

**Survey websites \* Basic websites \* Interactive websites  
Data Components \* Multimedia Components**

**~Introduction~**

We offer graphic design, architecting, development, maintenance, and hosting services for both dynamic and static websites in the form of anything from the mainstay of a new project to the enhancement of an existing project. We can scale to accommodate different sized projects, and tailor the application to work seamlessly with the other components of your project and to meet your project's needs and budget. We, the development team, will work with you, the Project Team, to try and meet your deadlines and needs and to ensure that you receive a quality product.

During the initial meeting, the development team will get an idea of the scope and functional requirements of your project. The development team is dedicated to working with you to ensure that we understand your needs and requirements, and that you understand where in the process the site is, and what your options are regarding technologies, functionalities, and look and feel. We feel that communication is a key component to ensuring that you receive a quality product, and to that end we will send you regular updates and meet with your team on a regular basis.

**~Meetings~**

Please provide us (prior to the initial technical meeting if possible) with any materials you may have: text, print, copy, brochures, products, and pictures. We need it all to get your site going, and the more you provide us with, the better. The goal of the initial meeting will be to determine where we are in the planning process, narrow down the requirements and target dates, and determine the best way to move forward.

At each meeting, we will expect to set reasonable goals and a date and time for the next meeting. Sometimes we will need to communicate frequently (primarily through telephone or email) to verify or answer questions. At other times we may be working on back end components. Of course, if there are ever any questions or concerns, we expect that the project team will contact us so that we may resolve those questions or concerns. If, at any time, either group feels that we would benefit from face-to-face communication, we can schedule additional meetings.

**~Key Questions~**

It may be helpful for you to consider the following questions, as they will help to determine the scope and direction of your website and prepare for some of the questions we may have regarding the overall goals of your project.

Who is your target audience? Who will be looking for your site? Some examples might include:

- Educators with access to fast machines
- Public with mixed access to machines
- Participants with access to slow machines
- Collaboration partners with access to fast machines

What will the website do? Common objectives for a website include:

- Recruitment
- Training or Instruction
- Information
- Dissemination
- Data Collection (surveys)
- Intervention Tool
- Collaboration Tool
- Message Board

Where are you now? Some things to consider are:

- Do you have a loose concept that needs to be developed?
- Do you already have a site, but want to redesign?
- If this is a redesign, what did you like and not like about the previous site?
- Is the look and feel good, but you need to add functionality?
- Do you have existing graphics? Color schemes? Pictures?
- Do you have existing materials in the form of brochures, pamphlets, CDs, Video, flyers, etc.?

When are your critical dates for the development of the stages of this site? Critical dates may include:

- Press releases
- Study / Grant dates
- Publishing dates for papers
- Relevant Conferences
- Partner / Collaboration Groups' Critical Dates
- Expected Start Dates

Why do you need the site? Some questions to consider are:

- Do you need to gather data via online surveys?
- Do you need to develop an intervention?
- Do you need to store documents?
- Do you want to be on the cutting edge?
- Do you want the ability to store data in digital form?
- Do you want us to handle the ongoing maintenance of the site?

How will it be developed? Some critical questions are:

- Do you already have a domain name?
- Do you need hosting for your site?
- Do you know what technologies you want?
- Do you know where you will host it?
- Do you need a login?
- Do you have content (including survey content)?
- Do you have any websites that demonstrate what you want the website to do?
- Do you have any websites with a look and feel that appeals to you?

Is the website static, or will it have 'interactive' components? Some driving factors include:

- Will the site include surveys?
- Will it be used to host an intervention?
- Will there need to be a password-protected area?
- Will the only purpose be as a non-password-protected information site?

- How frequently and what kinds of information will need to be updated?

### ~Technical Milestones~

#### ***a - Concept is finalized and its role within the greater project is understood.***

Some websites are created to allow visitors to learn more about the project, while other websites have interactive components, such as surveys, games, upload /download sections, message boards, and other components. We will help you to define how your web presence fits into and complements your project's needs, within the website's budget. This is also typically when we agree on your project's main contact person for the CHAI development team.

#### ***b - Critical requirements understood***

The requirements, both technical and functional, of the website are worked on and narrowed down as much as possible prior to initiating the development of the site. Although you should feel free and are encouraged to change anything that you do not like at any time during the process, if a change is large enough, it may require the architecture and any development up to that point of the website, database, or application to be revised and updated. The sooner that any change or requirement is understood, the sooner it may be integrated into the design and the fewer hours will be required to incorporate the new concept into the existing design.

#### ***c - Logo designed***

We can use any logo you already have, or you can work with our graphic designer to come up with a unique and fitting logo for your project. A price quote for a logo design by CHAI Core normally includes up to three samples and up to three revisions (in total) of the samples. If more revisions are required, there will be additional fee above the original quote, as it will require more graphic designer hours.

#### ***d - Website look and feel mock-ups reviewed***

Your feedback is essential in the design process. Our graphic designer and developers will work with you to either incorporate a look and feel from your existing site, or develop the look and feel of your website from scratch. A quote for the look and feel design by CHAI Core normally includes up to three samples and up to three revisions (in total) of the samples. As with the logo, if more revisions are required, there will be additional fee above the original quote as it will require more graphic designer hours.

#### ***e - Technical and Web Architecture Designed (Including Database)***

Once the mock-up is completed and approved, the architecture of the application will be developed, and the back end architecture will be designed. We will design the application as scaleable, modifiable, and secure to allow further development in case the site is expanded in the future. Although the architecture is as flexible as we can make it, alterations in the functionality of the website once the development has started will require the architecture (and any development that has occurred) to be revised, and thus may require more hours and move any target dates further out. Once the architecture of the site is completed, the development will be initiated.

#### ***f - Development - Deployment Cycle***

##### ***Development cycle:***

Dates that constrain the development timeline may necessitate that the development and production deployments occur in stages. Staging would occur in such a way that the most time-sensitive sections will be completed first. Development is an iterative and interactive process. During development,

especially at critical points such as when the first page goes up or when a significant section is completed (such as the login page, administration section, survey, or report), the development team will request that the project team review the work 'in progress' to ensure that the direction of the web development maintains consistency with the project team's needs.

***Development QA/Testing:***

Once the development phase for a release has been completed, the application will be reviewed by the development team, and then the project team will be asked to test and verify that the application is functioning properly. Once the project team approves the release for production deployment, the application will be scheduled for deployment to production.

***Initial Production Deployment:***

The initial deployment to production will be tested by the the development team to determine if it is functioning correctly. Once the development team and project team have verified that the application appears to be functioning correctly, the initial production deployment will be considered complete.

***Subsequent Production Deployments:***

The existing working production version will be backed up. Once the development team has verified that the update is functioning correctly, the project team will be informed so that they may verify that the update is working correctly. If any unrecoverable issues are identified with the production deployment of the update, the application will be rolled back to the existing working production version.

***g - Production Hosting***

You may choose to use CHAI Core, or you may choose an external hosting site to host your production application. Depending on the application, it may be easier to host the application on our servers. If you would like to host it on an external hosting site, we will work with you and the hosting site administrators to determine if the site meets the applications requirements.

***h - Ongoing Maintenance***

Your estimate will include figures for necessary ongoing maintenance and upkeep of the application and the application environment.

***i - Major Upgrades***

Should you need to expand the capabilities or add a section to your website, the process is essentially the same as the process for a new project, with the exception that the upgrades may be quicker and more efficient.

***j - Application Retirement***

We will work with you to make sure that when an application or website is no longer necessary it will be scheduled for removal. After it is removed, the project team will verify that it is no longer accessible, and any data collected will be made available to you on DVD or CD for your convenience.