

Services and tools

- Introduction 2
- Service Descriptions 4
 - Global Requirements 4
 - Utility Services 4
 - Web-based Email 4
 - Web-based Time/Cost Tracking 4
- Acquisition 5
 - Industry/Market/Company Management 5
 - Company Profiling Tool 5
 - Company Research Database 5
 - Account Management 5
 - Account Contact Tool 5
- Planning 6
 - Project Forecasting Management 6
 - Project Proposal Management 6
 - Project Estimation Management 6
- Management 7
 - Project Profiling Management 7
 - Process Management 7
 - Project Task Management 7
 - Project Task to Sage Job Code Management 7
 - Project Scheduling 8
 - Resource Allocation System 8
- Production 9
 - Project Center 9
 - Document Management 9
 - Presentation Board 9
 - Bulletin Board 9
 - Task/Scheduling Management 9
 - Team Listing 9
 - Bug/Test Case/Feature Request Tracker 10
 - Cross-Project Resources 10
- Analysis 11
 - Division Forecast Analysis 11
 - Project/Resource/Cost Analysis 11
- Personnel Management 12
 - Employee benefits Management 12
 - Paid Vacation Management 12
 - Performance Evaluation and Advancement Management 12
- Administration 13
 - User/Session Management 13
 - Security Management 13
 - Service Management 13
 - Data Management 13
 - Theme/GUI Management 13

Introduction

This document outlines several services and tools that could be created and provided for use on the agency Intranet/Extranet. The list provides services and tools that are needed or can replace existing processes that will improve communication, reduce the number of "hands" required to accomplish a task, and reduce the number of hours it takes to produce services and products to our clients.

Service and Tools List

Utility Systems

- Web-based Email
- Web-based Time/cost tracking (tied to task management)

Acquisition

- Company Management
 - Company Profiling Tool
 - Company History
 - Industry History
 - Company Research (searchable) Database
- Account Management
 - Account Contact Management

Planning

- Project Forecasting Management
 - Forecasting Tool
- Project Proposal Management
 - Proposal (searchable) Database
- Project Estimation Management
 - Project Estimation Tool
 - Project Estimate (Searchable) Database

Management

- Project Profiling Management (current and historical)
 - Project Profiling Tool
 - Project Profile (searchable) Database
- Process Management
 - Process Tool
 - Process Profile (searchable) Database
- Project Task Management
 - Task to Skill Assigning Tool
 - Task Tracking and Notification Tool
- Project Task to Job Code Integration
 - Task to Sage Job Code Tool
- Project Scheduling
 - Schedule Overview
 - Sorts
 - By Individual Employee
 - By Department
 - By Company (Client)
 - Views
 - By Day
 - By Week
 - By Month
 - By Bi-Monthly
 - By Year
- Resource Allocation Tools
 - Skills Profiling Tools
 - Employee Directory

Production

- Project Center (extended to an extranet for clients)
 - Document Management
 - Presentation Board (comps, links to demos sites, with mini-boards for comments)
 - Bulletin Board
 - Task/Schedule Management
 - Team Listing
 - Bug/Feature Request Tracker
- Cross-Project Resources
 - Source Code Libraries
 - Graphic Logos, Icons
 - Diagram Templates
 - Proposal Templates
 - Script Templates

Analysis

- Division Forecast Analysis
 - Division Forecasting Report
 - Division Forecasting versus Actual Percentage
 - Division Trends
- Project/Resource/Cost Analysis
 - Resource Allocation Reporting Tool
 - Cost Analysis and Department Health Reports
 - Project Health Reports
 - Resource Usage Reports

Personnel Management

- Paid Vacation Management (sync to Employee Profiles)
- Employee Benefits Management (sync to Employee Profile)
- Performance Evaluation Management (synced to employee profile, project history, peer reviews)
 - Manager Evaluation Tool
 - Peer Review Tool
 - Permanent Record Tool

Administration

- User/Session Management
- Security Management
- Service Management
- Data Management
- Theme/GUI Management

Service Descriptions

This section will provide a short description of each service and tool listed on the first section.

Global Requirements

The global requirements are generalized requirements, which should be applied to all services outlined in this document.

- All interfaces must be web-based
- All interfaces must support multi-platform usage
 - Windows 2000, XP
 - Macintosh OS X
- All interfaces must support multi-browser usage
 - Netscape Navigator 7.0
 - Internet Explorer 6.0
- All interfaces must not require local software installation or add-ons to run (excluding browser requirements)
- All services must be accessible externally and internally (with proper security locks to hide specific services)
- All connections outside of the local network will require SSL connections to the intranet and extranet services
- In the event pre-packaged or existing source code is utilized it must be open source.
- Although not a requirement it is recommended that should pre-packaged or existing source code be utilized that the development team keep the platforms, frameworks, and programming environments down to a managed few. Meaning, choose one or two development platforms and try not to patchwork the system development.

Utility Services

Utility services are services, which provide tools, and integration processes for everyday tasks required by all of the agency employees. Such tools should be designed to be easy to use yet functional. Such tools should conform to everyday tasks and should improve not impede the efficiency of such tasks.

Web-based Email

Web-based email should provide instant access to all incoming and internal corporate communications. The interface should provide integrated communication for projects and discussions within the company. For example, if emails are sent regarding a specific job. The system should automatically include the job number in the title and log all email into the project database. Tools should be provided to quickly and efficiently flag client emails that are for a specific project and provide replication/syndication tools to pass the information to the team and management staff.

Web-based email should provide all standard email management features and options. Such as, email viewing, replying, replying to all, forwarding, forwarding to group, flagging to project, folder management, and the ability to change an email to a bulletin board discussion.

Web-based Time/Cost Tracking

Web-based time and cost tracking should provide instant access to current and past time tracking history. The interface should provide integrated tracking of time spent on tasks for a project and provide the ability to review previous days, weeks, months, and years. Access locks should exist that only allow for the ability to review past hours tracked. Such as once a project day or week is "signed off" the employee can review the past hours but not change them. The interface should provide quick and efficient entry of tasks based on the current projects an employee is assigned to. The interface should also allow for the ability to enter hours into jobs not assigned, however the task posting should be submitted for approve by the producer of the project prior to committing the hours into SAGE.

Employee Analysis reports should be provided which display hours worked, percentage billable, and task breakdown in hours and percentages. This would be viewable by the employee and all management staff at any time. The breakdown would be by project, task, day, week, month, and year. The reports should be expanded to provide averages and absolute totals by department and division.

Acquisition

Acquisition services provide tools for proposal writers, account teams, and senior management that provide historical market, industry, and client information. The analysis of such markets combined with project histories provides profiles of existing and future client prospects. The services would contain profiling information from company history to contact preferences. Profiles on individual contacts would include a list of proposals sent, email conversations, communication style, and client quirks.

Acquisition services would facilitate better communication and the transfer of knowledge of current and prospective clients. A knowledge infrastructure would eliminate the need for account staff to educate internal staff of the client's history. Instead the account staff could focus on perfecting short or long-term sales strategies. This would provide a centralized client knowledge base that is not tied to one individual and would allow for fast, efficient dissemination of client history and strategy throughout the company.

Industry/Market/Company Management

Company Profiling Tool

The company-profiling tool should provide an interface to create and manage company profiles. Each company profile would include company information such as the corporate office locations, divisions or branch locations. The tools would provide profiling information such as industry, market, and specialty categories. The tool would provide an interface to collect and categorize publications, Internet links, and related material relating to the company.

Over time, the company profile would contain a list of account contacts by division or branch (tied to Account Management) in addition to lists of projects developed for the company (Tied to project management).

Company Research Database

The company research database should provide a searching and cross-referencing tool for company profiles. Users would search for companies using key words, dates, and categories. The cross-reference tool would provide comparisons between companies. Such comparisons would report what types of projects have been developed for each company (providing project trends for up selling), in addition to providing the current and forecasted revenue of each company, and an analysis of department saturation and company exposure.

Account Management

Account Contact Tool

The account contact tool should provide an interface to create and manage account contact profiles. Each contact would be assigned to a company profile and assigned to a division or branch within the company. The account contact profile would contain contact information, the contact's position, seniority links between subordinates and superiors within the corporate structure. The contact profile would also contain a list of "quirks" such as favorite colors, proposal requirements, communication style, and so on.

Over time, the contact profile should contain a list of divisions or branches the contact has transferred to. This would provide a history of the contact's professional development while working with the agency. Referential data would provide a list of projects developed for the contact as well as a cost breakdown of the revenue versus cost for each project cross-referenced by project type, week, month, and year.

Planning

Planning services should provide tools for proposal teams and account teams to manage forecasts, proposals, and project estimates. The tools would provide a centralized infrastructure that reinforces business processes, planning deliverables, and reusable proposals and estimation patterns. The services and tools would facilitate reuse of past estimates and increased clarity of proposals and estimates for clients.

The planning services would also provide trends of proposals and estimates that were awarded and lost. The services should provide a series of historical analysis of the type, frequency, and budget of proposals going through the agency on a daily, weekly, monthly, and yearly basis. All information should be based on "live" data and available at any moment.

Project Forecasting Management

Project Forecasting Management should provide a tool to manage forecasts for account management and sales teams to set estimates on the budget, scope (project type), and expected start date for each client contact the account team manages. The tool should provide a gauging system to prioritize the probability of a lead being solid versus speculative. The management services should provide historical reports and trend analysis for sales cycles, client-purchasing trends, and up selling patterns.

The account team would work with the producers and proposal team members to identify the project types included in the budget estimate. This would facilitate the migration of a solid lead to a project proposal (tie to project proposal management).

Project Proposal Management

The project proposal management system should provide tools for building, managing, and reusing project proposals. The service would provide proposal templates that assign tasks and the required skills to accomplish a proposal task (stake holders). The proposal team would have a historical library of proposals for a similar business strategy, product deliverable, or target industry. The strategies could be reused or referenced and reworked to meet a new business need. The emphasis is on reusing good ideas or ideas that provide a "sure win" for similar proposal efforts.

The project proposal management system should also provide a "samples" database of project samples, write-ups, and demos of projects. The demos and project samples would be accessible as downloadable packages for inclusion into Word documents and PowerPoint presentations or custom modules for agency sales tools.

Project Estimation Management

The project estimation management system should provide tools for estimating, managing, and profiling similar project categories (Categories defined in the project profiling management system and or project proposal management system). The estimation system should provide the ability to change and use different company rate sheets on the fly for comparisons.

The estimation system should provide a profiling tool to define estimate categories (derived from the project profiling system). Such categories and estimates would be tied to historical proposals and project budgets that have a similar amount of effort or tasks (provided by past estimates and historical project budgets). Such tasks and budgets would be used to calculate average hours and cost to similar proposals by project category.

The proposal team (producer and department representatives) would use the estimate templates as guides for building new estimates. The estimate templates would provide the project roles and skills (provided by the project task management system) required to accomplish a given task and overtime, provide average hours required for similar tasks to improve such estimates.

Regardless of the averages provided and previous estimate templates; the estimate team should be able to create an estimate from scratch and assign roles, high and low hours for each role and task on the project. (This would be provided using an interface to the process management system to create a new process/role tied to an estimate)

Management

Management services should provide services and tools to manage schedules, budgets, and tasks for projects in addition to supporting resource allocation across departments and specialties. Management services will provide a centralized process to integrate proposal estimates into project schedules that juggle internal resources to match up employee skills to tasks in a project.

The management services should also provide analysis and trends on overarching schedules for departments and projects. The tools will provide dynamic interactive reports by employee, department, and the whole company. The information should be broken down by hours for the current day, week, month, and year. All information should be based on "live" data and available at any moment.

Project Profiling Management

The project profiling management system should provide tools to create project categories and project profiles. The project profiles should pull estimated hours and costs from proposal estimates (provided from the estimate management system) or creates project schedules in the project task management system using the process management templates provided in the process management system. The project profiling and management services should provide tools to categorize, group, and manage multiple projects for client companies.

The project profiling management service should provide tools for defining long-term products that projects will be billed to. The goal is when the agency has long-term (as in 6 months to a year long) engagement for a company or division within a company the profiling tools will provide an index of grouped projects related to a common initiative or client. That way historical work will not be dependant on a job number, but rather be easily found using the client name or initiative the work was created for.

The project profiling management system should provide an indexing and searching tool to find past, current, and future project profiles for cross-referencing projects and project categories. The project profiling management system should provide the backbone, or skeleton for all project scheduling, resourcing, documentation, discussion, and management required for a project.

Process Management

The process management service should provide tools to define company processes for proposals, estimates, and projects. The process management service should provide indexing and searching tools to research, reuse, and create new process templates. The process management services should provide tools to define process types, phases, and roles for a project. The roles are integrated into project tasks (provided by the project task management system) to create project processes. Each task will contain skills (provided by the resource allocation system) that can be defined for a process. Each skill will have required levels of proficiency to provide employees with a specific level of skill (used in the project scheduling system) The process management system should provide the instructions and process frameworks that are used by the scheduling system to reinforce company processes and track project progress and performance.

The process management services should also provide tools to define rules for a process. Such as, notification rules for what roles to contact should a task not be completed. Or define rules for what tasks must be completed before another task can start. Process rules would be defined for all tasks and actions allowed based on a task status: not started, started, ready for review, finished, ECT. Each state would have rules for automated communication to team members, managers, or clients (should a major phase be finalized and ready for review).

Project Task Management

The project task management system should provide tools to associate tasks to roles assigned in the process template. Each task would have one or more skills (provided by the resource allocation system) required to accomplish a task for a given role (defined in the process management services) in a project phase.

Project Task to Sage Job Code Management

The project task to Sage Job Code Management service should provide a bridge between the intranet management services and the Sage accounting system. Not all tasks managed within the intranet will translate to an individual job code in the Sage system. That is why a tool is required to define rules for how each task or skill within the system is related to the job codes managed within Sage. The task to job code service should provide tools to associate one task to multiple job codes (defined by client code) to allow for the employee to only select a universal task or skill and have the intranet coordinate with Sage to ensure the correct job code is used for the task based on the client. Like wise, the tools should provide a means to assign multiple tasks within the intranet to one or more job codes within Sage. The tool should

provide skill and task profiling (integrating with the Resource Allocation System) to generate lists of skills and tasks for each job title or project role. This will decrease the time entry process by pre-selecting relevant tasks and skills to the project roles employees' use on a day to day basis.

Project Scheduling

The project scheduling service should provide tools to integrate the process/task/role/skills required for a project with the revised estimate that defines the hours and budget for each task in the project process. The scheduling services should provide an interface to assign employees to tasks in a project (integration with the resource allocation system) and assign start and end dates for each task.

The project scheduling system should take holidays, weekends, and special events into account when scheduling projects and allow the ability to manually override task dates to occur across multiple days (such as having a task occur only on Monday and Thursday each week. In addition to having the task occur across five days in a row) the project scheduling service should provide integration tools to assign dates to tasks within a project process template.

Should a delivery date on a task pass the scheduling system should integrate with the process management system to apply rules to events. This should include sending messages to the assigned producer for the project that a task is late and remind the programmer or designer that they missed the delivery date. The designer or programmer or writer can then send a request either prior or after the missed date to set the delivery date to a new day or request more time and budget. The project scheduling services should provide "snap shots" for project schedules over time. Should a schedule slip or change a separate historical copy should exist to provide review and trending analysis.

The project scheduling service should provide overview reporting that provide a breakdown of the schedules from past, current, and future projects. The overviews should be sorted by individual employee, department, and company client and should be viewable by day, week, month, and yearly.

Resource Allocation System

The resource allocation system should provide tools to profile employees, departments, reporting structures, and skill profiling for use within estimates, project process templates, scheduling, and employee reviews. The employee profiles should provide job titles, roles the employee fills, historical experience, education (from degrees, certificates, or self studying), and skills. The employee directory will dynamically list employees by department, discipline, job title, project roles, and reporting structures (organization chart).

The resource allocation system should provide tools for profiling skill categories required to accomplish tasks for the agency projects. The skills categories would list skill profiles; each skill profile should list pre-requisite experience, education, and skills that are required to qualify for a skill. The resource allocation service would provide a (user defined) proficiency scale to define the levels available for a skill. This will provide ability to measure employee skills within the system and will be used when assigning employees to tasks in a project schedule.

(Tied to the scheduling management interface in Project Management) Team members should be able to request additional resources: such as requesting another programmer 1 for the next week or requesting an additional designer on a project. This could include requesting a programmer, writer, information designer, or graphic designer be assigned for the remainder of a project. The scheduling interface should provide an interface for the production staff to communicate needs to the producer and management staff. Notification would go to the resource coordinator and all project staff with the skills to accomplish the requested task or job position. The tools would assist in selecting appropriate staff for the task based on free time in each employee's personal schedule. Such as those that have less than 40 hours allocated and 8 hours per day in a normal work week (the requirements such as hours allocated per day should be configurable).

The resource allocation system would also be used as a consultant and temporary employee management system. Should all full-time employees have all of their working hours allocated to jobs or internal work. The resource coordinator can enable consultants into the resource pool for use in projects. The pool of contract consultants would be an on-going pool of changing talent for every department and specialty the agency may provide as services to our clients. It is important to note that even if a consultant is moved from active to inactive duty the service would keep the consultant on file for historical reference. This would apply for full-time employees as well as consultants.

Production

Production services should provide services and tools, which assist in the creation of documentation and media for projects. The production services should provide tools that facilitate the agency's development processes. The services should reinforce effective communication within the project team and provide judicious communication with clients. The services should provide effective tools to facilitate project production as well as centralized media, source code, and document templates.

Project Center

The project center should provide administrative tools for managing day-to-day tasks and communication between the internal and external CMD project teams and external client teams. The project center should provide:

Document Management

The document management should provide revision control of documentation for the life of a project. The document management system should provide uploading, downloading, and maintenance tools for managing documents and media.

Presentation Board

The presentation board (used in conjunction with the document management system) should provide template based presentation tools for presentation of media; such as, screen shot comps, audio or video samples, proposals and project documentation, website links (URLs) and descriptions. Within the presentation board clients and employees should be able to enact a sign off process (integrated with the project scheduling), reviewing process (with bulletin boards), and "set live" features for client review of all diagrams, documents, and media.

Bulletin Board

The bulletin board services should provide threaded discussions on every aspect of the project. Several services will use bulletin boards, such as the presentation board; turn email into discussion (web-based email)

Task/Scheduling Management

The task and scheduling management services should provide interfaces for production staff and project management staff to manage day-to-day tasks for a project. This would include listing current tasks in the queue that are ready to start. Tasks which are dependant on other teammates finishing tasks will provide status of the dependant tasks. This would inform the producer that the team member working on the task is on-task to meet the internal delivery deadline or in danger of missing the delivery date.

The task and scheduling service should provide a notification, request, and authorization tool. The tool would automatically inform teammates if a dependant task is completed. Also, teammates can send notifications for more information to complete a task or warn teammates ahead of time if the task will be late. Team members can request more time for a given task. The project manager can authorize or deny the additional hours or new task (integrated with the project scheduling services). The tool should also allow employees not assigned to a schedule to request to be added and given hours and or tasks. The project manager would then authorize the inclusion of the new teammate and the schedule and budget should be updated to reflect the new teammate.

The scheduling management interface should provide services for production and senior production staff to review the current schedule by day, week, month, and year. The scheduling tool should provide notifications and requests similar to the task management service described in the previous paragraph.

Team Listing

The team listing services should provide a list of internal and external project members for the project. This would include the client, contractors, and internal employees involved with the project. This would include a history of when each member started and stopped working on the project. This would integrate with the task and project schedule to identify the tasks accomplished and who was accountable for what during the project. From a superficial level, the service would provide a list of team members that were on a project, for the life of the project. The services should provide options to hide team member contact information from clients (enforcing clients talk to the producer/project director).

Bug/Test Case/Feature Request Tracker

The bug tracking services should provide an interface to identify, track, classify, and effectively communicate the status and resolution of bugs found during the course for the development of a project. The bug tracking services should provide tools to define bug categories, bug status, bug severity, and bug details. The service should provide tools to create one or more bug threads for each project. The services should provide tools to define access and posting rights for each bug and bug thread for a project.

The test case services should provide an interface to define, track, and evaluate test cases for testing different aspects of each project. The test case services should provide an interface to define test cases, the constraints, and requirements for the test. Also, the test case services should provide an interface to define the status of a test case and add time stamped notes on issues or results found. Should bugs occur the test case services should integrate into the bug tracking services to tie the bugs back to the test cases which identified each.

The feature request tracker should provide an interface for customers and employees to enter, track, classify, and effectively communicate new feature ideas for a product or project. The tools should provide an interface to describe the new feature and upload relevant documentation and diagrams to illustrate the concept. Administrative tools should exist to classify the feature and determine the probability of a feature will be built. Also the administrative tools should provide tools to categorize a feature from complexity level to what services or functions within the targeted product or project would be affected by the feature.

The feature request tracker should also integrate with the project proposal and project estimate tools to show estimates for the requested feature. Once the budget for the feature has been acknowledged the feature request will become a new project.

Cross-Project Resources

Cross-Project Resources are documentation, graphic resources, programming resource, and company forms and template documentation that is not tied to a specific project. The cross-project resource directory should provide categories of resources by job function, department, and client. It should be a centralized storage location for all company wide forms and tools used for production and business management tasks.

An example would be to provide all client logos, fonts, leader heads, corporate programming standards, and graphic design standards in one location. Another example would be to provide an interface to download all of the fonts currently used by the design and programming staff.

Analysis

Analysis services should provide tools to accurately assess forecasts, project, resource, and cost analysis for current and past historical data. The analysis services should provide reports and trending over time. The service should assist in determining efficiencies gained as well as possible problems in each of the areas outlined. All information should be based on "live" data and available at any moment.

Division Forecast Analysis

The division forecast analysis services should provide just in time analysis of the health of the financial forecasting health by division. The services should provide breakdowns of each division by client, company, and department. The services should provide comparisons between the previous forecasts and the actual costs or revenue generated. The reports should provide comparisons based on data currently within the system this should be up to minute, day, week, month, or even year. Based on the data collected over the previous year the reports should provide trending and historical comparisons. The analysis reports should be presented as table-based records and when appropriate display data as graphs.

The division forecast analysis services are driven by the project forecasting management services and final billing hours entered by employees using the web-based time/cost tracking system and cross-correlated with the project scheduling and task management systems. This results in a detailed status of the revenue and costs generated for the agency at any given moment. The information is compared to historical forecasting over the last week or month to gauge the accuracy of the forecasts and provide information to improve forecasts and identify trends and areas of improvement.

The division forecasting analysis services should be managed and have controlled access for agency personnel only. Security services should exist to block access to unauthorized personnel and allow administrative tools to define how much information is accessible by whom within the entire system.

Project/Resource/Cost Analysis

The project, resource, and cost analysis service should provide an interface for employees to analyze every aspect of a given project or group of projects for an individual employee, job title, project role, department, or client company. The reporting tools should be used throughout the planning, management, and production services to provide timely information on the status of every aspect of the agency's projects and resources.

The analysis should provide reports on project status using easy to understand graphs and statistical information to make quick and effective decisions to positively affect a project and the effort required to complete it. The report should provide information on usage of resources throughout the company from department to department. This will provide valuable data on which departments are busy and which are free for work. Also, the reports should provide indicators of which departments or individual employees (or job roles) are under staffed which could be causing a bottleneck in the production process.

The project, resource and cost analysis services are driven from the scheduling, process, resource allocation, and time/cost tracking services. The data collected the aforementioned services generate the data required to provide an analysis that covers such a broad spectrum of the company's functions and processes.

Personnel Management

Personnel management services should provide centralized, secure tools to manage and report employee benefits information for individual employees and senior management. The services should provide secure one-on-one review of benefits available to employees. All information should be based on "live" data and available at any moment. Careful consideration should be applied to determine what information should be readily available to employees in this manor. All sensitive employee information, which would be considered "sensitive", should be managed either in a highly secure system or managed "off-line" using manual processes and management personnel.

Employee benefits Management

The employee benefits management services should provide individual information on employee benefits provide by the agency and available online for review and reference. This should include employee benefits information, documentation, contact information, and healthcare website references and search tools (provide by the healthcare providers). The employee benefits management service should be a centralized website for employees to find out about all of the benefits and restrictions available. This should also include an notification and events calendar of important events such as sign-off dates and healthcare events.

Paid Vacation Management

The paid vacation management services should provide an interface for employees to check their current paid time off for the year, in addition to sick days available. The tools should be "live" and be up to the day on the status of paid time off. The tools should provide online tools to submit requests and authorization for time off for each department. The paid vacation management services should provide reports on vacation usage by department, job title, and employee and provide statistics on usage over multiple years.

Performance Evaluation and Advancement Management

The performance evaluation and advancement services should provide tools to facilitate evaluating employee performance and production standards within the agency. The tools should utilize data collected for all projects managed with in the intranet system. The data should be cross-correlated with each employee and provide statistical data for evaluating growth, project success, and how accurate work estimates to project budgets.

The performance and evaluation services should also provide tools to request peer review submissions online for review by the evaluation team and the employee. All documentation for reviewing the employee should be collected and managed online and printed out for office use. The tools should provide integration with the resource allocation services to manage the employee's skill, history, and educational training scores to adjust the employee's information and history to reflect the previous year.

Although not indented to be the final factor in evaluating the performance of an employee the tools provide will formalize the process and standardize the raise and performance evaluation process equally cross all departments within the company. The tools should also provide statistical averages for the current employees with the same job role or job title. This will provide a status for the skills and experience required to advance to the next job role or job title within the company and provide some level of advancement for employees working for the agency that can be quantified and impartial.

Administration

Administration services should provide services and tools to manage, configure, and setup the infrastructure of the Extranet/Intranet of the PKP.

User/Session Management

The user and session management services should provide tools to define user types within the system and provide a setup wizard to add new users to the system. This would include defining the type of user and the user's rights within the system (tied to security management). The tools would automatically setup the user's rights and access permissions for the various services and systems within the agency corporate network.

Security Management

The security management service should provide tools to define user access rights for all of the services provided within the intranet. The security management services should provide security access for user roles, individual user accounts that are targeted for whole services and be as atomic as defining access rights to individual functions. The security management tools should provide wizards and automated functions to assign user rights for new projects, clients, documents, and files.

Service Management

The service management services should provide tools to define services and functions within the intranet system. The services are defined to track access points within the services and assign security rights to each function and access point within the system. The tools should provide the ability to categorize the types of services and function points within the system. The categories should be used to define hierarchical trees of parent-child relationships of the services and functions within the intranet system.

Data Management

The data management services should provide tools to add, modify, and remove data directly from the database system. The tools should provide maintenance routines and administrative tools for managing the data within the database as well as managing the stability of media and document management between the database and the NAS (Network Attached Storage) file servers.

Theme/GUI Management

The theme and GUI management services provide centralized theme and GUI (Graphical User Interface) APIs for development staff to build the interfaces for the intranet using a common graphical interface. The key benefit should be that everything is dynamically built using the GUI API and should the "theme" need to change it will dynamically update all services within the Intranet upon updating the core GUI API functions. Eventually, as new themes are created user should be able to select the theme that best suits their working habits and personal style.