



## JISC WORK PACKAGE

WORKPACKAGES	Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
		A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M
1: Produce evaluation ba																									
2: Review related work																									
3: Develop CRM process a																									
4: Define requirements																									
5: Evaluate technical app																									
6: Implement transform t																									
7: Import data (piloting o																									
8: Specify mapping rules																									
9: Implement APEL map																									
10: Pilot usage of the ma																									
11: Develop route planne																									
12: Pilot CRM processes																									
13: Expert consultancy																									
14: Evaluation strategy a																									
15: Programme engagem																									
16: Project management																									

Project start date: April 1, 2009

Project completion date: March 31, 2011

Duration: 24 months

Workpackage and activity	Earliest start date	Latest completion date	Outputs (clearly indicate deliverables & reports in bold)	Milestone	Responsibility
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				Milestone	Responsibility
<b>YEAR 1</b>					
<b>WORKPACKAGE 1: Produce evaluation baseline</b>  <i><u>Objective:</u></i>  To review the current processes and practice and collect supporting evidence for the subsequent innovations planned.	<b>Apr 09</b>	<b>Jun 09</b>	<b>D2: Evaluation Report</b>		<b>BB, GA, GD, ML, MW, KA, SS, AB, RA</b>
1. Identify contacts	<b>Apr 09</b>	<b>Jun 09</b>	• Contact list		
2. Identify processes need modelling	<b>Apr 09</b>	<b>Jun 09</b>	• Process map		
3. Review the current processes and practice at IWBL and QA-IQ	<b>Apr 09</b>	<b>Jun 09</b>	• IWBL provision outline and process overview • QA-IQ provision outline		
4. Collect supporting evidence	<b>Apr 09</b>	<b>Jun 09</b>			
5. Model the 'as is' scenario using BPMN and UML	<b>Apr 09</b>	<b>Jun 09</b>	• Model documentation	<b>YES</b>	
6. Conduct workshops to identify key challenges and institutional drivers	<b>Apr 09</b>	<b>Jun 09</b>	• Workshop documentation • Workshop report		
7. Create a list of challenges and the desired changes in the modelled process	<b>Apr 09</b>	<b>Jun 09</b>	• Process modelling issues list	<b>YES</b>	

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<b>WORKPACKAGE 2: Review related work</b>	<b>Apr 09</b>	<b>Jun 09</b>	<b>D2: Evaluation Report</b>		<b>BB, GA, GD, SS, AB, EM, RA</b>
<b>Objective:</b> To review outcomes and results of existing JISC projects relevant to this work.					
8. Review curriculum design and delivery projects	<b>Apr 09</b>	<b>Jun 09</b>	• Curriculum design documentation	<b>YES</b>	
9. Review domain map projects	<b>Apr 09</b>	<b>Jun 09</b>	• Domain mapping documentation	<b>YES</b>	
10. Evaluate JISC BCE programme outcomes	<b>Apr 09</b>	<b>Jun 09</b>	• Evaluation report		
11. Review the Quali student development activities	<b>Apr 09</b>	<b>Jun 09</b>	• Student development activity list		
12. Identify key lessons from other projects.	<b>Apr 09</b>	<b>Jun 09</b>	• Overview of JISC project lessons		
<b>WORKPACKAGE 3: Develop CRM process and information models for integration with course information</b>	<b>Jun 09</b>	<b>Aug 09</b>	<b>D1: Enhanced CRM process and information models</b>		<b>BB, GA, GD, KA, RA, IWBL, CRM, QA-IQ</b>
<b>Objective:</b> To use standards such as BPMN to model the required processes that will support the interaction between employers, the CRM system and the course information knowledge base (XML data base).					
13. Conduct semi-formal and open interviews with the CRM team and the WBL team	<b>Jun 09</b>	<b>Aug 09</b>	• Data collection repository		
14. Elicit patterns of interaction between employers, the CRM system and the course information	<b>Jun 09</b>	<b>Aug 09</b>	• Course mapping repository • Knowledge base	<b>YES</b>	

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knowledge base (XML data base)					
15. Model the interactions	Jun 09	Aug 09	<ul style="list-style-type: none"> <li>Interaction model documentation</li> </ul>		
16. Understand the learning requirements of employers	Jun 09	Aug 09	<ul style="list-style-type: none"> <li>Learning requirements documentation</li> </ul>	<b>YES</b>	
17. Map learning requirements to CRM functionality	Jun 09	Aug 09	<ul style="list-style-type: none"> <li>Mapping criteria list</li> </ul>		
<b>WORKPACKAGE 4: Define requirements</b>	Jun 09	Aug 09	<b>D3: Two software tools to support course description and management</b>		<b>BB, GA, GD, ML, MW, SS, AB, RA, CLQE, IWBL, CRM, QA-IQ</b>
<u>Objective:</u> To produce a detailed set of requirements produced as use case models, scenarios and requirement statements.					
18. Requirements elicitation, including workshops	Jun 09	Aug 09	<ul style="list-style-type: none"> <li>Requirements documentation</li> <li>Workshop documentation</li> <li>Workshop reports</li> </ul>		
19. Use problem frames developed in PSPEX project	Jun 09	Aug 09	<ul style="list-style-type: none"> <li>PSPEX overview documentation</li> </ul>		
20. Use user-centred approaches (e.g. cognitive walkthroughs)	Jun 09	Aug 09	<ul style="list-style-type: none"> <li>UCD documentation</li> </ul>	<b>YES</b>	
21. Synthesise qualitative data into requirements	Jun 09	Aug 09	<ul style="list-style-type: none"> <li>Requirements repository</li> </ul>		

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<b>WORKPACKAGE 5: Evaluate technical approaches</b>  <u>Objective:</u>  Getting an internal understanding of potential technologies that can be deployed on the project.	Jun 09	Aug 09	<b>D2: Evaluation Report</b>		BB, GA, GD, ML, SS, AB, RA, CRM
22. Group meetings with CRM team	Jun 09	Aug 09	• Meetings documentation		
23. Explore various CRM integration interfaces that are available	Jun 09	Aug 09	• Interface issues repository		
24. Develop possible integration scenarios	Jun 09	Aug 09	• Scenario documentation		
25. Develop prototypes which will help explore technical issues in each scenario	Jun 09	Aug 09	• Proof of concept prototype	<b>YES</b>	
<b>WORKPACKAGE 6: Implement transform tool</b>  <u>Objective:</u>  To design and implement the transform tool that enables a non-specialist to import a word based description of a course and to markup and enhance description of the course so that it can be exported in XCRI-CAP format.	Sep 09	Dec 09	<b>D3: Two software tools to support course description and management</b>		BB, GA, GD, KA, SS, AB, RA, CRM
26. Develop transform tool	Sep 09	Dec 09	• Software deployment	<b>YES</b>	
27. Produce supporting documentation	Sep 09	Dec 09	• Software documentation		
28. Maintain web site	Sep 09	Dec 09	• Maintenance report		
<b>WORKPACKAGE 7: Import data (piloting of</b>	Jan 10	Feb 10	<b>D3: Two software tools to support</b>		BB, GA, GD,

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<b>transform tool)</b> <u>Objective:</u> To populate the XML database by importing course information from the primary scenarios planned for this project.			<b>course description and management</b> <b>D4: Dissemination Outputs and Engagement with the community</b>		<b>AB, EM, RA, CLQE, IWBL, QA-IQ</b>
29. Populate XML database	Jan 10	Feb 10	<ul style="list-style-type: none"> <li>XML repository</li> </ul>	<b>YES</b>	
30. Test use scenarios for transform tool	Jan 10	Feb 10	<ul style="list-style-type: none"> <li>Test report</li> </ul>		
31. Host workshops supporting data import	Jan 10	Feb 10	<ul style="list-style-type: none"> <li>Workshop documentation</li> <li>Workshop report</li> </ul>		
<b>WORKPACKAGE 8: Specify mapping rules</b> <u>Objective:</u> To develop (in a co-design manner) the set of rules and mappings that will allow content from the different sources to be related to the standard course offer from Middlesex and its FE partners.	Jan 10	Feb 10	<b>D3: Two software tools to support course description and management</b>		<b>BB, GA, GD, SS, AB, EM, RA, IWBL, CRM</b>
32. Develop rules and mappings for course standardisation	Jan 10	Feb 10	<ul style="list-style-type: none"> <li>Course standardisation report</li> </ul>	<b>YES</b>	
33. Review previous work from PSPEX project	Jan 10	Feb 10	<ul style="list-style-type: none"> <li>Project overview documentation</li> </ul>		
34. Implement accreditation experience	Jan 10	Feb 10	<ul style="list-style-type: none"> <li>Accreditation issues repository</li> </ul>		

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<b>YEAR 2</b>					
<b>WORKPACKAGE 9: Implement APEL mapping tool</b> <u>Objective:</u> To design and implement the mapping tool that will enable a subject specific domain expert in WBL to map an imported course to other courses within the XML data base.	Mar 10	May 10	<b>D3: Two software tools to support course description and management</b>		BB, GA, GD, SS, AB, EM, RA, IWBL
35. Design and develop the mapping tool	Mar 10	May 10	Mapping tool deployed	<b>YES</b>	
36. Identify WBL staff who will involve in testing	Mar 10	May 10	Testing plan		
37. Select courses within the XML database to be used for testing	Mar 10	May 10	List of courses		
38. Do testing	Mar 10	May 10	Test reports		
39. Produce help document	Mar 10	May 10	Help documentation		
<b>WORKPACKAGE 10: Pilot usage of the mapping tool</b> <u>Objective:</u> To work with domain specialists to create mappings of sample courses.	Jun 10	Jul 10	<b>D3: Two software tools to support course description and management D4: Dissemination Outputs and Engagement with the community</b>		BB, GA, GD, RA, CLQE, IWBL, QA-IQ
40. Select sample courses descriptors for mapping	Jun 10	Jul 10	Course list		
41. Run the pilot.	Jun 10	Jul 10	Pilot report	<b>YES</b>	
42. Evaluate and repeat	Jun 10	Jul 10	Evaluation report		

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<b>WORKPACKAGE 11: Develop route planner scenarios</b>  <u>Objective:</u> To use the mappings and rules specification and the enhanced CRM processes to document how such information can be used create route plans for employers to plan their workforce development requirements.	Jun 10	Sep 10	<b>D5: Employer-led Learning Route Planner Case Study</b>		BB, GA, GD, KA, EM, RA, CRM
43. Document the creation of route plans for workforce development requirements	Jun 10	Sep 10	Route planning development report	<b>YES</b>	
44. Specify requirements for tool builders	Jun 10	Sep 10	Requirements documentation		
45. Design pilot projects for tool builders	Jun 10	Sep 10	Design documentation		
<b>WORKPACKAGE 12: Pilot CRM processes</b>  <u>Objective:</u> The integration of the CRM system with the tools that support the course information knowledge base will be tested.	Apr 09	Mar 11	<b>D5: Employer-led Learning Route Planner Case Study</b>		BB, GA, GD, RA, CRM
46. Plan the integration of the CRM system with the mapping tool	Apr 09	Mar 11	Planning issues repository	<b>YES</b>	
47. The data set used for WP10 will be used for testing learner route planning	Apr 09	Mar 11	Testing plan		
48. Develop a set of CRM requirements critical for successful learner route planning	Apr 09	Mar 11	Requirements documentation		

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49. Test the requirements for completeness and accuracy	Apr 09	Mar 11	Test report		
<b>WORKPACKAGE 13: Expert consultancy</b>  <b>Objective:</b>  It is an external consultancy with an appropriate expert who has substantial experience software and technical architecture.	Jun 09	Mar 10	<b>D3: Two software tools to support course description and management</b>		<b>BB, GA, GD, EM, RA, CRM</b>
50. Host consultancy sessions	Jun 09	Mar 10	Session report		
<b>WORKPACKAGE 14: Evaluation strategy and implementation</b>  <b>Objective:</b>  To use the information collected from work package 12 to define an evaluation strategy and plan.	Apr 09	Mar 11	<b>D2: Evaluation Report D4: Dissemination Outputs and Engagement with the community</b>		<b>BB, GA, GD, MW, KA, SS, AB, RA</b>
51. Develop a strategy to evaluate the list constructed in work package 12	Apr 09	Mar 11	Strategy documentation		
52. Develop a long term plan to incorporate the evaluation as a part of the daily process	Apr 09	Mar 11	Planning report		
53. Produce an evaluation report	Apr 09	Mar 11	Evaluation report	<b>YES</b>	

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<b>WORKPACKAGE 15: Programme engagement</b>	<b>Apr 09</b>	<b>Mar 11</b>			
<u>Objective:</u> To provide resource for members of the team to collaborate with other relevant JISC programmes.			<b>D1: Enhanced CRM process and information models</b> <b>D2: Evaluation Report</b> <b>D3: Two software tools to support course description and management</b> <b>D4: Dissemination Outputs and Engagement with the community</b> <b>D5: Employer-led Learning Route Planner Case Study</b> <b>D6: Six-monthly Interim reports and a final report</b>		<b>BB, GA, GD, ML, RA</b>
54. Identify possible collaborations	<b>Apr 09</b>	<b>Mar 11</b>	Collaborator repository		
55. Make contact and agree mode of contact	<b>Apr 09</b>	<b>Mar 11</b>	Contact collaborators		
<b>WORKPACKAGE 16: Project management</b>	<b>Apr 09</b>	<b>Mar 11</b>			
<u>Objective:</u> Day to day operational management and communications with all stakeholders including website management.			<b>D1: Enhanced CRM process and information models</b> <b>D2: Evaluation Report</b> <b>D3: Two software tools to support course description and management</b> <b>D4: Dissemination Outputs and Engagement with the community</b> <b>D5: Employer-led Learning Route Planner Case Study</b> <b>D6: Six-monthly Interim reports and a final report</b>		<b>BB, GA, GD, RA</b>
56. Monitoring the risk register	<b>Apr 09</b>	<b>Mar 11</b>	Risk report		
57. Meeting milestones	<b>Apr 09</b>	<b>Mar 11</b>			
58. Attending JISC meetings	<b>Apr 09</b>	<b>Mar 11</b>			

Project Acronym: MUSKET  
Version: MUSKET-003 v1.0  
Contact: Balbir Barn  
Date: 01/05/2009

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Members of Project Team:

*[BB = Balbir Barn, GA = Geetha Abeysinghe, EM = Elenor Maclaren, SS = Serengul Smith, ML = Martin Loomes, KA = Kyriaki Anagnostopoulou, AB = Anthony Basiel, MW = Mike Wing, RA = Research Assistants, CLQE = Centre for Learning and Quality Enhancement, IWBL = Institute for Work Based Learning, CRM = Customer Relationship Management team, QA-IQ = Middlesex partner & IT training provider]*