

# KNOWLEDGE WEB READABILITY PROJECT

## Progress Report No: 02



| SUMMARY        |                          |
|----------------|--------------------------|
| Financials     | <input type="checkbox"/> |
| Schedule       | <input type="checkbox"/> |
| Issues & Risks | <input type="checkbox"/> |

Date: 15 February, 2011  
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### What has been delivered since last report:

Over the past six months, the following major tasks of the project have been completed or nearing completion: deploy redeveloped content on a page-hierarchical basis (tiers one, two and three); review and reorganisation of tiers four and five content chiefly completed by the integration of Funnelback search engine\* software; commencement on cleansing existing metadata of MySource Matrix pages and assets to best leverage the capabilities of Funnelback; fine-tuning Funnelback search results to provide a user the most effective tool for navigation and finding what they are after; assessment of all documents delivered by the Knowledge Web on their current relevance, naming scheme and placement on the site; a total reorganisation of the corporate and Knowledge Web's internal file structure; standardise permission structures for areas that house sensitive content

Of the twelve subject matter areas, all have been redeveloped and deployed on the Knowledge Web. Throughout this process, mapping and linking related materials (e.g. – case studies and research reports) was implemented.

\*Funnelback Search capability, a more sophisticated search tool than was previously being used, has been implemented on both sites. It assists users in breaking down their search results contextually and topically. This significantly enhances the user experience in finding what they're after and, in turn, goes a long ways in organising the tiers four and five content. Most existing MySource content has been tailored /standardised to reflect and harness the power of Funnelback search.

### What is being planned for next period:

The Broader Membership aspect of the AFAC Into the Future Project fully dictates the next phase(s) of the Readability Project as originally outlined; to such an extent that a major frame-shift has occurred in scope and direction. To that, the achievements noted above in this report and in Progress Report No: 1 concludes the Knowledge Web Readability Project.

A focused investigation on how to best organise and present member's area information, executed via card-sort exercises and a revised membership strategy, is a plan that will be gleaned from the original Readability Project and integrated into its successor project: an action from the results of the Broader Membership study.

The sites will incorporate an intensified and strategic members' focus that reflects data found and strategies developed from the AFAC Into the Future Project. A removal of the existing forums and a replacement of the current Knowledge Web registration process will also be necessary. A social media policy will be developed that will instruct new content direction, what software is required, dictate aspects of member interaction and how all of those aspects are integrated into the Knowledge Web.

A new 'look and feel' for the Knowledge Web is also highly desirable, providing a more engaging user interface for the products, services and industry community AFAC wishes to develop online. This new look-and-feel cannot be actioned until outcomes of the Broader Membership study are known and related redevelopment plans established.

### Issues:

No prohibiting issues have emerged to complete levels 1-5 content and re-organisation on the Knowledge Web. However, as there are twelve subject matter experts involved with supplying refreshed content to the Online Services Administrator, it is imperative that timelines be kept. There have been discrepancies here with a significant portion of the existing research in terms of reorganisation, but not to the extent of halting the project as a whole.

Again, the Broader Membership study, currently under way, will fully control the card-sort navigation exercises and the look-and-feel aspects of the original Readability project.

### Consultation:

The project manager will consult with AFAC managers and staff on an ongoing basis regarding content and organisation. All technical queries will be held between the project manager at SQUIZ or Generation-E.

### Financials

| Phase        | Planned Budget:  | Actual To Date: | Estimate At Completion: |
|--------------|------------------|-----------------|-------------------------|
| 1            | \$ Nil           | \$0             | \$0                     |
| 2            | \$ 12,727        | \$9,075         | \$                      |
| <b>Total</b> | <b>\$ 12,727</b> | <b>\$9,075</b>  | <b>\$</b>               |

### Schedule

| Phase | Milestones   | Status                                   | Base Start | Actual Start | Base Finish | Actual Finish |
|-------|--|--|------------|--------------|-------------|---------------|
| 1     | 1. Top 3 levels redeveloped  | Completed                                | 05/04/10   | 08/07/10     | 15/10/10    | 15/10/10      |
| 1     | 2. Levels 4 and 5 redeveloped  | Nearly complete                          | 26/07/10   | 15/09/10     | 24/09/10    | 15/03/11      |
| 1     | 3. Integration of Funnelback   | Completed                                | 01/11/10   | 01/11/10     | 18/12/10    | 18/12/10      |
| 1     | 4. Review member's area content  | Completed                                | 25/10/10   | 08/07/10     | 15/02/11    | 15/02/11      |
| 2     | 5. Card sorting, info architecture (includes testing, alterations and go-live preparation) | No longer applicable, see future project | TBC        | TBC          | TBC         | TBC           |
| 2     | 6. Impact of Broader Membership study as part of the AFAC into the Future Project          | TBC                                      | 01/02/11   | 01/02/11     | TBC         | TBC           |

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**Variations to the project:**

1. The build with SQUIZ re: a Contracts/Collaborative Purchasing System is also in progress. This new contracts area will allow member agencies the ability to search, browse and identify existing agreements that may suit their procurement needs. A project team has been established to progress this development to completion.

**Project Management Contact**

Project Owner: Amanda Leck

Project Manager: Kent MacCarter

Project Team: Kent MacCarter, Amanda Leck