Welcome to our Presentation

The Project Team Members creating this project are:

- Kim Bellofatto
- Wendy Cornelisen
- Jodie Gambill
- Susan Jennings
- Courtney McGough
- Kevin Reynolds
- Pepper Wilson
Cornflake County Public Library System (CCPLS): Self-Checkout Unit Implementation Plan
The Agenda

- Project Background
- The Plan
- Meet the Project Team
- Team Contract
- Scope
- Subprojects/Milestones
- Risk
- Schedule
- Budget
- Lessons Learned
Cornflake County Public Library System (CCPLS)  
Project Background

CCPLS serves . . .

- the information needs of the residents of Cornflake County, Michigan.
- a diverse population of 282,000 persons.
- a 500+ square mile county which is home to a thriving business community, ranging from extensive retail establishments and financial institutions to light industrial operations, as well as a modest agricultural industry.
- one of the fastest growing counties in the state of Michigan.
**CCPLS – A Composite**

- The Cornflake Country Public Library System consists of a main branch and ten branch libraries scattered throughout the county.
- Branch library sizes vary from 20,000 volumes to over 250,000 volumes. The CCPLS circulates nearly two million items annually.
- The CCPLS has adequate facilities yet staffing has not kept up with demand.
- The CCPLS faces a bleak financial situation forcing a 10% budget cut this year resulting in the elimination of 20 positions.
Cornflake County Public Library System and its Branches

- Special K (Main Branch)
  - All Bran
  - Apple Jack
  - Corn Pop
  - Crispix
  - Honey Crunch

- Mini Wheat
- Rice Krispy
- Fruit Loop
- Honey Smack
- Smart Start
CCPLS Initiatives
Or . . . How this project was born

To combat problems, yet serve the high demand and maintain quality service, the CCPLS turned to technological solutions: namely, the addition of Self-Checkout Units throughout the CCPL System. Why?

• Research determined that self-checkout machines would have a positive impact on the libraries and their users.
• Self-checkout is a widely accepted patron-enabling technology saving staff and patron time.
• Staff will be able to perform other duties and generally provide a better level of customer service to library patrons.
CCPLS Proposal

- CCPLS administration presented a proposal to the County Board of Commissioners for a one-time infusion of $1 million to support the project in this fiscal year.

- The Commission approved the proposed measure and agreed to fund the initiative.
**CCPLS Vendor Selection**

*The CCPLS conducted:*
- Additional research
- Site visits
- In-house demonstrations
- A detailed RFP/bidding process resulting in the selection of a vendor

*The Vendor Selected?*
- Innovative Interfaces, Inc. (III) (also provides the Integrated Library System for CCPLS)
Our Plan: The Objectives

The project team was charged to complete the following project process:

- Implement the installation of 25 self-checkout units in the main branch and the ten branch locations throughout the county-wide library system (five at the main branch and two at each of the other branches).

- Train staff to assist so they might be freed to assume other more complex tasks.

- Broadly advertise the acquisition of the machines and market their usage to patrons.
Self-Checkout Implementation Initiative – The Benefits

- Reduce the amount of time currently spent at the desk and enable the circulation staff to pursue other projects of more value to the library system.

- Increase staff productivity and job satisfaction.

- Empower the patron.

- Provide the patron with the same convenience to which they are accustomed elsewhere on a daily basis while increasing efficiency and patron privacy.
CCPLS Self-Checkout Implementation Initiative – Final Result for Our Customers

Final Deliverable
• Installation of 25 self-checkout units at all branches of the CCPLS.
• Trained staff to teach patrons how to use the machines.
• A Marketing Strategy to increase patron awareness.

Project Customers
• Members of the circulation staff of CCPLS.

End Users
• Library patrons.
CCPLS Self-Checkout Implementation Initiative – Our Stakeholders

- Library circulation staff (project customer).
- Library director (project sponsor).
- Project team members.
- All other library employees, including upper management.
- Library patrons.
**Our Stakeholders . . .**

<table>
<thead>
<tr>
<th>Stakeholder Group</th>
<th>Type of Stakeholder</th>
<th>How Affected by Project?</th>
<th>Key Stakeholder?</th>
<th>Team Status</th>
<th>Team Member Liaison</th>
</tr>
</thead>
<tbody>
<tr>
<td>circulation staff</td>
<td>customers</td>
<td>change work situation</td>
<td>yes</td>
<td>regular</td>
<td>N/A</td>
</tr>
<tr>
<td>library director (sponsor)</td>
<td>other group</td>
<td>able to use circulation staff for other tasks</td>
<td>no</td>
<td>ad hoc</td>
<td>N/A</td>
</tr>
<tr>
<td>project team members</td>
<td>other group</td>
<td>complete project tasks</td>
<td>yes</td>
<td>regular</td>
<td>N/A</td>
</tr>
<tr>
<td>library employees (including upper management)</td>
<td>customers/other group</td>
<td>non-circulation staff may have decreased workload as circulation staff may take on more tasks</td>
<td>no</td>
<td>ad hoc; upper management - none</td>
<td>N/A; project leader will be liaison</td>
</tr>
<tr>
<td>library patrons</td>
<td>customers</td>
<td>greater privacy/convenience</td>
<td>yes</td>
<td>ad hoc</td>
<td>N/A</td>
</tr>
<tr>
<td>IT</td>
<td>supplier</td>
<td>complete tasks projects/provide consultation</td>
<td>yes</td>
<td>regular</td>
<td>N/A</td>
</tr>
<tr>
<td>PR</td>
<td>supplier</td>
<td>complete task project/provide consultation</td>
<td>yes</td>
<td>regular</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Meet the CCPLS Project Team

The project team will be comprised of nine members, led by project leader Susan Jennings, and assigned to necessary subprojects as follows:

• Installation: Two team members, working under subproject leader Kim Bellofatto.

• Training of Staff: Two team members, working under subproject leader Susan Jennings.

• Marketing to Public: Two team members, working under subproject leader Courtney McGough.
CCPLS Self-Checkout Implementation Initiative - Team Contract

We each agreed to commit to the following:

- Commitments
- Participation
- Communication
- Problem Solving
- Decision Making
- Handling Conflict
- Meeting Guidelines
- Meeting Procedures
CCPLS Self-Checkout Implementation Initiative – The Key for US

COMMUNICATION:

• Blog (acted as our Issues List and Parking Lot)

• Email

• Our Website for drafts
  http://web.utk.edu/~jreynol17/592group/592grouppage.htm

• Asking for input on every document
Our Communication . . .

IS 592 Group Term Report

Self-Checkout at the Cornflake County Public Library System

The Project

Description of assignment and other related information from Dr. Pence's IS 592 site.

Members

- Kim Belskette
- Wendy Cruzen
- Jane Cambell
- Scott Jennings
- Courtney McGaug
- Kevin Reynolds
- Karen Wilson

Group Resources

- Group Blog (log in required)
- Group Meetings (log in to center form scheduled meetings)

The Parking Lot

9:00 to 1:30 p.m. EST

Project Documents

- Background
  - Draft Background (07/17/05)
  - Draft Background (07/18/05)
- Budget
  - Draft Budget (07/14/05)
  - Draft Budget (07/18/05)
- Change Log (07/18/05)
- Change Management Workflow
- Change Request Form (07/16/05)
- Cluster
CCPLS Self-Checkout Implementation Initiative - Our Resources

**Deadline:** January 2, 2006.

**Staff Effort Limit:** No team member will spend more than 25% of his/her work time on the project.

**Spending Limit:** $10,000 dollars.

**Project Priorities:** Cost, Scope, Schedule.
CCPLS Self-Checkout Implementation Initiative – Judging Success

Customer Acceptance Criteria (CAC):
• Patrons ability to check out items independently.
• Trained staff.

The machines must be . . .
• fully operational.
• should include all features as outlined during the selection project.
• have accessible, adequate instructions for patrons.
CCPLS Self-Checkout Implementation Initiative – Tasks to Be Accomplished

The major tasks required to complete the project will include:

- promotion of the new service.
- installation of the machines.
- testing and troubleshooting of the machines to ensure proper operation.
- training of circulation staff who will train patrons.
- promotion of the self-checkout units to the public.
**CCPLS Self-Checkout Implementation Initiative – Outside the Scope**

*The Project will NOT include:*

- the selection and purchase of the units.

- an evaluation of patron satisfaction with the new service.
CCPLS Self-Checkout Implementation Initiative

The Plan – Development of Subproject Lists and Milestones

Comlflake County Public Library

Self Check-out Implementation Initiative

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### Installation

**Kim Bellofatto**

- Determine installation procedures with IT: Eric Smith (Circulation)
- Identify location of self check units at all branches: Eric Smith (Circulation)
- Develop installation schedule: Eric Smith (Circulation)
- Set up units with IT and III present: Wendy Cornelisen (IT)
- Connect units to ILS by IT (software): Wendy Cornelisen (IT)
- Customize units to fit library branch: Wendy Cornelisen (IT)
- Troubleshoot IT Work with vendor: Wendy Cornelisen (IT)

### Operational Machines

- Set up each unit with IT and III present: Wendy Cornelisen (IT)
- Connect units to ILS by IT (software): Wendy Cornelisen (IT)
- Customize units to fit library branch: Wendy Cornelisen (IT)
- Troubleshoot any problems with test cases: Wendy Cornelisen (IT)

### Sign Instructions

- Develop installation schedule: Eric Smith (Circulation)
- Create instructions draft based on test cases: Eric Smith (Circulation)

### Internal Training

**Staff Training**

**Susan Jennings**

- Schedule a day/time for III to train select staff; reserve room: Layla Jones (Circulation)
- Identify those going to be trained (1-2 from each branch): Layla Jones (Circulation)
- Train key players to use and troubleshoot the machines: Jodie Gambill (IT)
- Schedule training deadline for key players to train branch colleagues: Layla Jones (Circulation)

### Promotional/ Instructional Material

**Marketing**

**Courtney McGough**

- Design signage announcing new machines, displayed in all branches: Pepper Wilson (PR)
- Create draft to be used on website and with local media: Kevin Reynolds (Circulation)
- Work with IT to place big announcement on web site: Pepper Wilson (PR)
- Contact local media to advertise the new development: Pepper Wilson (PR)
- Sign contract with printer to print all marketing and instructional signs: Pepper Wilson (PR)
- Determine locations for each announcement sign in each library branch: Kevin Reynolds (Circulation)
- Put up/"install" the signs to advertise new machines coming: Kevin Reynolds (Circulation)
- Finalize instructions and send info to marketing for instruction posters: Kevin Reynolds (Circulation)
- Put up the instructional signs/posters: Kevin Reynolds (Circulation)

### Opening Day Promo

- Send info for signs announcing "opening day"/party to marketing: Kevin Reynolds (Circulation)
- Buy decorations for CHECK IT OUT party for all branches: Pepper Wilson (PR)
- Schedule caterer for parties: Pepper Wilson (PR)
- Coordinate with caterer to set up CHECK IT OUT party: Pepper Wilson (PR)
- Promote CHECK IT OUT by giving away items provided by vendor: Pepper Wilson (PR)

### Project Evaluation

- Create survey if it is a written one: Courtney McGough (Mngmnt)
- Survey site staff to determine satisfaction with the deliverable: Kim Bellofatto (Management)

### Close-Out

**Team Documents**

**Susan Jennings**

- Survey of team (Lessons Learned, Troubleshooting for tweaking): Susan Jennings (Management)
Project Start

Project Plan Approved

Initiation

Planning

Signs are displayed in all branches and announcement is on library website.

Location of each machine is finalized.

Execution

Machines arrive.

Training of staff is complete.

Each machine is customized and ready for trial run.

“Opening Day” for use by patrons - CHECK IT OUT promotional party

Close Out

End of Project - Survey of Team Members and Staff
## CCPLS Self-Checkout Implementation Initiative – Outlining Tasks

<table>
<thead>
<tr>
<th></th>
<th>Marketing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>External Advertisement</td>
</tr>
<tr>
<td>2</td>
<td>Create blurb to be used on website and with local media</td>
</tr>
<tr>
<td>3</td>
<td>Work with IT to place big announcement on website</td>
</tr>
<tr>
<td>4</td>
<td>Contact local media to advertise the new development</td>
</tr>
<tr>
<td>5</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Internal Advertisement (Signage)</td>
</tr>
<tr>
<td>7</td>
<td>Design signage announcing new machines, to be displayed in all branches</td>
</tr>
<tr>
<td>8</td>
<td>Sign contract with printer to print all marketing and instructional signs</td>
</tr>
<tr>
<td>9</td>
<td>Determine locations for each announcement sign in each library branch</td>
</tr>
<tr>
<td>10</td>
<td>Hang up the signs to advertise new machines coming</td>
</tr>
<tr>
<td>11</td>
<td>Signs are displayed in all branches and announcement is on library website</td>
</tr>
<tr>
<td>12</td>
<td>Finalize instructions and send the information to Marketing for instruction posters</td>
</tr>
<tr>
<td>13</td>
<td>Hang up the instructional signs/brochures</td>
</tr>
</tbody>
</table>

**CHECK IT OUT Opening Day Party**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>14</td>
<td>Send information for signs announcing exact “opening day” of machines CHECK IT OUT party to marketing</td>
</tr>
<tr>
<td>15</td>
<td>Hang up signs to advertise “opening day” CHECK IT OUT party for all branches</td>
</tr>
<tr>
<td>16</td>
<td>Schedule caterer to do refreshments for CHECK IT OUT party for all branches</td>
</tr>
<tr>
<td>17</td>
<td>Buy decorations for CHECK IT OUT party for all branches</td>
</tr>
<tr>
<td>18</td>
<td>Set up CHECK IT OUT party</td>
</tr>
<tr>
<td>19</td>
<td>Host the CHECK IT OUT party on opening day and give away promotional items provided by Ill</td>
</tr>
</tbody>
</table>

**Installation**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>21</td>
<td>System Installation</td>
</tr>
<tr>
<td>22</td>
<td>Determine installation procedures with IT</td>
</tr>
<tr>
<td>23</td>
<td>With the consult of IT, identify where self check units will be placed at all branches</td>
</tr>
<tr>
<td>24</td>
<td>Location of units finalized</td>
</tr>
<tr>
<td>25</td>
<td>Develop installation schedule with IT, Circ/ Patron Services, and IT representative at all branches</td>
</tr>
<tr>
<td>26</td>
<td>Machines arrive</td>
</tr>
<tr>
<td>27</td>
<td>Set up each unit with IT and IT present</td>
</tr>
<tr>
<td>28</td>
<td>Connect units to LLS by IT</td>
</tr>
<tr>
<td>29</td>
<td>Customize units to IT library/branch (Circ and Patron Services/IT involved)</td>
</tr>
<tr>
<td>30</td>
<td>Each machine is customized and ready for trial run</td>
</tr>
</tbody>
</table>

**System Testing and Troubleshooting**

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<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>31</td>
<td>Troubleshoot IT/Work, consult with IT if needed</td>
</tr>
<tr>
<td>32</td>
<td>Recruit trial users from staff and patrons</td>
</tr>
<tr>
<td>33</td>
<td>Create logs for the trial users to complete during test cases</td>
</tr>
<tr>
<td>34</td>
<td>Run test cases with the patrons/staff volunteers</td>
</tr>
<tr>
<td>35</td>
<td>Troubleshoot any problems with test cases</td>
</tr>
<tr>
<td>36</td>
<td>Create instructions draft based on test cases</td>
</tr>
</tbody>
</table>

**Internal Training**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>37</td>
<td>Schedule a day and time with a map from IT to train select staff, reserve room for training</td>
</tr>
<tr>
<td>38</td>
<td>Identify those going to be trained (key players, 1-2 from each branch)</td>
</tr>
<tr>
<td>39</td>
<td>Train key players to use the machines and troubleshoot/mediate patron problems</td>
</tr>
<tr>
<td>40</td>
<td>Training of staff is complete</td>
</tr>
<tr>
<td>41</td>
<td>Schedule training program and deadline for key players to train their branch colleagues</td>
</tr>
</tbody>
</table>

**Close-Out**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>42</td>
<td>Create circ staff survey</td>
</tr>
<tr>
<td>43</td>
<td>Survey Circ Staff</td>
</tr>
<tr>
<td>44</td>
<td>Survey of team (Lessons Learned, Troubleshooting for tweaking)</td>
</tr>
<tr>
<td>45</td>
<td>Project is complete</td>
</tr>
</tbody>
</table>
## CCPLS Self-Checkout Implementation Initiative – Assessing the Risks

<table>
<thead>
<tr>
<th>Marketing</th>
<th>1. Design flaws such as vague, not appealing, too wordy, blends into environment so that people will ignore or not read</th>
<th>2</th>
<th>3</th>
<th>0</th>
<th>2</th>
<th>3</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Patron services takes forever to give feedback or to confirm</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Work with IT to place big announcement on web site</td>
<td>1. Scheduling priorities among staff, organizational bureaucracy (Not enough time to do it, bogged down in IT Committee which approves consistency in design (take too long to run up the chain), may not get buy in from IT staff (not a priority to them))</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>2. Technical difficulties (system crash, etc.)</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>3. Poor design/placement of announcement (placed “below” initial screen [like being below the fold in a newspaper]—requires paging down to view so may be missed, misprints/errors in information, misspellings, bad wordings; website gets redesigned and loses info)</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Contact local media to advertise the new development</td>
<td>1. Newspaper/TV/radio may not want to run the story</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

- Seek patron input; discuss with staff; hire professional sign expert; discuss with other libraries that have implemented the system
- Ensure they have buy-in from the beginning, hire professional sign expert, use their suggestions as well as patron feedback
- Get buy-in from IT early on; include in all communications; have upper management elicit support
- Be certain there is a back-up
- Work in collaboration with IT on the design, work with the web development committee; proof pages before going live
- Purchase advertising spots
- Provide them with a written statement in advance with pertinent facts and figures; arrange agreement so that the library can proof the article prior to publishing; help write the story for nobody; provide a library spokesperson
CCPLS Self-Checkout Implementation Initiative – Planning the Schedule
## CCPLS Self-Checkout Implementation Initiative – Planning the Budget

<table>
<thead>
<tr>
<th>Activity</th>
<th>PR Staff</th>
<th>Staff</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buy decorations for CHECK IT OUT party for all branches</td>
<td>PR Staff</td>
<td>$0.00</td>
<td>$22.50</td>
</tr>
<tr>
<td>Set up CHECK IT OUT party</td>
<td>PR Staff</td>
<td>$0.00</td>
<td>$165.00</td>
</tr>
<tr>
<td>Promote CHECK IT OUT by giving away promotional items provided by vendor</td>
<td>MATERIAL: SIGN HOLDERS (50 individual clear press-mount sign holders)</td>
<td>$1,012.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>MATERIAL: SIGN PAPER (1 ream 80# high-gloss white paper)</td>
<td>MATERIAL: PRINTER INK (black and color cartridges)</td>
<td>$8.00</td>
<td>$70.00</td>
</tr>
<tr>
<td>MATERIAL: INSTRUCTION PAPER (1 ream 80# off-white paper)</td>
<td>MATERIAL: PARTY DECORATIONS (napkins, plates, cups, tablecloths)</td>
<td>$5.00</td>
<td>$125.00</td>
</tr>
<tr>
<td>MATERIAL: PARTY DECORATIONS (balloons, streamers, centerpieces)</td>
<td>MATERIAL: REFRESHMENTS (light hors d'oeuvres, snack foods, dips, fresh fruits/veg)</td>
<td>$125.00</td>
<td>$800.00</td>
</tr>
<tr>
<td>MATERIAL: REFRESHMENTS (lemonade, soft drinks, tea, coffee)</td>
<td>MATERIAL: REFRESHMENTS (lemonade, soft drinks, tea, coffee)</td>
<td>$200.00</td>
<td></td>
</tr>
</tbody>
</table>

### Installation Costs

<table>
<thead>
<tr>
<th>Activity</th>
<th>Staff</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determine installation procedures with IT</td>
<td>IT Staff</td>
<td>$69.75</td>
</tr>
<tr>
<td>With the consult of IT, identify where self checkout units will be placed at all branches</td>
<td>IT Staff</td>
<td>$412.50</td>
</tr>
<tr>
<td>Develop installation schedule with IT, Circ/Patron Services and representative at branches</td>
<td>IT Staff</td>
<td>$95.25</td>
</tr>
<tr>
<td>Set up each unit with IT and III present</td>
<td>Vendor Support</td>
<td>$384.00</td>
</tr>
<tr>
<td>Connect units to ILS by IT (software)</td>
<td>Vendor Support</td>
<td>$192.00</td>
</tr>
<tr>
<td>Customize units to fit library branch: Circ and Patron Services: IT involved</td>
<td>IT Staff</td>
<td>$625.00</td>
</tr>
<tr>
<td>Troubleshoot IT Work with Ill, consult with vendor if needed</td>
<td>Vendor Support</td>
<td>$352.00</td>
</tr>
<tr>
<td>Recruit trial users from staff and patrons</td>
<td>IT Staff</td>
<td>$23.00</td>
</tr>
<tr>
<td>Run test cases with the patron/staff volunteers</td>
<td>IT Staff</td>
<td>$261.00</td>
</tr>
<tr>
<td>Troubleshoot any problems with test cases</td>
<td>$320.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Draft instructions based on test cases to send to marketing</td>
<td>$46.00</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

### Internal Training Costs

<table>
<thead>
<tr>
<th>Activity</th>
<th>Staff</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schedule a day and time with a rep from Ill to train select staff; reserve room for training</td>
<td>$11.50</td>
<td>$0.00</td>
</tr>
<tr>
<td>Identify those going to be trained (key players, 1-2 from each branch)</td>
<td>$323.00</td>
<td>$0.00</td>
</tr>
<tr>
<td>Train key players to use the machines and troubleshoot/handle patron problems</td>
<td>$51.75</td>
<td>$0.00</td>
</tr>
<tr>
<td>Schedule training program/dates for key players to train their branch colleagues</td>
<td>$11.50</td>
<td>$0.00</td>
</tr>
<tr>
<td>MATERIAL: REFRESHMENTS FOR TRAINING DAY (coffee, tea, juice, pastries)</td>
<td>MATERIAL: PAPER FOR DOCUMENTATION (1 ream 20# white bond)</td>
<td>$250.00</td>
</tr>
<tr>
<td>MATERIAL: BINDERS (18 navy 1-1/2” binders one for each trainer)</td>
<td>MATERIAL: BINDERS (18 navy 1-1/2” binders one for each trainer)</td>
<td>$63.00</td>
</tr>
</tbody>
</table>

### Internal Costs

<table>
<thead>
<tr>
<th>Staff</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>$6,251.88</td>
<td>$1,320.75</td>
</tr>
</tbody>
</table>

### External Costs

<table>
<thead>
<tr>
<th>Materials</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,739.00</td>
</tr>
</tbody>
</table>

### Budget Total

<table>
<thead>
<tr>
<th>Staff</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>$6,251.88</td>
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<table>
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<tr>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>$9,311.63</td>
</tr>
</tbody>
</table>
CCPLS Self-Checkout Implementation Initiative – Handling Change
Lessons Learned
(a.k.a. “Everything I Learned About Project Management, I Learned in This Class”)

We have been actually working on a DUAL project… both as the CCPLS and as a subproject team in IS592. We have learned the following:

• Successful PM = LONG time + Planning.
• Summer Semester is TOO short.
• Don’t Procrastinate – Agreement on the charter is CRUCIAL to the rest of the project!!
• Greater members = the longer the time needed to work through documents and reach consensus BUT greater members = more hands to work on tasks.
• There really IS no “I” in “TEAM” so leave your ego at the door and take nothing personal.
• More input = a better product! More heads are better then one!
• Consensus IS better than total agreement.
• Empower the team and exhibit initiative as a team member.
• Play to your strengths.
• The stages of team building are true: We went through it!
• Communication is key.
For More Reading on Self-Checkout Units . . .


Or visit our Web site:
http://web.utk.edu/~jreyno17/592group/592grouppage.htm
Questions?
Thank You!!