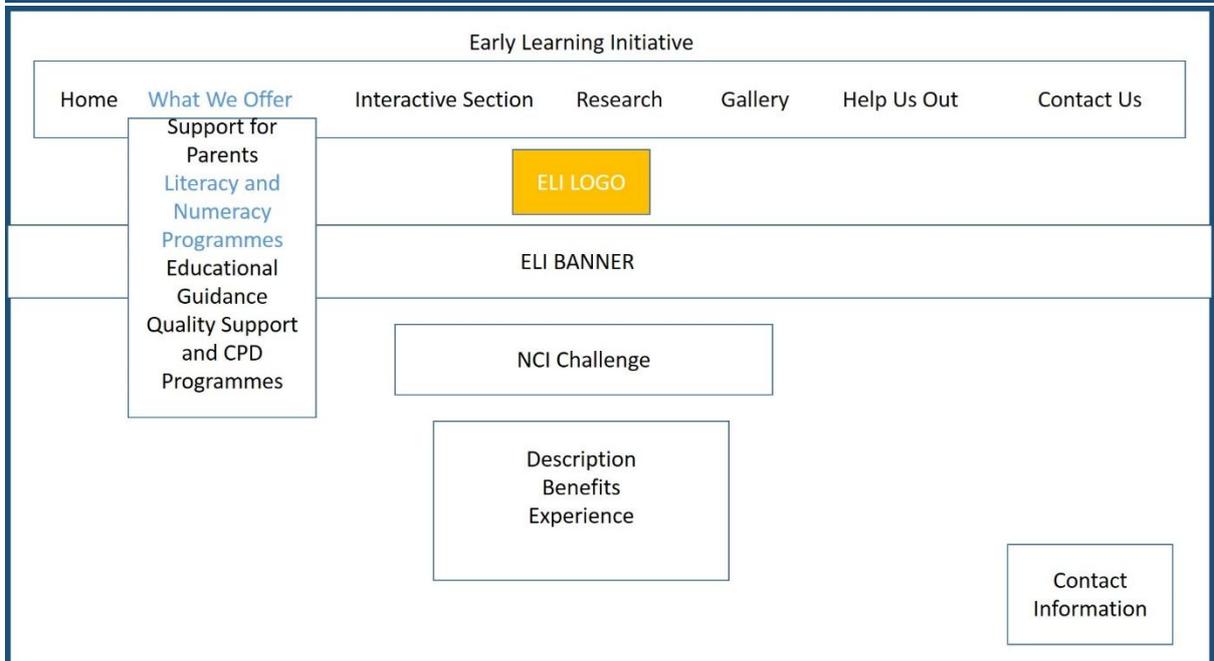
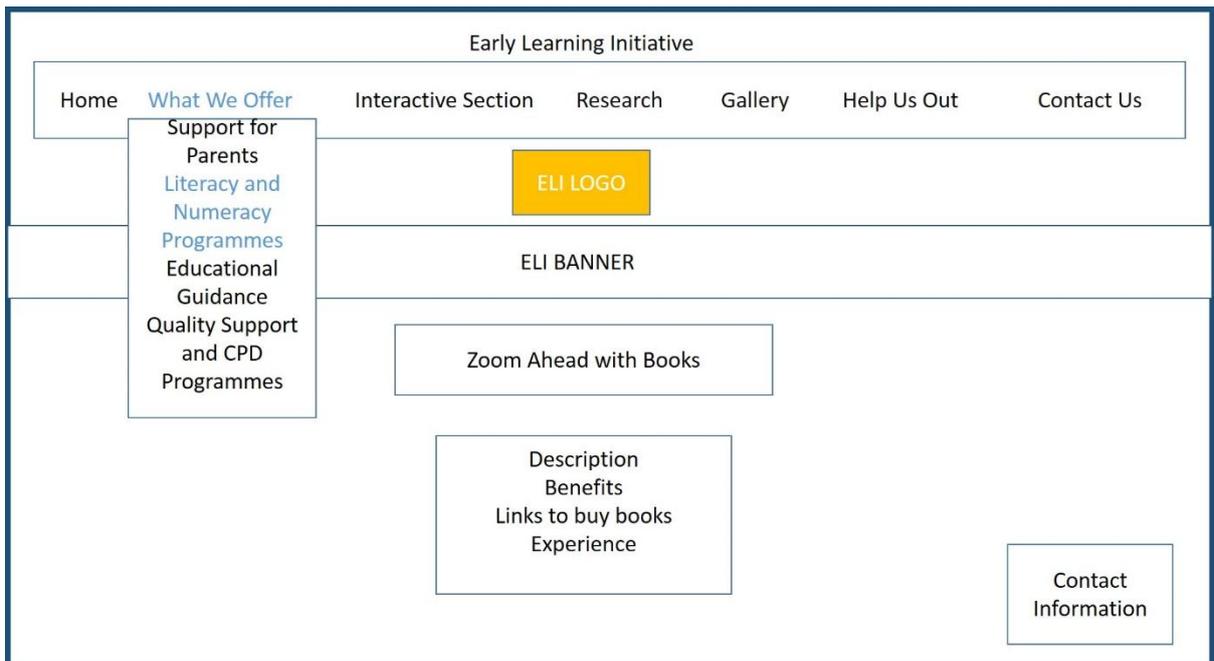
Early Learning Initiative		
<a href="#">Home</a> <a href="#">What We Offer</a> <a href="#">Interactive Section</a> <a href="#">Research</a> <a href="#">Gallery</a> <a href="#">Help Us Out</a> <a href="#">Contact Us</a>		
		
ELI BANNER		
<div style="border: 1px solid black; width: 100%; height: 100%; display: flex; align-items: center; justify-content: center;"> <p>Support for Parents</p> </div>	<div style="border: 1px solid black; width: 100%; height: 100%; display: flex; align-items: center; justify-content: center;"> <p>Literacy and Numeracy Programmes</p> </div>	
<div style="border: 1px solid black; width: 100%; height: 100%; display: flex; align-items: center; justify-content: center;"> <p>Educational Guidance</p> </div>	<div style="border: 1px solid black; width: 100%; height: 100%; display: flex; align-items: center; justify-content: center;"> <p>Quality Support and CPD Programmes</p> </div>	

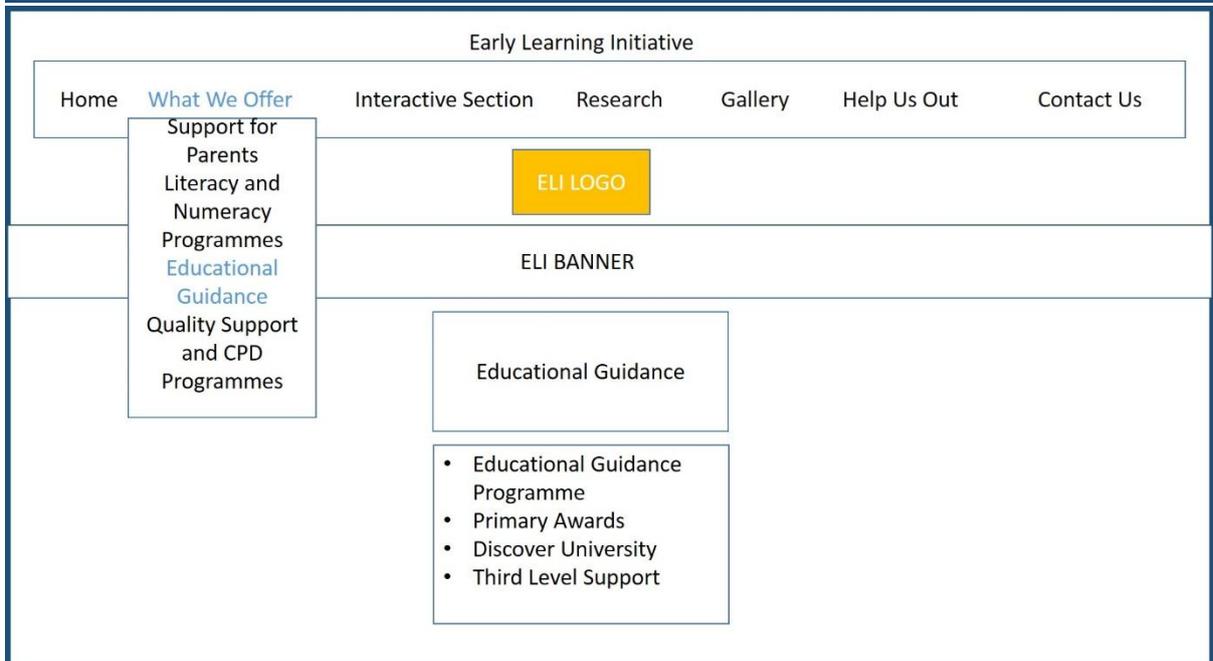
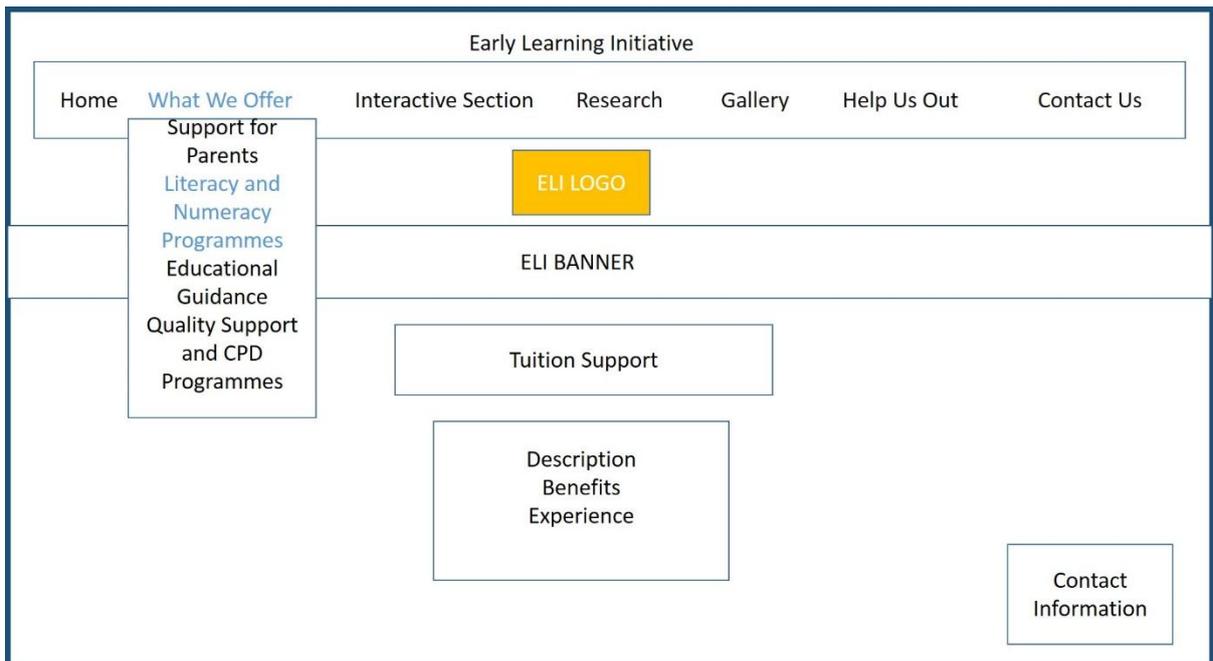


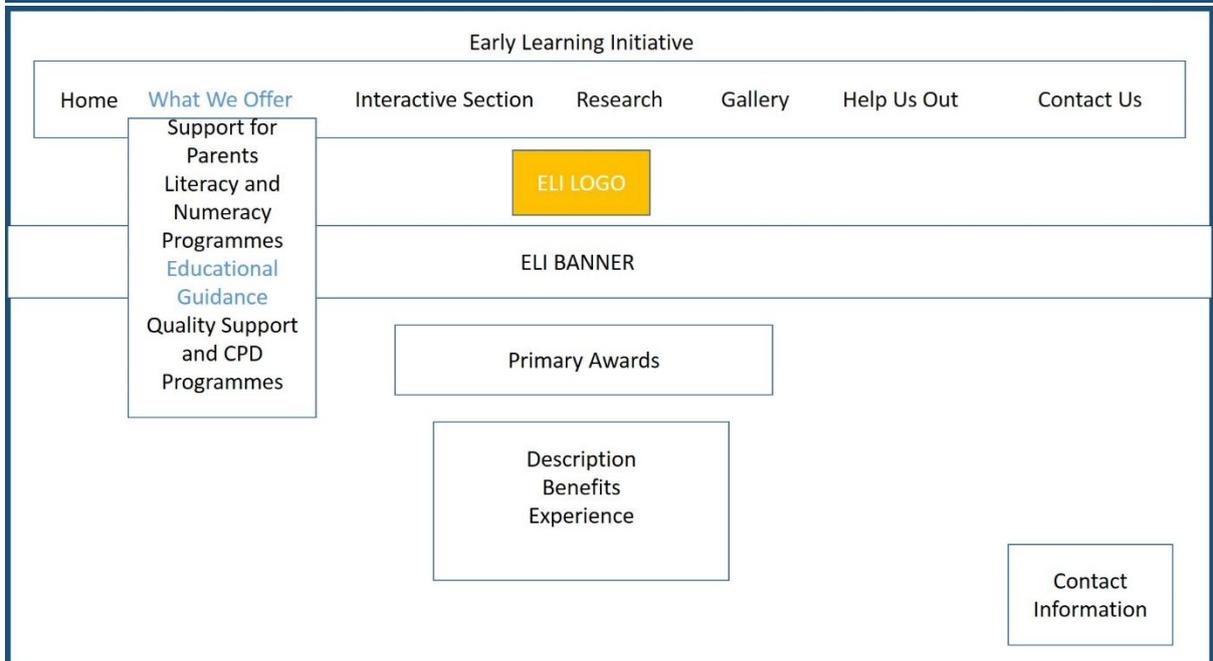
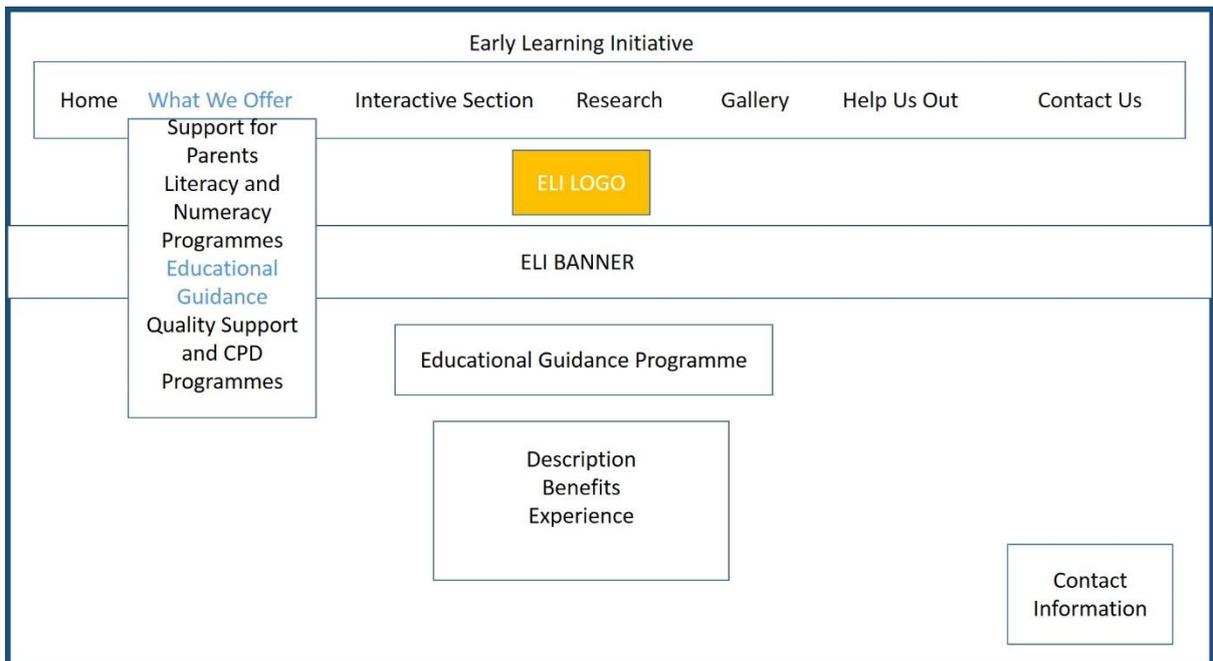


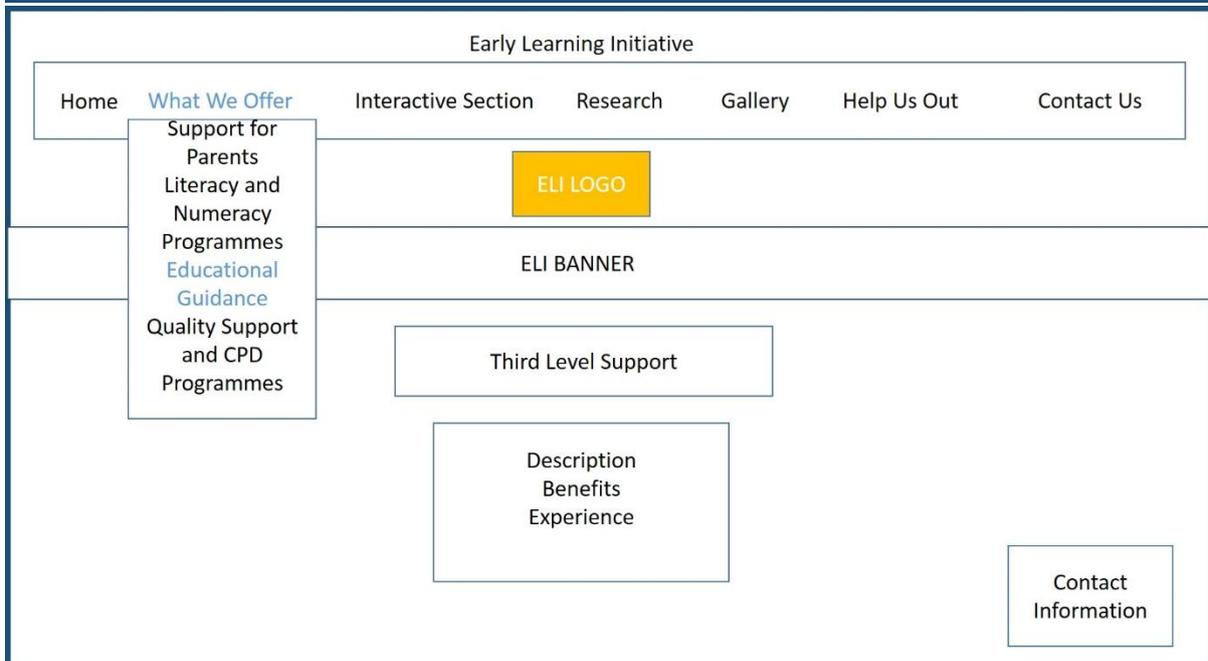
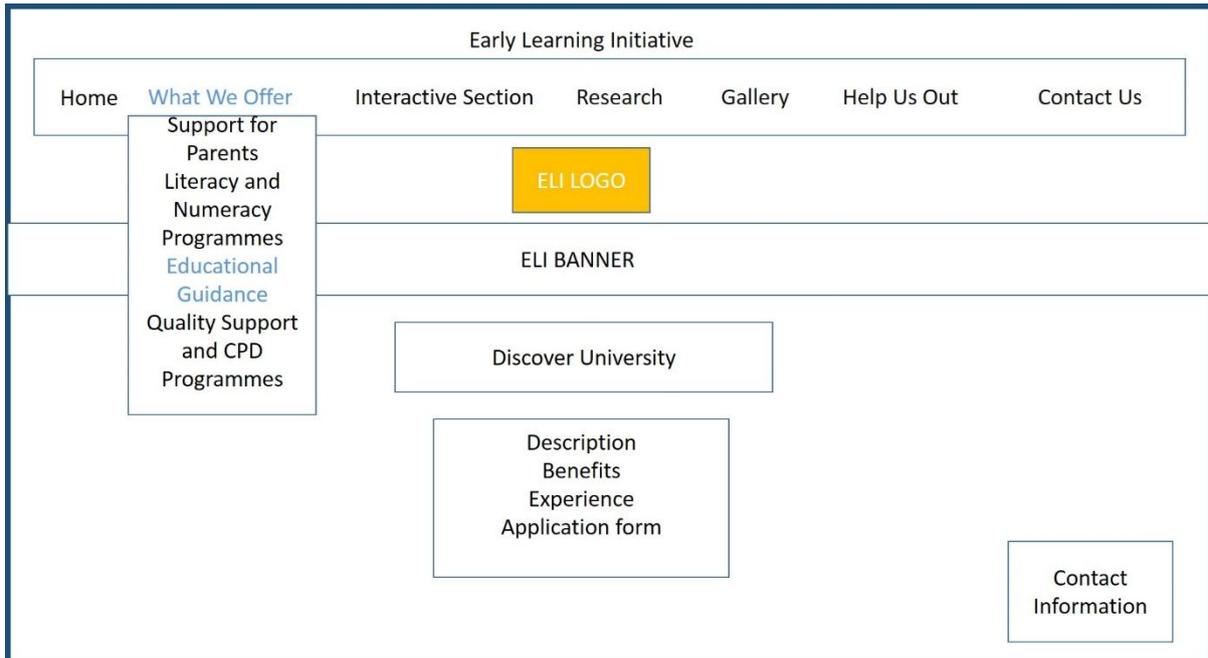


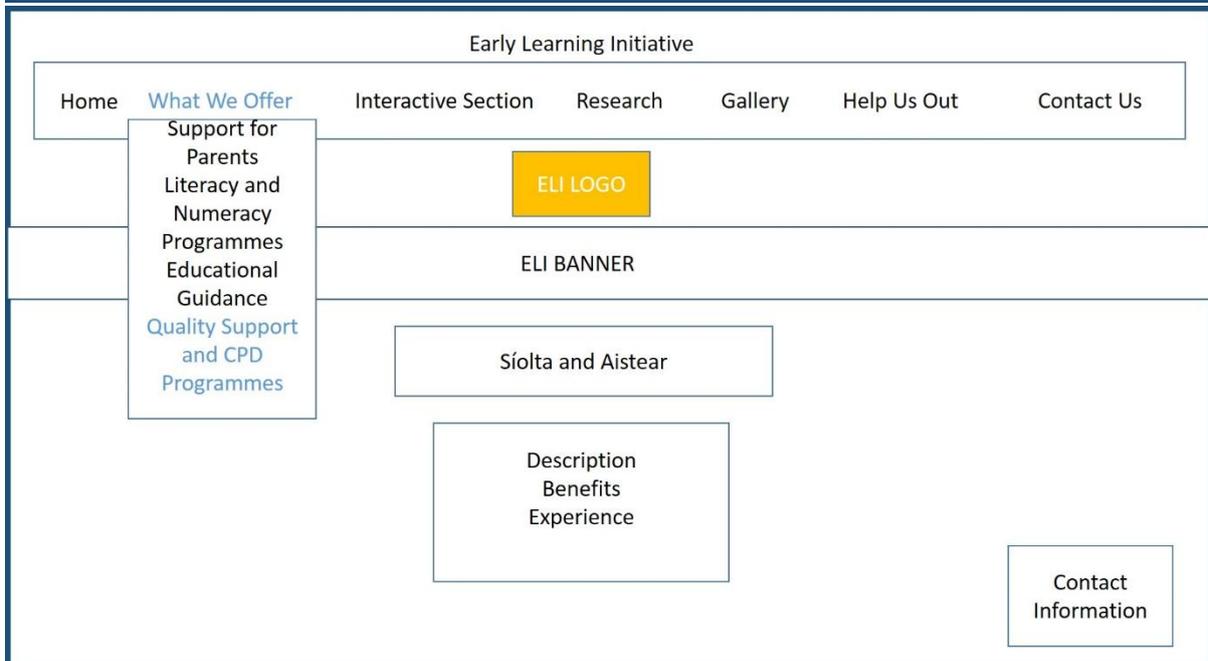
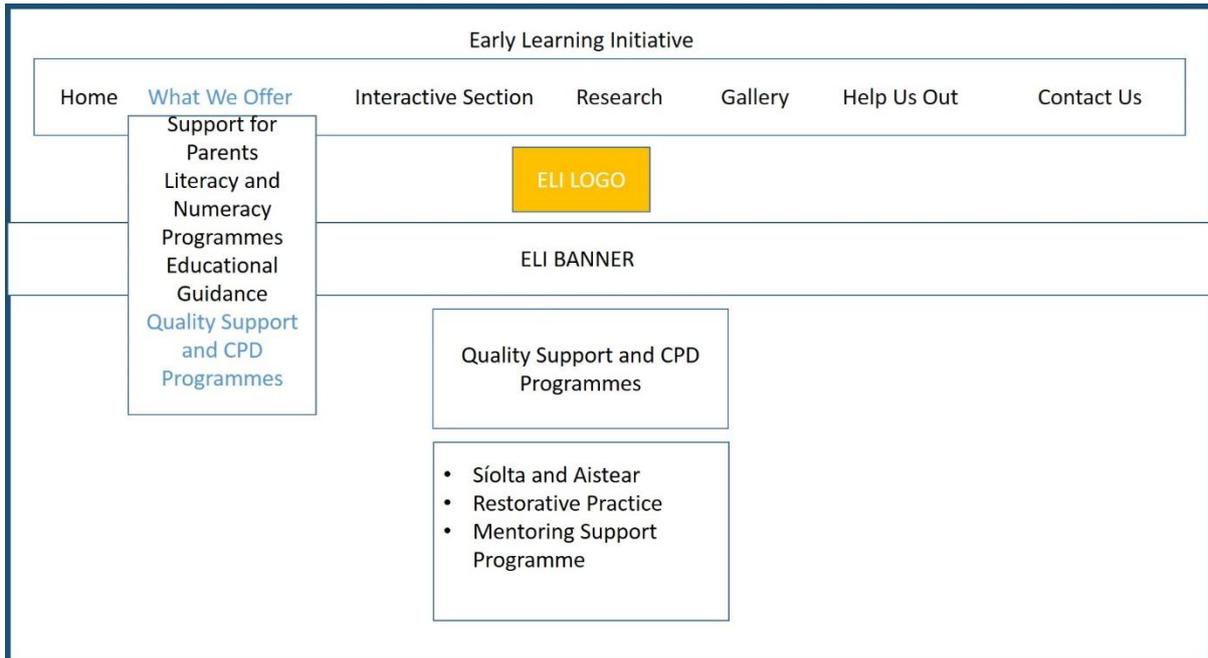


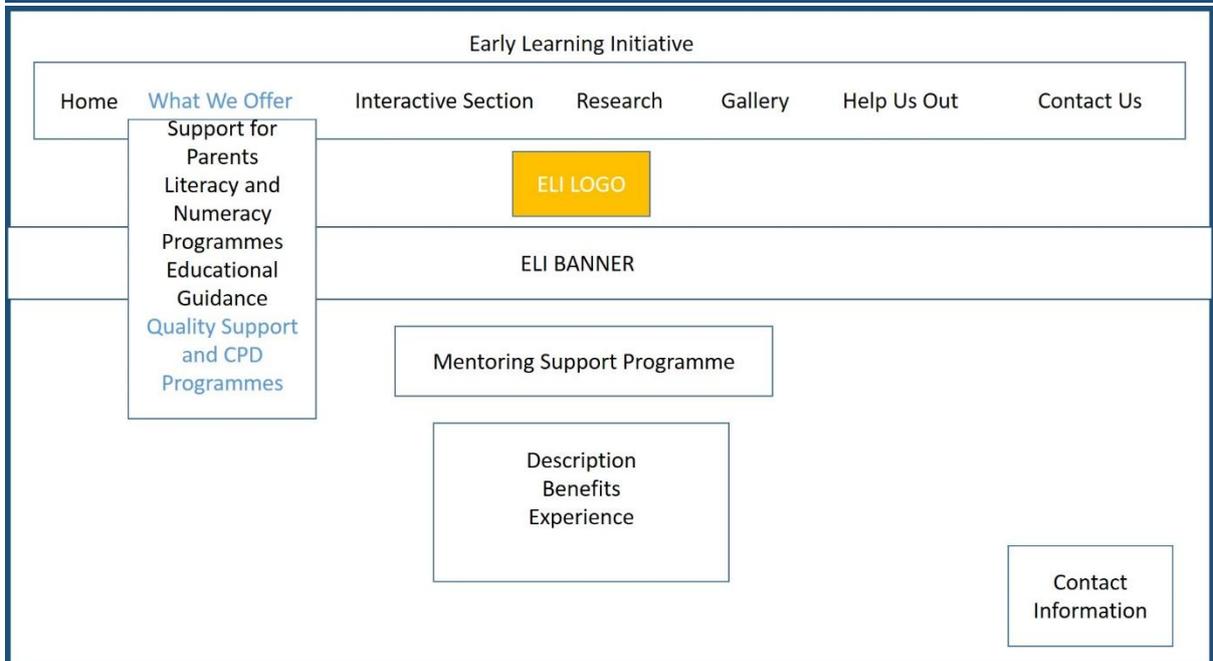
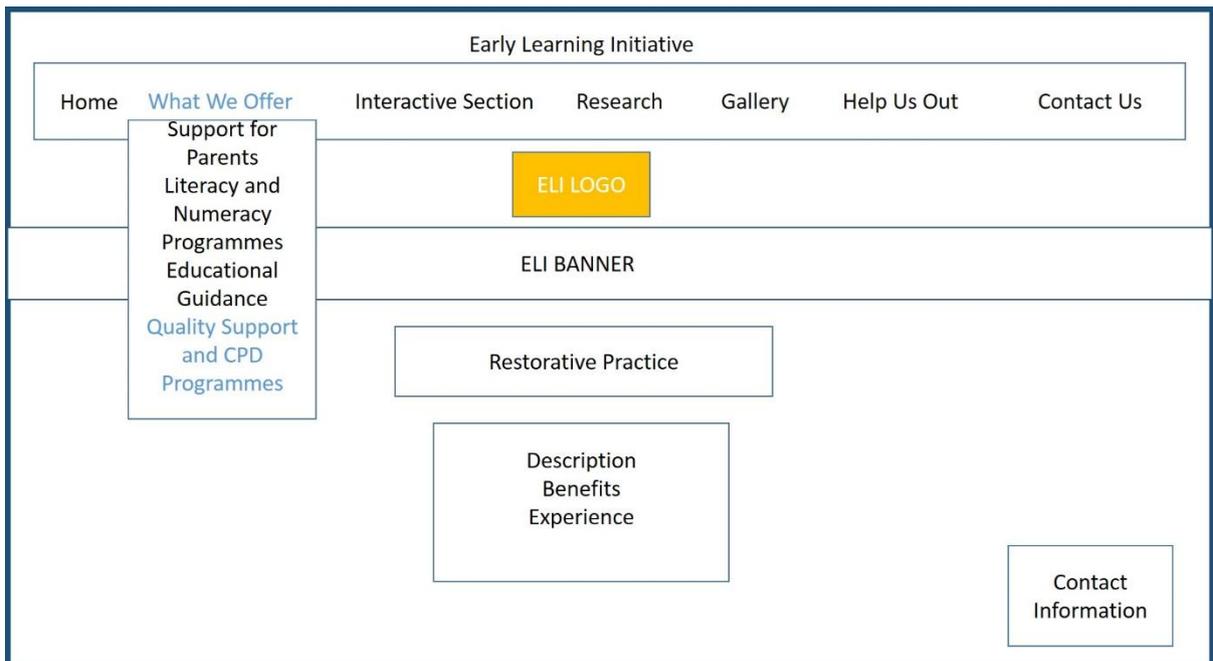


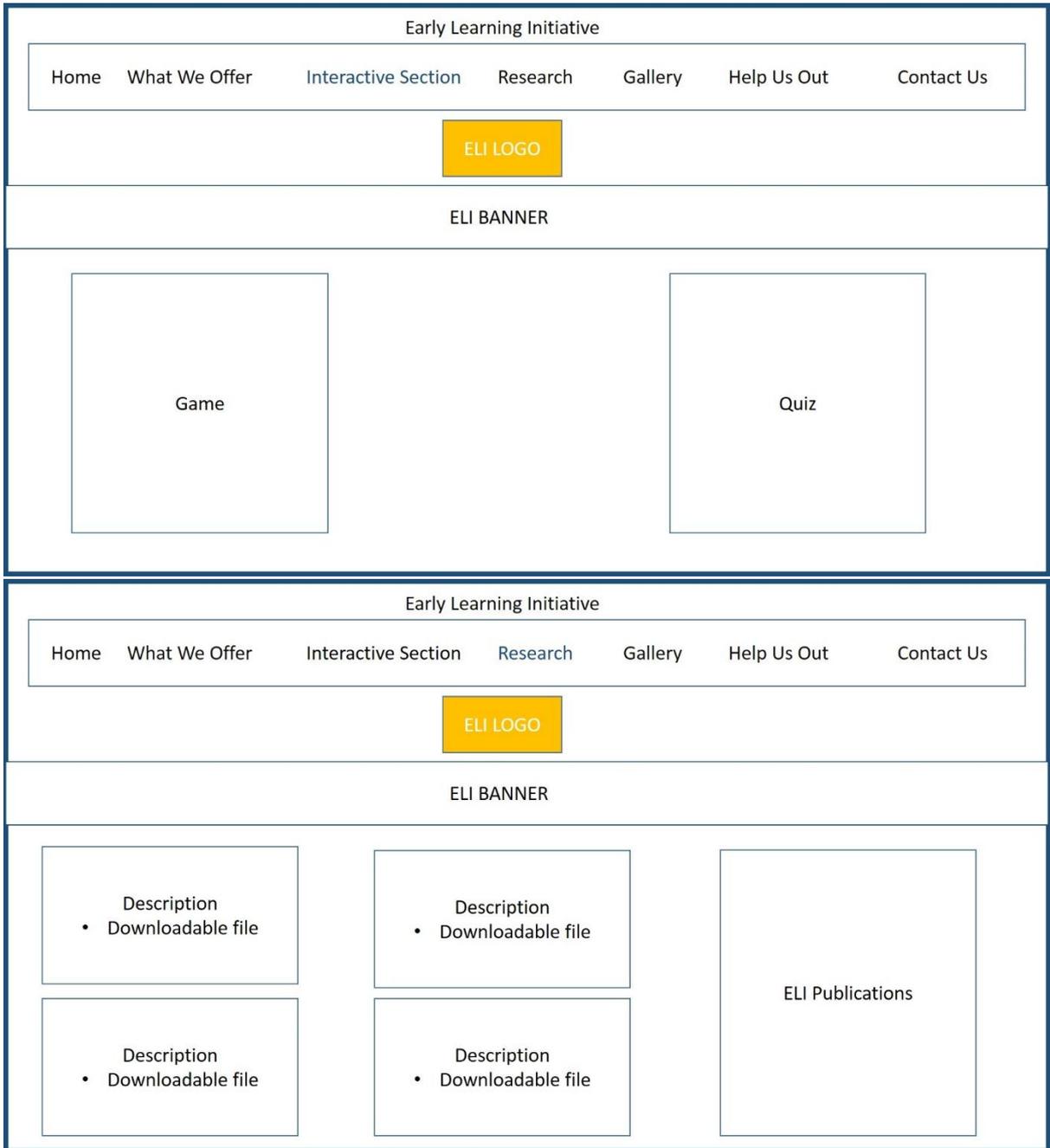












Early Learning Initiative

Home   What We Offer   Interactive Section   Research   Gallery   Help Us Out   Contact Us



ELI BANNER

Event Description

Event Description

Event Description

Event Album

Event Album

Event Album

Early Learning Initiative

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ELI BANNER

Options To Volunteer

Options To Fundraise

Options To Donate

Corporation Support

- Who
- Why

Early Learning Initiative

Home   What We Offer   Interactive Section   Research   Gallery   Help Us Out   Contact Us

ELI LOGO

ELI BANNER

Volunteering Benefits

Volunteering Options

Volunteering Past Experiences

Early Learning Initiative

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ELI LOGO

ELI BANNER

Why Fundraise?

Benefits of Fundraising

Past Fundraising Events

Early Learning Initiative

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**ELI LOGO**

ELI BANNER

Enter details

- Name
- Company
- Why

Submit

Options to Volunteer

Options to Fundraise

Options to Donate

Early Learning Initiative

Home   What We Offer   Interactive Section   Research   Gallery   Help Us Out   Contact Us

**ELI LOGO**

ELI BANNER

Enter Card details

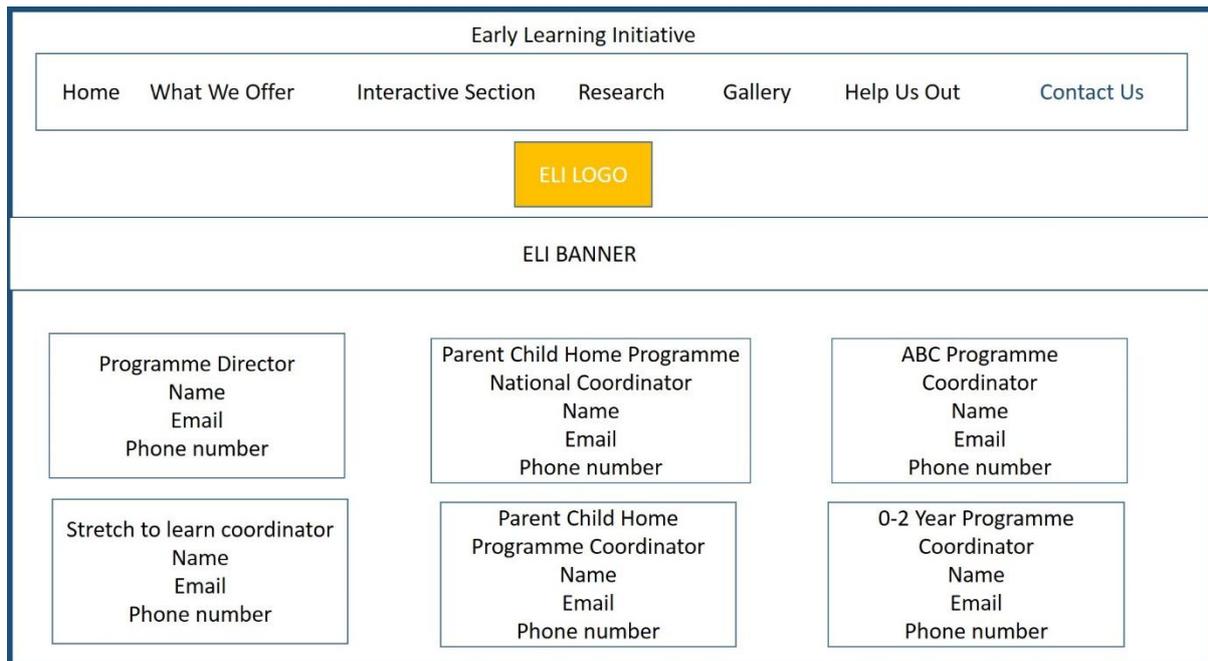
- Card Number
- Account Number

Submit

Options to Volunteer

Options to Fundraise

Options to Donate



## 12.9 Non-Functional Requirements Analysis

After having discussion with my client. I listed of a few non-functional requirements to get an idea of how the website should run on certain areas and how well they should perform. Knowing this will help the site progress as it will show what specifics functions should run once in the hands of a developer.

**Availability:** The website should always be up and running. It should have minimal downtime to just in case a potential user needs to access the site. For updates for events or to get in contact with staff. Should be able to access it on laptop or desktop as well mobile devices.

**Reliability:** It should be made available on all forms of devices for it to be deemed reliable. It should be able run equally as fast on any device depending on the speed of the Wi-Fi connection.

**Performance Efficiency:** The performance up the site should remain at the top level regardless of how much traffic visits the site. If one or one hundred people visit the site at once it should not matter. The performance should be of the highest level.

**Portability:** The site should be able to change from desktop to mobile without the minimal of effort. If you look at our current site, it doesn't convert to mobile.

**Scalability:** The site with time should be able to grow in terms of information and features added. Since ELI wants to be seen as a centre of excellence it will no doubt grow in the future.

**Operability:** The website should aim to fill the needs of the project and be approved by the client to ensure that it will fulfil the need of the potential users of the site.

**Security:** Since the website offers a donate section security should not be over looked as people who are willing to donate will be submitting their card details online.

**Maintainability:** The website will not need to be updated often in terms of programme descriptions. Only the schedule will need to be changed regularly along with updates on the events that have taken place.

**Transferability:** The website should be able to transfer onto different platforms to be able to enlarge the target audience.

#### 12.10 Observation Results

After observing how ELI staff go about getting information on the site. They can edit it fairly easily. They have a content manager who can add content, they also have the ability to take down content if it becomes irrelevant, outdated or if they have new information. In terms of larger changes, for example structural changes to the layout, or if they need a certain type of file and sizes to be uploaded. In this case they would need to contact the NCI website manager to be able to this.

#### 12.11 Document Analysis Result

This result is more intangible in terms of reading relevant newsletters and engaging with my client to ensure the business need is understood. Document analysis can also be used to validate other findings that will be done such as the interviews that were conducted and also the observation that took place. For this result to be documented the majority of the project needed to be completed in order to conduct the document analysis. While researching for the document in needed to be made clear what was relevant and what was not, to break it down and understand it and have it easily understood by stakeholders. Reviewing the document of the information that has been taken down and ensuring it is relevant by referring to the grading rubric. Reading over the document and making sure there is no duplicated information and if notes are in a genuine order that makes it easier to understand. Also ensuring that all the information goes to the point and does not lead of in a tangent. When the recording of the document takes place after conducting the document analysis will be to a certain level of detail for the stakeholders.

#### 12.13 Metrics and Key Performance Indicators (KPIs)

This result will be aimed at maximising the most out of the grading rubric and ensuring that the stakeholder is happy with the progress of each task they are committing. They will not be involved in most tasks are some are just information based but for the likes of interviews etc. they will need to be happy with the standard of questions. The way that this project will succeed is making sure all the analysis us kept clear, relevant, adequate, quantifiable and economical. Should also ensure that the projects structure is kept professional.

### 13 Website Requirements

After conducting all the research and analysing the results it has been made clear what the aim of the website should be aimed at chaptering the goals, aims of ELI for its potential customers. This section will go through each page in detail and say what it should have when it is being crated.

Each web page should be structured the same so it will not be to difficult to create, as in other pages are different shapes and require different materials to run. The structure should be a header bar that will show the options to each page, once highlighted it will show the options to each page that if offers. Links to social media should be available on all pages so it can

lead people to find the most current up to date news. The ELI logo should be visible just under the menu bar so it can be seen by all.

The home page should consist of a header bar that shows what pages are on the site. On the home page there should be an image of the ELI logo, a paragraph of about who ELI are aims etc. Then a section of the latest news that ELI have done recently. A schedule calendar should be installed that will show past and upcoming events for all to see. There should also be a slide show showcasing ELI featured photos using flicker for example.

The what “We Offer Page” should have the four categories they offer and a brief description of each of the category then the option to click into it. If clicked the “support for parents” it will take you to a new page that will have a more detailed description of what it is they offer for the support for parents. The contacts for who is in charge should be listed. Then if clicked to the “0-2 Programme” it will take you to a page that should show the benefits of the programme, the description and past experience also the contact information. Then if clicked to the “Parent Child Home Programme” it will take you to a page that should show the benefits of the programme, the description and past experience also the contact information. Then if clicked to the “Parenting Programme” it will take you to a page that should show the benefits of the programme, the description and past experience also the contact information.

The what “Literacy and Numeracy Programme Description” should have the categories early numeracy programme, doddle den, zoom ahead with books, NCI challenges and tuition support if click should take you to that page. Then if clicked to the “Early Numeracy Programme” it will take you to a page that should show the benefits of the programme, the description and past experience also the contact information. Then if clicked to the “Doddle Den” it will take you to a page that should show the benefits of the programme, the description and past experience also the contact information. Then if clicked to the “Zoom Ahead with Books” it will take you to a page that should show the benefits of the programme, the description and past experience also the contact information including a book list. Then if clicked to the “NCI Challenge” it will take you to a page that should show the benefits of the programme, the description and past experience also the contact information. Then if clicked to the “Tuition Support” it will take you to a page that should show the benefits of the programme, the description and past experience also the contact information.

The what “Educational Guidance” should have the categories educational guidance programme, primary, discover university and third level support each clicked upon should take you to that page. Then if clicked to the “Educational Guidance Programme” it will take you to a page that should show the benefits of the programme, the description and past experience also the contact information. Then if clicked to the “Primary Award” it will take you to a page that should show the benefits of the programme, the description and past experience also the contact information. Then if clicked to the “Discover University” it will take you to a page that should show the benefits of the programme, the description and past experience also the contact information. Then if clicked to the “Third Level Support” it will take you to a page that should show the benefits of the programme, the description and past experience also the contact information.

The what “Quality Support and CPD Programmes” should have the categories Síolta and Aistear, restorative practice and mentoring support programme each clicked upon should take you to that page. Then if clicked to the “Síolta and Aistear” it will take you to a page that

should show the benefits of the programme, the description and past experience also the contact information. Then if clicked to the “Restorative Practice” it will take you to a page that should show the benefits of the programme, the description and past experience also the contact information. Then if clicked to the “Mentoring Support Programme” it will take you to a page that should show the benefits of the programme, the description and past experience also the contact information.

The “Interactive Section” should have a choice to either choose the game or go and attempt the quiz. If the game is chosen you will be taken to the game. If the quiz is chosen, then you’ll be taken to attempt the quiz.

The “Research Section” will have several sections in which will have a brief descriptions and a link to download the file.

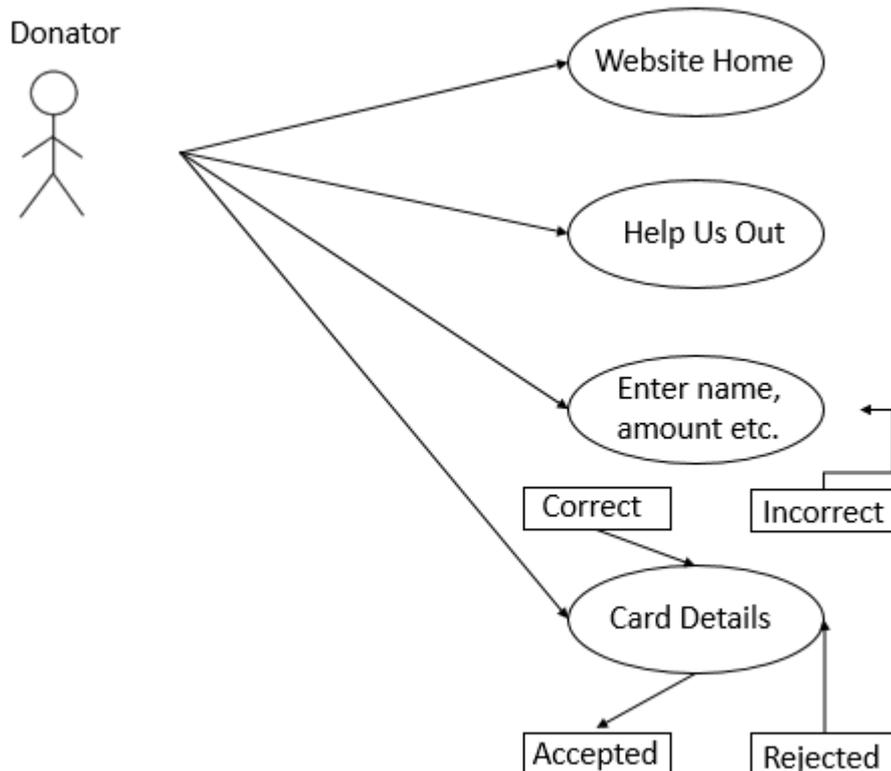
The “Gallery” page should give a description of the event with an album below to which the pictures are.

The “Help Us Out” page should have the four categories options to volunteer, options to fundraise, options to donate and a list of who the corporation support who they are and why they supported ELI. Then if clicked to the “Options to Volunteer” it will take you to a page that should show the benefits of the programme, the description of the volunteering options available and past experiences of the volunteering also the contact information. Then if clicked to the “Options to fundraise” it will take you to a page that should show why you should fundraise, benefits of fundraising and past fundraising events also the contact information. Then if clicked to the “Options to Donate” it will take you to a page that should have you enter name, company and why you are donating then click submit then it will bring you the next stage. The next page is where you will submit the card details and the amount you want to donate.

The “Contact Page” should have a list of the staff in ELI and what programmes they are connected to with their name, email and contact number on show.

## 14 Use Case Diagram

Below is an example of how a transaction should take place on the site when someone is looking to donate to ELI. The person looking to donate should access the home page, they will click the section that will take them to the help us out page then they will click the donate section. From there they will be presented with a pages asking for details such as name, company and a reason why they are donating. They will click submit and if all the fields are entered correctly they will be sent to the next page and if not they will be asked to submit the details again. Then they will be taken to a page to enter their card details and if they are correct the amount will be donated and if not they will be asked to enter in the details again.



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## 16 Appendix

### 16.1 Reflective Journal October

Student name: Seán Warren

BSc in Management of Technology

Month: October

#### **My Achievements**

This month, I was able to start looking into what requirements that are needed for my project. The likes of interviews etc.

#### **My Reflection**

However, I was not successful in ...

There has been a huge mess up involving the project which is leading to a two-week extension. So I wasn't able to really start my requirement specification document as we didn't know what we had to do. We have no template to work off which is unfair as the other 4<sup>th</sup> years get one to work off.

#### **Intended Changes**

Next month, I will try to ...

Complete the deliverables. Conduct interviews and have clients fill out surveys.

I realized that I need to ... try and get answers from lecturer about the project. As one would be telling us x y and z while the other is telling use 1 2 and 3.

#### **Supervisor Meetings**

I have yet to my first meeting with Ron, but we have had communication and I sent him on my proposal and still awaiting feedback, also I send him on sample posters.

## 16.2 Reflective Journal November

Student name: Seán Warren

BSC in Management of Technology

Month: November

### **My Achievements**

This month, I was able to ... do my requirement specification and complete that document along with what topics I will be using in my project. These will be my table of content template along with the results that will soon follow.

My contributions to the projects included ...

- Brainstorming
- Interviews
- Survey
- Document analysis
- Estimating
- Focus group
- Document analysis
- 10 Usability Heuristics for interface Design
- Estimating
- Prototyping
- Metrics and Key Performance Indicators (KPIs)
- Non-Functional Requirements Analysis
- Observation
- Workshops
- Presentations
- Supervisor Agreements
- Journals
- Final Project Document

These will be completed in my final document.

### **My Reflection**

I felt, it worked well to ....

I felt I worked well this month considering that all the other modules have not given us CAs yet but I feel that this semester will be a very heavy workload as we have 5 exams and this project along with the fact that all our document work is to be submitted before Christmas and then come February we don't really know what is going on as we are not like the other classes who are making games etc. We are more document based people and not software developers. This is where the project has fallen down. I feel as if our class is just put in with

them and expected to do a project that we aren't capable of as we have no clear indication of what to do or not.

I enjoyed working on the requirement specification document even though I had no idea what was meant to go into it.

However, I was not successful in ...

Gathering the information on what needs to be done on February and onwards but that will be addressed next week thankfully.

### **Intended Changes**

Next month, I will try to ...

Complete my interview and a focus group.

We still don't know what really has to be done in terms of writing the document. As we we're not supplied template.

### **Supervisor Meetings**

Date of Meeting: Tuesday 8<sup>th</sup> December

Items discussed: interview, will discuss what I will discuss with my client next Friday about what her needs are for this overall aspect of the project.

## 16.3 Reflective Journal December

Student name: Seán Warren

BSC in Management of Technology

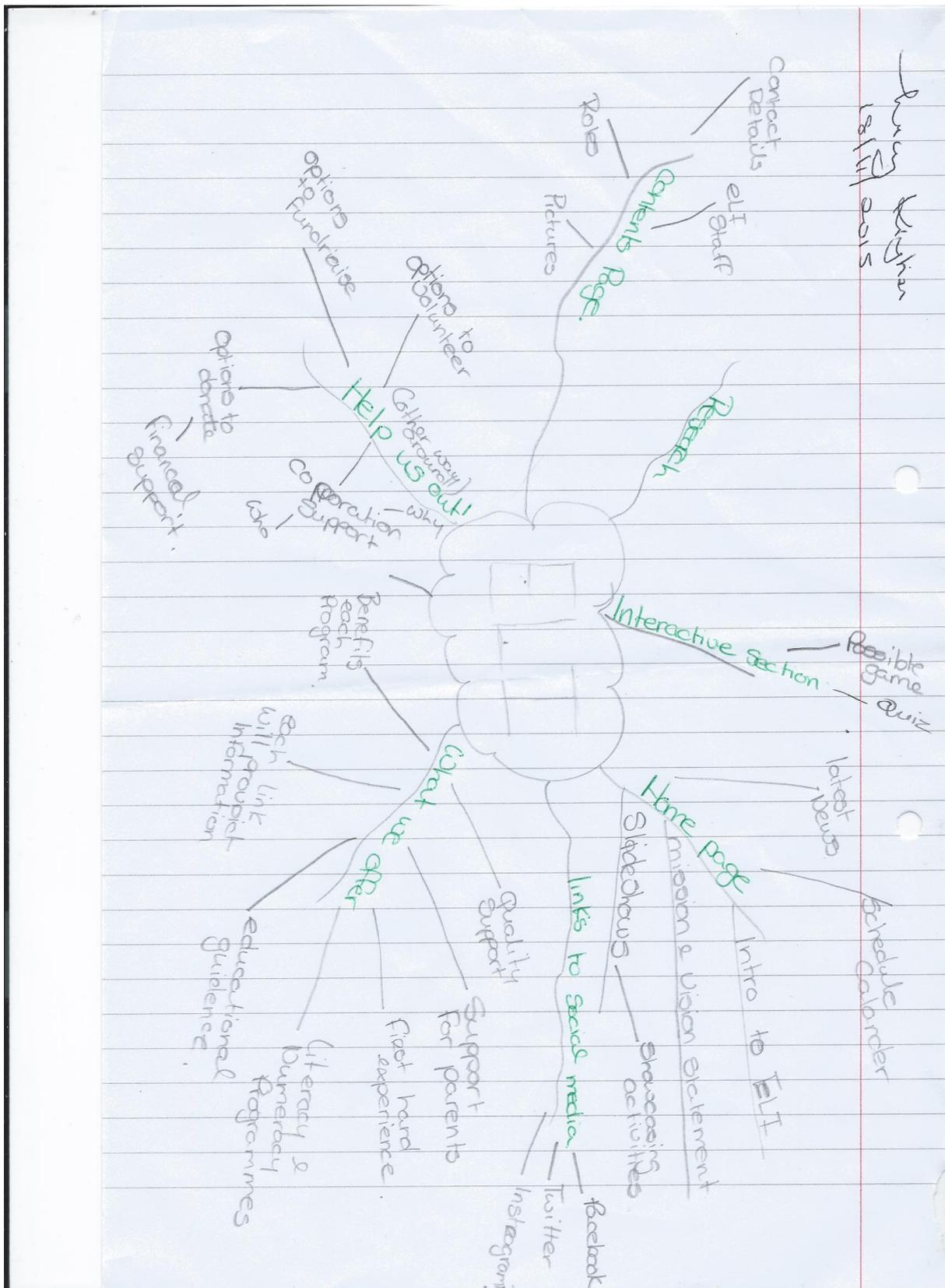
Month: December

### **My Achievements**

This month, I was able to ... conduct my interview with my client to see what her overall aspects are for the website such as the homepage etc. also conducted a brainstorming session with my client.

My contributions to the projects included ...

BRAINSTORMING



Interview Questions

1. Which of the following is most important to the website?

- Home page \*\*\*\*\*
  - What we offer \*\*\*\*\*
  - Help us out \*\*\*\*\*
  - Contacts \*\*\*
  - Research \*\*\*\*\*
  - Interactive Section \*\*\*\*
- Not important \*\*\*\*\* Very Important
2. Home page, what we offer, Help us out, Contacts, Research and interactive section. Describe what you would like to see in each of the above pages.

Home Page – the homepage should be the focal point of the website as it will be the first thing users will see when they access it. It consists of the new promotional video. Should provide a short intro describing who we are, where we are from and what we do. The homepage should provide links to other pages on the website.

What we offer – as the current website it is very bland in terms of describing the programs that we offer. The current page is pretty much structured for an organisational point of view. The what we offer page should consist of a simple enough structure that should explain each category that we offer. It could possibly have information for family that is not just organisational themed. It should be aimed more at participant's and not totally aimed at organisations. Therefore it should be aimed more towards participant's as they are the one who receive the service.

Help us out – this page should provide the option to donate as the current setup has a lot of clicking to do before you actually donate. The volunteering section of the page should be more user friendly and provide the options in what particular section they would like to volunteer for. This page should also showcase volunteer experience and also it should give recognition to those who donate.

Contact us – this page should list out who works for ELI and providing contact details. Should showcase who to contact for each particular program and the different responsibility each staff member holds.

Research – should provide links to relevant research concerning development areas. The most valuable research should offer a small description to save participant's time searching.

Interactive section – this page should consist of possible forms for participants to ask questions or possibly make suggestions. A possible quiz could be set up and run on a monthly basis where participants will answer questions. When the deadline for the quiz has past the winner will be chosen at random and will be contacted and will receive a prize. Bear in mind if under a certain age the child will need to seek parents' permission to sign up. Possible educational game could be implemented on the site. The game could range from counting to coder dojo.

3. The interactive section: could consist of a possible game. E.g. an educational game. If please discuss.
4. In the interactive section a possible quiz could be implemented. Discuss.
5. Describe your overall target audience for the website.  
The overall target audience should be participants, corporate businesses, potential donors.
6. What do you feel is the overall ambitions of the website are?  
ELI wants to be seen nationally as a centre of excellence where similar organisations can come to for information or even to spark interest in this line of work.
7. Do you feel having a hosted website makes ELI less unique and harder to find?  
On the current NCI page, the header bar says ELI which could be very easily missed if you didn't know what you were looking for. The current structure we have is very organisational based and involves a lot of clicking around the website to find the information. It doesn't have the uniqueness of ELI that we would like to implement. There is a lot of restrictions to what can be out on the page compared to if we had our own website.
8. Do you have any colour schemes along with brand logos you'd expect to see on the website?  
The website should consist of ELI's colour scheme. Showcasing ELI's own logo's. as the hosted website is NCI coloured schemed and it is not child friendly and doesn't show our uniqueness.
9. What do you think the audience will do when accessing the website for example CPD and mentoring staff?  
Potential volunteers would go to the volunteering page.  
Corporate business would potentially read the information on the homepage then possibly donate or support ELI in the future.  
That is just a few examples of what we would feel the audience would do depending on their category when accessing the website.
10. How will you to drive traffic towards your website.  
Facebook, twitter, looking to create a new Instagram account. Add corporate events, during training and meeting by word of mouth
11. Would you expect each page to provide links to social media pages?  
Yes, each page should provide links to social media pages.

## **My Reflection**

I felt, it worked well to ....

I felt I worked well this month considering that all the other modules have not given us CAs yet but I feel that this semester will be a very heavy workload as we have 5 exams and this project along with the fact that all our document work is to be submitted before Christmas. I managed to complete my Interview which I am proud of. This will be part of my mid-point presentation.

## **Intended Changes**

Next month, I will try to ...

Complete a focus group. To prepare a PowerPoint for the midpoint presentation which is worth 25%. Also get a start on a project website to showcase my project.

### **Supervisor Meetings**

Ron was very helpful in determine the wording of the questions for my interview and how I should approach them.

### 16.4 Reflective Journal January

Student name: Seán Warren

Programme: B.Sc. (Hons) in Technology Management

Month: January

### **My Achievements**

This month, I was able to ... from the conducted interview I was able to gather the information from that to be able to complete the functional decomposition. I was able to gather all my information and put them together to start the beginning for the final document due in May.

I met with my client to have her sign these documents to ensure she is happy with the progress. Completing the power point for the midpoint presentation.

I was able to inform my client that a focus group will take place sometime during the week before the mid-point presentation.

Getting a start on my project website in which I will be able to showcase my documents on line in purpose for the showcase.

Re-read my document to make some changes to it for the upload due the 4<sup>th</sup> of February.

### **My Reflection**

I felt, it worked well to .... Get feedback from my client on the survey which is due to be submitted to the staff at ELI for to complete. Read the BABOK book to get an understanding of each technique to be able to fully complete them by gathering the correct methods. Editing my WBS as the project has taken so many turns along the way.

### **Intended Changes**

Next month, I will try to ... Analysis the rest of my results and continue to work on the project website.

I realised that I need to ... Awaiting feedback from the mid-point presentation. To see what changes will have to be made to the project.

### **Supervisor Meetings**

Date of Meeting: 27<sup>th</sup> January

Items discussed: Survey

Action Items: Prep for the survey and feedback was given.

## 16.5 Reflective Journal February

Student name: Seán Warren

Programme: B.Sc. (Hons) in Technology Management

Month: February

### **My Achievements**

This month, I was able to complete my mid-point presentation. Gather more information for the document in terms of the non-functional requirements analysis, Observation, KPIs, Prototyping, Focus Group, Estimating, Document Analysis.

I created a mock up for what the proposed website could look like. Still to be approved to by client.

### **My Reflection**

I felt, that I worked well this month with the presentation being so close so it was hard work to get on top of that to ensure that I had enough work done and was ready for the presentation.

### **Intended Changes**

Next month, I will try to finish all my techniques and make a meeting with Eugene with to discuss the IEEE template to ensure my work for my final documentation will be up to standard.

Awaiting feedback from the mid-point presentation. To see what changes will have to be made to the project.

Need to keep the momentum going with this project which will be hard as I have other studies to be focusing on.

### **Supervisor Meetings**

Date of Meeting: 1<sup>st</sup> February

Items discussed: Progress

We discussed my progress and if it was on par or if I was behind and thankfully my supervisor said that it was very comprehensive.

## 16.6 Reflective Journal March

Student name: Seán Warren

Programme: B.Sc. (Hons) in Technology Management

Month: March

### **My Achievements**

This month, I did not really focus on the project as I has other modules which was the main focus of my studies.

### **My Reflection**

I felt, I worked well in my classes this semester and that I will go hard at my project after my exams which are in the coming few weeks.

### **Supervisor Meetings**

Did not have one this month, will meet with Ron after my exams to see what is going on which will possibly be the last time as we will be on the home stretch of the project.

### 16.7 Reflective Journal April

Student name: Seán Warren

Programme: B.Sc. (Hons) in Technology Management

Month: April

### **My Achievements**

This month, I re-read my document to avoid any mistakes and issues and gather all my final results and insert them into the project. Began the projects of creating my poster for the showcase.

### **My Reflection**

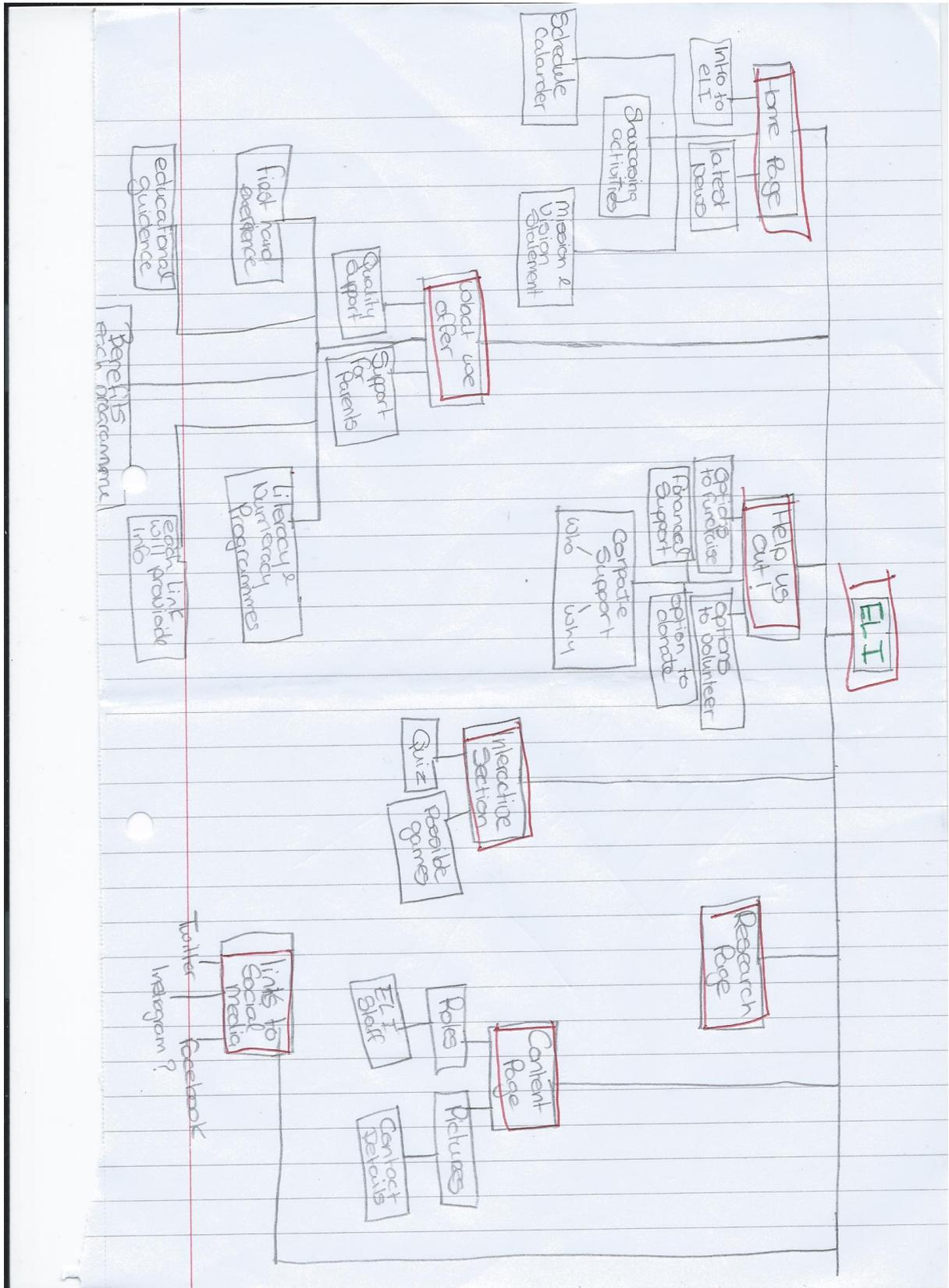
I felt, I worked over board getting all this together which is starting to drag on a bit.

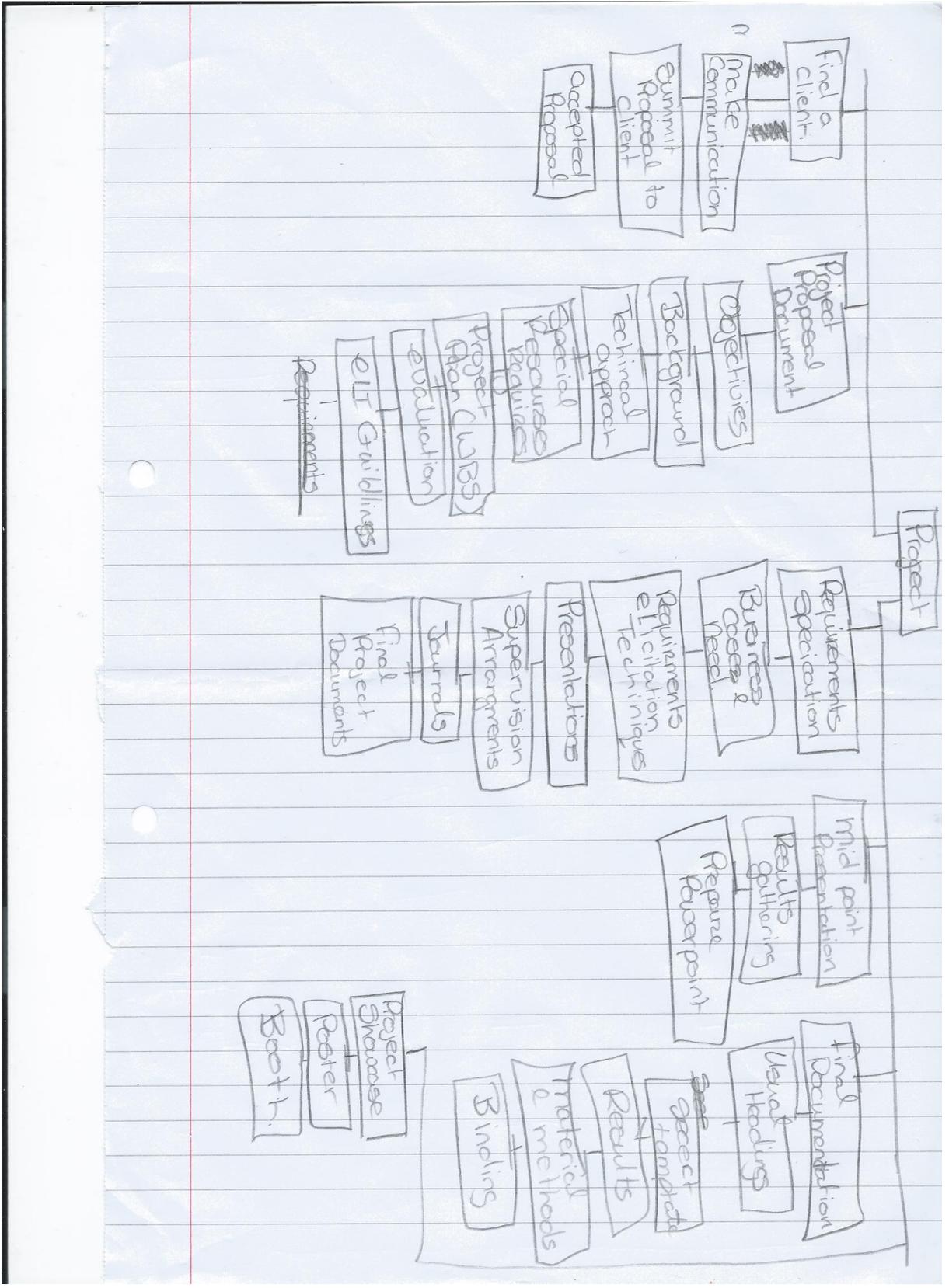
### **Supervisor Meetings**

Did not have one this month, will meet with Ron after my exams to see what is going on which will possibly be the last time as we will be on the home stretch of the project.

### 16.8 Technique Images

Below are images of Brainstorming, and a breakdown of the overall website.





## 16.9 Project Plan

WBS	Task Name	Duration	Start	Finish	Predecessors
<b>1</b>	<b>Initiating</b>	<b>6 days</b>	<b>Wed 16/09/15</b>	<b>Wed 23/09/15</b>	
1.1	Think of ideas	2 days	Wed 16/09/15	Thu 17/09/15	
1.2	Email about project	2 days	Wed 16/09/15	Thu 17/09/15	
1.3	Email Client	2 days	Wed 16/09/15	Thu 17/09/15	
1.4	Submit proposal to client	2 days	Wed 16/09/15	Thu 17/09/15	
<b>2</b>	<b>Project Proposal</b>	<b>13 days</b>	<b>Wed 16/09/15</b>	<b>Fri 02/10/15</b>	<b>1</b>
2.1	Objectives	2 days	Wed 16/09/15	Thu 17/09/15	
2.2	Background	3 days	Wed 16/09/15	Fri 18/09/15	
2.3	Technical Approach	2 days	Wed 16/09/15	Thu 17/09/15	
2.4	Special Resources	2 days	Wed 16/09/15	Thu 17/09/15	
2.5	Project Plan	11 days	Wed 16/09/15	Wed 30/09/15	
2.6	Evaluation	2 days	Thu 24/09/15	Fri 25/09/15	
<b>3</b>	<b>Reflective Journal</b>	<b>2 days</b>	<b>Fri 02/10/15</b>	<b>Mon 05/10/15</b>	<b>1,2</b>
3.1	Reflective Journal	1 day	Mon 05/10/15	Mon 05/10/15	
<b>4</b>	<b>Requirement Specification Document</b>	<b>26 days</b>	<b>Fri 02/10/15</b>	<b>Fri 06/11/15</b>	<b>2</b>
<b>4.1</b>	<b>Introduction</b>	<b>26 days</b>	<b>Fri 02/10/15</b>	<b>Fri 06/11/15</b>	
4.1.1	Purpose	1 day	Fri 06/11/15	Fri 06/11/15	
4.1.2	Project scope	1 day	Fri 06/11/15	Fri 06/11/15	
4.1.3	Definitions, Acronyms	1 day	Fri 06/11/15	Fri 06/11/15	
4.2	User Requirements	1 day	Fri 06/11/15	Fri 06/11/15	
4.3	Requirement Specification	1 day	Fri 06/11/15	Fri 06/11/15	
4.4	Business Case and Need	3 days	Fri 02/10/15	Tue 06/10/15	
<b>4.5</b>	<b>Requirements Elicitation Techniques</b>	<b>26 days</b>	<b>Fri 02/10/15</b>	<b>Fri 06/11/15</b>	
4.5.1	Acceptance and Emulation Criteria Definition	6 days	Wed 07/10/15	Wed 14/10/15	
4.5.2	Brainstorming	7 days	Wed 07/10/15	Thu 15/10/15	

4.5.3	Interviews	3 days	Wed 07/10/15	Fri 09/10/15	
4.5.4	Survey	13 days	Wed 07/10/15	Fri 23/10/15	
4.5.5	Document Analysis	22 days	Wed 07/10/15	Thu 05/11/15	
4.5.6	Estimating	10 days	Fri 02/10/15	Thu 15/10/15	
4.5.7	Focus Group	6 days	Thu 15/10/15	Thu 22/10/15	
4.5.8	Prototyping	7 days	Wed 14/10/15	Thu 22/10/15	
4.5.9	KPIs	7 days	Thu 15/10/15	Fri 23/10/15	
4.5.10	Observation	1 day	Thu 22/10/15	Thu 22/10/15	
4.5.11	Workshops				
<b>5</b>	<b>Presentations</b>	<b>7 days</b>	<b>Wed 03/02/16</b>	<b>Thu 11/02/16</b>	
5.1	Introduction	7 days	Wed 03/02/16	Thu 11/02/16	
5.2	Background	7 days	Wed 03/02/16	Thu 11/02/16	
5.3	Aims	7 days	Wed 03/02/16	Thu 11/02/16	
5.4	Issues Encountered/Resolved	7 days	Wed 03/02/16	Thu 11/02/16	
5.5	Requirements Elicitation Techniques	7 days	Wed 03/02/16	Thu 11/02/16	
5.6	Technologies Used	7 days	Wed 03/02/16	Thu 11/02/16	
5.7	Project Website Demo	7 days	Wed 03/02/16	Thu 11/02/16	
5.8	Results	7 days	Wed 03/02/16	Thu 11/02/16	
5.9	Conclusion				
<b>6</b>	<b>Supervision Arrangements</b>	<b>134 days</b>	<b>Fri 06/11/15</b>	<b>Wed 11/05/16</b>	
6.1	Contact Supervisor	134 days	Fri 06/11/15	Wed 11/05/16	
6.2	Prepare Documents for discussion	134 days	Fri 06/11/15	Wed 11/05/16	
6.3	Make Arrangements	134 days	Fri 06/11/15	Wed 11/05/16	
<b>6.4</b>	<b>Results</b>	<b>109 days</b>	<b>Fri 06/11/15</b>	<b>Wed 06/04/16</b>	
6.4.1	Acceptance and Evaluation Criteria Definition	91 days	Fri 06/11/15	Fri 11/03/16	

7	Brainstorming	160 days	Thu 01/10/15	<b>Wed 11/05/16</b>	
7.1	Interviews	39 days	Wed 01/10/14	Mon 24/11/14	
7.2	Survey	42 days	Sun 01/11/15	Mon 28/12/15	
7.3	Document Analysis	47 days	Tue 01/12/15	Wed 03/02/16	
7.4	Estimating	22 days	Fri 19/02/16	Mon 21/03/16	
7.5	Focus Group	21 days	Thu 18/02/16	Thu 17/03/16	
7.6	Prototyping	23 days	Wed 16/03/16	Fri 15/04/16	
7.7	KPIs	22 days	Fri 01/04/16	Sat 30/04/16	
<b>8</b>	Observation	94 days	Fri 01/01/16	Wed 11/05/16	
8.1	Workshops	94 days	Fri 01/01/16	Wed 11/05/16	
<b>8.2</b>	<b>Project Website</b>	<b>94 days</b>	<b>Fri 01/01/16</b>	<b>Wed 11/05/16</b>	
8.2.1	Prepare Website	94 days	Fri 01/01/16	Wed 11/05/16	
<b>8.3</b>	<b>Project Binding</b>	<b>5 days</b>	<b>Mon 02/05/16</b>	<b>Fri 06/05/16</b>	
8.3.1	Binding	5 days	Mon 02/05/16	Fri 06/05/16	
<b>9</b>	<b>Project Showcase</b>	<b>15 days</b>	<b>Thu 05/05/16</b>	<b>Wed 25/05/16</b>	
9.1	Prepare for final showcase	5 days	Thu 05/05/16	Wed 11/05/16	

### 16.10 Requirements for Website

Here are some bullet points that should be taken into account for the website for some requirements. Some may have been discussed in the may document some may not have.

- Dropdown menus
- Social media links
- Colour scheme – blue
- Rss feed for twitter
- Links to social media
- Schedule calendar
- Photo gallery
- Sections that will hold information
- Search bar
- Contact details

- Downloadable content for publications
- Corporate sponsors mentions
- Be able to function on mobile platform
- A section at the bottom of the site that will have all the headings there for quick access
- Each page should be highlighted when hover upon with the mouse

Just want to mention the staff of the Early Learning Initiative, just want to thank them for all their corporation throughout the process of this project.