# ERP Implementation using SaaS

**MBA-INFORMATION SYSTEMS MANAGEMENT**

**Batch 2011-2013**

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# CONTENT

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This is to acknowledge the help, guidance and support that I have received during the ERP Implementation using SaaS.

I would like to thank Mr. Shashank Hirwarker, Business Head ETH Limited for encouraging me to take up such ambitious project and for giving unconditional support, throughout my project and giving in-depth knowledge about Business Development.

I am also thankful to **"THE UNIVERSITY OF PETROLEUM AND ENERGY STUDIES, DEHRADUN"** for providing me an opportunity to pursue this project and for providing me with the sufficient help whenever required.

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# CERTIFICATE

This is to certify that Mr. Himanshu Swarnkar Roll No. R750211009, Student of MBA-ISM, 2011-2013 has turned his dissertation on the topic "ERP Implementation using SAAS" for the partial fulfillment of the award of the degree of Post-Graduation under my guidance.

This report is the result of his own work and to the best of my knowledge. No part of it has earlier comprised of any other report, monograph, dissertation or book. This project was carried out under my overall supervision.

Date:

Place:

<div align="right">

Bharat Jain
Faculty of CoMES, UPES

</div>

# INTRODUCTION

## Company Profile

ETH is one part of Siva Group among 39 verticals. The story of Siva Group in a nutshell is a future spotter, early entrant, market maker ... a story of vision, speed, consolidation and operational excellence. Started in 1986 by Mr. C Sivasankaran, the Group today is a US$ 3 billion conglomerate, with operations in Realty, Telecom, Project Engineering, Shipping, Energy, Agri exports and e-education / software.

As early as 1988, Mr Sivasankaran recognized the enormous potential of personal computers. Way back then, Siva PCs went on to become the benchmark value definers and trend setters for the nascent industry. In the following years, the group's reputation as a pioneer and 'Nextpert' grew rapidly as it went on to build leading brands in broadband connectivity, mobile telephony and food & beverages, proving with each venture, the core competencies of the group in terms of entrepreneurial spirit, operational capability and unmatched skill in scaling.

The mobile brand Aircel created by the Siva Group was one of the major players in the mobile market then, changing the rules of the game from the word go. Post its divesture in March 2006, the Group has been making its presence felt in the fields of Realty, Project Engineering, Shipping, Energy, Agri exports and e-education / software initiatives, both in India and abroad.

While the Siva Group has grown to become one of the most successful business houses in the country, it has stayed rooted to the guiding business principles and beliefs of its founder promoter Mr. C. Sivasankaran, viz.
- Identify unfulfilled needs of society
- Convert such needs into business opportunities, seizing the first mover advantage
- Offer high quality products and services at reasonable prices while enhancing wealth for all the stakeholders
- Create wealth with social responsibility

ETH is a software product organization responsible bringing education to the home for millions of learners exceeding the geographical, economical and language barriers. ETH leverages the power of Information and Communication Technologies, to achieve its mission of mass personalized education. ETH is about freedom and it is expressed in its creations, organization culture and its empowerment process.

ETH Research Lab was founded in 1998 by Dr. Vijay P Bhatkar to develop technologies and content to bring 'Education to Home' using technology as a media such as through Internet, Television, Mobile and CDs. ETH research lab is an ISO 9001:2000 certified lab.

The core mission of ETH is to bring Education to Home, transcending the barriers of geographies, languages and economic levels, through innovation in Information and Communication Technologies.

The Company was established in **1998** with the idea of implementing the DTH services in India by developing the next generation set top box and also architect the delivery platform.

In **1999** ETH introduced its Internet services in the city of Pune with dialup offerings under the brand **eth.net** which became very popular in a very short time and it redefined the entire Internet industry due to its innovative offerings and very affordable pricing. The service was extended to entire India in a very short time.

ETHRL then focused on developing software solutions involving operational support system including the associated network management and billing systems. After successfully launching the dial-up services it was decided to pioneer broadband Internet in India using DSL technology. The name Dishnet was changed to **DishnetDSL**, to highlight the underlying technology. However the incumbent telecom operator at that time was not ready for the concept of collocation.

In 2003, it was decided to create its own Metropolitan Area Network using **DSLAMS** and cables fanning out in different parts of the cities with DSLAMS connected by fiber optic network. This was an innovative way of launching DSL services anywhere in the world. In order to support the infrastructure creation, network management and operating the services, ETHRL got engaged in developing various software systems required for deployment. The DSL based broadband internet services were implemented and deployed in different cities across India. It was then decided to transfer the DSL business to VSNL, which was acquired by Tata. Dishnet Wireless Limited (DWL) was then formed to launch wireless broadband using Wi-Fi and Wi-Max technologies. ETHRL got engaged in developing end-to-end Operation Support Systems for these services and its solutions became the software backbone for DWL's operations. DWL was merged into Aircel, the cellular group company in 2006 and was taken over by Maxis, Malaysia.

All along Education remained the core mission and a corporate social responsibility. In the process ETHRL developed offerings for schools, colleges, universities, students and parents, in the form of campus management solutions, portals and content by launching a new product **Digital Campus** in the domestic as well as the international market. To strengthen the mission the organization recently launched the virtual classroom **ETH.NExT** centers.

Today ETHRL located in Pune is a wing of ETH Limited headquartered in Chennai, driving this Education to Home mission on one hand and creating innovative products and services such as in the domains of Education, Enterprise and Telecom.

## Mission

Education has remained the core mission and a corporate social responsibility of ETHRL. Towards fulfillment of this mission ETH has developed offerings for schools, colleges, universities, students and parents, in the form of campus management solutions, portals and content.

| ETHRL Mission | |
|---|---|
| 1000000 | Students |
| 100000 | Homes |
| 10000 | Schools |
| 1000 | Education Centres |
| 100 | Network Centres |
| 10 | Co-Labs |
| 1 | Research lab |

## Services

### 1. Solutions

ETH is providing the solutions for improving quality of education by leveraging benefits of ICT in learning, teaching, administration and collaboration in schools. ETH is driving the 'ICT for school transformation' initiative, architected as a global collaboration platform for schools across geographic regions, syllabuses and languages. The innovative membership offerings in the 'ICT for School' platform brings affordability and effectiveness of ICT in teaching, learning, administration and collaboration, not only within a school, but extending across schools, teachers, students and parents. Major solutions provided by ETH are as follows:

- Digital Campus
- Digital Content
- Mobility Solutions

## Digital Campus:

Digital Campus is a one-stop-solution for an educational institution for all its needs, assuring a clean admission processes, timely collection of fees, disciplined scheduling of classes, accurate processing of results, assuring financial position, assuring parents of child progress, empowering teachers with content tools and much more.

Digital Campus helps reduce 'papered' operations of administration and schooling. This reduced effort in repetitive and administrative tasks helps teachers focus on teaching, creation of notes and guiding students at a personalized level. With the ability to interface with e-learning tools such as Knowledge Repository, Virtual Classroom and Content Management Systems, Digital Campus enhances the creative output of a teacher.

Knowledge Repository is an integrated LMS which helps school in accumulating and improving on the various learning resources which can be used by teachers and students for teaching and learning process.

Digital Campus also acts as integrated platform for enabling effective educational governance of the School / College. Integrated Communication and Collaboration systems helps integrating various communication channels like SMS, Email, News feed, Circulars etc for effective communication.

Digital Campus is available in several formats – School Edition, College Edition, Parent Portal and Admin Portal. Group of institutions can also be governed through Admin Portal which is very effective for Educational Societies and Educational Authorities.

Currently the product has been installed in more than 200 locations across India and Middle East.

## Digital Content:

ETH is working with several educational content creators and content providers to offer a spectrum of CDs starting from pre-school education and going through primary, secondary and higher secondary education, in multiple languages covering Marathi, Hindi, English and other languages of different states. CDs are also being prepared to impart cultural as well as value based education for children to imbibe ethics and values.

This content will comply with the SCORM standard, so that teachers can modify the CD content to suit their individual requirement and local context. One of the highlights of these CDs is the examination module for both self-assessments as well as for preparing for formal exams.

## Mobility Solutions:

With massive advancements being introduced in mobile devices and technologies, the mobile handset is no longer just a medium of plain communication. Today handsets are available with a number of enhancements, capabilities, interfaces and hence the possibilities to extend it from a mere talking medium to a medium of transacting, teaching, learning and operating. ETH

is engaged in developing innovative mobile based software solutions that give users the 'freedom to operate', be it an enterprise, an institution, a home, bank or a student.
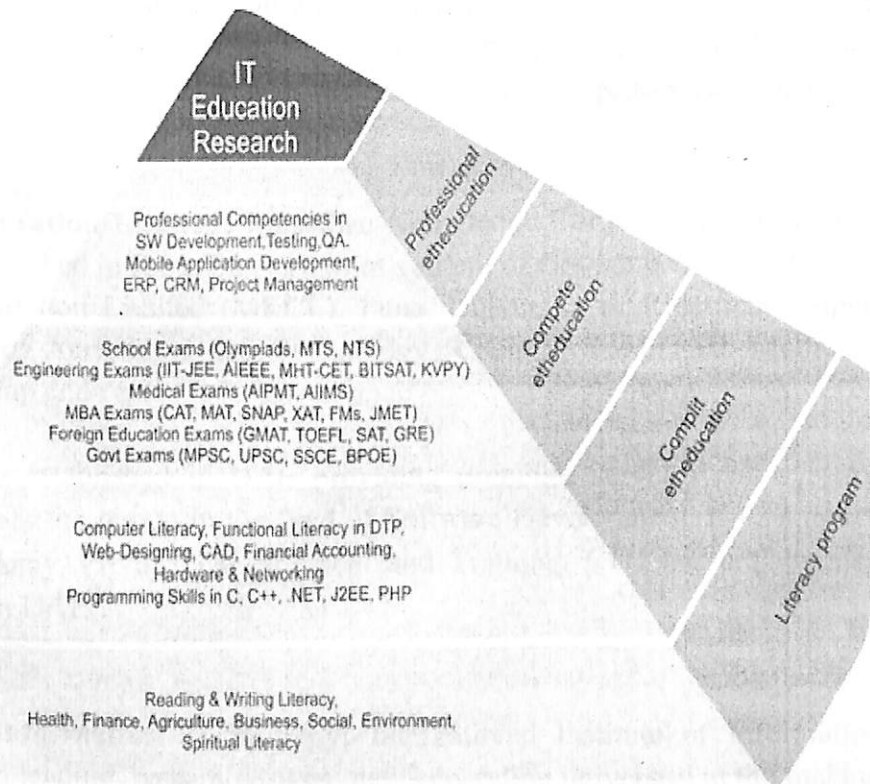
ETH specializes in the conceptualization and creation of mobile and web applications for your business or personal needs. ETH designs and develops outstanding applications for:
- iPhone/iPad/iTunes Applications Development
- Android Applications Development
- Windows Mobile Applications Development
- Blackberry Applications Development

## 2. Training

A vast population of India still remains deprived of education due to the barriers of geographies, languages and economic levels. ETH has embarked on a mission of bringing multiple channels of education to the doorsteps of aspiring learners using the continual advances in Information and Communication Technologies

Through the etheducation program, ETH offers a wide range of courses catering to various requirements of knowledge in the social pyramid, starting right from basic computer literacy, functional education and going higher up the pyramid towards advanced professional competencies.



The training programs offered by ETH:

- Computer Literacy
- Vocational Courses
- IT Certificate Courses
- IT Diploma Courses
- Competitive Courses

## Business Associates

ETH is harnessing the power of networking to create and deliver its educational courses, products and services through strong associations with leading universities, educational institutions, technology & content providers and business associates. Currently ETH is associated with the following institutions:

**Pune University:** The University of Pune (formerly the University of Poona), is one of the leading universities in India. ETH and Pune University offer joint certification to several vocational courses.

**Maharashtra Knowledge Corporation Limited:** Maharashtra Knowledge Corporation Limited (MKCL) was promoted by the Department of Higher and Technical Education, Government of Maharashtra, India and was incorporated under the Companies Act, 1956 on August 20, 2001 as a Public Limited Company, to create new paradigm in education and development through universalization and integration of Information Technology in teaching, learning and educational management processes in particular and socio-economic transformative processes in general. ETH is an authorized Training Provider of MKCL.

**Rajasthan Knowledge Corporation Limited:** Rajasthan Knowledge Corporation Limited is a Public Limited Company established in Rajasthan as a joint venture of Government of Rajasthan, Maharastra Knowledge Corporation Limited (MKCL), Pune, University of Rajasthan, Jaipur, Maharana Pratap University of Agriculture and Technology, Udaipur, Vardhaman Mahaveer Open University, Kota, Rajcomp and center for e-governance.

**BMS Solutions:** A company established in UAE providing premium services and systems integration to its clientele across the region in the field of Software Development, E-Commerce Solutions, Technical Consultancy, Product Development and Training. ETH has collaborated with BMS for the operations in UAE.

**International Institute of Information Technology:** International Institute of Information Technology ($I^2IT$) is the world leading, research driven, new generation university in the making that offers advanced postgraduate programs in Information Technology, Biotechnology,

Nanotechnology, Oil & Gas, CFD, Engineering & Management. ETH and I²IT jointly offer 'Professional etheducation' courses.

**Vijanna Bharati:** Vijnana Bharati is essentially a nationalistic, patriotic and humanistic science movement where science, involving both engineering and technology, is aimed at societal development, social harmony, ecological balance and environmental sanctity. It would be a totally positive and constructive movement. ETH along with Vijnana Bharati conducts the Jnana Vijnana Pratibha Pariksha, a knowledge discovery examination based on Indian scientists and their contribution.

# OBJECTIVE

Objective of the project was to implement the Digital Campus at **Smt. R. L. English School**. This project was in initial phase and the objective was to complete the initial phase of the project within the specified time. ICT for School Transformation initiative of ETH Limited, India aims at leveraging the benefits of Information & Communication Technology (ICT) in Learning, Teaching, Administration and Collaboration. Digital Campus, flagship product of ETH, acted as the platform to enable this transformation.

With the stated objectives school agreed to work with authorized partner of ETH Limited under the ICT for School Transformation Membership Model for the unlimited duration.

**ICT for School Transformation**

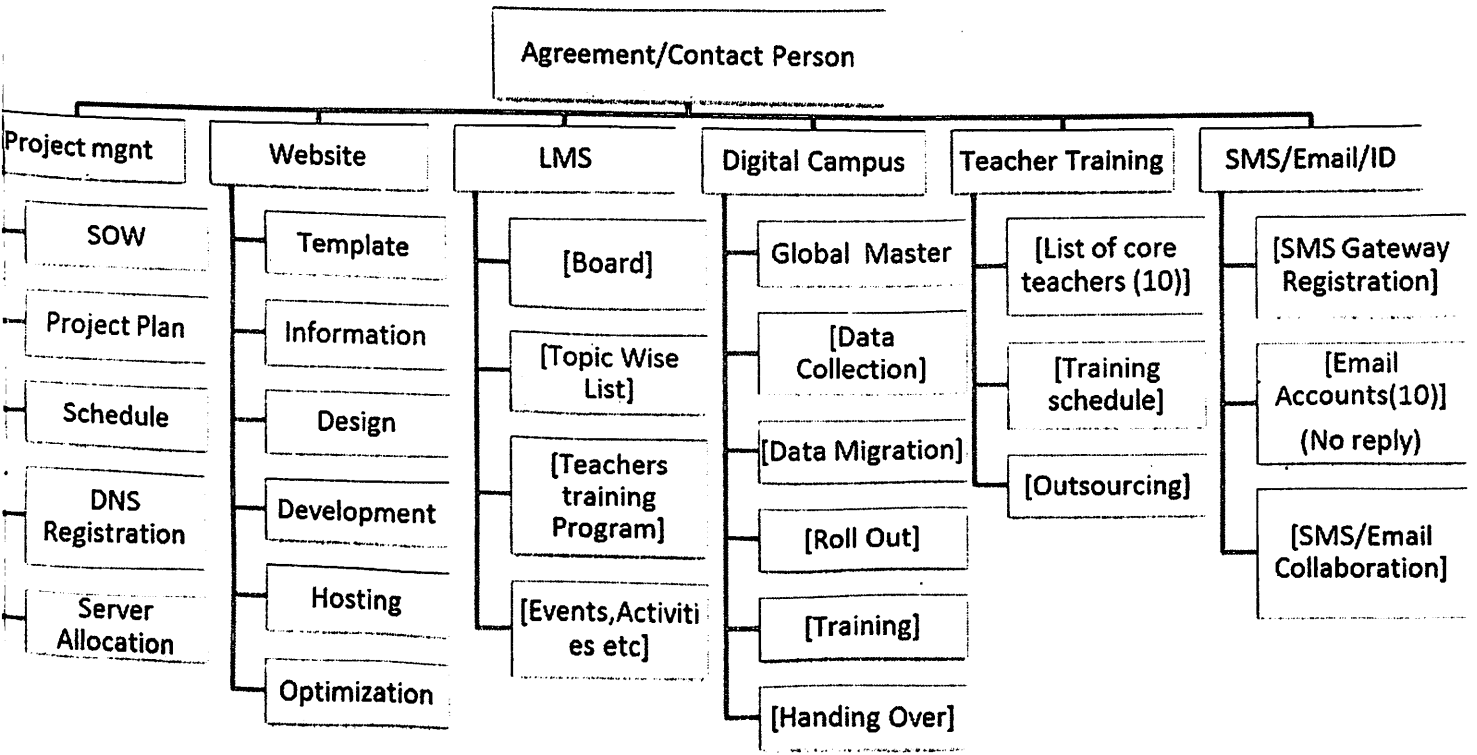| ICT for Learning & Teaching | Digital Campus and Schools Collaboration |
|---|---|
| Introduction to ICT for School Transformation Program, Introduction of the participants and discussion on this Training Program. | Introduction to Digital Campus, School Collaboration. |
| **Computer Literacy**<br><br>Windows Explorer, Word Processing.<br><br>Exploring the content of CD, DVD, and Pen drive.<br><br>using Windows Media Player, VLC Player.<br><br>Techniques of playing Cd's, DVDs, | **Registering students name in Campus Software.**<br><br>1. *Difference between using Excel and Administrative Software for School Administration. (students entry )*<br>2. *Register 50 Students using Digital Campus*<br>3. *Staff registration* |
| **Internet Literacy** | **Fee Management**<br>1. *Fee Submission* |

| | |
|---|---|
| Introducing Search Engines<br><br>Searching selected information<br><br>Techniques of Using Search Engine<br><br>How to Download the information.<br><br><br>Introducing LMS (Learning Management System)<br><br><br><br>- Creating Class<br>- Accessing Class | 2. *Receipt Modification/ Cancellation, Refund Fees*<br>3. *Daily Fee Collection Report*<br>**Scholarship Management** |
| **e-Mail**<br><br><br>- Creating your own account<br>- Accessing and sending email<br>- email Attachment<br>- email Management<br>- Sending email to teachers, students and Parents. | **Student and staff profile Management**<br><br><br>**Result Management**<br><br><br><br>1. *Define Marking Scheme,*<br>2. *Marks Entry, Result Generation*<br>3. *View/Print Mark Sheets, Exam wise Report* |
| **Preparing Lesson Plans**<br><br><br>- Power Point Presentation Skills<br><br>**Chatting**<br><br><br>- **Text Chatting**<br>- **Voice Chatting**<br>- **Chatting with students and Teachers**<br>- **Video Chatting**<br>- **Discussion / Meeting** | **Creating Question Bank for Online Examination**<br>1. *Preparing question Bank*<br>2. *Approve Question Bank*<br>3. *Conduct Mock Exams.* |

| | |
|---|---|
| "The implementation of multimedia in teaching". Internet in Class: practical, technological and methodological problems. Objectives and pedagogical strategies. | |
| **Exploring Educational Website**<br><br>- Techniques of using Educational CD's<br>- Techniques of Teaching using e-content<br>- Exploring Academic Content : Text, Audio and Video | **Library Management**<br><br>1. Search for a book. (OPAC)<br>2. Issue/ Return a Book<br>3. Search user Transactions.<br>4. Accession register.<br><br>**Free practice in the labs, with the presence and assistance of a tutor** |
| **Learning Management System**<br><br>- **Uploading the content**<br>- **Downloading the Content**<br>- **Content Presentation.**<br>- **Accessing Recorded Classes**<br><br>**Free practice in the labs, with the presence and assistance of a tutor** | **Interactive sessions:**<br><br>- **Question Bank,**<br>- **Fee Management**<br>- **Library Management**<br>- **Result Processing**<br><br>**Knowledge Bank** |
| Concept of School Knowledge Portal<br><br>- Concept of Portal<br>- Using Edu. Videos<br>- Learning Teaching ref.<br>- Audio & Video Interface<br>- Educational Sites Links<br>- User interaction | **Creating Due List**<br><br>- *Generate defaulter list using Digital Campus*<br>- *Classwise/Monthwise defaulter List*<br><br>**Free practice in the labs, with the presence and assistance of a tutor** |
| **Lesson Plan Presentation** | **Students Profile** |

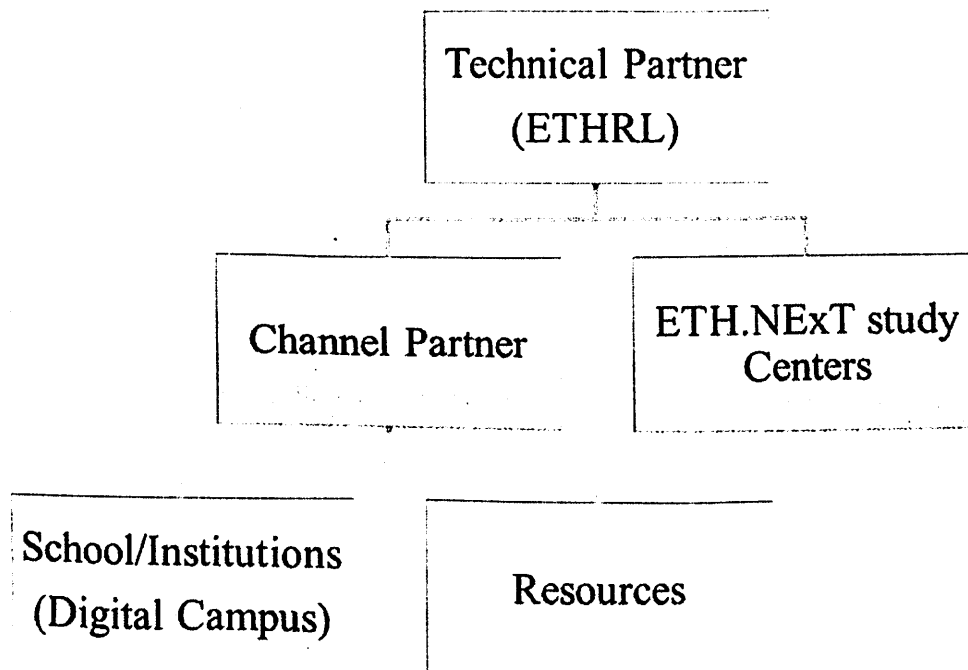| | |
|---|---|
| 1. Techniques of Presenting Lesson Plans<br><br>2. Methods of using Best Lesson Plans on Net<br><br>3. Online Presentation of Lesson Plans.<br><br>Presentation on Teaching and Learning English: a Multimedia Approach". Where learning approaches acquisition: songs and computers in the classroom. | 1. *Students Profile with Photo Identification.*<br>2. *Students Attendance.*<br>3. *Library Transaction Details,*<br><br>*Mock Exams and Academic Exams details.* |

## Phases of the Project

The project involved various phases which are being shown in the following diagram

# PROJECT DESCRIPTION

ETH has the product **Digital Campus** which helps to improve the school management by automating the processes and increasing the transparency in the processes using the Information and Communication Technology. It also helps to increase the computer literacy to the students as well as the other employee and the parents by providing the facilities of online education and e-learning.

**Implementation Model**

```
            ┌─────────────────────────┐
            │   Technical Partner      │
            │      (ETHRL)             │
            └─────────────────────────┘
        ┌──────────────┴──────────────┐
┌───────────────────┐      ┌───────────────────┐
│  Channel Partner   │      │  ETH.NExT study   │
│                    │      │     Centers       │
└───────────────────┘      └───────────────────┘

┌───────────────────┐      ┌───────────────────┐
│ School/Institutions│      │                   │
│  (Digital Campus)  │      │    Resources      │
└───────────────────┘      │                   │
```

This model is the cost effective and time bound model which defines the responsibilities of each entity.

**Roles and Responsibilities of School**

✓ To appoint dedicated Project Coordinator.
✓ To provide all the relevant information, formats and templates to ABP in schedule
✓ To provide all Schedules related to Admission, Fees, Examination, Financial Accounting and Payroll to ABP to plan the proactive support.
✓ To follow the schedules of implementation as per Project Plan and make sure that all activities are performed as per schedule.

- ✓ To update on any deviations in schedules to ABP.
- ✓ In case of any changes or issues in system, raising Trouble Ticket to ABP in form of CR (Change Request ) document.
- ✓ Required change requests will be regulated by the Integrated Change Control mechanism where representation of Project coordinator of School, Project Manager of ABP and Project Manager ETH will discuss these change requests and against the feasibility it will be scheduled for development. Change Requests of existing features will be covered under customization and all customization will be covered in first year. These customization in year 1 will be non-chargeable. However new features required by School which are not the part of ETH offered features in Proposal will be chargeable"
- ✓ To collect payments from Students and as per the payment terms and transferring the payments to ABP.
- ✓ During application maintenance and downtime, communicating with ETH and ABP in case of any urgent schedules.
- ✓ Facilitating ETH and ABP team to make the project implementation successful.

**Roles and Responsibilities of ETH Limited, Pune** as Solution Provider as well as Product Company
- ✓ Product Development and release
- ✓ License Management
- ✓ Server Hosting, Web Site Development
- ✓ Documentation
- ✓ Online Support
- ✓ Support to School through ABP

**Roles and Responsibilities of ABP (Authorized Business Partner )**
- ✓ Data Collection from School Project Coordinator.
- ✓ Installation and Configuration as Extended ETH Team.
- ✓ Project Management and Scheduling.
- ✓ Training of end users.
- ✓ Providing extended support to School Project Coordinator.
- ✓ Payment Collection from School as per schedules.
- ✓ Coordination of Change Request as separate schedules.
- ✓ Monthly online review with School Project Coordinator and Half yearly review with School Management.
- ✓ Updating School Project Coordinator for Server downtime in case of application maintenance, upgradation, updation, backup and inconsistency.
- ✓ Responding to School on any issue within 3 working days with solution or schedules of solutions.
- ✓ Providing Online Support and Telephonic Support.

# PROJECT EXECUTION

## Digital Campus

Digital Campus is the most Comprehensive Administration Automation Suite for any kind of Educational Institution developed by ETH. This product provides the ERP solution for the educational institutions. It includes following features:

**Student Admission:** Digital Campus organizes the admission process and makes it more effective. This comprehensive system enables you to track applicants from initial inquiry to enrollment. With Digital Campus you can capture important information necessary to make enrollment decisions regarding the applicants and maintain a comprehensive record of each contact.

**Fees Management:** Digital Campus helps you take control over school fees with ease and track fees of students at school in a user friendly and efficient manner and it is tightly integrated with Admission, Financial Accounting, Transportation and Clearance system. It speeds up and automates the work of fee collection and receipt generation with the aim to minimize human errors and also lets you print the standard reports for fee collection as per the requirement.

**Attendance Management:** Using this module the concerned teacher of the class can mark student as absent for a particular day, can manage the attendance of students of various classes, and able to edit student attendance. He/She can also view the attendance for a specified duration. Regular and on-time attendance will help to evaluate students' performance.

**Staff Leave management:** This module takes care of leave management and attendance that integrates these two critical HR tasks. It intelligently adapts to your policy and allows employees and their managers to manage their leaves and mark their attendance.

**Certificates:** Using this module the user can track the various certificate related activities. So he/she can issue Bonafide Certificate, School Leaving Certificate, Attempt Certificate etc with the help of this module. Also the user can view issued certificate details and can re-issue certificates. Staff experience certificate can also be issued using this module.

**Financial Accounting:** Financial Accounting module in Digital Campus gives the school a solution to make an accounting for their transactions. The application can be easily configured to give a picture of finances of the school. You can create different ledgers as you need like separate ledgers for students or staff members for tracking all transactions.

**Pre Exam and Post Exam:** This module deals with the various activities which are necessary to be defined before and after examination. The tasks provided in this module are defining result masters (creation of examination categories, exams, grading system for non-graded standard and for graded standard etc.), assigning teacher for marks entry, defining marking schemes and blank sheets for marks entry.

**Result Processing:** Digital Campus has a comprehensive student evaluation system or Examination & Result Processing system. You can define the way you need to enter the marks for a class, create the rules for calculating percentages, etc.

**Online Assessment Engine:** Beside these usual fields of activity, the Academic entity does the most important work for the examination. There is provision for teachers to send their selection of questions to the Academic entity. This particular entity is monitored by the Administration entity. As questions come in from the teachers, the administrator has the right to randomly choose questions that are to be set for a particular exam.

There are also some Ad-on Features which are as follows:

- ✓ SMS & Email Integration
- ✓ Transport Management
- ✓ HRMS
- ✓ Payroll Management
- ✓ School / College Website
- ✓ Parent Portal

## Scope and Deliverables

Following Deliverables acted as enablers of the project and also acted as Scope of Project.

| Module | Objectives |
|--------|-----------|
|  |  |

| | |
|---|---|
| Digital Campus | 1. Digitize & Standardize Administrative Processes<br>2. Student and Parent Information Digitization<br>3. Seamlessly integrated Fees and Financial Accounting Processes<br>4. Academic Administration Processes leading to Online Progress Cards<br>5. Library Management, Discipline, Nursing, Certificates management & Transportation Management<br>6. Integrated ERP Components of HRMS, Financial Accounting<br>7. Access to Parents with Parent Portal |
| Learning Management System | 1. Effective Training to Core Team of Teachers on the capabilities of LMS<br>2. Model Replica of Syllabus to define Course Structure at Standard Level or SIG (Special Interest Level)<br>3. Content Aggregation (Word, PPT, Excel, PDF, Image)<br>4. Content Uploading (Creating learning resources as per lesson plans etc)<br>5. Linking to free web resources, content library as per the usage terms<br>6. Adding Activities like Chat, Webinar, Survey, quiz etc on the particular topic level to enable Collaboration<br>7. Enabling Assignments online<br>8. Freeware E-Learning Resources Links |
| Server Hosting | 1. Hosting, Back up and Security of solution on shared data center |
| School Website | 1. URL inserts to existing school website of schools |
| Integration | 1. Integration with SMS and SMTP Email configuration Engine<br>2. Integration with Time and Attendance System |

# PROJECT IMPLEMENTATION

## Scope Baseline

### Preliminary Scope

- Deliverables as mentioned in Section 2 will act as Preliminary Scope
- Implementation Methodology to focus on enabling teachers to use Learning Management System, Knowledge Portal
- Student & Parent Information to be Keyed in and Updated by Parents only to take the responsibility of data
    a. In case of Student Information, Data needs to be divided in two parts, one which is critical for other applications like Leaving Certificates, Academic Administration will be done at School
    b. Other Information like Contact Information, Personal Information can be made accessible to parents for entry and updation

### Stakeholder Identification

- Defining the School Project Stakeholders : Chairman, Principal, Head Teacher, Representatives of Teacher, Accounts
- Defining the Core Team
- Defining Project Coordinator for School

### Scope Statement

- Interaction with Chairman, Head Teacher, Senior Teachers to understand missing requirements from the preliminary scope
- Understanding Practical Implementation Perceptions
- Defining the final Scope Statement for Approval

## Initial Training to Core Team

### Learning Management System

- Understanding the capabilities of LMS (Moodle)
- Defining One Course for Practice and Exploring the LMS
- Defining various activities and utilities of it
- Exploring Demo Content (during project implementation it will be content library on web, for initial training, demo content CD will be used)

### Digital Campus

- Understanding the capabilities of Digital Campus
- Practicing with Demo Data

## License Generation – Digital Campus

### Users Data

- Understanding the Existing Formats of Student, Staff, Parent Data Storage
- Available Data: To be imported in system. Taking the backup and importing into the license configuration
- Updation of Data to be done by the users themselves as perceived by Project Stakeholders
- If no data is available, which is a rare possibility, Standard Data Gathering Templates to be used

### System Configuration

- System
  a. Master Configuration for System
  b. Access Roles and Privileges
  c. School Logo, Web Site in
- Administrative
  a. Work Flow Rules
  b. Leave Balances
  c. Fees Types and Opening Fees Balances
- Academic

     a. Pre-Exam Configuration as per Curriculum guidelines

     b. Syllabus Structure for LMS Configuration

     c. List of available academic resources

- Accounting
  a. Chart of Account Finalization
  b. Account Codes Finalization (Useful for consolidation of data)
  c. Voucher numbers, receipt number formats

## License Generation

- Pre-Configured with Data and Processes as stated above generation of license number and key
- License Key and Number Confirmation Letter

## Installation of Server

- Installation of License for Digital Campus at Datacenter
- Registration of Domain Name for Schools ict.schoolname.com and lms.schoolname.com
- Linking existing Web Site
- Installation of Knowledge Portal

# Training of Teachers

## Basic IT Skills

Training – cum – workshop on Basic IT Skills covering Word, Excel, Power Point Using Internet, Chat, Team Viewer Tools

## Configuring LMS

- Installing Local LMS (On LAN)
- Syllabus Configuration for One Class
- Topic wise scheduling

## Training of Teachers on LMS

- Uploading Available Content (Word, Excel, PPT, PDF, Multimedia formats)
- Linking to available web resources
- Exploring Knowledge Portal

- Linking Assignments and Evaluating Assignments
- Linking Chat Sessions and Answering to Queries
- Linking Survey and Quiz for Topics

## Activity Based Training

- Forming Special Interest Groups of Teachers
- Developing Content Granules by referring standard content on internet, school knowledge portal, standard content library (as offering we are extending you the access of standard content)
- Presenting the content granules in class and online

# Users Data Updation

## Parent Portal Online

- Parent Login ID generation in Digital Campus
- Communicating Parents their loginid and password on School Letter

## User Data Updation

- Student Data Updation through School Admin Records and Parent Portal
- Parent Information Updation through Online Parent Portal
- Staff Data Updation within School Campus

# Knowledge Bank (Outcome of Continuous Activity Based Training to Teachers)

## Learning Resources

- Developing Learning Resources by referring Standard Content Library and Online Knowledge Portal
- Uploading Learning Resources (PPT, PDF, MS Word, Excel etc) on LMS
- Linking On-line learning resources from different sources
- Downloading content from Content Platforms and Content Library

## Question Bank

- Developing Standard Question Bank on every topic for selected subjects
- Student Access to Online Examination within school to evaluate performance

- Guiding students with correct answers of the questions

**Special Interest Groups**

- Within School Developing SIG of students
- Teacher will monitor the SIG
- Student Queries for SIG will be addressed by monitors (Teachers)

# PROJECT MONITORING & CONTROLLING

**Initial Handover**

Once the initial system setup is completed, organization will hand over the system to School Project Coordinator

**Add on Support**

During the registration / admission processes for next term, Company will assist the School Core Team to ensure the readiness of the system and also smooth functioning.

Continual Training and Implementation Program

Company will provide with the TIP program schedule to School Project Coordinator. This TIP will be executed once a week. Initially for 12 weeks, Company will visit every week to the school to review the project, address the issues, hand-holding of users on newer features and also to drive activities. Continual Activity Based Training will make sure that teachers are engaged and resources are enriching knowledge bank of school

**Change Management**

Changes are inevitable in a progressive environment. However, changes if not performed in a controlled environment, may lead to undesirable effects in the system functionality and may also have cascading effects on the overall system as well as schedule. The activities mentioned earlier in this document comprise the scope of work within the purview of this Project Plan. However, if there are any changes that need to be incorporated in the system, the same must be logged into a Change Request System that ETH will set up at its office, and will be made available over the Internet. Such a change management system help maintain transparency and clarity in communication over the change requests.

**Project Tracking & Review Mechanism**

While working in a time constrained environment it is absolutely important to keep a periodic check on the project progress, risks and issues and take the necessary corrective as well as preventive actions. Since we have very limited time on hand, to make the project operational, a daily status report on the progress will be submitted for review.

# APPENDICES

Appendix 1: Daily Communication report format

## Digital Campus
### Daily Status Report

Date of Report: __/__/____

**Institution Name:** _____

**Activities performed**

a.
b.

**Risks identified**

a.
b.

**Support required**

a.
b.

**Implementation Representative**
**ETH Ltd., Pune**

1.

2.

**Principal**
**Signature and Seal**

Appendix 2: Action plan format

| Sr. No | Activity | Responsibility | Timeline By When? (Day/Month) | Resources A. Resources Available B. Resources Needed | Status D-Demanded C-Configured T-Trained (Tick - ✔) |
|---|---|---|---|---|---|
| 1 | Project Plan approval from school | L1 | | A._____ ____ B._____ ____ | D.   C.   T. |
| 2 | DNS Registration (Digital Campus, LMS, Institution Website) | L3 | | A._____ ____ B._____ ____ | D.   C.   T. |
| 3 | Website Template selection | L1 | | A._____ ____ B._____ ____ | D.   C.   T. |
| 4 | Website Data Collection | L1 | | A._____ ____ B._____ ____ | D.   C.   T. |
| 5 | Website development | L2 | | A._____ ____ B._____ ____ | D.   C.   T. |
| 6 | Student Data Collection | L1 | | A._____ ____ B._____ ____ | D.   C.   T. |
| 7 | Staff Data Collection | L1 | | A._____ ____. B._____ ____ | D.   C.   T. |
| 8 | Parent Data Collection | L1 | | A._____ ____ B._____ ____ | D.   C.   T. |
| 9 | Fees and Finance Data Collection | L1 | | A._____ ____ | D.   C.   T. |

|  |  |  |  | B. _____ |  |  |  |
|---|---|---|---|---|---|---|---|
|  |  |  |  | _____ |  |  |  |
| 10 | Data Migration | L2 |  | A. _____ | D. | C. | T. |
|  |  |  |  | _____ |  |  |  |
|  |  |  |  | B. _____ |  |  |  |
|  |  |  |  | _____ |  |  |  |
| 11 | Installation of DC | L2 |  | A. _____ | D. | C. | T. |
|  |  |  |  | _____ |  |  |  |
|  |  |  |  | B. _____ |  |  |  |
|  |  |  |  | _____ |  |  |  |
| 12 | Installation of LMS | L2 |  | A. _____ | D. | C. | T. |
|  |  |  |  | _____ |  |  |  |
|  |  |  |  | B. _____ |  |  |  |
|  |  |  |  | _____ |  |  |  |
| 13 | SMS Gateway Registration to Service Provider | L1 |  | A. _____ | D. | C. | T. |
|  |  |  |  | _____ |  |  |  |
|  |  |  |  | B. _____ |  |  |  |
|  |  |  |  | _____ |  |  |  |
| 14 | SMS Integration with DC | L2 |  | A. _____ | D. | C. | T. |
|  |  |  |  | _____ |  |  |  |
|  |  |  |  | B. _____ |  |  |  |
|  |  |  |  | _____ |  |  |  |
| 15 | E-mail – ID creation | L2 |  | A. _____ | D. | C. | T. |
|  |  |  |  | _____ |  |  |  |
|  |  |  |  | B. _____ |  |  |  |
|  |  |  |  | _____ |  |  |  |
| 16 | Access control for Role | L2 |  | A. _____ | D. | C. | T. |
|  |  |  |  | _____ |  |  |  |
|  |  |  |  | B. _____ |  |  |  |
|  |  |  |  | _____ |  |  |  |
| 17 | Master Script Configuration | L2 |  | A. _____ | D. | C. | T. |
|  |  |  |  | _____ |  |  |  |
|  |  |  |  | B. _____ |  |  |  |
|  |  |  |  | _____ |  |  |  |
| 18 | Administration – Pre-requisite | L2 |  | A. _____ | D. | C. | T. |
|  |  |  |  | _____ |  |  |  |
|  |  |  |  | B. _____ |  |  |  |
|  |  |  |  | _____ |  |  |  |
| 19 | School Configuration – Structure | L2 |  | A. _____ | D. | C. | T. |
|  |  |  |  | _____ |  |  |  |

| | | | | B._____ | |
|---|---|---|---|---|---|
| | | | | ‾‾‾ | |
| 20 | *Fees Configuration – Category, class fees* | L1 | | A._____ ‾‾‾ B._____ | *D.    C.    T.* |
| 21 | *Non working Days , Subject Creation* | L1 | | A._____ ‾‾‾ B._____ | *D.    C.    T.* |
| 22 | *LMS configuration* | L1 | | A._____ ‾‾‾ B._____ | *D.    C.    T.* |
| 23 | *Exam Master Configuration* | L1 | | A._____ ‾‾‾ B._____ | *D.    C.    T.* |
| 24 | *Teacher Training Program (3 days)* | L1 | | A._____ ‾‾‾ B._____ | *D.    C.    T.* |
| 25 | *Transport configuration* | L1 | | A._____ ‾‾‾ B._____ | *D.    C.    T.* |
| 26 | *HRMS – Master configuration* | L1 | | A._____ ‾‾‾ B._____ | *D.    C.    T.* |
| 27 | *Student Admission – Student data* | L1 - Live | | A._____ ‾‾‾ B._____ | *D.    C.    T.* |
| 28 | *User Management- New Parent registrations* | L1-Live | | A._____ ‾‾‾ B._____ | *D.    C.    T.* |
| 29 | *Fees Transaction & Report* | L1-Live | | A._____ ‾‾‾ | *D.    C.    T.* |

| | | | | B. _____ | |
|----|----|----|----|----|----|
| 30 | *Student Attendance* | L1-Live | | A. _____ <br> _____ <br> B. _____ <br> _____ | D.    C.    T. |
| 31 | *Employee Attendance* | L1-Live | | A. _____ <br> _____ <br> B. _____ <br> _____ | D.    C.    T. |
| 32 | *Staff Leave management / Document flow* | L1-Live | | A. _____ <br> _____ <br> B. _____ <br> _____ | D.    C.    T. |
| 33 | *Library Configuration* | L1 | | A. _____ <br> _____ <br> B. _____ <br> _____ | D.    C.    T. |
| 34 | *Library Transaction & Reports* | L1-Live | | A. _____ <br> _____ <br> B. _____ <br> _____ | D.    C.    T. |
| 35 | **User Training (2 days)** | L1 | | A. _____ <br> _____ <br> B. _____ <br> _____ | D.    C.    T. |
| 36 | *HRMS – staff registrations* | L1-Live | | A. _____ <br> _____ <br> B. _____ <br> _____ | D.    C.    T. |
| 37 | *News / Circular* | L1-Live | | A. _____ <br> _____ <br> B. _____ <br> _____ | D.    C.    T. |
| 38 | *Collaboration / Parent Portal* | L1 | | A. _____ <br> _____ <br> B. _____ <br> _____ | D.    C.    T. |
| 39 | **Parent Portal Launch / PTM (1 day)** | L1 | | A. _____ <br> _____ | D.    C.    T. |

| | | | | B._____ | |
|---|---|---|---|---|---|
| | | | | ____ | |
| 40 | Certificate | L1 | | A._____ <br> ____ <br> B._____ <br> ____ | D.   C.   T. |
| 41 | Discipline | L1 | | A._____ <br> ____ <br> B._____ <br> ____ | D.   C.   T. |
| 42 | Internal Memo (Bulletin Board) | L1 | | A._____ <br> ____ <br> B._____ <br> ____ | D.   C.   T. |
| 43 | Payroll | L1 | | A._____ <br> ____ <br> B._____ <br> ____ | D.   C.   T. |
| 44 | Finance | L1 | | A._____ <br> ____ <br> B._____ <br> ____ | D.   C.   T. |
| 45 | User Training and Project Handover (2 days) | L1 | | A._____ <br> ____ <br> B._____ <br> ____ | D.   C.   T. |

15/04/2013

To,
**Chartered Information Systems Private Limited**
BusinessSMS Group
Nagpur

**Subject:** Undertaking for Eligibility to get Transactional SMS account for User ID rlenglishschool@gmail.com as per NCCPR Regulation.

We, __Smt. R.L. English School, Kondhali__ hereby give an undertaking that as per the provisions in Section 2 (ab) of NCCPR regulation, our company falls under the category eligible for Transactional SMS route (kindly enclose supporting document/licenses), using which we would be able to send SMS communication to our registered users/subscribers even if the subscriber has registered in NCCPR registry for blocking commercial SMS on his mobile. User ID rlenglishschool@gmail.com, provided by Chartered Information Systems Private Limited, is being used by __Smt. R.L. English School, Kondhali__ for sending messages to opt-in mobile numbers only. The messages are transactional in nature and do not contain any commercial or unsolicited communication.

Further, any complaints/grievances'/claims/penalties, whether legal or commercial with regard to the usage of the said service shall be the sole responsibility of __Smt. R.L. English School, Kondhali__. Chartered Information Systems Private Limited is hereby being indemnified from all complaints/grievances'/claims whether legal or commercial by __Smt. R.L. English School, Kondhali__ for the usages of transactional bulk SMS Account with ID rlenglishschool@gmail.com.

We understand that on receiving any complaints for transactional SMS we had sent, **Chartered Information Systems Pvt. Ltd.** may disconnect our services with immediate effect and we agree to pay all the legal cost and penalties incurred on account of the complaint.

Encl: _Supporting documents such as registration certificate/licenses_.

Best Regards

Signature:
**Name:** Mrs. Jyoti T. Raut.
**Designation:** Headmistress