Still Hopes
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Project Description
- Create tutorial videos and revise the IT help book for the employees at Still Hopes.
- Train employees on how to use several programs that are required and offered through Still Hopes.

Project Mission Statement
The mission is to help Still Hopes employees become more familiar with TRAKSTAR, and to assist employees with how to login and navigate forms. The project will result in new and improved IT help book and videos.

Project Results & Future Recommendations
- Project Results - This will impact Jessie and Jennifer hopefully by resulting in less contact from employees for help with these issues. The guide we created should be able to be referred to as long as the company still utilizes these programs.
- Future Recommendations - There is always room for improvement, but unless Still Hopes starts to use other programs, the best way to continue this project would be to involve more on-site training or providing other IT services for Still Hopes.

Project Success Factors
- Our success factor was based on our client’s approval. Many Still Hopes employees would contact HR for their IT needs, and the current tutorial videos they had in place were clearly ineffective.
- We had Jessie and Jennifer review all of our material, and add any tweaks / features that they desired to ensure that employees would not have to contact HR for these issues.

Product Development & Deliverables
- Our two main deliverables were the tutorial videos, and the instructional guides.
- We also were available for onsite training.
- Our first prototype was a little too in depth and included more information than was necessary. After speaking with our clients and training employees, we better understood the knowledge level of the employees and how to shape the guides.
- Our videos were perfect, but after revising the guides, we were able to create simple guides for each program, and create an Appendix in the back of the IT Help Book that goes more in detail on the functionality of the programs.

Table of Contents
Welcome to the instructional guide for TRAKSTAR. You can refer to this guide anytime you need assistance with the basics of TRAKSTAR.

TRAKSTAR
- TRAKSTAR………………………………2-5
- Still Hopes University (Relias)……..6-11
- Smartfolder………………………………12-16
- First Sun EAP…………………………..17-21
- BluCross Blueshield………………….22-26
- John Hancock 401K………………….27-33
- SmartExam……………………………34-40
- See Appendices in the back of this book.

PMBOK Project Processes Used
- We mainly focused on Project Time Management, Project Communications Management, and Project Scope Management.
- We kept everything within our scope and only had to make small changes. It was important to manage time and communicate properly to finish in time.

Project Budget
$1 per person hour
- Anticipated (Time) Budget
160 hours = $160.
- Actual Project (Time) Budget
180 hours = $180

Technologies Used
- Microsoft Word
- Microsoft PowerPoint
- OBS - Open Broadcaster Software
- Windows snipping tool
- Lightworks

Lessons Learned
- It was learning experience from an education and technology perspective to understanding different socioeconomic classes.
- This was really an eye opening experience. When training employees, you see first hand that there are many people who still are not “tech savvy” out there. You have to approach teaching properly to ensure your methods will make sense and stick.
- It was great to receive feedback on our prototypes and transform our work into something that will be referred to by Still Hopes employees hopefully forever, or at least until they are not using those programs any longer.

Specific Client Needs
- The clients needed a solution in place that would help employees have something to refer to for their IT needs.
- Specifically, the clients wanted focused videos and instructional guides on each program that the employees used so that they would have something to refer to in the future.
- We were also available for on-site training for 5 weeks.

Key Stakeholders
- Jessie Lane
- Jennifer Ott