ABC WCMS Project

Steering Committee REPORT

July 2015

DISTRIBUTION

Steering Committee
Product Development Group (PDG)

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1. EXECUTIVE SUMMARY

1.1 Progress this month

Schedule

Stage 3 (TV)

Release 2 complete.

Release 3 detailed design, build and unit testing is complete.

The major focus for the month of June has been on the integration work. The WCMS project development team has completed the integration development of both features 5.1 & 12.10 including the front end and back end landing pages. The middleware team has completed the analysis work, integration development, deployment and unit testing of the OnAir, PAPI and BTS in the Enterprise Service Bus (ESB). Integration end to end functional testing is on track to commence on 6 July 2015.

Change requests for WCMS Migration Interface (Bulk Ingester) and Content API were approved at the last Steering Committee meeting held on Monday 22nd June 2015. Project has commenced work on the requirements for the Migration Interface and Content API.

Foundation

The Foundation team have implemented Varnish caching layer into the Test environment. Testing commenced on the 29th June 2015.

Project team are working on operational issues with Solr search to improve storing broadcast events in the WCMS environment.

Change Management

The current status is:

- BAU Handover – BAU Resourcing structure and job descriptions have been provided to Digital Networks. Agreed BAU team has been transferred to Digital Networks as of the 1st July 2015.
- Commenced development of user guides and showcase for Stage 3 (Deployment release 15.03). Also commence build of catalogue for Stage 3 features.

Integration Project

- Completed build of features 5.1 & 12.10 including front end and back end landing pages.
- Completed middleware analysis for OnAir, PAPI and BTS.
- Completed middleware development of OnAir, PAPI and BTS in Enterprise Service Bus (ESB)
- Completed middleware deployment into ESB and unit integration testing of OnAir, PAPI and BTS.

CoreMedia Support and License Contract Renewal

The current status is:

- Contract has been signed by ABC management and CoreMedia.

Business Verification Testing

The Digital Networks BVT was completed and a report was prepared and discussed at the Steering Committee held on Wednesday 20 May 2015.

Test Tenant

- Currently a test tenant, which images part of the AUSTRALIAPLUS site, was created in production using existing Production Freemarker Templates
- The site was built in development, deployed through both the test and Staging environments and into Production - proving tenant movement across environments
- The URL is: www.abc.net.au/abc4000

Change Requests

At the Steering Committee Meeting held on Monday 22nd June two change requests were approved by the committee:

- CR #189 – Content API
- CR #190 – WCMS Migration Interface (Bulk Ingester)

1.2 Key activities for next month

- Complete functional testing and user acceptance testing of Stage 3 Release 3 (including 5.1 &12.10).
- Complete end to end integration testing
- Commence Stage 3 (15.03) regression testing
- Complete requirements and high level design of Content API, Migration Interface (Bulk Ingester) and Multiple Domain support
- Commence Stage 4 Release 1 features build

1.3 WCMS Key Milestones

The key dates for the program listed in the following-table:

Item	*Original Schedule (Jan 13)*	*Current Schedule*	*Forecast Completion date*	*Status*
Project scoping	Feb-13	Complete	Complete	Complete
WCMS Team build up	Apr-13	Complete	Complete	Complete
Foundation - Design, external review, build and deploy	Jun-13	Aug -14	Dec -14	In Progress
Core - Design, build and ready to deploy	Dec-13	Oct -14	Dec - 14	Complete (accessibility added to core features) *
Stage 1: Design, build & ready to deploy	Apr-14	Oct-14	Jan - 14	Complete (accessibility added to stage 1) *
Stage 2: Design, build and ready to deploy	Jun-14	Feb-15	April - 15	Complete (except EPG)
Stage 3: Design, build and ready to deploy	Oct-14	May 15	July - 15	In Progress
Stage 4: Design, build and ready to deploy	Mar-15	July-15	August - 15	–

*Accessibility Release was moved to Stage 1 from Stage 4

2. Product Build

2.1 Core and Stage 1 - Deployed to WCMS Production

2.2 Stage 2 - Deployed to WCMS Production

2.3 Stage 3 – (TV)

- Obtained features UAT signoff for Stage 3 Release 1 including the two Adaptive features
- Completed Stage 3 Release 2 functional testing and user acceptance testing.
- Completed Stage 3 Release 3 detailed design, features build and unit testing.
- Commenced Stage 3 Release 3 functional testing.
- Requirements for TV gaps 22, 23 and 24 (Video Bookmarks, Video Pre-roll and Video Event Tracking) are completed and approved by the PDG on 13/3/2015
- PDG approved on 13/1/15 the decision that no additional requirements or new deliverables are required against the feature (12,39 Search UGC Content) in Stage3 Release 1
- PDG approved on 13/1/15 the decision that no additional requirements or new deliverables are required against the feature (6.6 Cross Promotion Management) in Stage3 Release 2
- PDG approved on 2/12/14 the decision to merge the two features (12.40 Single Sign On) and (12.27 Login)

2.4 Stage 4 – (Other)

- Prepared Content API and Migration Interface (bulk ingester) requirements documents.
- Commenced strawman for Multiple Domain Support

3. Product Support (BAU)

BAU Deployment (May)

Stage 2 (Radio) Release 15.01 deployment to production was completed on the 22 May 2015.

Next BAU Deployment (August)

The next planned release will be for Stage 3 Deployment 15.03 (including Integration and EPG) scheduled on 28 August 2015.

Weekly BAU Releases

The WCMS product Support team has been implementing weekly BAU releases for BAU tickets only. These weekly releases target urgent BAU changes required from the current tenants. This effort is in parallel with the other major releases. The table below shows the BAU release priorities and their status.

Ticket	Description	Owner	Proposed Build	Proposed/ Confirmed Deploy Date	Comments
WCMS 1866	hiding and showing streaming audio buttons do not work on episodes or segments	RN	15.01.16	4-Jun	Completed
WCMS1865	CoreMedia overrides Function.prototype.bind indiscriminately	NEWS	15.01.17	4-Jun	Completed
WCMS 1876	Topic RSS feeds have incorrect <link> values	NEWS	15.01.18	11-Jun	Completed
WCMS -1111	Configure Archive day indexes to contain full list of content	NEWS	15.01.19	18/06 -->22/6	Completed
Support 221	Redirects remove url paramaters	NEWS			
WCMS 1879	Ability to add async/defer attribute to associated Javascript documents	NEWS	15.03	28-Aug	code review ready
SUPPORT-217 / WCMS-1875	CMS Feeder many error docs	RN	TBC	TBC	partial fix avail with 15.03
NEWWORKREQUEST-113	Expose style.class Context Setting on embedded teasers on mobile	NEWS			questions to verify
NEWWORKREQUEST-116 / WCMS-1883	Gallery XML uses incorrect default for unset "default image ratio"	NEWS	TBC	TBC	code review ready
SUPPORT-193	RN Images not updating	RN			can't reproduce. Close please
SUPPORT-189	Importer not matching genre values	NEWS	TBC	TBC	responded to question
SUPPORT-186	Problems with B&W images in Core Media	NEWS	TBC	TBC	samples sent
SUPPORT-185 /WCMS1885	Most popular content not consistently available	NEWS	15.01.20	2-Jul	deployment ready
SUPPORT-115 /WCMS-1887	News RSS output from CoreMedia, the <lastBuildDate></lastBuildDate> and <pubDate></pubDate> elements are being output but are not being populated	NEWS			WIP

3.1 Key Milestones

The key dates for the Product Support workstream are listed in the following table:

Activity:	End Date Revised	End Date Baseline	Status / Comment
Support release 13.02 deployed (Windows 7 compatibility)	Jan 2013	Jan 2013	Complete
Support release 13.03 (Importer enhancements)	Mar 2013	Mar 2013	Complete
Support release 13.04 (Disaster Recovery update)	Apr 2013	Apr 2013	Complete
Support release 13.05 (News Mobile prep) Rural (CR #73) Stage 1 launch	May 2013	May 2013	Complete Complete
Release 13.07 News Mobile (CR #74) launch	Jul 2013	Jul 2013	Complete
Support release 13.08b (Feature Promo)	Aug 2013	Jul 2013	Complete Delayed for NWR76
Support release 13.08a Content Syndication tweak (NWR 76) Support release 13.08c– (Workflow Patch)	Aug 2013	Aug 2013	Complete Complete
Support release 13.09 (NWRQ 79, 81, 83, 77, WCMS 1144 & 1149, Support 157 & 159)	Oct 2013	Sep 2013	Complete
Support release 13.10 (NWRQ 69)	Oct 2013	Oct 2013	Complete
Development on News Segmentation and Encoding (NSE)	Dec 2013	Dec 2013	Complete
Support release 13.12 (NSE)	Dec 2013	Dec 2013	Complete
NG3 – WA State edition 14.03	Mar 12 & 19	Mar 2014	Complete
NG3 – Extension – 14.05	Apr 16	Apr 16	Complete
NG3 – Extension – 14.06	July 23-24	Jun 4	Complete
Combined NEWS/RN (inc NG3)- 14.07A	July 23-24	July	Complete
14.08 – EDP deployment	Dec 14	Aug 14	Complete
14.08 - patch	17 Dec 14	17 Dec 14	Complete
14.12 – Core and Stage 1	27 Feb 15	27 Feb 15	Complete

Activity:	End Date Revised	End Date Baseline	Status / Comment
15.01 – Radio specific features	29 Apr 15	22 May 15	Complete
15.03 – Stage 3 (inc Integration OnAir, PAPI, BTS) and EPG	May 15	28 Aug 15	Progressing

3.2 BAU – Key Risks

None to report

3.3 Product Support - Active Change Requests

None to report

4. Foundation

The Foundation team have implemented Varnish caching layer into the Test environment. Testing commenced on the 29th June 2015.

Project team are working on operational issues with Solr search to improve storing broadcast events in the WCMS environment.

5. Change Management Update

Current status

- UAT guides for iView, polls, forums and content archives completed
- Showcase site updated and ready for demo
- Catalogue update to Stage 3-1 in progress
- Rooms booked for next training session
- Next release of WCMS Current processes completed
- BAU Resourcing structure and job descriptions have been provided to Digital Networks. Agreed BAU team has been transferred to Digital Networks as of the 1st July 2015.

The following table currently details the number of people trained from the various Divisions:

Course Date	Location	Attendees					
		Digital Network	International	News	TV	Radio	TOTAL
18/19 Sept 20 14	Sydney	2	1			2	**5**
29/30 Sept 2014	Sydney				4		**4**
16/17 Sept 2014	Brisbane	1		6		2	**9**
2/3 Oct 2014	Melbourne	2	2		4	2	**10**
2 Dec 2014	Sydney				3		**3**
Various	Sydney	1		4		1	**6**
Various	Melbourne (webex)		7	1			**8**
22/24 April 2015	Sydney	3	1	1	4		**9**
TOTAL		***9***	***11***	***12***	***15***	***7***	***54***

The following table details the number of people that intend to attend the showcase from the various Divisions:

Course Date	Location	Attendees					
		Digital Network	International	News	TV	Radio	TOTAL
13-Nov 2014	Showcase – local				3	1	**4**
	Showcase - remote					4	**4**
16-April 2015	Showcase - local		1			6	**7**
	Showcase - remote						**0**
TOTAL			***1***		***3***	***11***	***15***

Activities for next period

- Continue with further update training material and catalogue
- Planning for next training session

6. Integration Project – Current status

The current Project Status is as follows:

- Completed detailed design of features 5.1 and 12.10.
- Completed build of features 5.1 and 12.10 including front end and back end landing pages.
- Completed middleware analysis for OnAir, PAPI and BTS.
- Completed middleware development of OnAir, PAPI and BTS in Enterprise Service Bus (ESB)
- Completed middleware deployment into ESB and unit integration testing of OnAir, PAPI and BTS.

Priorities for next period

- Complete functional and user acceptance testing of features 5.1 and 12.10

- Complete end to end integration testing

Note: The vendor Sintec was provided a purchase order on the 11 May to complete changes required for the OnAir integration. Sintec has been unable to implement these changes by the scheduled timeline of 30 June 2015. Project has implemented a work around in order to meet the project schedule.

7. WCMS Resources – Changes for June

WCMS team

Departures:

- Susan Delaney – Documenter
- Amy Mennie – Business Analyst

Arrivals:

- Sabina Levine – Training Lead
- Ramya Penuballi - Technical Test Analyst

8. PDG Update

PDG Meeting on Tuesday 2nd June 2015

Features reviewed:

- 12.20 Diary Event – approved

PDG Meeting scheduled for Tuesday 16th June and 30th June 2015 were cancelled as there were no features to review.

9. Key Risks – WCMS Project

The following risks have been highlighted as they have a significant potential impact on the project.

No	Who	Risk Description	Risk Rating	Assigned To	Mitigation Strategy
041	Cathy Scanlon	**Staff Retention** Due to unknown future support staff retention plans there is a risk of losing WCMS project staff which may lead to loss of knowledge which could affect future support and management of the WCMS product	16	Gary Paternoster	• Using ABC Staff as members of the WCMS team • Capture IP in documentation • Cross-skill individuals • Creation and socialisation of a staff handover plan as early as possible • Lower uncertainty for WCMS project staff by Digital Networks providing further presentations
181	Gary Paternoster	**Scope** The project has minimal ability to meet any increase in scope via change requests or extra requirements **Risk** The project cannot add any more change requests without using the existing Contingency	4	Cathy Scanlon	Steering Committee oversight of the project deliverables to ensure that scope does not increase or that approval to use Contingency via the Change Request is given.

10. Financial Performance

WCMS FINANCIAL SUMMARY AS AT May 2015

Product Support - Ongoing	May			YTD May 2015			FY 14/15			Total Product Support		
Figures in '000s	**Actuals**	**Budget**	**Variance**	**Actuals**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**
Salaries	140	106	(34)	1,553	1,168	(385)	1,709	1,274	(435)	5,291	4,683	(608)
Hardware	0	9	9	0	98	98	5	107	102	65	399	334
Software	38	87	49	174	954	780	752	1,041	289	2,100	3,295	1,195
Other	3	22	19	55	237	182	60	259	199	497	(270)	(767)
Total	**181**	**223**	**42**	**1,782**	**2,457**	**675**	**2,526**	**2,681**	**155**	**7,953**	**8,107**	**154**

Licences	May			YTD May 2015			FY 14/15			Total Licences		
Figures in '000s	**Actuals**	**Budget**	**Variance**	**Actuals**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**
CoreMedia Licence	0	0	0	0	0	0	1,619	1,484	(135)	1,619	1,484	(135)
Total	**0**	**0**	**0**	**0**	**0**	**0**	**1,619**	**1,484**	**(135)**	**1,619**	**1,484**	**(135)**

Product Build - Project	May			YTD May 2015			FY 14/15			Total Product Build		
Figures in '000s	**Actuals**	**Budget**	**Variance**	**Actuals**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**
Salaries[1]	(64)	301	365	3,342	3,316	(26)	3,492	3,617	125	9,189	8,763	(426)
Hardware	0	0	0	2	0	(2)	47	0	(47)	377	700	323
Software	(18)	5	23	36	50	14	36	55	19	72	220	148
Other (incl Redundancies)	8	19	11	349	204	(145)	354	223	(131)	1,466	897	(569)
Phase II[2]	0	0	0	0	0	0	0	0	0	270	270	0
Sub-Total	**(74)**	**325**	399	**3,729**	**3,570**	(159)	**3,929**	**3,895**	(34)	**11,374**	**10,850**	(524)
Contingency[3]	0	0	0	0	0	0	0	0	0	305	1,010	705
Total Build inc Contingency	**(74)**	**325**	**399**	**3,729**	**3,570**	**(159)**	**3,929**	**3,895**	**(34)**	**11,679**	**11,860**	**181**

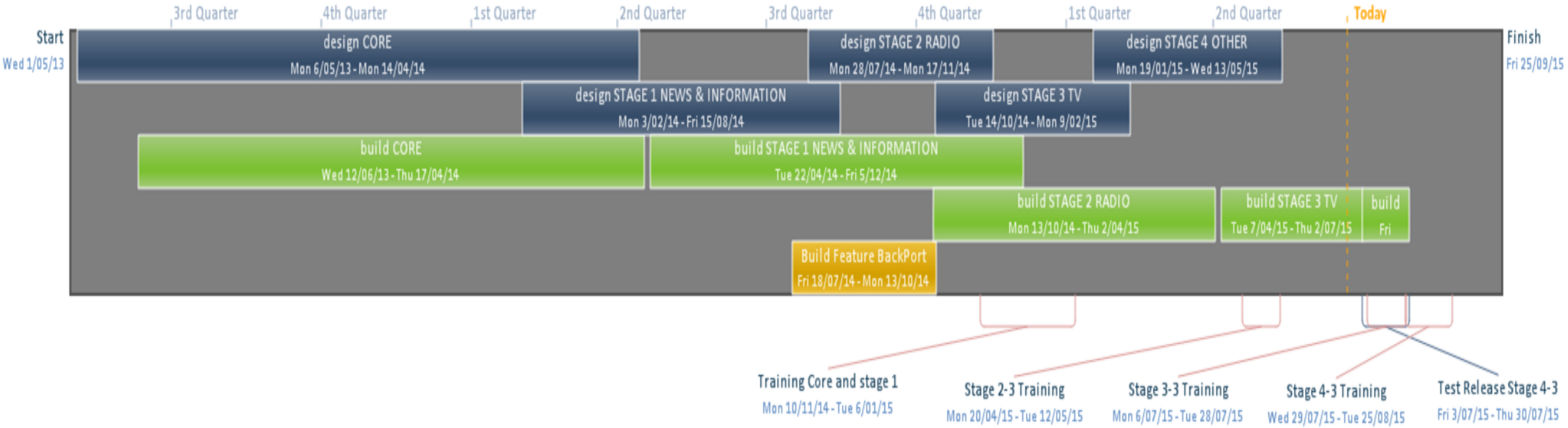
Notes

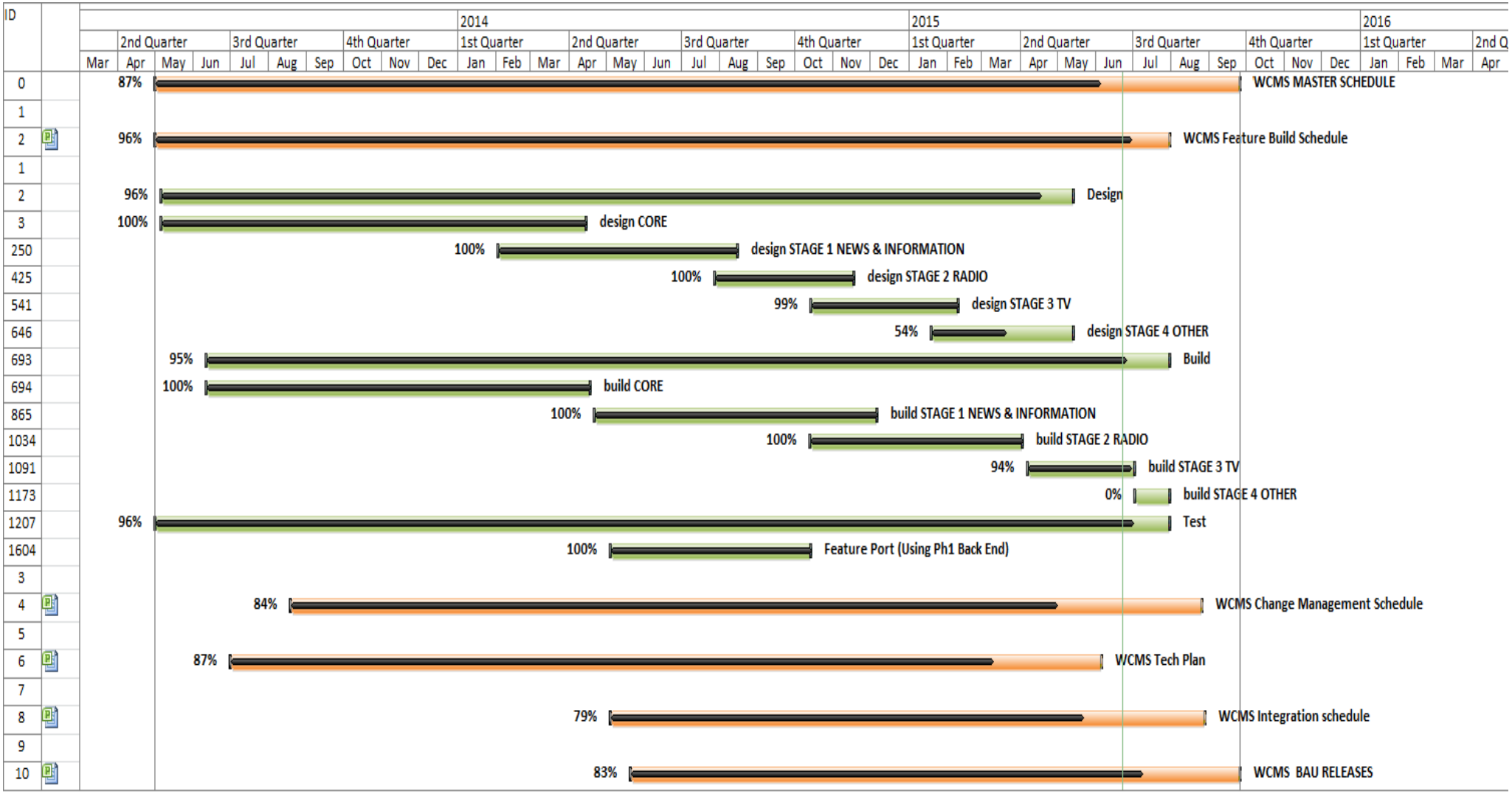
1 $1.2m additional CR50:Mobile First.

2 Carry in of $270k Assets from Phase II.

3 $600k: CR102 & CR103

11. Appendix A: Project Milestone Plan and High Level Schedule as at 26 June 15




ID
2014
2015
2016
2nd Quarter
3rd Quarter
4th Quarter
1st Quarter
2nd Quarter
3rd Quarter
4th Quarter
1st Quarter
2nd Quarter
3rd Quarter
4th Quarter
1st Quarter
2nd Q
Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr
0 87% WCMS MASTER SCHEDULE
1
2 96% WCMS Feature Build Schedule
1
2 96% Design
3 100% design CORE
250 100% design STAGE 1 NEWS & INFORMATION
425 100% design STAGE 2 RADIO
541 99% design STAGE 3 TV
646 54% design STAGE 4 OTHER
693 95% Build
694 100% build CORE
865 100% build STAGE 1 NEWS & INFORMATION
1034 100% build STAGE 2 RADIO
1091 94% build STAGE 3 TV
1173 0% build STAGE 4 OTHER
1207 96% Test
1604 100% Feature Port (Using Ph1 Back End)
3
4 84% WCMS Change Management Schedule
5
6 87% WCMS Tech Plan
7
8 79% WCMS Integration schedule
9
10 83% WCMS BAU RELEASES

12. Appendix B: WCMS Dashboard as at 30 June 15

WCMS Dashboard

"One system and a set of shared templates providing a solid product base that can be built upon that can be used by the entire ABC to easily onboard new websites allowing the ABC Audience to explore all ABC content when and where they want."

Release	UAT*	Showcase (**stage UAT)	Target date for deployment into Production	Features available
Core and Stage 1	Complete	6/02/15	28/02/15	Core and Stage 1 (Rel. 14.12)
Project Celebration			**6/3/15**	
Stage 2	17-20/3/15, 20-24/4/15	24/04/15	22/5/15	Stage 2 – Radio and Program features (Rel. 15.01)
Stage 3	6-10/7/15	13/7/15	28/8/15	Stage 3 - TV and Video features
Stage 4	24/07/15 – 30/07/15	30/07/15	25/9/2015	Stage 4 – Other features

*Feature by feature testing – feature testing complete
**Features all working together - stage testing complete

WCMS Steering Committee

Minutes

16 July 2015

Attendees: David Pendleton, Chief Operating Officer
Angela Clark, Director Innovation
Kate Torney, Director News
Lynley Marshall, Director International
Linda Bracken, a/g Director Radio
Richard Finlayson, Director TV
Rebecca Heap, for Director TV
Mark Woodley, Head Capital Works
Ciaran Forde, Head Digital Architecture & Development, Innovation
Amanda Walsh, Executive Manager Operations Group

Apologies:

Minutes of the Last Meeting

Michael Mason was represented by Linda Bracken at the last meeting. The Minutes were endorsed without any further changes.

Project Update

All development work for Stage 3 has been completed. Major focus for the project team this month has been on the integration work. The middleware team has completed its deployment and unit testing of the OnAir, PAPI and BTW in the Enterprise Service Bus. Integration functional end to end testing is underway.

Financial Report

It was noted that the budget is tracking tightly however the $1.6m CoreMedia support licence has been front loaded which will see smaller amounts allocated for this in forward years. The Content API and Bulk Importer are also funded in Stage 4.

The budget will be monitored closely however no major concerns at the moment.

Change requests 191

The Steering Committee approved the Netia Integration Change Request 191, which will allow all audio to be consistent with the IMS project.

Other business

A post implementation review will be scheduled for early 2016.

Some of the project staff are starting to resign given that there is only a short period of their contracts left. Mark Woodley will look to see what can be done to keep those staff left.

WCMS – Integration Project

Impact Analysis Findings document

Revision history

Date	Version	Description	Author
08/09/14	1.4	First Release for formal review by all divisions	Ref Hoogervorst, Malte Franken, David McLean
23/09/14	1.5	Updates after review by Radio (added feature names/#, updated phase 2 project reference, restated music model dependencies)	Ref Hoogervorst, Malte Franken
01/10/14	1.6	To enable signoff for all divisions based on the integration scope identified in this document for their divisions we removed definitions for the content API (requirements to be covered elsewhere)	Ref Hoogervorst
02/10/14	1.7	Updates after TV review, added additional content type to content described in point 1 in background information. Updated detail on iview teaser link detail.	Ref Hoogervorst, Malte Franken

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Approval

This document is to be approved by the following stakeholders:

Name	Position	Signature	Date
Richard Linstead	Radio Representative	Approval provided by email	24/09/14
Melissa Firth	Commercial Representative	Approval Provided by email	07/10/14
Ciaran Forde	Innovation Representative	PDG approval provided during PDG meeting	07/10/14
Rebecca Heap	TV Representative	Approval provided by email (by Andrew Carey)	02/10/14
Rebecca Shaw	Audience & Marketing	Approval provided by email (by Johanna Hough)	12/09/14
Stuart Watt	News & Info Representative	Approval provided by email (by Craig McCosker)	19/09/14
David Hua	International Representative	Approval provided by email	01/10/14

Impact analysis Findings document Overview

Background Information

The WCMS Integration project was formally approved by the WCMS steering committee on 2 July 2014.

The agreed approach was based on the agreed “Model C” which aims (amongst other benefits) to “Leverage ABC wide agreed domain and feature sets to facilitate content sharing”.

Model C was agreed on 30 November 2012, by representatives from the TV, Radio, News and Innovation divisions.

The approach the WCMS integration project has taken is to define the types of data that form the basic core of standard content required to be available within WCMS and manage those data types within their respective nature.

The identified data types are:

1) Content (any content editable and manageable by and online editor consisting of articles, Program information, Photos/Images and Galleries (alignment with content/document model))
2) Transient data (Event data, broadcast/EPG related data which is regularly overwritten, not stored long term, requires dynamic fetch services for rendering purposes
3) Media (Video, Audio binary files) and related meta data

These three main types of data will all require alignment with the overall WCMS content / document model, which for that purpose will require alignment with a generic web template structure. When the generic website structure is understood and supported by a generic common content model, we can confirm the data flow and formats required to support the data model.

This approach is likely to highlight the inconsistent data formats currently being presented to the non-WCMS tenant websites which are currently not generic.

Once the mismatch in data format has been analysed and exposed, decisions will be required to confirm where the source of data will require adaptation to align with the overall WCMS data model.

When the incoming data is aligned with the data model in WCMS, the data can be made available, as required for internal and external services.

The information provided in this document aims to show the overall framework strategy across the identified integration candidates.

ABC FOI 2017-031

Document Purpose

As part of the WCMS Integration project high level scoping analysis, the project has undertaken an impact analysis to gain better understanding of the impacts of the systems identified in the WCMS Integration project scope document V1.5.

This findings document outlines the analysis approach taken resulting in the following required outcomes:

- Obtained an holistic understanding of the use of the identified systems, in some cases by high level requirements gathering and use case definition
- Confirmed the type of integration required to meet the intended use of the content data
- Confirmed the stakeholders involved in the requirements gathering and decisions to be made for the use of and planning of design of those integration points
- Enable the creation of a project plan to determine the priority, order and likely effort involved to deliver the interfaces

Content API Definition

The WCMS Integration project received a mandate to deliver the Content API feature 12.10 (including System Integration Layer & Ability to granularly access data objects from approved external systems)

The definition of the API deliverable will be defined following the standard WCMS Requirements gathering process.

The requirements will be captured in a standard WCMS requirements document and following the standard delivery approach.

Content Aggregation Web sites (CAT dependent)

As part of the overall impact analysis, the use of the CAT system was also reviewed to determine if there would be any changes required beyond the existing integration.

The outcome of this investigation is that there is no additional integration requirement beyond what is in place currently. There will be a dependency on the order of migration of websites to ensure all CAT related content is already available (migrated) to WCMS before all CAT sites are migrated. Therefore the impact is for migration only (out of scope for Integration).

ABC FOI 2017-031

Analysis approach

The approach taken for the impact analysis is to encourage the re-use of systems where feasible.

The identification of the systems to be integrated with WCMS is based on the dependency of those systems by the current websites. These websites currently reside on other CMS platforms such as Wallace, Site Producer, Drupal, WordPress and Refinery. The intent is to provide the minimum level of required integrations to provision the same level of functionality currently in place. The aim is to re-use "horizontal functionality" across divisions to apply a standardized enterprise framework approach which is scalable for future integration demands.

The analysis investigation effort initially focussed on the identification of the Wallace / SiteProducer based websites and gradually expanded to all other websites that are expected to be migrated to WCMS in future.

To enable the future migration process, the identification of the systems that support those websites is key in understanding the minimum integrations required.

The identified systems were grouped by functional area, highlighting the use cases per division. These use cases were compared to ensure the integration approach can be re-applied and the solutions are kept as simple as possible to meet the minimum requirement for integration across divisions.

Alignment with the architectural strategy is ensured by input from the architectural team for general non-functional, security, storage, accessibility, 3rd party and externally based services.

Where the impact analysis confirmed that new WCMS functionality is required, these new requirements are passed on to the WCMS Feature project to ensure the new feature functionality can be planned for delivery.

Once the findings of the impact analysis are communicated with the divisions and agreement on the scope and priority of delivery order is confirmed the project deliverables will be planned in detail.

Re-iteration of WCMS Integration project Scope of work

In Scope

The following is INCLUDED in the scope of the WCMS Integration project:

- Existing WCMS Phase 1 Integrations - Attachment A, this includes interfaces built in production since Phase 1 was launched. E.g. iNews and other changes were made and are currently in use in production which will need to continue being available for existing and new tenants, with the possible addition of expanding the type of file format enabled for new tenants.
- New WCMS Phase 2 Integrations, this may result in changes to existing interface and new divisions
- Existing (required) Wallace & Site producer integration points to allow all tenants to leverage WCMS instead of Wallace & Site producer.
- API Integration testing, if required.

Out of Scope

The following is EXCLUDED from the scope of the WCMS Integration project:

- Replacement of existing systems or applications (hardware or Software). Note: The scope of this project is integration not the replacement of systems or applications to affect integration
- Content migration from legacy systems to WCMS data store
- Testing of bespoke (Division developed) integration points (systems that will not be used across divisions)
- Application development and enhancements e.g. iview and KIDS
- The on-boarding process
- Drupal migration strategy
- Anything not specifically included
- Decommissioning of existing “end of Life systems” such as Wallace, Site producer and or the XML engine

Impact Analysis results

The following sections list the different conclusions of the analysis work undertaken and defines how the system / service is regarded. The intent of the definition is to inform the divisions of how the program views the listed item and provides an indication of how the system/service will be addressed going forward.

Assumptions

The following assumptions were made during the analysis and assessment of the system identified as in or out of scope for integration.

- The divisions will provide the requirements of how they intend to use the content data their backend systems generate. E.g. clear definitions of how content should be managed, accessed, stored, requested, rendered on websites will define the ground rules for the overall framework for integration
- The identified integration points (system/service) will need to be established before the project can ascertain the requirements and solution for integration. E.g. there should be a single source of specific data to be processed in one manner to avoid the project building temporary solutions and wasting time and resources. Hence any systems or service undergoing changes that impact the data flow will need to be implemented before the project can integrated it with WCMS.
- There will be an overall alignment between the divisions on the overall content document model as the framework to for all content that will be stored as editorially manageable content in WCMS
- The divisions and WCMS Features and Integration projects will reach agreement on use of a standardised use of the frond-end templates
- There will be alignment between the divisions on how externally rendered content is accessed, stored and managed
- A number of bespoke Community Management and UGC web applications are currently implemented at the ABC such as Triple J Unearthed and ABC Open.
- Bespoke UGC and Community Applications are out of scope. The current CoreMedia version used by the WCMS Features project does not support the implementation of such applications out of the box and requires integration with third party applications to support this functionality. WCMS currently only supports UGC integration approach used in phase 1, which is based on integrations with external UGC services such as Pluck and TMB.
- The CAFF sites require no further integration changes and can be rebuild whenever the Site structure has been decided, there won't be any further investigation into the CAFF sites.
- The CAT system dependent websites have a dependency to ensure all content aggregated for those websites is available within WCMS before those websites are rebuilt in WCMS. The impact is therefore a migration dependency; there won't be any further integration analysis on the CAT related services.
- A number of services Radio highlighted integration requirements for will be dependent on Radio agreeing "one Music (content) Model" across all Radio services and channels. The assumption is that this Music model will be a "one size fits all" before any detailed requirements can be defined to agree on integration with WCMS. Especially where a content type is required in WCMS to allow for mapping of Music content types to WCMS for aggregation purposes. Currently we assume that ARID will suffice to relate all associated content to the music model. Additional identifiers for that purpose should be raised as change requests.

No impact for WCMS Integration:

Existing Integrations:

The following systems, services or integration have been found not to require any further integration work since there already is an existing integration path which will continue to support new tenants to make use of the same functionality.

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
Audio List -	Original Radio requirement: Possible Integration with Program API and Music API	Reviewed the function and the requirement (to show audio playlists) - the same as listed in Music playlists for Radio API.	Functionality already exists – no impact for integration.	Radio, International
Google Maps API – already	API interaction to render maps, geo-location services. Use User data to display maps of Coverage on Radio Frequency Finder; maps within articles	Only latitude and longitude attributes are displayed on the website based on data kept in CMS, with the remainder of the data residing outside the CMS. Location taxonomy is already in CMS, with RN & News using this today. This item was included in the investigation to ensure all levels of data use and rendering were covered. In the existing template, Javascript recognises the location and adds a pin to the map.	Functionality already exists – no impact for integration.	TBC
Weatherzone	3rd Party API weather provider Display weather details in varying displays across sites e.g. Local Radio front pages and Weather pages: http://www.abc.net.au/sydney/weather/	Only location is changed in CMS - the rest of data is not. Upon initial manual region setup, an association is made with the weather location, before the weather API is called which uses an external service to sets the corresponding region and	Functionality already exists – no impact for integration.	TBC

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
		obtains the satellite image. This item was included in the investigation to ensure all levels of data use and rendering were covered.		
Akamai	Video from the TV site is not served directly from the ABC servers. Akamai mirrors the video content, and the site includes URLs to the Akamai hosted video, e.g. rtmp://cp44823.edgefcs.net/ondemand/flash/tv/streams/whosbeensleeping/whosbeensleeping_11_01_06.mp4	<u>Geoblocking</u> The existing Akamai method of geoblocking will be used. This involves including the string "/geo" in the URL of any geoblocked content. <u>Video binaries</u> Video for some TV sites must be geoblocked. Effectively this means the video binary files reside in a /geo folder on the ABC media server. Editors will have the ability to turn geoblocking on or off for Episodes and Segments. This will require integration with the Enterprise Service Bus to move the binary files. Similar to the Radio National MP3 (Netia) integration. (already there) <u>Sites and Pages</u> It must be possible to geoblocked entire sites, sections, or individual content items. Geoblocking an entire site or section involves flagging the channel as geoblocked which will modify the URL of the page and all subpages to contain "/geo". Geoblocking an individual content item (eg. an Episode) will ensure the URL of the detail page contains "/geo".	Functionality already exists – no impact for integration.	International, Radio, Innovation, News, Miscellaneous

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
Ratings	This provides functionality for users to rate a content item using a 1-5 scale. The average of all the ratings from a content item is displayed on the detailed page of the content item. Each rating requires tie back to legacy stories/pages generated by Wallace/SiteProducer.	One of several functions included in the community/social platforms solution that Innovation is analysing. Current functionality - uses TMB to apply a rating. There is an existing integration with TMB for comments. The CMS uses the legacy ID (=Wallace ID) to check if there are comments from TMB or the CoreMedia ID if it's original WCMS content. The same rule can be applied to ratings. TMB provides an interface (HTTP request based) with the ability to retrieve the rating value for particular content, thus having the ability to store a new rating value when a website visitor actually rates content.	Functionality already exists (for TMB) – no impact for integration.	International, TV, Radio
Event Central (Big Diary)	Existing Interfaces to WCMS via User Central, TMB and Location central for login, blogging and other services.	The current system architecture is sufficient as no specific requirements for Integration directly into WCMS were raised	Functionality already exists – no impact for integration	Radio, Innovation
Location Central Integration	Standard interface to get location information to render data specific to State, Local Radio regions, postcodes and lat/longs. This relies on Location Central; an Innovation product. Ability to use Location Central + Frequency Finder + ABCID to present user with relevant service, program, schedule data	Location Central is a service that returns a list of region names for an Article or a Taxonomy document based on its primary location (1st location taxonomy), by calling the ABC's region finder web service via SOAP request/response. No configuration is required within the WCMS for this to occur. Query field: abc_region;	Functionality already exists – no impact for integration.	TV, Radio, Innovation

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
	This is also used by TV for the TV Gateway to show the correct region for EPG content Integration required with frequency finder if still required.	Text; Location Central Region; CMArticle.		
ScribbleLive		News Division is currently using this successfully, and it has recently been endorsed as the company approved live blogging solution. This is a front-end functionality that is embedded using the templates.	Functionality already exists – no impact for integration.	Radio
JW Player	New Akamai video player to replace Cinerama player. No Backend integration with WCMS required.		Functionality already exists – no impact for integration.	International, TV, Radio, Commercial
Cinerama player	Standard front-end video player. No backend integration with WCMS required.		Functionality already exists – no impact for integration.	TV, Radio, Innovation, News, Audience & Marketing, Miscellaneous
Threaded Message Board	The Threaded Message Board integration provides the ability for users to view and add comments to content. The required functionality is what is currently in production.		Functionality already exists – no impact for integration.	TV, Radio, Innovation, News, Miscellaneous
Pluck	This is integration with Pluck to provide functionality that is currently on the TV sites. This functionality will be implemented client-side, through the use of HTML and Javascript.	There is an existing integration with Pluck which is sufficient at this time. Innovation is looking to implement a community social platform which will replace most of the	Functionality already exists – no impact for integration.	TV, Radio, International, Miscellaneous, News?

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
	No specific integration between WCMS and Pluck is required; however the list of functionality desired by TV (to be implemented client-side) is listed below for reference. <u>UserCentral Integration</u> UserCentral is required for users to login to use Pluck functionality. It includes a registration function and ability to update the user's profile. <u>User Upload</u> This provides the ability for a logged in user to upload images, video and audio to Pluck from the website. Dependency on Pluck and integration timeline for Pluck. <u>Display Uploaded Content</u> This provides the ability to display Pluck content within the website. Examples of these types of Pluck content feeds include: Display images eg. http://www.abc.net.au/tv/adamhillsIGST/show_tell/default.htm Display users eg. http://www.abc.net.au/tv/artpost/search.htm?type=user Display videos eg. http://www.abc.net.au/tv/qanda/video-questions.htm	functionality. This platform hasn't been chosen yet – any integration in the future will require a CR.		

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
	Display my uploads Display all images tagged with "photography" eg. http://www.abc.net.au/tv/artpost/search.htm?type=photo&tags=photography <u>Search Uploaded Content</u> This provides the ability for a user to search for Pluck content from the website. Example: search form on http://www.abc.net.au/tv/artpost/ Popular Tags This module displays the most popular tags used by users to tag Pluck content. e.g.http://www.abc.net.au/tv/artpost/ <u>VoteCentral</u> Integration with VoteCentral is required for website Polls functionality. This functionality is as per current VoteCentral-WCMS integration (eg. The Drum polls). It should be possible for an editor to specify a poll identifier (eg. electionID, roundID) which is embedded into the module/page to allow the relevant poll content from VoteCentral to be included.			
Newsletter (Lyris)	As-is functionality will be provided for the Lyris integration. This includes: HTML subscribe/unsubscribe	There is an existing integration for Lyris. The replacement product will be raised as a CR if any changes are required.	Functionality already exists – no impact for integration.	International, TV, Radio, Innovation, News, Commercial, Miscellaneou

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
	forms Static thanks/error pages from WCMS WCMS produced fragments for newsletter content. These fragments will be defined as External Modules.			s
VoteCentral & Polls	Integration with VoteCentral is required for website Polls functionality. This functionality is as per current VoteCentral-WCMS integration (eg. The Drum polls). It should be possible for an editor to specify a poll identifier (eg. electionID, roundID) which is embedded into the module/page to allow the relevant poll content from VoteCentral to be included. Requirement to provide functionality that is currently on TV sites, implemented client-side, through the use of HTML and Javascript. No specific integration between WCMS and Pluck is required.	There is an existing integration with VoteCentral and Polls which will be sufficient going forward. This will be included in Innovation's community platform review – a CR will be raised, if required.	Functionality already exists – no impact for integration.	Radio, Innovation, News
National Library Syndication (specific to RN)	Takes a syndicated feed to RN of radio podcasts. Uses the current syndication functionality. NLA's Trove takes syndicated feeds of RN podcasts	Existing integration – no new requirements have been raised indicating further work.	Functionality already exists – no impact for integration.	Radio
RSS	RSS feeds by topic. Syndication via RSS/JSON or	Existing integration – no additional requirements	No Integration	International, Radio,

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
	XML from CoreMedia to Mobile or Web applications (Specifically for International) Standard RSS, consumption JSON/XML feed syndication to alternative platform in use (Drupal) – multilingual content, presentation (multiplatform) requirements. Radio use this service currently for on demand audio into their program API as temporary solution Syndication is ongoing for commercial for regional partner (media partners in Asia) RSS feeds from Drupal sites (the Drupal sites consumes from WCMS, repurposing by 1) internal RSS feed (from WCMS); 2) repurpose translate/repurpose/add merged info from local repository; 3) add in Drupal; 4) RSS syndicate/sell (risk is multilingual implementation not there, flag for English article is insufficient) tag would be English only, no meta data available for different languages. The requirements would be to re-write in language and tag the article as Vietnamese and be able to query all Vietnamese articles.	indicating further work.	required.	Innovation, News, Miscellaneous
Archive search (text search for media assets) –	Archive search is used for the commercial content sales and library sales websites, through the use of Funnelback search.	Funnelback will continue to be used in future. This is standard search functionality using form entry and index search.	Existing functionality - no impact for integration	Commercial

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
		Existing search functionality – no new integration required.		

Front End Integrations:

The following Services/ functions, have been found not to require additional Integration from the WCMS integration project since the functions all rely on Front End integrations, which usually consist of embeds/templates/widgets/etc. None of this type of function will require additional integration points from a back-end point of view. The approach of front end integration is also not regarded to be under scrutiny at this stage, thus no re-design of the Front End integration requiring a re-design in the backend is required.

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
Third party social media tools	MySpace, Rdio, Spotify, YouTube, Deezer, Soundcloud, Bandcamp, Storify, Tumblr, Flickr, Facebook, and Twitter.	Existing front end integration. No changes required.	Existing front end solution – no integration required	All
Slide Show Pro	Slideshow pro is currently a CMS managing image assets for gallery. It also serves as an image proxy to cater for adhoc image resolution requests. Radio expects that the WCMS will provide ALL image and gallery management, including auto resizing. It is not expected that Slide Show Pro integration will be needed ongoing but instead should be integrated via a bulk load process for each gallery that is migrated. This is front end integration.	Existing front end integration. No changes required.	No impact for integration (migration strategy impact)	TV, Radio, Innovation
Google DoubleClick (advertising for	The widget component could be edited to be consumed by double click API (by rules and	Front End integration (HTML) It is expected that	front end solution – no integration	International

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
International and ABC Home)	tech editor) - FreeMarker templates could handle this. Configurability for tech editors is key - requirement for WCMS Features project to allow level of configurability. Organic Gardener is the only commercial site with ads, as it's an online version of a print magazine which always had print ads. It uses Google Ads and it's front-end code to be put in the site (using iframe)	the FreeMarker templates, Google double click and iframe will cater for this integration – no further work required.	required	
Disqus (commenting platform for International (supports language)UTF8 db)	International looking to expand use of commenting platform. Similar to Google DoubleClick integration.	It is expected that the FreeMarker templates will cater for this integration – no further work required.	front end solution – no integration required	International
Club3	Club3 is primarily used in ABC Kids for social engagement services. Club3 provides Front end integration (Iframe widgets, js API) for pages. ABC Kids users require a Club3 account to access these services. The Club3 user collection is separated from user central and requires a different account registration. At a high level view, there is no back end integration required.	Club3 scope is limited to Wallace only - the website components will need to be integrated at the front end, therefore there is no integration scope. The website components exist of Widgets, promos and web pages that can be migrated or rebuilt in WCMS without further integration required.	front end solution – no integration required	TV
Event Finder API – Entertainment	3rd Party Events API – events DB Is Gizmo function, events DB sits on AWS. Event finder 3rd party	Front End integration, no impact for	front end solution – no integration	Radio

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
Media	has own API, we scrape their API, and add it to our Gizmo DB. Our website calls the API Layer in the gizmo DB.	integration	required	
Triple j Unearthed API integration	No integration on the current website. User Generated Content site. Populates info into audio player on site, may be other ways to integrate to platforms (gizmo may get some player data "tracks played") Sits on AWS, under mgt layer (managed by "AQUIA") User Generated Content	Front end integration to render Hottest 100, bespoke site, unearthed top 20 of 100 artists will have an artist profile. The profiles are on unearthed but are referenced by TripleJ site during campaign. That reference needs to be available. Search for artist, and link to their profile (manual process). This will continue as a manual process, no impact for Integration. Front End integration to be covered in templates.	front end solution – no integration required	Radio
Frequency Finder	Ability to apply User location to query of Frequency Finder to determine relevant services/programs.	No impact for integration. To have a consistent approach for frequency finding across all websites, the preferred approach will have to be confirmed with the WCMS Features project. (3 ways of finding frequency, which	Existing integration and Front end Integration	Radio

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
		way is preferred?)		
Tumblr	TripleJ have blog-style articles via Wallace plus Tumblr integration on event based sites (bespoke).	Tumblr is Front End integration - embedded in Site Producer. To create small articles detailing blog style updates for events to show on Triple J. Not part of original scope identified for impact analysis but came up during discussion. Is a front end integration	Front End - No impact for integration	Radio (Triple J)
Typepad	Presenter-driven blogging. Expectation is this will be replaced with Episode and Segment content from the program domain.	Front End integration and likely to be replaced. No impact for integration.	Front End Integration. Likely to be replaced – out of scope for integration	Radio
Triple J 'Gizmo' event coverage Integration	Encompasses 15-20 services running on Gizmo platform (EC2 instances on AWS) includes gig guide, quizzes, social media, and Hottest 100. In scope for WCMS - further investigation necessary for specific requirements (content ingestion to WCMS? Content types?) Content html snippets could be integrated on templates (has to be fully responsive and adaptive)	Radio to build their own integration (light) into the FreeMarker templates to incorporate JSON snippets. No requirements for integration specified.	front end solution – no integration required	Radio

"Features" within the WCMS, not Integration related implementations

The following services or functions have been identified as features and do not require integration. These features should be delivered as functionality within the WCMS features project.

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
Recommendations	This is the agree/disagree functionality available for users on others' comments. E.g. Poh's Kitchen Comments board. Radio expects to use the Recommendations solution provided by Innovation or other interim systems, ideally via an API. Current solution in place: Comment from triple j: "Assuming this is based on tools currently in the WCMS. Inaccurate to say that this is required, we need recommendations on tools, not what's being used at the moment. This is not future proofed. Innovation are looking at - ABC communities, single sign on, voting and polls, profile management, and recommendations." Requirement for Recommendations to integrate with WCMS content, Radio APIs, Radio Player, Radio Apps.	This functionality is a feature – until this feature has been designed, there is no requirement for integration. Feature: 12.33 Recommendations	Feature – No integration required	International, Radio
Trending	Similar to Recommendations - potentially same system.	This functionality is a feature – until this feature has been designed, there is no	Feature – No integration	Radio

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
	Radio Gateway is required to present trending content views in next build. Present lists/views of current popular/increasingly popular content (likely integrated with popular Tags feature).	requirement for integration. This came up during discussion but was not part of the original list of system services in scope for impact analysis Feature is: 6.5 External Content This feature is likely to be similar to 'popular tags' – requirements will need to expand on this and provided to the WCMS features project.	required	
ShareThis (weibo, etc)	Share content in social media platform. FreeMarker approach to access external service for JavaScript call (template layer) International request to WCMS Features project: Can the social media ability configuration be extended to optionally share articles to more than just the major 4 social platforms. (the editor could set the flag to make articles sharable for specific platforms)	"Share This" feature will need to be expanded with additional requirements to provide the functionality requested. Feature is: 6.4 Sharing Content tools, together with "Share This", create this functionality, The social media representative working group will need to provide approval to add this additional social platform to the existing content tools.	Change to existing feature and Front End required – No integration required	International
Internationalization and localization for languages other than English	Use case 1: Article starts off being written in language (about Sarah Ferguson with autobiography), to be	Implementation of internationalisation and Multilanguage to be raised with the	Feature capability - No impact for	International

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
	published in Indonesian (tagged in Indonesian). Use case 2: Same article, in same straight translation in different languages - CoreMedia to support multi translation relating to the same article (with the same biography etc. association) Use case 3: derivation to make content specific to audience (with relation to original article).	features team. Capability already exists – integration to be planned with features team. Feature is: 14.1 International character support (ICS) Be aware the editor remains in English so the editor needs to know English No impact for integration	integration	
Multilingual Search for complex Asian languages (Solr)	Currently: Drupal with SOLR search. Requirement: identify articles in language, recognise characters.	This is a native feature in CoreMedia. Asian languages are supported out of the box.	Feature capability - No impact for integration	International
Remote publishing from the Pacific	Behaviour: User with permission from remote location in the Pacific is able to blog or creates articles in CoreMedia (or send via Syndication or email). User interaction: User with permission from remote location in the Pacific interacts with email client or CoreMedia Editor client to create new content Likely integration point: Should allow remote publishing via Email - ideally a remote producer could publish directly into an Editor that was exposed via VPN or remote connection.	V6 – web based editor Feature is: 12.14 Remote Access Future version 7 of CoreMedia may include this functionality. Currently not an integration related requirement. Discussions with features project to be continued.	Feature capability - No impact for integration	International

System/ Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
	Currently they have access to Drupal console (as it is browser based). (Current email ingestion process, ABC emails required) Would need workflow for editors, forms/templates to e filled out by remote writers.			

New Services / Requirements

The following listed systems/services have been reviewed and found to be new functionality and or requirements. These applications are sometimes built in isolation by divisions and serve limited purposes for which a CR will need to be raised to perform a detailed review of the requirements to integrate the new service with WCMS. In other cases the services are undergoing design and development changes, which make integration requirement definition difficult since the development is still in flux.

System/Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
Media Player Syndication – Part of New Radio player (Syndication)	Requirement to be able to syndicate programme data to external media players. This covers video, audio and slide shows. Heavy investigation required regarding how to invoke our audio player.	Radio player still under implementation – currently a moving target. Requirements for integration still unknown. – See below for Radio Player The new Radio Player requirements were excluded by Radio from WCMS Stage2 implementation..	New system – not part of existing functionality. The new Radio Player requirements were excluded by Radio from WCMS Stage2 implementation.	Radio, Innovation
Radio Player	Radio Player is the application to be used to play all audio (live and on-demand), either	The new Radio Player was developed by Radio for the Double J site and is currently	New system – The new Radio Player requirements were excluded by Radio	Radio

System/Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
	as standalone or embedded within a page. The divisions have all signed up to use this as the enterprise Audio player once fully rolled out and implemented by Radio. Play live stream, on-demand audio (including podcasts) in consistent embedded player (see Double J for example of implementation) or linked to standalone player. Radio API music listings player integration. Requirement to render playlist (possible front-end integration) : dependency: music model currently being decided by Radio. Change requests to be raised if this requires additional content/assets to be stored in WCMS beyond ARID for music association processes. Radio requirement is to have links on page (passing an ARID from API) to play on demand audio (after full implemented is completed).	not ready for inclusion in the WCMS scope. The new Radio Player requirements were excluded by Radio from WCMS Stage2 implementation.	from WCMS Stage2 implementation. Currently out of scope due current ongoing development. The understanding is that Radio want to link to player via a link on the page using the Free Marker Template. If this requirement changes a change request may be required (implying anything over and above a static link on page). Playlist function also out of scope due to dependency on Radio/Pan Music Model definition. Pan music model currently being decided by Radio. Change requests to be raised if this requires additional content/assets to be stored in WCMS beyond ARID for music association processes.	
ABC Open Integration	All Radio sites will need to be able to embed ABC Open content (audience contributed	Uses content API. Site is being broken into 5 different services to be utilised. Sits on AWS.	Beyond being able to show link to Open platform there are no specific requirements. Open	Radio

System/Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
	items and collections) This is a non-radio station website that radio manages. Aggregation of content based on local regions, representation of local radio site.	Existing: Current APIs: Data API, Module API – Integration requirements not specified. New: APIs currently under development by Radio: Auth API, Vault API. Future APIs: Media API, List API, Search API, Dist API, Recommendation API. Open Platform is under re-construction. Integration requirements unclear for existing services. WMCS Features & Integration projects requesting Open to be out of scope until single platform of UGC has been defined	regarded Out of scope until current services services implemented and integration requirements are clear. Enterprise decision required of UGC content management with assumption of one enterprise solution for all divisions.	
Radio API - Music listings play-out integration	Integration with end points using the Music API for music listings / play-out – e.g. track details are being played on air at what time; need to render playlists; read/add/update track/artist/release data.	Integration: There is a dependency on Radio to define the music data model (aligned with classic fm/double J/TripleJ) so this can be mapped with the WCMS document model. Once Radio confirms which music content types are required to be stored in WCMS and the rendering requirements are clear, The Integration project can confirm the integration approach	This service will be changing. No current Integration requirements – further definition required from Radio before Integration can confirm what the impact might be.	Radio

System/Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
		for this service. Currently this service is out of scope, until the music content model and requirements for integration are clearly defined.		

Not effected by other Integration impacts and no specific integration requirements beyond existing functionality

The following services are deemed not to require any changes. The services were reviewed as part of the analysis for services that will be regarded in scope for Integration to ensure the solution as a whole has been considered. Services developed in a bespoke manner for specific divisional use only may also be listed under this section.

System/Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
Episode document workflow	Dependent on Radio API – program & schedule integration. Sites will need to integrate with Program API for schedules - e.g. GET, POST, PATCH - adding episodic info etc. (skeleton schedule created and added to API, CMS (Drupal)reads the schedules and updates and posts back to API) RAPID 2 exports xml which is ingested into the API. In future a direct ingestion into API is planned (within 6 months).	No direct touch points between episode document workflow and WCMS required. The RAPID 2 integration is covered off elsewhere in this document.	No Integration requirement applicable - Note: RAPID2 integration via program API in scope for scheduling info	Radio
Closed Captions	Closed Captions are	Associating closed	Duplication –	International, TV

System/Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
Within Video Player	provided by Switch (external) and made available on the External FTP server with a filename matching the video filename. WCMS is required to associate Closed Captions with Episodes and Segments. The Closed Captions will be available on a details page as part of the Video Player module. The user will have the choice of viewing the video with closed captions.	caption text to video may be an automatic integration, or manually entered by an editor.	out of scope Closed Caption integration part already included with episode (Video) which is in scope.	
BrightCove/ Zencoder	Used to encode video source into various 3 additional formats into CDN for consumption. iview will check for all the video existence in CDN before making the iview video link available.	The video encoding functionality and integration is not expected to change thus has no impact on integration.	No specific integration requirements applicable – out of scope	International, TV
MPEG Media	Ability to relate media files on MPEG media with WCMS published content; display play and download links and subscriptions to Users; Used to encode the single source of media into mp4. No direct relationship with WCMS. However, some integration may be required depending on the chosen solution with Episode. This host is responsible for serving the binary content. MPEG media is one of Akamai's CDNs - already catered for. All networks use MPEG	Integration already exists, therefore no changes required. Radio's player will need to understand the existing URLs	No specific integration requirements applicable at this time, MPEG media Server will depend on Radio player integration which is out of scope – hence this is also out of scope	Radio, International, Innovation, News, Miscellaneous

System/Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
	media for both video and audio. May use other media further down the track, but for now primarily used for podcast/downloadable on-demand audio (MP3) and video on demand (recorded, coded and sitting on the server). Other on-demand streaming audio is now via AAC+/Akamai/HLS. MPEG media Server will depend on Radio player integration which is out of scope			
Live Streaming Video	Integration mostly occurs on the Front End JavaScript level. No backend integration with WCMS required.	This is frontend integration, no further requirements for back end integration.	No specific integration requirements applicable – out of scope	International, TV
Live Streaming Audio	21 HTTP Live streaming via Akamai; limited capacity Shoutcast MP3 streams. Integrate via Radio Player API (radio's responsibility)	This is a front-end integration, no further requirements for back end integration. Integration with radio player will be the radio division's responsibility.	No specific integration requirements applicable – out of scope	Radio
iview/promo iview	Original requirement: Able to add Teaser link to iview content to FreeMarker templates.	Iview itself is out of scope for integration. To enable showing the iview teaser link to present on program page, this data will need to be provided in the program episode	FreeMarker teaser link & call to check link validity will be responsibility of divisions when building websites. Teaser link	TV, Radio

System/Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
		data which is automatically ingested. If this is not available other options may be possible but front-end integration will remain a divisional deliverable	content might be included via automated ingestion.	
Wordpress - Content Management System	Commercial currently uses this as their CMS. The content kept within the CMS can be migrated to the WCMS, after which no integration will be required.	Migration impact only – no new integration points required, therefore non-impact for integration.	No impact for integration	Commercial
Refinery – Content Management System	Commercial currently uses this as their CMS. The content kept within the CMS can be migrated to the WCMS, after which no integration will be required.	Migration impact only – no new integration points required, therefore non-impact for integration.	No impact for integration	Commercial
Concerts and Network Events Integration (specific for Classic FM)	Interface to accept and render concert and network events. There is a system called CANE which captures events - looking to retire but there is no timeframe to do so. Radio would like the system to be replaced.	Radio confirmed there are no specific integration requirements for this system. Therefore it is out of scope for Integration.	Out of scope for Integration – No specific requirements for WCMS integration	Radio
Whiteout Syndication –	Service built for RN and Classic FM. Tests whether all of the audio files have been created correctly by checking that the links exist, the media files are in the right location, their size	Integration project manager requested review of link checker as possible option for Radio to replace whiteout. Radio expects the functionality won't	Out of scope for Integration – Radio bespoke developed system.	Radio

System/Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
	isn't 0 bytes etc. Requirement to verify the existence of valid audio files to determine if play option is offered to Users. Only working with RN and CFM at present but similar issues will exist for other services as they migrate to AAC on-demand audio.	suffice for what Radio requires but agrees that whiteout is a bespoke developed Radio system. There is no requirement for Integration with WCMS. Any updates required due to future migration to WCMS will be Radio's responsibility to develop.		

Planned for replacement by known emerging solutions

The following system/functions have been considered for Integration but found to be replaced in the nearby future during the analysis work. The Integration will focus on the replacing solutions instead.

System/Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
Electronic Rundown Integration	Current means for all local and rural sites generating their programme schedule data. System planned to be retired and replaced by RAPID2 (for scheduling data entry) and IMS.	RAPID 2 will be replacing Electronic Rundown. This will require integration to the program API – to be managed by the radio division. The program API is under review for integration and is expected to be the single source of scheduling data. The Electronic Rundown integration should have no further impact for integration project. This was originally not on the list be was discussed as part of the investigations.	To be replaced by RAPID2 (which is in scope for integration via program API)	Radio
Blog	Local blog using Typepad	Blog to be replaced by ScribbleLive. No impact for integration.	To be replaced – out of scope for integration	International, Radio
Local Station Data Integration	Standard interface to accept and render local radio station data - frequency and latitude / longitude of the station, Every local station has an XML file with data of the station, which needs to be ingested.	This functionality will be taken over by MyABC, Freq Finder and Location Central. No dependency on Local station data going forward. There is no integration for WCMS required.	To be replaced – out of scope for integration	Radio
Radio EPG	A number of different interfaces to create, manage and render EPG content. Episode and programme guides are rendered from the API.	RAPID 2 to replace all current EPG systems. Integration impact Already covered under Radio Program API integration, assuming RAPID2 will become the Radio division's "single source of truth" for program and	To be replaced by RAPID2 (which is in scope for integration via program API)	Radio

System/Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
	All sites require EPG rendering.	scheduling. Existing different radio EPG systems out of scope for integration.		

In scope for integration:

Confirmed Integrations for WCMS Integrations:

The following system have been analysed and found to require some level of integration with WCMS to enable the tenant sites that use the content provisioned by these systems able to migrate to WCMS. Further detailed analysis is underway to confirm detailed requirements and design.

System/Service	Original requirements provided to Integration project	Integration Investigation detail:	Outcome and findings:	Divisions listing this requirement
BMS	The TV website will utilise content sourced from BMS, including content metadata and scheduling data for the EPG. As such, integration will be required between BMS and WCMS.	The following is required: Content integration strategy required for: 1) all Program related content types, 2) event data types, 3)meta data Requirements gathering underway. Integration option design to follow	In scope, options under review	TV, News
EPG process (From BMS)	Standard interface to accept and render EPG content. Episode and programme guides are rendered from the current ESB API & XML engine TV also uses EPG data to generate EPG widgets (mini EPG). All sites require EPG rendering. Radio adds Double J and JAZZ scheduling to TV schedule XML for downstream processing (HBB)	Requirements gathering underway. Integration option design to follow	In scope – part of BMS integration overall	TV, News
BTS (programming scheduling for international)	BTS is used to schedule and report on programming transmission Overseas programming is not done by ABC, BTS offsite system run by 3rd party provision	Requirements gathering underway. Integration option design to follow	In scope	International

System/Service	Original requirements provided to Integration project	Integration Investigation detail:	Outcome and findings:	Divisions listing this requirement
	provider (Operated by the Australia Network programming team in Sydney) - (SME: Patrick Emmet, 7th Floor) They take a regular, automated 'dump' from BTS, in XML format, that is then imported into their CMS (Brightcove) via some bespoke integration written in PHP. Requirement for minimum integration from International: The PHP integration International developed emits JSON structured data. "If we're able to read/process JSON, either within the FreeMarker template layer, or via a Javascript/AJAX layer, we should be OK"			
International EPG API – used with BTS scheduling system	International would like CoreMedia to consume from the API using FreeMarker templates to query the APIs, with CoreMedia then rendering the websites (see BTS).	Duplicate of BTS integration investigation. To be covered off as part of BTS integration.	In scope but (duplicate and already part of BTS integration)	International
Episode (Video)	An integration solution will be required to include relevant video. An integration solution for video meta data to be made available for page creation or creating relevant video services (such as Vodcast RSS). Once video is encoded by Episode it is made available on the ABC servers. The TV site will only display video binaries if the video	Integration impact: Closed caption integration on episode via Switch and iview API will be required for Integration to WCMS (but closed captions feature/functionality will need to be known (requirements) or designed before Integration impact can be ascertained).	In scope in relation to closed caption	TV, Radio, Innovation

System/Service	Original requirements provided to Integration project	Integration Investigation detail:	Outcome and findings:	Divisions listing this requirement
	is available on the server. It is possible the encoding system may provide a notification (similar to Agility) or the WCMS must check for existence of the file before rendering the video link. (This functionality is deemed to have been satisfied with the "link checker" – out of scope for Integration If video content is updated in Episode after initial publishing, the integration solution should update the original asset in the WCMS, and not create a new asset. (This is Asset mgt & meta data templates – out of scope for Integration)	Current process - render the VTT file and associated closed captions file if available (as currently done for iview). Integration impact - to check for closed caption file availability and render? The JW player functionality already supports the VTT format and will recognise to display the caption if found with the video file. 3 possible ways of integrating dependent on the requirements: Importer gets the link to the VTT file from the original source while importing the other media meta-data. The link will be made part of the rendition or media content in the WCMS. (change to importer) On the delivery side, when compiling the playlist for the video player, check on-the-fly whether the VTT file is available on the media server (similar to how we currently check whether the binary file is available). (change to business logic in		

System/Service	Original requirements provided to Integration project	Integration Investigation detail:	Outcome and findings:	Divisions listing this requirement
		rendering process) On the client side (web browser) try to fetch the VTT file under the anticipated location. (requires change to Front End logic of JW player)		
Radio API – Program and Schedule Integration	Integration with end points using the Program API for radio programme/schedule data and related live and on-demand audio content availability; read/add/update series/program/episode/presenter data.	Integration Assumption: new content type to render program content & schedule (EPG Content) Presenter content, how to ingest content feed from Program API? Assumes to use RAPID 2 scheduling solution to be extracted by Program API. Integration dependency with WCMS currently unclear. Requirements gathering underway. Integration option design to follow	In scope	Radio

Likely impacted systems/services as a side effect due to possible changes to existing integrations

The following systems are not necessarily in scope for integration but likely to be affected when we make changes to existing integration to systems that are in scope. We will need to include those impacts and ensure the existing functionality won't be affected or is adapted as required to ensure continuity.

System/Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
Mini EPG **(impact is scheduling)**	Via Integration with Program API (EPG feature)	Changes to the current EPG file processing approach will likely have an impact to the mini EPG rendering process.	TBC	International, Radio, Innovation
Episode and Segment Audio Integration (risk for integration importing process)	Standard interface to accept and render audio files. There is integration for RN, which needs to be updated to match radio wide workflow for downloadable content and on demand content. Significant work required to make audio more accessible for mobile. (This being resolved by radio gateway and radio API to make audio on demand for mobile more accessible) WCMS / Radio National integration requirements: - to automatically import mp3 audio and link to on demand audio; and integrate with APIs. Update from Graham Hill: (Rebuild of API, sites, gateway, apps, IT infrastructure (to record and trans code	Integration finding: WCMS importer process may not be able to handle AAC format, and the workflow for mp3 files may not work for AAC. This could then impact the existing processes.	TBC	International, Radio

System/Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
	audio)) – work underway – AAC format can then be used by Akamai as HLS formatted files.			
Brightcove API	This is currently used to create and store the videos and program info for International. The video files have metadata which is related to the BTS scheduling data to show programming detail.	Possible Integration impact: Web editors provide CMS with URL to link Brightcove video to be added to the template. This will be investigated during Requirements gathering and detailed design phase. Also under review: options to use existing Akamai system integration for this functionality	TBC	International
XML Engine	The XML engine serves as the publishing engine to process BMS events, TV program pages, and 14 day EPG guides. Currently for every BMS event, there will be a distinct program page generated. The XML engine also contains the smart and business logic to ingest WCMS content and relevant information (such as program schedules, cross selling promo and iview link) into the program page. The XML engine is required (on a daily basis) to generate 14 days worth of static pages of EPG schedules.	Integration: The changes to the Program and or EPG data flow may impact the processes currently running on the XML engine which could adversely affect downstream systems. Any changes to the current processes will need to be carefully reviewed to ensure dependent processes are not affected. The WCMS integration project is not responsible for the decommissioning of the XML engine and will not be implementing solutions to divert data around the XML engine	TBC	TV, Innovation
Netia	Netia - part of the IMS replacement project. Workflow in place for RN to get their content onto a fileshare. WCMS looks at that	Any new formats for media files will influence the process for Netia (importer) and changes will need to be considered.	TBC	International, Radio

System/Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
	fileshare through the ESB to check that there's new / changed content available.			
Webster	Shared publishing workflow between news, local and rural.	Any new formats for video files will influence the process for Webster (importer) and changes will need to be considered.	TBC	International, Radio
Inews	Inews - part of the IMS replacement project. Shared publishing workflow between news, local and rural. RN uses this currently.	To be investigated.	TBC	International, Radio
Aurora	Aurora - part of the IMS replacement project. Shared publishing workflow between news, local and rural.	To be investigated.	TBC	International, Radio
Wallace – Content Management system	Where TV/News/Radio content is used on other ABC sites, it must be syndicated from CoreMedia to Wallace. This integration will depend on requirements analysis of non-TV content used on TV sites. For example, the Arts website uses content from News, Radio National and Local, amongst others. Local content is only available within Wallace/SiteProducer, therefore a content	To be investigated.	TBC	All

System/Service	Original requirements provided to Integration project	Integration Investigation:	Outcome and findings:	Divisions listing this requirement
	integration solution may be required. The TV sites requiring non-TV content (possibly CAT system related) include: Arts Indigenous Parenting Catalyst			

Next steps:

Once we have agreement with the involved divisions on the recognised scope a project schedule will be produced and we commence gathering the detailed requirements, preparing a high level design and plan the delivery components of the integration project accordingly. The process will work as described below.

- Impact on Requirements: The Integration project and Features project will gather requirements to create an End-to-End As-Is (current) and To-Be (after integration with WCMS) process and record the applicable use cases to support the changes required. Any cross divisional interests (divisional signoff) for each identified integration will be detailed in the BRS. All approved requirements will be captured in a traceability matrix, which will be used to ensure appropriate levels of testing for the different use cases and environments. Specific requirements for Integration will be captured in a separate table for signoff purposes. Where appropriate the WCMS Features project prioritises requirements gathering for stage 3 features to enable the E2E process/use case definition to benefit the Integration project's requirements gathering.
- Impact on Design and Architecture: The project's architecture team will create a conceptual high level design to indicate the expected impacts and changes to the existing WCMS environment. The CoreMedia solution architect will provide input on the product impacts/changes to enable the high level design. Current business rules and or data mappings mechanisms will be included in the design.
- Estimation and Impact on Schedule: The project manager will gather input from the overall project team to estimate the effort required to schedule and plan the agreed integration deliverables.
- Review of dependencies and risks to confirm impacts from other project schedules, divisional roadmaps and or other organisation influences will be managed on an ongoing basis.

Appendix II: Analysis findings in table view

Header of specific system group
In scope for WCMS Integration
Out of scope for WCMS Integration

	Out of scope for WCMS Integration						In scope for WCMS Integration	
Systems	Existing Integration points with WCMS - No change required	Front End Integration	Features	New Services / Requirements	Not effected or formally agreed to be out of scope	Planned for replacement	Confirmed Integrations	Likely impacted systems / services. Due to changes to other integrations
Radio Specific								
Radio API - program & schedule integration							X	
Radio API - Music listings playout integration				X				
EPG						X		
Episode and Segment Audio Integration								X
Episode document workflow					X			
Episode Transcode Integration					X			
Local Station Data Integration						X		
Market Data Integration					X			
Media Player Syndication (via Radio API)				X				
National Library Syndication	X							
ABC Open Integration (under reconstruction)				X				
Concerts and Network Events Integration					X			
Netia								X
Inews								X
Aurora								X
Simple Feed					X			
Custom			X					
Field resource					X			
live stream audio					X			
Back-end system Integrations								
Polls	X							
Akamai	X							
Threaded Message Board	X							
Login (part of user Central)	X							
Recommendations			X					
Ratings	X							
Pluck	X							
User Central Integration	X							
Search (Funnelback)	X							
BrightCove/Zencoder					X			
Email a friend			X					
webster								X
Location Central Integration	X							

	Out of scope for WCMS Integration						In scope for WCMS Integration	
Systems	Existing Integration points with WCMS - No change required	Front End Integration	Features	New Services / Requirements	Not effected or formally agreed to be out of scope	Planned for replacement	Confirmed Integrations	Likely impacted systems / services. Due to changes to other integrations
Front End Integration								
Mini EPG								X
Flickr Integration		X						
Rdio Integration		X						
Spotify Integration		X						
Triple J 'Gizmo' event (finder) coverage Integration		X						
triple j Unearthed API integration		X						
Whiteout Syndication					X			
Youtube Integration		X						
Frequency finder		X						
MySpace Integration		X						
Most commented		X						
Form		X						
Link		X						
Faq		X						
Downld Image		X						
Popular Tags		X						
Slide Show Pro		X						
Club3		X						
Event Central (Big Diary)	X	X						
User Upload (Pluck)	X							
Display Uploaded Content(Pluck)	X							
VoteCentral (Pluck)	X							
Search Uploaded Content(Pluck)	X							
TV Specific								
Episode (Video)							X	
BMS (OnAir) (Program info & EPG)							X	
Promo Iview					X			
iView					X			
iVIEW API					X			
XML Engine								X
Closed Captions (will be part of Episode							X	
Closed Captions Within Video Player					X			
Closed Captions List			X					
Forms - Now use Jotform instead								
Audience Complaints System Feedback Form					X			

	Out of scope for WCMS Integration						In scope for WCMS Integration	
Systems	Existing Integration points with WCMS - No change required	Front End Integration	Features	New Services / Requirements	Not effected or formally agreed to be out of scope	Planned for replacement	Confirmed Integrations	Likely impacted systems / services. Due to changes to other integrations
Video								
JW Player	X							
Cinerama	X							
Adobe player (Flash)	X							
Downld Video					X			
Vid Podcast					X			
MPEG Media					X			
Live Streaming Video					X			
Legacy Windows Media								
Legacy Real Media								
Legacy Flash Media Server					X			
Video					X			
International								
BTS (programming scheduling for international)							X	
Google DoubleClick (advertising for Int and ABC		X						
Disqus (commenting platform for int (supports		X						
ShareThis (waibo, etc) - int			X					
Internationalization and localization for			X					
Multilingual Search for complex Asian languages			X					
Brightcove API								X
International EPG API							X	
Syndication via RSS/JSON or XML from Coremedia	X							
Remote Publishing from the Pacific			X					
Other								
Newsletter	X							
Blog						X		
Typepad		X						
Scribble live	X							
RSS	X							
Wallace								X
JSON Feeds	X							
Wordpress					X			
Refinery					X			
Drupal					X			
Archive search	X							
Person list Y/N			X					
Audio list	X							
Featured persons			X					

ABC WCMS Project

Steering Committee REPORT

August 2015

DISTRIBUTION

Steering Committee
Product Development Group (PDG)

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1. EXECUTIVE SUMMARY

1.1 Progress this month

Schedule

Stage 3 (TV) Release 20 UAT is complete and signed off.

Stage 3 Release 21 UAT is complete and signed off.

Stage 3 Release 22 UAT is in progress.

The project has commenced Functional Testing of Integration for OnAir, PAPI and BTS.

Change requests 190 WCMS Migration Interface (Bulk Ingester) and 189 Content API were approved at the Steering Committee meeting held on Monday 22nd June 2015. Requirements for the Migration Interface and Content API were signed off by the PDG on the 14th July 2015.

Change request 191 for the Netia Integration (MP3) was approved at the Steering Committee meeting held on the 16th July 2015. The Netia Integration (MP3) requirements document was signed off at the PDG meeting held on the 28th July 2015.

Foundation

The Foundation team have implemented the new caching layer "Varnish" into the test environment. Testing commenced on the 29th June 2015. The project team are working on operational issues with Solr search to improve storing broadcast events in the WCMS environment.

Change Management

The current status is:

- BAU Handover to Digital Networks - the transitioning of the BAU team was to be completed by 1 July 2015 - COMPLETED
- UAT guides for Video Bookmark and Track Detail View - COMPLETED
- Showcase held 16th July with 12 attendees - COMPLETED
- Release communication handed over to Digital Network – COMPLETED
- Training courses to be run on the following dates in Sydney
    - Ultimo Sydney Office
        - ***22nd July*** - COMPLETED
        - ***23rd July*** – CANCELLED due to no enrolments
        - ***27th July*** – CANCELLED due to no enrolments

Integration Project

The project has commenced Functional Testing of Integrations (OnAir, PAPI and BTS)

CoreMedia Support and License Contract Renewal

- Contract was signed last financial year by ABC management and CoreMedia. This item is now considered COMPLETE.

Business Verification Testing

The Digital Networks BVT was completed and a report was prepared and discussed at the Steering Committee held on Wednesday 20 May 2015. This item is now considered COMPLETE.

Test Tenant

The URL is: www.abc.net.au/abc4000 and this item is now considered COMPLETE

Change Requests

At the Steering Committee Meeting held on Monday 22nd June the following two change requests were approved:

- CR #189 – Content API – Draw down $350,000 from WCMS project contingency budget and commence work on the Content API
- CR #190 – WCMS Migration Interface (Bulk Ingester) – Draw down $150,000 from WCMS project contingency budget and commence work on the Bulk Ingester.

At the Steering Committee Meeting held on Thursday 16th July the following change request was approved:

- CR #191 – Netia Integration (MP3) – Draw down $30,000 from WCMS project contingency budget and commence work on the Netia Integration (MP3).

CR #189, CR #190 and CR #191 have been incorporated into the project build schedule.

1.2 Key activities for next month

- Complete UAT of Stage 3 Release 22.
- Complete end to end integration testing
- Commence Stage 3 regression testing
- Complete high level design of Content API & Migration Interface (Bulk Ingester)
- Continue Stage 4 Release 23 feature build
- Deploy Stage 3 (TV).

1.3 WCMS Key Milestones

The key dates for the program listed in the following-table:

Item	*Original Schedule (Jan 13)*	*Current Schedule*	*Forecast Completion date*	*Status*
Project scoping	Feb-13	Complete	Complete	Complete
WCMS Team build up	Apr-13	Complete	Complete	Complete
Foundation - Design, external review, build and deploy	Jun-13	Aug -14	Dec -14	In Progress
Core - Design, build and ready to deploy	Dec-13	Oct -14	Dec - 14	Complete (accessibility added to core features) *

Item	Original Schedule (Jan 13)	Current Schedule	Forecast Completion date	Status
Stage 1: Design, build & ready to deploy	Apr-14	Oct-14	Jan - 14	Complete (accessibility added to stage 1) *
Stage 2: Design, build and ready to deploy	Jun-14	Feb-15	April - 15	Complete (except EPG)
Stage 3: Design, build and ready to deploy	Oct-14	May 15	July - 15	In Progress
Stage 4: Design, build and ready to deploy	Mar-15	July-15	August - 15	In progress

*Accessibility Release was moved to Stage 1 from Stage 4

2. Product Build

2.1 Core and Stage 1 - Deployed to WCMS Production

2.2 Stage 2 (excluding EPG) - Deployed to WCMS Production

2.3 Stage 3 – (TV) including integration components

- Stage 3 (TV) Release 20 UAT is complete and signed off.
- Stage 3 Release 21 UAT is complete and signed off.
- Stage 3 Release 22 UAT is in progress.
- Commenced Functional Testing of Integration for OnAir, PAPI and BTS

2.4 Stage 4 – (Other) including integration components

- Continue High Level Design for features for Stage 4 Release 23.
- Continue Stage 4 Release 23 feature build
- Content API and Migration Interface (bulk ingester) requirements documents signed off by PDG on 14th July 2015.
- Netia Integration requirements document signed off by PDG on 28th July 2015.
- Commenced requirements documents for remaining features in Stage 4 Release 24.

3. Product Support (BAU)

Next Major Deployment (August)

The next planned release will be for Stage 3 (including Integration and EPG) – deployments release 15.03 - scheduled on 28 August 2015.

Weekly BAU Releases

The WCMS product Support team has been implementing weekly BAU releases for BAU tickets only. These weekly releases target urgent BAU changes required from the current tenants. This effort is in parallel with the other major releases. The table below shows the BAU release priorities and their status.

Ticket	Description	Owner	Proposed Build	Proposed/ Confirmed Deploy Date	Comments
WCMS 1866	hiding and showing streaming audio buttons do not work on episodes or segments	RN	15.01.16	4-Jun	Completed
WCMS1865	CoreMedia overrides Function.prototype.bind indiscriminately	NEWS	15.01.17	4-Jun	Completed
WCMS 1876	Topic RSS feeds have incorrect <link> values	NEWS	15.01.18	11-Jun	Completed
WCMS -1111	Configure Archive day indexes to contain full list of content	NEWS	15.01.19	18/06 -->22/6	Completed
SUPPORT-185 /WCMS1885	Most popular content not consistently available	NEWS	15.01.20	2-Jul	Completed
WCMS-1880	Publishing automation questions	RN			closed -24/Jun/15
WCMS-1626	Audio Player does not appear	RN			cannot reproduce -close 8/7/15
SUPPORT-193	RN Images not updating	RN			cannot reproduce -close 11/6/15
WCMS-1626	Audio Player does not appear	RN			cannot reproduce -close 8/7/15
WCMS-1208	CoreMedia auto-generated URL segment broken	NEWS	15.04		Beven advises this will be fixed in 15.04. Closed 9/7/15
WCMS-662	AT: Audio Episode is not rendering with Feature S	NEWS			not required - closed
WCMS-1652	Test config pointing to Production		15.01.22-->23	20-Jul	Completed
NEWWORKREQUEST-116 / WCMS-1883	Gallery XML uses incorrect default for unset "default image ratio"	NEWS	15.01.21-->23	20-Jul	Completed
SUPPORT-115 /WCMS-1887	News RSS output from CoreMedia, the <lastBuildDate></lastBuildDate> and <pubDate></pubDate> elements are being output but are not being populated	NEWS	15.01.21-->23	20-Jul	Completed
WCMS-1766	News Regression - user gets an error when no viewtype is selected	NEWS	15.01.22-->23	20-Jul	Completed
SUPPORT-121/WCMS1025	NewsOnline Custom Image alternative text	NEWS	15.01.22-->23	20-Jul	Completed
WCMS-1891	'Cannot be placed here' diagnostics does not reference content causing an issue		15.01.22-->23	20-Jul	Completed
SUPPORT-222/WCMS1890	Contactable Person documents used as author of Drum articles causes java.lang.NullPointerException on desktop	NEWS	15.01.24	23-Jul	Completed
WCMS-1843	Internal content porperties are exposed to public via 'contentblob'	WCMS	15.01.24	23-Jul	Completed
Support77 / WCMS871	channel.body.id context settings is not behaving as expected	WCMS	15.01.25	30-Jul	ready for testing
WCMS-1877	Gallery XML invalidated by debug comments	NEWS	15.01.25	30-Jul	ready for testing

3.1 Key Milestones

The key dates for the Product Support workstream are listed in the following table:

Activity:	End Date Revised	End Date Baseline	Status / Comment
Support release 13.02 deployed (Windows 7 compatibility)	Jan 2013	Jan 2013	Complete
Support release 13.03 (Importer enhancements)	Mar 2013	Mar 2013	Complete
Support release 13.04 (Disaster Recovery update)	Apr 2013	Apr 2013	Complete
Support release 13.05 (News Mobile prep) Rural (CR #73) Stage 1 launch	May 2013	May 2013	Complete Complete
Release 13.07 News Mobile (CR #74) launch	Jul 2013	Jul 2013	Complete
Support release 13.08b (Feature Promo)	Aug 2013	Jul 2013	Complete Delayed for NWR76
Support release 13.08a Content Syndication tweak (NWR 76) Support release 13.08c– (Workflow Patch)	Aug 2013	Aug 2013	Complete Complete
Support release 13.09 (NWRQ 79, 81, 83, 77, WCMS 1144 & 1149, Support 157 & 159)	Oct 2013	Sep 2013	Complete
Support release 13.10 (NWRQ 69)	Oct 2013	Oct 2013	Complete
Development on News Segmentation and Encoding (NSE)	Dec 2013	Dec 2013	Complete
Support release 13.12 (NSE)	Dec 2013	Dec 2013	Complete
NG3 – WA State edition 14.03	Mar 12 & 19	Mar 2014	Complete
NG3 – Extension – 14.05	Apr 16	Apr 16	Complete
NG3 – Extension – 14.06	July 23-24	Jun 4	Complete
Combined NEWS/RN (inc NG3)- 14.07A	July 23-24	July	Complete

Activity:	End Date Revised	End Date Baseline	Status / Comment
14.08 – EDP deployment	Dec 14	Aug 14	Complete
14.08 - patch	17 Dec 14	17 Dec 14	Complete
14.12 – Core and Stage 1	27 Feb 15	27 Feb 15	Complete
15.01 – Radio specific features	29 Apr 15	22 May 15	Complete
15.03 – Stage 3 (inc Integration OnAir, PAPI, BTS) and EPG	May 15	28 Aug 15	Progressing

Table 2: Key Dates – Product Support

3.2 BAU – Key Risks

N/A

3.3 Product Support - Active Change Requests

N/A

4. Foundation

The Foundation team have implemented the new caching layer "Varnish" into the test environment. Testing commenced on the 29th June 2015. The project team are working on operational issues with Solr search to improve storing broadcast events in the WCMS environment.

Detailed Foundation milestones below:

Activity:	Forecast	Planned	Status / Comment
WCMS infrastructure enhancements requirements (AR1) Caching 7 & Traffic Management requirements (AR3)	Nov 2013	Nov 2013	Complete
WCMS Environments requirements (AR 10) Enhanced Deployment Process (AR11) WCMS Infrastructure detailed design (AR 1)	Feb 2014	Dec 2013	Complete
WCMS infrastructure enhancements implementation (AR1)	Dec 2013	Dec 2013	Complete
Performance testing/environment POC implementation (AR2)	Feb 2014	Feb 2014	Complete
WCMS Application High Level Design (AR 9)	Mar 2014	Nov 2013	Complete
Enhanced Deployment Process implementation (AR11)	Dec 2014	Apr 2014	Complete
WCMS Non-Prod Environments implementation (AR 10)	Aug 2014	Mar 2014	Complete
Monitoring System implementation (AR2)	Sept 2014	July 2014	Impacted by Rel. 14.08 issues
Caching 7 & Traffic Management detailed design (AR3)	TBA	Jan 2014	On hold pending Technology design, not critical path
Caching 7 & Traffic Management implementation (AR3)	TBA	Apr 2014	On hold
Foundation work complete	TBA	Jul 2014	Schedule adjusted to meet project priorities

5. Change Management Update

Current status

- Showcase 16th July - COMPLETED
- Training courses to be run on the following dates
    - Ultimo Sydney Office
        - ***22nd July*** - COMPLETED
        - ***23rd July*** – CANCELLED due to no enrolments
        - ***27th July*** – CANCELLED due to no enrolments

Training Stats

Course Date	Location	Attendees						
		Digital Network	**International**	**News**	**TV**	**Radio**	**Content Services**	***TOTAL***
18/19 Sept 20 14	Sydney	2	1			2		***5***
29/30 Sept 2014	Sydney				4			***4***
16/17 Sept 2014	Brisbane	1		6		2		***9***
2/3 Oct 2014	Melbourne	2	2		4	2		***10***
2 Dec 2014	Sydney				3			***3***
Various	Sydney	1		4		1		***6***
Various	Melbourne (webex)		7	1				***8***
22/24 April 2015	Sydney	3	1	1	4			***9***
22nd July 2015	Sydney			1	3	2	1	***7***
TOTAL		***9***	***11***	***12***	***15***	***7***		***61***

The following table details the number of people that attend the showcase from the various Divisions:

Course Date	Location	Attendees					
		Digital Network	**International**	**News**	**TV**	**Radio**	***TOTAL***
13-Nov 2014	Showcase – local				3	1	***4***
	Showcase - remote					4	***4***
16-April 2015	Showcase - local		1			6	***7***
	Showcase - remote						***0***
16 July 2015	Showcase - local	1			1	1	***3***
	Showcase - remote	1	2	1	1	4	***9***
TOTAL			***1***		***3***	***11***	***27***

Priorities for next period

- Follow up on Melbourne training. Training potentially may be cancelled
- Development of UAT guides and showcase site
- Update training material
- Update the catalogue
- Planning for last training session in August

6. Integration Project – Current status

The current Project Status is as follows:

- Commenced Functional testing of the OnAir, PAPI and BTS Integrations

Priorities for next period

- Complete end to end integration Functional testing

Note: The vendor Sintec was provided a purchase order on the 11 May to complete changes required for the OnAir integration. Sintec has been unable to implement these changes by the scheduled timeline of 30 June 2015. WCMS Project has implemented a work around in order to meet the project schedule.

7. WCMS Resources – Changes for July

WCMS team

Departures:

- Adrian Moss – Business Analyst
- Sai Vannemreddy – Test Analyst
- Prateek Khanna – Business Analyst

Arrivals:

- Matthew Brennan - Front End Developer

Divisional Representatives Update:

- The International WCMS representative Thomas Chen resigned his position on 10/7
- A new International representative will be joining the ABC on 25/8

8. PDG Update

The PDG approved the requirements for the following two change requests on 14/7;

- CR189: Content API
- CR190: Migration Interface (Bulk Ingester)

On Tuesday 28 July the PDG approved the requirements for the following change request:

- CR191: Netia Integration

9. Key Risks – WCMS Project

The following risks have been highlighted as they have a significant potential impact on the project.

No	Who	Risk Description	Risk Rating	Assigned To	Mitigation Strategy
041	Cathy Scanlon	**Staff Retention** Due to unknown future support staff retention plans there is a risk of losing WCMS project staff which may lead to loss of knowledge which could affect future support and management of the WCMS product	10	Gary Paternoster	• Using ABC Staff as members of the WCMS team • Capture IP in documentation • Cross-skill individuals • Creation and socialisation of a staff handover plan as early as possible • Lower uncertainty for WCMS project staff by Digital Networks providing further presentations • BAU staff transitioning to Digital Network. • New roles in Digital Networks available (migration and upgrade projects funded)
181	Gary Paternoster	**Scope** The project has minimal ability to meet any increase in scope via change requests or extra requirements **Risk** The project cannot add any more change requests without using the existing Contingency	4	Cathy Scanlon	Steering Committee oversight of the project deliverables to ensure that scope does not increase or that approval to use Contingency via the Change Request is given.

10. Financial Performance

WCMS FINANCIAL SUMMARY AS AT July 2015

Product Support - Ongoing	July			YTD July 2015			FY 15/16			Total Product Support		
Figures in '000s	**Actuals**	**Budget**	**Variance**	**Actuals**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**
Salaries	19	0	(19)	19	0	(19)	0	0	0	3,429	2,599	(830)
Hardware	0	0	0	0	0	0	0	0	0	1	340	339
Software	0	0	0	0	0	0	0	0	0	699	2,178	1,479
Other	98	296	198	98	296	198	3,557	3,557	0	3,763	2,775	(988)
Total	**117**	**296**	**179**	**117**	**296**	**179**	**3,557**	**3,557**	**0**	**7,892**	**7,892**	**0**

Licences	July			YTD July 2015			FY 15/16			Total Licences		
Figures in '000s	**Actuals**	**Budget**	**Variance**	**Actuals**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**
CoreMedia Licence	0	0	0	0	0	0	0	0	0	1,619	1,619	0
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1,619**	**1,619**	**0**

Product Build - Project	July			YTD July 2015			FY 15/16			Total Product Build		
Figures in '000s	**Actuals**	**Budget**	**Variance**	**Actuals**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**
Salaries[1]	145	63	(82)	145	63	(82)	484	760	276	9,183	9,263	80
Hardware	0	0	0	0	0	0	0	0	0	332	700	368
Software	0	0	0	0	0	0	0	0	0	72	220	148
Other (incl Redundancies)	8	0	(8)	8	0	(8)	8	0	(8)	1,480	897	(583)
Phase II[2]	0	0	0	0	0	0	0	0	0	270	270	0
Sub-Total	**153**	**63**	(90)	**153**	**63**	(90)	**492**	**760**	268	**11,337**	**11,350**	13
Contingency[3]	0	0	0	0	17	17	0	208	208	305	592	287
Total Build inc Contingency	**153**	**63**	**(90)**	**153**	**80**	**(73)**	**492**	**968**	**476**	**11,642**	**11,942**	**300**

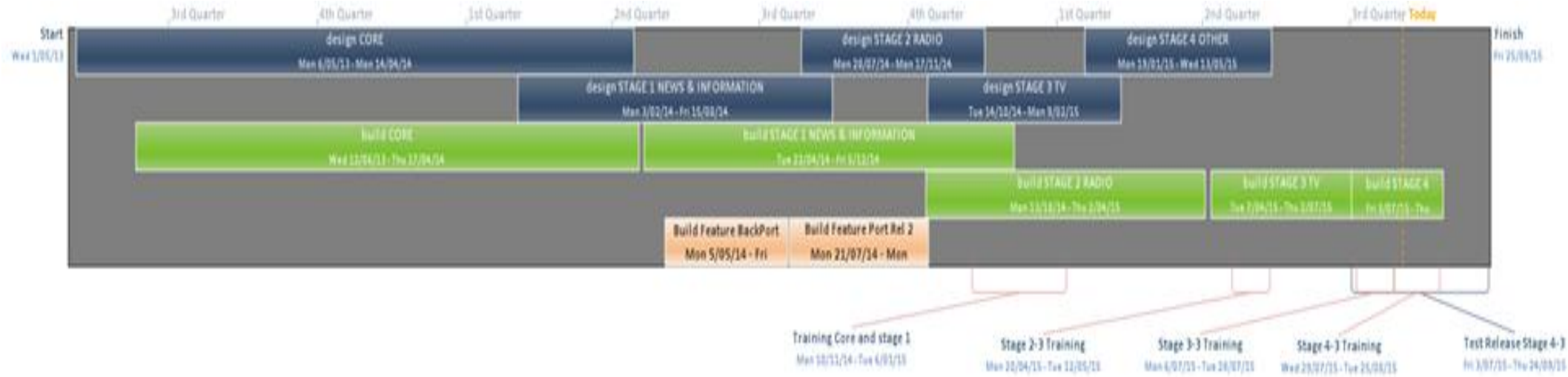
Notes

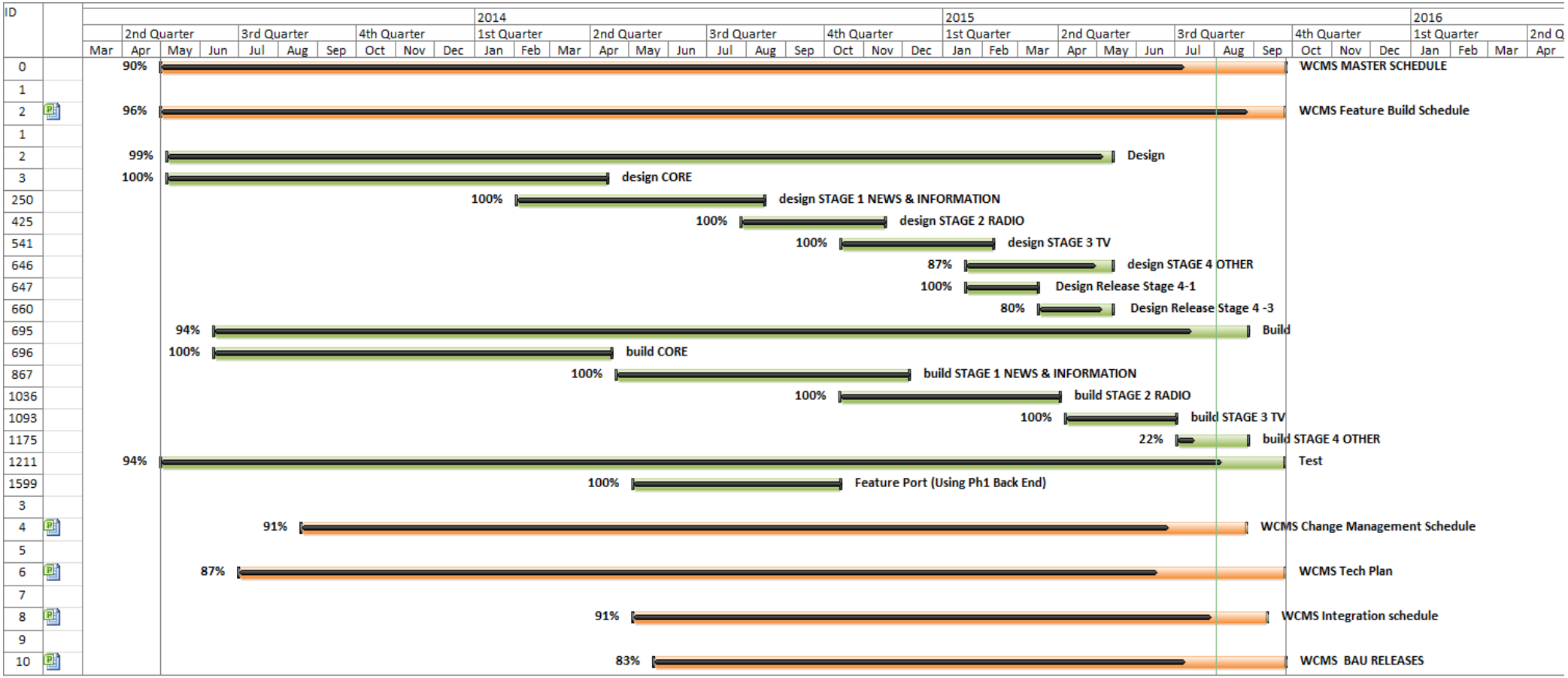
1 $1.2m additional CR50:Mobile First.

2 Carry in of $270k Assets from Phase II.

3 $600k: CR102 & CR103

11. Appendix A: Project Milestone Plan and High Level Schedule as at 31 July 15




ID
2014
2015
2016
2nd Quarter
3rd Quarter
4th Quarter
1st Quarter
2nd Quarter
3rd Quarter
4th Quarter
1st Quarter
2nd Quarter
3rd Quarter
4th Quarter
1st Quarter
2nd Q
Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr
0 90% WCMS MASTER SCHEDULE
1
2 96% WCMS Feature Build Schedule
1
2 99% Design
3 100% design CORE
250 100% design STAGE 1 NEWS & INFORMATION
425 100% design STAGE 2 RADIO
541 100% design STAGE 3 TV
646 87% design STAGE 4 OTHER
647 100% Design Release Stage 4-1
660 80% Design Release Stage 4 -3
695 94% Build
696 100% build CORE
867 100% build STAGE 1 NEWS & INFORMATION
1036 100% build STAGE 2 RADIO
1093 100% build STAGE 3 TV
1175 22% build STAGE 4 OTHER
1211 94% Test
1599 100% Feature Port (Using Ph1 Back End)
3
4 91% WCMS Change Management Schedule
5
6 87% WCMS Tech Plan
7
8 91% WCMS Integration schedule
9
10 83% WCMS BAU RELEASES

12. Appendix B: WCMS Dashboard as at 31 June 15

"One system and a set of shared templates providing a solid product base that can be built upon that can be used by the entire ABC to easily onboard new websites allowing the ABC Audience to explore all ABC content when and where they want."

Release	UAT*	Showcase (**stage UAT)	Target date for deployment into Production	Features available
Core and Stage 1	Complete	6/02/15	28/02/15	Core and Stage 1 (Rel. 14.12)
Project Celebration			**6/3/15**	
Stage 2	17-20/3/15, 20-24/4/15	24/04/15	22/4/15	Stage 2 – Radio and Program features (Rel. 15.01)
Stage 3	6-10/7/15	13/7/15	28/8/15	Stage 3 - TV and Video features
Stage 4	24/07/15 – 30/07/15	30/07/15	23/10/15	Stage 4 – Other features

*Feature by feature testing – feature testing complete
**Features all working together - stage testing complete

WCMS Steering Committee

Minutes

20 August 2015

Attendees: David Pendleton, Chief Operating Officer
Angela Clark, Director Innovation
Kate Torney, Director News
Lynley Marshall, Director International
Rebecca Heap, for Director TV
Mark Woodley, Head Capital Works
Ciaran Forde, Head Digital Architecture & Development, Innovation
Cathy Scanlon, Capital Works
Neil Wilkinson

Apologies: Linda Bracken, Head, Content and Digital Strategy
Richard Finlayson, Director TV
Michael Mason, Director Radio

Minutes of the Last Meeting

Minutes from the last meeting are to be updated to reflect that the following people were not in attendance:

- Rebecca Heap, for Director TV
- Ciaran Forde, Head Digital Architecture & Development, Innovation
- Angela Clark, Director Innovation
- Kate Torney, Director News

The following attendees were in attendance:

- Neil Wilkinson

Previous minutes have been accepted by all members.

Project Update

Testing of Phase 3 is in its final stages of testing, due to be rolled into production on Fri 28th August. The team has already started on Stage 4 and has started testing the first release stage. Approval has been received for CR for Content API and Netia Integration. This will have schedule impacts and resourcing impacts. Resourcing impacts could create schedule delays as the dev team will only be at 50% velocity due to a loss of two developers. This concern will be further explored for concrete impacts.

Integration testing has gone well and Symtech seems to be on track to the new delivery date. This piece can be rolled into Phase 4. BVT Testing is yet to be arranged for the last two phases.

Financial Report

It was noted that the budget is tracking tightly, especially since there is still extended API development to follow. The budget will continue to be monitored closely however no major concerns at the moment.

Key Issues Paper

The Key Issues Paper was presented to the MD to raises WCMS residual issued and impacts in one summary. There are no specific issues that are outstanding/need resolving, but there may be financial questions/implications arising from some of the items. There are three financial points at play: (1) Prioiritisation/amount of existing capacity (2) Capital migration project (3) WCMS BAU funding. If the financial commitments of the project are to change, the board report will need to reiterate the organisational change, budget review, changes in assumptions due to technological advancements and next plans. This should be addressed by highlighting the change in relation to the ABC Digital Strategy.

The key issues paper highlights a funding gap that needs to be well identified and addressed before the next financial year.

Other business

Presentation by Neil Wilkinson on the migration and upgrade occurring together happened after the meeting concluded.

ABC WCMS Project

Steering Committee REPORT

September 2015

DISTRIBUTION

Steering Committee
Product Development Group (PDG)

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1. EXECUTIVE SUMMARY

1.1 Progress this month

Schedule

Stage 3 (TV) Release 20 UAT is complete and signed off.
Stage 3 Release 21 UAT is complete and signed off.
Stage 3 Release 22 UAT is complete and signed off.
Integration for OnAir, PAPI and BTS UAT is complete and signed off.

Stage 3 (including EPG & Integrations) - deployed to WCMS Production on 28th August 2015.

High Level Design (HLD) for both CR #191 – Netia Integration (MP3) and CR #189 – Content API were signed off by the ARG on the 13/8/2015

Stage 4 Release 23 Build complete and Functional testing has commenced.

Stage 4 Release 24 feature build is work in progress including CR #189 – Content API, CR #190 – WCMS Migration Interface (Bulk Ingester) and CR #191 – Netia Integration (MP3).

Foundation

Performance enhancements were deployed into the production environment as part of Stage 1 and Core release. These enhancements provided better user response times and increased system stability. The Foundation team have implemented additional enhancements including the Varnish caching layer into the Test environment. Testing commenced on the 29th June 2015 and continues with a deployment of this enhancement scheduled for 25th September 2015.

Project team are working on operational issues with Solr search to improve storing broadcast events in the WCMS environment.

Change Management

The current status is:

- All UAT guides have been completed according to schedule. The user guides for Event tracking, International character support and diary events will be completed on schedule and ready for UAT.
- Showcase was run on Wednesday 26th August – COMPLETED
- Training courses are scheduled for the following dates in Ultimo Sydney Office:
  - ***24th August Content Editor***: 9 attendees – COMPLETED
  - ***27th August Technical Editor***: 8 attendees – COMPLETED
- Training component of the WCMS project - COMPLETED

Integration Project

The current Project Status is as follows:

- CR #191 – Netia Integration (MP3) development has commenced

- Stage 3 Integration of OnAir, PAPI & BTS deployed into production 28th August 2015

CoreMedia Support and License Contract Renewal

This item is COMPLETE.

Business Verification Testing

This item is COMPLETE.

Test Tenant

This item is COMPLETE.

Change Requests

No new change requests have been added in the previous period.

1.2 Key activities for next month

- Continue Functional Testing of Stage 4 Release 23 features
- Continue Build of Stage 4 Release 24 features including CR #189 – Content API, CR #190 – WCMS Migration Interface (Bulk Ingester) and CR #191 – Netia Integration (MP3).
- Continue update to UAT guides for Event tracking, International character support and diary events.
- Deploy Varnish caching layer into Production.

1.3 WCMS Key Milestones

The key dates for the program listed in the following-table:

Item	*Original Schedule (Jan 13)*	*Current Schedule*	*Forecast Completion date*	*Status*
Project scoping	Feb-13	Complete	Complete	Complete
WCMS Team build up	Apr-13	Complete	Complete	Complete
Foundation - Design, external review, build and deploy	Jun-13	Aug -14	Dec -14	In Progress
Core - Design, build and ready to deploy	Dec-13	Oct -14	Dec - 14	Complete (accessibility added to core features) *
Stage 1: Design, build & ready to deploy	Apr-14	Oct-14	Jan - 14	Complete (accessibility added to stage 1) *
Stage 2: Design, build and ready to deploy	Jun-14	Feb-15	April - 15	Complete (except EPG)
Stage 3: Design, build and ready to deploy	Oct-14	May 15	July - 15	Complete (including EPG)
Stage 4: Design, build and ready to deploy	Mar-15	July-15	October - 15	In progress

*Accessibility Release was moved to Stage 1 from Stage 4

2. Product Build

2.1 Core and Stage 1 - Deployed to WCMS Production

2.2 Stage 2 (excluding EPG) - Deployed to WCMS Production

2.3 Stage 3 – (including EPG & Integrations) - Deployed to WCMS Production

2.4 Stage 4 – (Other)

- Completed Stage 4 Release 23 feature build
- Commenced Functional testing of Stage 4 Release 23 features
- Commence Stage 4 Release 24 Feature Build including CR #189 – Content API, CR #190 – WCMS Migration Interface (Bulk Ingester) and CR #191 – Netia Integration (MP3).

3. Product Support (BAU)

Next Major Deployment (October)

The next planned release will be for Stage 4 – deployments release 15.04 - scheduled for 30 October 2015 (tbc).

Weekly BAU Releases

The WCMS product Support team has been implementing weekly BAU releases for BAU tickets only. These weekly releases target urgent BAU changes required from the current tenants. This effort is in parallel with the other major releases. The table below shows the BAU release priorities and their status.

Ticket	Description	Owner	Proposed Build	Proposed/ Confirmed Deploy Date	Comments
WCMS 1866	hiding and showing streaming audio buttons do not work on episodes or segments	RN	15.01.16	4-Jun	Completed
WCMS1865	CoreMedia overrides Function.prototype.bind indiscriminately	NEWS	15.01.17	4-Jun	Completed
WCMS 1876	Topic RSS feeds have incorrect <link> values	NEWS	15.01.18	11-Jun	Completed
WCMS -1111	Configure Archive day indexes to contain full list of content	NEWS	15.01.19	18/06 -->22/6	Completed
SUPPORT-185 /WCMS1885	Most popular content not consistently available	NEWS	15.01.20	2-Jul	Completed
WCMS-1880	Publishing automation questions	RN			closed -24/Jun/15
WCMS-1626	Audio Player does not appear	RN			cannot reproduce -close 8/7/15
SUPPORT-193	RN Images not updating	RN			cannot reproduce -close 11/6/15
WCMS-1626	Audio Player does not appear	RN			cannot reproduce -close 8/7/15
WCMS-1208	CoreMedia auto-generated URL segment broken	NEWS	15.04		Beven advises this will be fixed in 15.04. Closed 9/7/15
WCMS-662	AT: Audio Episode is not rendering with Feature S	NEWS			not required - closed
WCMS-1652	Test config pointing to Production		15.01.22-->23	20-Jul	Completed
NEWWORKREQUEST-116 / WCMS-1883	Gallery XML uses incorrect default for unset "default image ratio"	NEWS	15.01.21-->23	20-Jul	Completed
SUPPORT-115 /WCMS-1887	News RSS output from CoreMedia, the <lastBuildDate></lastBuildDate> and <pubDate></pubDate> elements are being output but are not being populated	NEWS	15.01.21-->23	20-Jul	Completed
WCMS-1766	News Regression - user gets an error when no viewtype is selected	NEWS	15.01.22-->23	20-Jul	Completed
SUPPORT-121/WCMS1025	NewsOnline Custom Image alternative text	NEWS	15.01.22-->23	20-Jul	Completed
WCMS-1891	'Cannot be placed here' diagnostics does not reference content causing an issue		15.01.22-->23	20-Jul	Completed
SUPPORT-222/WCMS1890	Contactable Person documents used as author of Drum articles causes java.lang.NullPointerException on desktop	NEWS	15.01.24	23-Jul	Completed
WCMS-1843	Internal content porperties are exposed to public via 'contentblob'	WCMS	15.01.24	23-Jul	Completed
Support77 / WCMS871	channel.body.id context settings is not behaving as expected	WCMS	15.01.25	30-Jul	ready for testing
WCMS-1877	Gallery XML invalidated by debug comments	NEWS	15.01.25	30-Jul	ready for testing

3.1 Key Milestones

The key dates for the Product Support workstream are listed in the following table:

Activity:	End Date Revised	End Date Baseline	Status / Comment
Support release 13.02 deployed (Windows 7 compatibility)	Jan 2013	Jan 2013	Complete
Support release 13.03 (Importer enhancements)	Mar 2013	Mar 2013	Complete
Support release 13.04 (Disaster Recovery update)	Apr 2013	Apr 2013	Complete
Support release 13.05 (News Mobile prep) Rural (CR #73) Stage 1 launch	May 2013	May 2013	Complete Complete
Release 13.07 News Mobile (CR #74) launch	Jul 2013	Jul 2013	Complete
Support release 13.08b (Feature Promo)	Aug 2013	Jul 2013	Complete Delayed for NWR76
Support release 13.08a Content Syndication tweak (NWR 76) Support release 13.08c– (Workflow Patch)	Aug 2013	Aug 2013	Complete Complete
Support release 13.09 (NWRQ 79, 81, 83, 77, WCMS 1144 & 1149, Support 157 & 159)	Oct 2013	Sep 2013	Complete
Support release 13.10 (NWRQ 69)	Oct 2013	Oct 2013	Complete
Development on News Segmentation and Encoding (NSE)	Dec 2013	Dec 2013	Complete
Support release 13.12 (NSE)	Dec 2013	Dec 2013	Complete
NG3 – WA State edition 14.03	Mar 12 & 19	Mar 2014	Complete
NG3 – Extension – 14.05	Apr 16	Apr 16	Complete
NG3 – Extension – 14.06	July 23-24	Jun 4	Complete
Combined NEWS/RN (inc NG3)- 14.07A	July 23-24	July	Complete
14.08 – EDP deployment	Dec 14	Aug 14	Complete
14.08 - patch	17 Dec 14	17 Dec 14	Complete
14.12 – Core and Stage 1	27 Feb 15	27 Feb 15	Complete
15.01 – Radio specific features	29 Apr 15	22 May 15	Complete
15.03 – Stage 3 (inc Integration OnAir, PAPI, BTS) and EPG	May 15	28 Aug 15	Complete
15.04 – Stage 4	July 15	30 Oct 15	TBC

Table 2: Key Dates – Product Support

3.2 BAU – Key Risks

N/A

3.3 Product Support - Active Change Requests

N/A

4. Foundation

Performance enhancements were deployed into the production environment as part of Stage 1 and Core release. These enhancements provided better user response times and increased system stability. The Foundation team have implemented additional enhancements including the Varnish caching layer into the

Test environment. Testing commenced on the 29th June 2015 and continues with a deployment of this enhancement scheduled for 25th September 2015.

Project team are working on operational issues with Solr search to improve storing broadcast events in the WCMS environment.

Detailed Foundation milestones below:

Activity:	Forecast	Planned	Status / Comment
WCMS infrastructure enhancements requirements (AR1) Caching 7 & Traffic Management requirements (AR3)	Nov 2013	Nov 2013	Complete
WCMS Environments requirements (AR 10) Enhanced Deployment Process (AR11) WCMS Infrastructure detailed design (AR 1)	Feb 2014	Dec 2013	Complete
WCMS infrastructure enhancements implementation (AR1)	Dec 2013	Dec 2013	Complete
Performance testing/environment POC implementation (AR2)	Feb 2014	Feb 2014	Complete
WCMS Application High Level Design (AR 9)	Mar 2014	Nov 2013	Complete
Enhanced Deployment Process implementation (AR11)	Dec 2014	Apr 2014	Complete
WCMS Non-Prod Environments implementation (AR 10)	Aug 2014	Mar 2014	Complete
Monitoring System implementation (AR2)	Sept 2014	July 2014	Impacted by Rel. 14.08 issues
Caching 7 & Traffic Management detailed design (AR3)	TBA	Jan 2014	On hold pending Technology design, not critical path
Caching 7 & Traffic Management implementation (AR3)	TBA	September 2015	Rescheduled
Foundation work complete	TBA	September 2015	Schedule adjusted to meet project priorities

5. Change Management Update

Current status

- All UAT guides have been completed according to schedule. The user guides for Event tracking, International character support and diary events will be completed on schedule and ready for UAT.
- Showcase was run on Wednesday 26th August – COMPLETED
- Training courses are scheduled for the following dates in Ultimo Sydney Office:
  24th August Content Editor: 9 attendees – COMPLETED
  27th August Technical Editor: 8 attendees – COMPLETED
- Training component of the WCMS project - COMPLETED

Training Statistics

Course Date	Location	Attendees						
		Digital Network	International	News	TV	Radio	*Other*	*TOTAL*
18/19 Sept 20 14	Sydney	2	1			2		***5***
29/30 Sept 2014	Sydney				4			***4***
16/17 Sept 2014	Brisbane	1		6		2		***9***
2/3 Oct 2014	Melbourne	2	2		4	2		***10***
2 Dec 2014	Sydney				3			***3***
Various	Sydney	1		4		1		***6***
Various	Melbourne		7	1				***8***

	(webex)							
22/24 April 2015	Sydney	3	1	1	4			***9***
22 July 2015	Sydney			1	3	2	1	***7***
24 Aug 2015	Sydney	4	2			3		***9***
27 Aug 2015	Sydney	3	2	1		1	1	***8***
TOTAL		***16***	***15***	***14***	***18***	***13***	***2***	***78***

The following table details the number of people that attend the showcase from the various Divisions:

Course Date	**Location**	**Attendees**					
		Digital Network	**International**	**News**	**TV**	**Radio**	***TOTAL***
13-Nov 2014	Showcase – local				3	1	***4***
	Showcase - remote					4	***4***
16-April 2015	Showcase - local		1			6	***7***
	Showcase - remote						***0***
16 July 2015	Showcase - local	1			1	1	***3***
	Showcase - remote	1	2	1	1	4	***9***
17 Aug 2015	Showcase - local						***0***
	Showcase - remote	4					***4***
26th Aug 2015	Showcase - local		2				***2***
	Showcase - remote	2					***2***
TOTAL		***8***	***5***	***1***	***5***	***16***	***25***

Priorities for next period

- Update the catalogue
- Update UAT guides for Event tracking, International character support and diary events
- Planning for final transition and communication

6. Integration Project – Current status

The current Project Status is as follows:

- CR #191 – Netia Integration (MP3) build has commenced
- Stage 3 Integration of OnAir, PAPI & BTS deployed into production 28th August 2015

Note: The vendor Sintec was provided a purchase order on the 11 May to complete changes required for the OnAir integration. Sintec has been unable to implement these changes by the scheduled timeline of 30 June 2015. WCMS Project has implemented a work around in order to meet the project schedule. The implementation of the SINTEC Change Requests will now be implemented through BAU.

7. WCMS Resources – Changes for August

WCMS team Departures:

- Vito Tang – - Front End Developer
- Jeff Chen – Back End Developer
- Sabina Levine - Trainer

Divisional Representatives Update:

- Steph Kyriakou (International representative) joined the ABC on 25/8

8. PDG Update

The PDG approved the requirements for the following two change requests on 14/7;

- CR189: Content API
- CR190: Migration Interface (Bulk Ingester)

On Tuesday 28 July the PDG approved the requirements for the following change request:

- CR191: Netia Integration

9. ARG Update

The ARG has approved the high-level design for all features and held its last meeting on the 27 August 2015. The ARG has now completed all design sign off and will no longer be meeting.

10. Key Risks – WCMS Project

The following risks have been highlighted as they have a significant potential impact on the project.

No	Who	Risk Description	Risk Rating	Assigned To	Mitigation Strategy
041	Cathy Scanlon	**Staff Retention** Due to unknown future support staff retention plans there is a risk of losing WCMS project staff which may lead to loss of knowledge which could affect future support and management of the WCMS product	16	Gary Paternoster	• Using ABC Staff as members of the WCMS team • Capture IP in documentation • Cross-skill individuals • Creation and socialisation of a staff handover plan as early as possible • Lower uncertainty for WCMS project staff by Digital Networks providing further presentations
181	Gary Paternoster	**Scope** The project has minimal ability to meet any increase in scope via change requests or extra requirements **Risk** The project cannot add any more change requests without using the existing Contingency	4	Cathy Scanlon	Steering Committee oversight of the project deliverables to ensure that scope does not increase or that approval to use Contingency via the Change Request is given.

11. Financial Performance

WCMS FINANCIAL SUMMARY AS AT August 2015

Product Support - Ongoing	August			YTD August 2015			FY 15/16			Total Product Support		
Figures in '000s	**Actuals**	**Budget**	**Variance**	**Actuals**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**
Salaries	(19)	0	19	0	0	0	0	0	0	3,429	2,599	(830)
Hardware	0	0	0	0	0	0	0	0	0	1	340	339
Software	0	0	0	0	0	0	0	0	0	699	2,178	1,479
Other	156	296	140	254	593	339	3,557	3,557	0	3,763	2,775	(988)
Total	**137**	**296**	**159**	**254**	**593**	**339**	**3,557**	**3,557**	**0**	**7,892**	**7,892**	**0**

Licences	August			YTD August 2015			FY 15/16			Total Licences		
Figures in '000s	**Actuals**	**Budget**	**Variance**	**Actuals**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**
CoreMedia Licence	0	0	0	0	0	0	0	0	0	1,619	1,619	0
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1,619**	**1,619**	**0**

Product Build - Project	August			YTD August 2015			FY 15/16			Total Product Build		
Figures in '000s	**Actuals**	**Budget**	**Variance**	**Actuals**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**
Salaries[1]	220	63	(157)	365	127	(238)	557	760	203	9,256	9,263	7
Hardware	0	0	0	0	0	0	0	0	0	332	700	368
Software	0	0	0	0	0	0	0	0	0	72	220	148
Other (incl Redundancies)	6	0	(6)	15	0	(15)	27	0	(27)	1,498	897	(601)
Phase II[2]	0	0	0	0	0	0	0	0	0	270	270	0
Sub-Total	**226**	**63**	(163)	**380**	**127**	(253)	**584**	**760**	176	**11,428**	**11,350**	(78)
Contingency[3]	0	0	0	0	35	35	0	208	208	305	592	287
Total Build inc Contingency	**226**	**63**	**(163)**	**380**	**162**	**(218)**	**584**	**968**	**384**	**11,733**	**11,942**	**209**

Notes

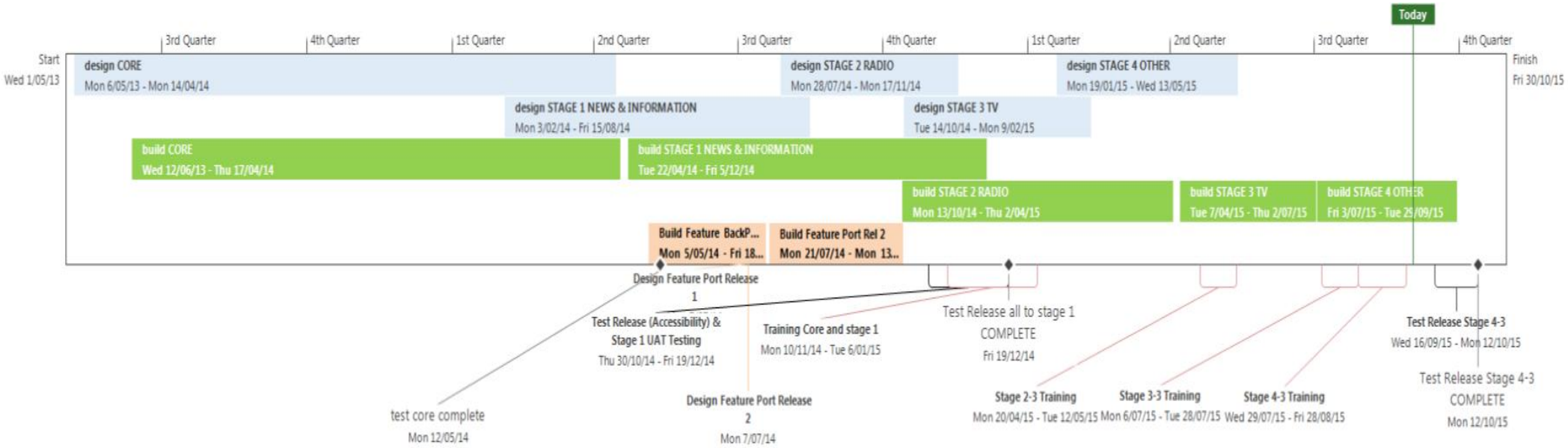
1 $1.2m additional CR50:Mobile First.

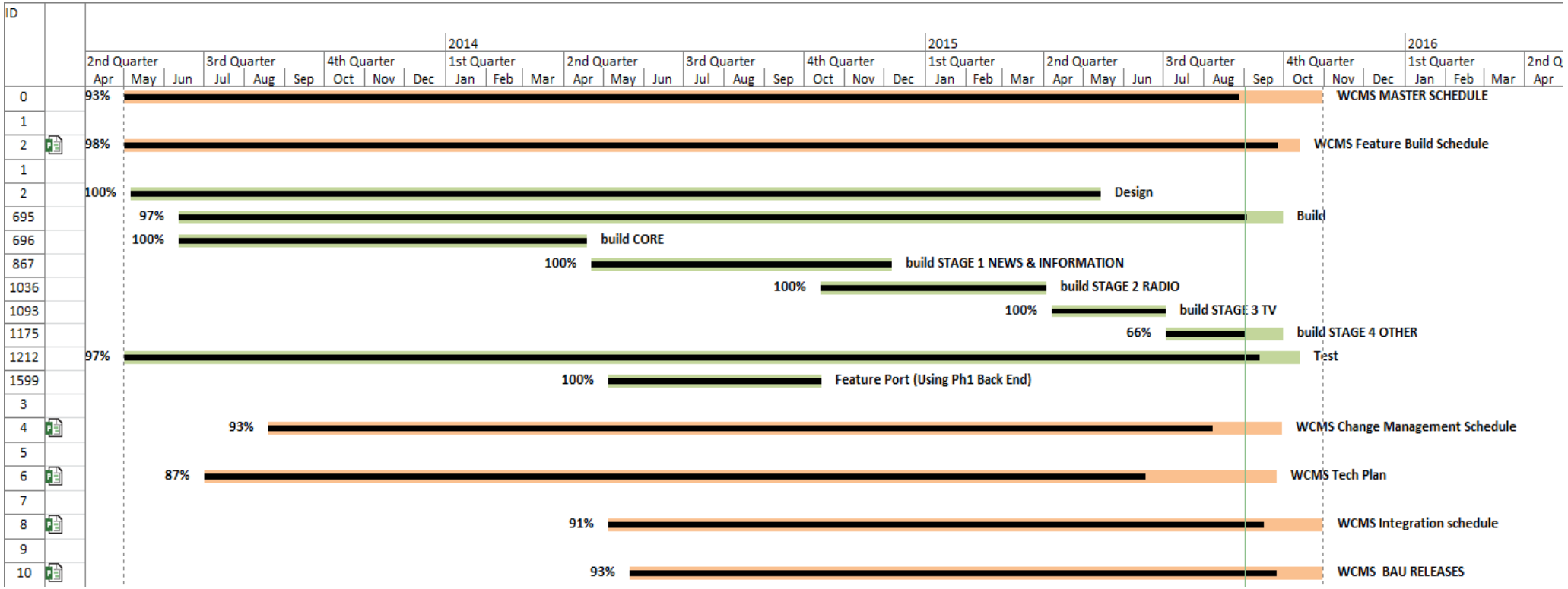
2 Carry in of $270k Assets from Phase II.

3 $600k: CR102 & CR103

12. Appendix A: Project Milestone Plan and High Level Schedule as at 28 August 2015

CR #189, CR #190 and CR #191 have been incorporated into the project build schedule with the result that the project schedule has been extended by one month:




ID
2014
2015
2016
2nd Quarter
3rd Quarter
4th Quarter
1st Quarter
2nd Quarter
3rd Quarter
4th Quarter
1st Quarter
2nd Quarter
3rd Quarter
4th Quarter
1st Quarter
2nd Q
Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr
0 93% WCMS MASTER SCHEDULE
1
2 98% WCMS Feature Build Schedule
1
2 100% Design
695 97% Build
696 100% build CORE
867 100% build STAGE 1 NEWS & INFORMATION
1036 100% build STAGE 2 RADIO
1093 100% build STAGE 3 TV
1175 66% build STAGE 4 OTHER
1212 97% Test
1599 100% Feature Port (Using Ph1 Back End)
3
4 93% WCMS Change Management Schedule
5
6 87% WCMS Tech Plan
7
8 91% WCMS Integration schedule
9
10 93% WCMS BAU RELEASES

13. Appendix B: WCMS Dashboard as at 1 September 2015

"One system and a set of shared templates providing a solid product base that can be built upon that can be used by the entire ABC to easily onboard new websites allowing the ABC Audience to explore all ABC content when and where they want."

Release	UAT*	Showcase (**stage UAT)	Target date for deployment into Production	Features available
Core and Stage 1	Complete	6/02/15	28/02/15	Core and Stage 1 (Rel. 14.12)
Project Celebration			6/3/15	
Stage 2	17-20/3/15, 20-24/4/15	24/04/15	22/4/15	Stage 2 – Radio and Program features (Rel. 15.01)
Stage 3				
Stage3 - Features	25/5/15 – 3/6/15 25/6/15 – 1/7/15 13/7/15 – 17/7/15	24/7/15	28/8/15	Stage 3 - TV and Video features (Rel. 15.03)
Stage3 – Integrations	3/8/15 – 14/8/15	N/A	28/8/15	EPG and Program Model features fully integrated with OnAir, BTS & PAPI
Stage 4	7/9/15 – 11/9/15 5/10/15 – 9/10/15	16/10/15	30/10/15 (TBC)	Stage 4 – Other features

*Feature by feature testing – feature testing complete
**Features all working together - stage testing complete

WCMS Steering Committee

Minutes

17 September 2015

Attendees: Lynley Marshall, CEO, International
Linda Bracken, Head, Content and Digital Strategy
Mark Woodley, Head Capital Works
Rebecca Heap, Head, Digital TV and Strategy
Stuart Watt, Manager Editor, News Digital
Ciaran Forde, Head Digital Architecture & Development, Digital Network
Cathy Scanlon, Capital Works
Neil Wilkinson, Digital Network

Apologies: David Pendleton, Chief Operating Officer
Angela Clark, Director Innovation
Kate Torney, Director News
Richard Finlayson, Director TV
Michael Mason, Director Radio

Minutes of the Last Meeting

To note to following attended as representatives for their division.

Linda Bracken, Head, Content and Digital Strategy - Radio
Rebecca Heap, Head Digital TV and Strategy - TV
Stuart Watt, Manager Editor, News Digital – News
Ciaran Forde, Head Digital Architecture & Development - Digital Network

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Previous minutes were accepted.

Project Update

Stage 4 release 23 build is complete and is in testing. Finalising the UAT testing scheduled for 23 September 2015
Stage 4 release 24 feature build is a work in progress – this includes the change requests (Content API, Bulk Ingester and Netia Integration).

It is expected that Stage 4 will be completed and deployment will occur before 30th October.

While the WCMS project work will be complete by 30th October, in order for some integration components to be active, planned work on other technical projects will be required (e.g core router upgrade, on-air TV scheduling product). Concerns were raised over time implications of integration work not being fully complete. It was noted that there is a roadmap for the next major deployment and weekly BAU releases.

Action: Cathy Scanlon to prepare a paper to show the Technology dependency work required and the scheduled due dates for those activities.

It was noted that the Hack site doesn't require content APIs.

During deployments of the router upgrade work scheduled to occur over several weekends, Content Divisions will also need to sign off to avoid timelines being pushed out resulting in flow on affect to the WCMS integration components.

Financial Report

It was noted that $209k of contingency will be returned. The budget will continue to be monitored closely, however, no major concerns at the moment.

Key Issues

Staff retention is now at low risk with position contracts now in place.

BVT is being worked through to ensure that the final parts are functioning. The BAU team will work through any of the bug fixes that are found.

News raised concerns with Stage 2 about roadblocks for the mobile site and resources that may be required within BAU to fix this. Digital Network agreed the mobile site requires fixes.

ABC WCMS Project

Steering Committee REPORT

October 2015

DISTRIBUTION

Steering Committee
Product Development Group (PDG)

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1. EXECUTIVE SUMMARY

1.1 Progress this month

Schedule

Completed Stage 4 Release 23 Features

- Feature **14.1 International Character Support** re-testing completed successfully, sign off planned for 9th September 2015
- Feature **12.23 Film Detail View** sign off complete.
- Feature **12.20 Diary Events** sign off complete.
- Feature **12.15 Book Detail View** sign off complete.

Continue Stage 4 Release 24 feature Testing - sign off planned for 9th September 2015:

- Feature **CR191 Netia Integration** Testing commenced.
- Feature **CR190 (Bulk Ingester)** Testing commenced.
- Feature **CR189 (Content API)** Testing commenced.
- Feature **ING01: URL Branding** Testing commenced.

NOTE: The WCMS project has been extended by 1 month to end October 2015 to ensure that the approved Change Requests (CR #189, CR #190 and CR #191) can be delivered.

Foundation

- Solr/Feeder Rebuild – successfully completed 23/09/2015.
- Layer 7 (Varnish) Cache testing - successfully completed 14th September 2015
- Layer 7 (Varnish) Cache has been implemented in the Test and Staging environments.
- Layer 7 (Varnish) Cache has been built in the Production environment but cannot be 'switched on' due to external dependencies (refer to Steering Committee paper).

Change Management

The current status is:

- All UAT guides completed except Event tracking, International character support and diary events Will be completed when ready for UAT
- Showcase was run on Wednesday 26th August – COMPLETED
- Training courses are scheduled for the following dates in Ultimo Sydney Office:
  24th August Content Editor: 9 attendees – COMPLETED
  27th August Technical Editor: 8 attendees – COMPLETED
- Training component of the WCMS project - COMPLETED

Integration Project

The current Project Status is as follows:

- CR #191 – Netia Integration (MP3) development has completed
- CR #191 – Netia Integration (MP3) testing has commenced

1.2 Key activities for next month

- Finalise functional testing of Stage 4 Release 24 features
- Finalise UAT testing of Stage 4 Release 24 features including CR #189 – Content API, CR #190 – WCMS Migration Interface (Bulk Ingester) and CR #191 – Netia Integration (MP3).
- Continue update to UAT guides for Event tracking, International character support and diary events.
- Continue Stage 4 (Other) deployment planning - called release 15.04 - scheduled 30 October 2015
- Deploy Stage 4 (Other) into Production - called release 15.04 - scheduled 30 October 2015

1.3 WCMS Key Milestones

The key dates for the program listed in the following-table:

Item	*Original Schedule (Jan 13)*	*Current Schedule*	*Forecast Completion date*	*Status*
Project scoping	Feb-13	Complete	Complete	Complete
WCMS Team build up	Apr-13	Complete	Complete	Complete
Foundation - Design, external review, build and deploy	Jun-13	Aug -14	Dec -14	In Progress
Core - Design, build and ready to deploy	Dec-13	Oct -14	Dec - 14	Complete (accessibility added to core features) *
Stage 1: Design, build & ready to deploy	Apr-14	Oct-14	Jan - 14	Complete (accessibility added to stage 1) *
Stage 2: Design, build and ready to deploy	Jun-14	Feb-15	April - 15	Complete (except EPG)
Stage 3: Design, build and ready to deploy	Oct-14	May 15	July - 15	Complete (including EPG and Integrations)
Stage 4: Design, build and ready to deploy	Mar-15	July-15	October - 15	In progress

*Accessibility Release was moved to Stage 1 from Stage 4

2. Product Build

2.1 Core and Stage 1 - Deployed to WCMS Production

2.2 Stage 2 (excluding EPG) - Deployed to WCMS Production

2.3 Stage 3 – (including EPG & Integrations) - Deployed to WCMS Production

2.4 Stage 4 – (Other)

- Finalise functional testing of Stage 4 Release 24 features
- Finalise UAT testing of Stage 4 Release 24 features including CR #189 – Content API, CR #190 – WCMS Migration Interface (Bulk Ingester) and CR #191 – Netia Integration (MP3).
- Continue update to UAT guides for Event tracking, International character support and diary events.
- Continue Stage 4 (Other) deployment planning - called release 15.04 - scheduled 30 October 2015
- Deploy Stage 4 (Other) into Production - called release 15.04 - scheduled 30 October 2015

3. Product Support (BAU)

Next Major Deployment (October)

The next planned release will be for Stage 4 –called release 15.04 - scheduled 30 October 2015 (subject to UAT sign off).

Weekly BAU Releases

The WCMS product Support team has been implementing weekly BAU releases for BAU tickets only. These weekly releases target urgent BAU changes required from the current tenants. This effort is in parallel with the other major releases. The table below shows the BAU release priorities and their status.

Next BAU release (called 15.03.21.) scheduled for Thursday 1st October 2015 - COMPLETED.

3.1 Key Milestones

The key dates for the Product Support workstream are listed in the following table:

Activity:	End Date Revised	End Date Baseline	Status / Comment
Support release 13.02 deployed (Windows 7 compatibility)	Jan 2013	Jan 2013	Complete
Support release 13.03 (Importer enhancements)	Mar 2013	Mar 2013	Complete
Support release 13.04 (Disaster Recovery update)	Apr 2013	Apr 2013	Complete
Support release 13.05 (News Mobile prep) Rural (CR #73) Stage 1 launch	May 2013	May 2013	Complete Complete
Release 13.07 News Mobile (CR #74) launch	Jul 2013	Jul 2013	Complete
Support release 13.08b (Feature Promo)	Aug 2013	Jul 2013	Complete Delayed for NWR76
Support release 13.08a Content Syndication tweak (NWR 76) Support release 13.08c– (Workflow Patch)	Aug 2013	Aug 2013	Complete Complete
Support release 13.09 (NWRQ 79, 81, 83, 77, WCMS 1144 & 1149, Support 157 & 159)	Oct 2013	Sep 2013	Complete
Support release 13.10 (NWRQ 69)	Oct 2013	Oct 2013	Complete
Development on News Segmentation and Encoding (NSE)	Dec 2013	Dec 2013	Complete
Support release 13.12 (NSE)	Dec 2013	Dec 2013	Complete
NG3 – WA State edition 14.03	Mar 12 & 19	Mar 2014	Complete
NG3 – Extension – 14.05	Apr 16	Apr 16	Complete
NG3 – Extension – 14.06	July 23-24	Jun 4	Complete
Combined NEWS/RN (inc NG3)- 14.07A	July 23-24	July	Complete
14.08 – EDP deployment	Dec 14	Aug 14	Complete
14.08 - patch	17 Dec 14	17 Dec 14	Complete
14.12 – Core and Stage 1	27 Feb 15	27 Feb 15	Complete

Activity:	End Date Revised	End Date Baseline	Status / Comment
15.01 – Radio specific features	29 Apr 15	22 May 15	Complete
15.03 – Stage 3 (inc Integration OnAir, PAPI, BTS) and EPG	May 15	28 Aug 15	Complete
15.04 – Stage 4	July 15	30 Oct 15	Work in Progress

Table 2: Key Dates – Product Support

3.2 BAU – Key Risks

N/A

3.3 Product Support - Active Change Requests

N/A

4. Foundation

- Solr/Feeder Rebuild – successfully completed 23/09/2015
- Layer 7 (Varnish) Cache testing - successfully completed 14th September 2015
- Layer 7 (Varnish) Cache has been implemented in the Test and Staging environments.
- Layer 7 (Varnish) Cache has been built in the Production environment but cannot be 'switched on' due to external dependencies (refer to external Steering Committee paper).

Detailed Foundation milestones below:

Activity:	Forecast	Planned	Status / Comment
WCMS infrastructure enhancements requirements (AR1) Caching 7 & Traffic Management requirements (AR3)	Nov 2013	Nov 2013	Complete
WCMS Environments requirements (AR 10) Enhanced Deployment Process (AR11) WCMS Infrastructure detailed design (AR 1)	Feb 2014	Dec 2013	Complete
WCMS infrastructure enhancements implementation (AR1)	Dec 2013	Dec 2013	Complete
Performance testing/environment POC implementation (AR2)	Feb 2014	Feb 2014	Complete
WCMS Application High Level Design (AR 9)	Mar 2014	Nov 2013	Complete
Enhanced Deployment Process implementation (AR11)	Dec 2014	Apr 2014	Complete
WCMS Non-Prod Environments implementation (AR 10)	Aug 2014	Mar 2014	Complete
Monitoring System implementation (AR2)	Sept 2014	July 2014	Impacted by Rel. 14.08 issues
Layer 7 Cache & Traffic Management detailed design (AR3)	TBA	Jan 2014	On hold pending Technology design, not critical path
Layer 7 Cache & Traffic Management implementation (AR3)	TBA	September 2015	Rescheduled - due to external dependencies (refer to external paper).
Foundation work complete	TBA	September 2015	Schedule adjusted to meet project priorities

5. Change Management Update

Current status

- All UAT guides completed except Event tracking, International character support and diary events Will be completed when ready for UAT
- Showcase was run on Wednesday 26th August – COMPLETED
- Training courses are scheduled for the following dates in Ultimo Sydney Office:
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2/3 Oct 2014	Melbourne	2	2		4	2		***10***
2 Dec 2014	Sydney				3			***3***
Various	Sydney	1		4		1		***6***
Various	Melbourne (webex)		7	1				***8***
22/24 April 2015	Sydney	3	1	1	4			***9***
22 July 2015	Sydney			1	3	2	1	***7***
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TOTAL		***16***	***15***	***14***	***18***	***13***	***2***	***78***

The following table details the number of people that attend the showcase from the various Divisions:

Course Date	Location	Attendees					
		Digital Network	International	News	TV	Radio	*TOTAL*
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16 July 2015	Showcase - local	1			1	1	***3***
	Showcase - remote	1	2	1	1	4	***9***
17 Aug 2015	Showcase - local						***0***
	Showcase - remote	4					***4***
26th Aug 2015	Showcase - local		2				***2***
	Showcase - remote	2					***2***
TOTAL		***8***	***5***	***1***	***5***	***16***	***25***

Priorities for next period

- Update the catalogue
- Update UAT guides for Event tracking, International character support and diary events
- Planning for final transition and communication

6. Integration Project – Current status

The current Project Status is as follows:

- CR #191 – Netia Integration (MP3) build has completed
- CR #191 – Netia Integration (MP3) testing has commenced

Note: The vendor Sintec was provided a purchase order on the 11 May to complete changes required for the OnAir integration. Sintec has been unable to implement these changes by the scheduled timeline of 30 June 2015. WCMS Project has implemented a work around in order to meet the project schedule. The implementation of the SINTEC Change Requests will now be a BAU task.

7. WCMS Resources – Changes for August

WCMS team Departures:

- N/A

Divisional Representatives Update:

- N/A

8. PDG Update

The PDG approved the requirements for the following two change requests on 14/7;

- CR189: Content API
- CR190: Migration Interface (Bulk Ingester)

On Tuesday 28 July the PDG approved the requirements for the following change request:

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9. ARG Update

The ARG has approved the high-level design for all features and held its last meeting on the 27 August 2015. The ARG have agreed there is no requirement for the ARG to meet again.

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181	Gary Paternoster	**Scope** The project has minimal ability to meet any increase in scope via change requests or extra requirements **Risk** The project cannot add any more change requests without using the existing Contingency	4	Cathy Scanlon	Steering Committee oversight of the project deliverables to ensure that scope does not increase or that approval to use Contingency via the Change Request is given.

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Product Support - Ongoing	September			YTD September 2015			FY 15/16			Total Product Support		
Figures in '000s	**Actuals**	**Budget**	**Variance**	**Actuals**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**
Salaries	0	0	0	0	0	0	0	0	0	3,429	2,599	(830)
Hardware	0	0	0	0	0	0	0	0	0	1	340	339
Software	0	0	0	0	0	0	0	0	0	699	2,178	1,479
Other	134	296	162	388	889	501	3,557	3,557	0	3,763	2,775	(988)
Total	**134**	**296**	**162**	**388**	**889**	**501**	**3,557**	**3,557**	**0**	**7,892**	**7,892**	**0**

Licences	September			YTD September 2015			FY 15/16			Total Licences		
Figures in '000s	**Actuals**	**Budget**	**Variance**	**Actuals**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**
CoreMedia Licence	0	0	0	0	0	0	0	0	0	1,619	1,619	0
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1,619**	**1,619**	**0**

Product Build - Project	September			YTD September 2015			FY 15/16			Total Product Build		
Figures in '000s	**Actuals**	**Budget**	**Variance**	**Actuals**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**	**Forecast**	**Budget**	**Variance**
Salaries[1]	142	63	(79)	507	190	(317)	559	760	201	9,258	9,263	5
Hardware	0	0	0	0	0	0	0	0	0	332	700	368
Software	0	0	0	0	0	0	0	0	0	72	220	148
Other (incl Redundancies)	5	0	(5)	19	0	(19)	25	0	(25)	1,497	897	(600)
Phase II[2]	0	0	0	0	0	0	0	0	0	270	270	0
Sub-Total	**147**	**63**	(84)	**526**	**190**	(336)	**584**	**760**	176	**11,429**	**11,350**	(79)
Contingency[3]	0	0	0	0	52	52	0	208	208	305	592	287
Total Build inc Contingency	**147**	**63**	**(84)**	**526**	**242**	**(284)**	**584**	**968**	**384**	**11,734**	**11,942**	**208**

Notes

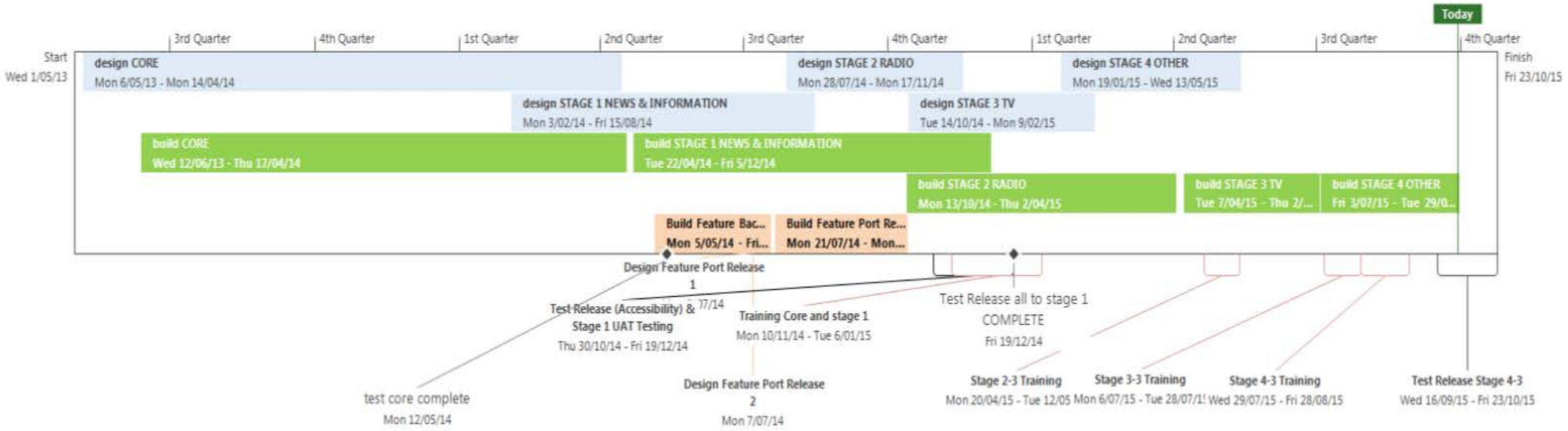
1 $1.2m additional CR50:Mobile First.

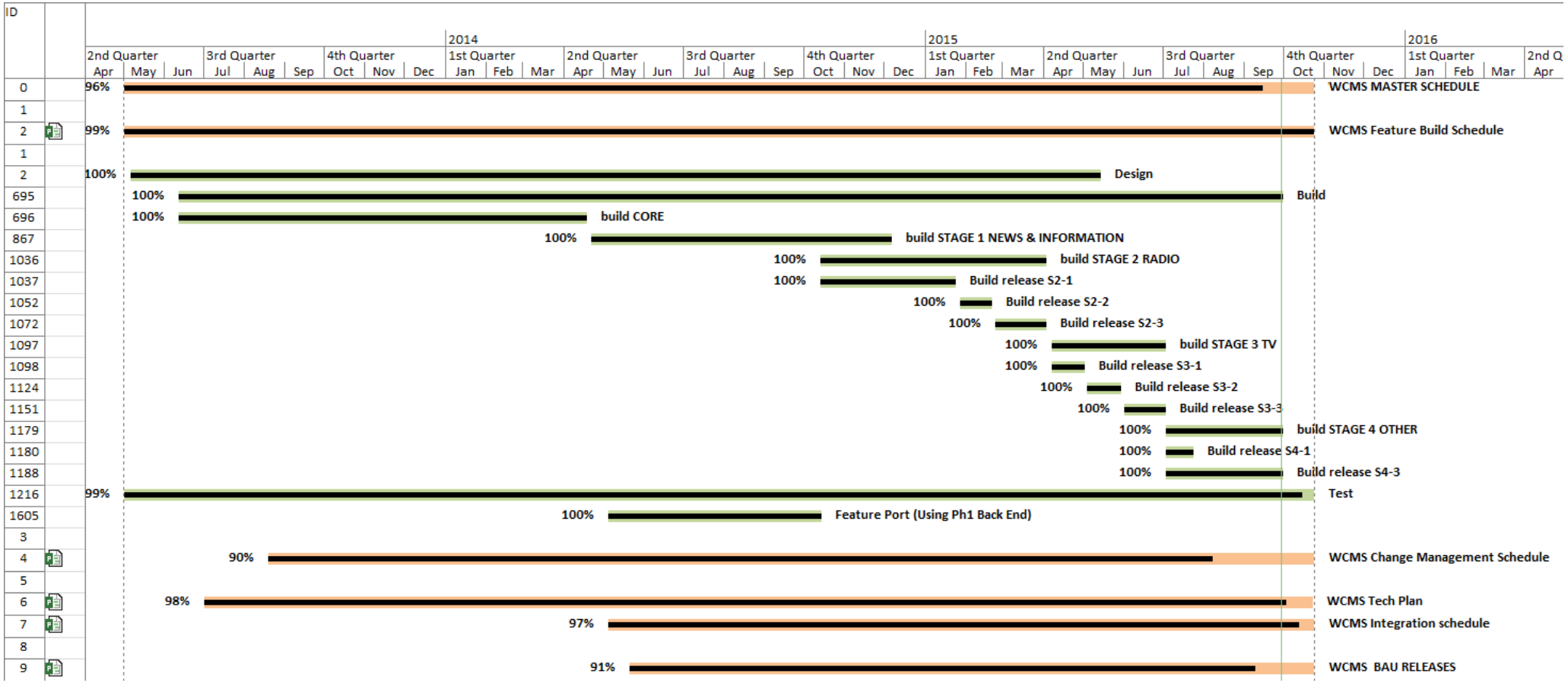
2 Carry in of $270k Assets from Phase II.

3 $600k: CR102 & CR103

12. Appendix A: Project Milestone Plan and High Level Schedule as at 25 September 2015

CR #189, CR #190 and CR #191 have been incorporated into the project build schedule with the result that the project schedule has been extended by one month:




ID
2014
2015
2016
2nd Quarter
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4th Quarter
1st Quarter
2nd Q
Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr
0 96% WCMS MASTER SCHEDULE
1
2 99% WCMS Feature Build Schedule
1
2 100% Design
695 100% Build
696 100% build CORE
867 100% build STAGE 1 NEWS & INFORMATION
1036 100% build STAGE 2 RADIO
1037 100% Build release S2-1
1052 100% Build release S2-2
1072 100% Build release S2-3
1097 100% build STAGE 3 TV
1098 100% Build release S3-1
1124 100% Build release S3-2
1151 100% Build release S3-3
1179 100% build STAGE 4 OTHER
1180 100% Build release S4-1
1188 100% Build release S4-3
1216 99% Test
1605 100% Feature Port (Using Ph1 Back End)
3
4 90% WCMS Change Management Schedule
5
6 98% WCMS Tech Plan
7 97% WCMS Integration schedule
8
9 91% WCMS BAU RELEASES

13. Appendix B: WCMS Dashboard as at 25 September 2015

"One system and a set of shared templates providing a solid product base that can be built upon that can be used by the entire ABC to easily onboard new websites allowing the ABC Audience to explore all ABC content when and where they want."

Release	UAT*	Showcase (**stage UAT)	Target date for deployment into Production	Features available
Core and Stage 1	Complete	6/02/15	28/02/15	Core and Stage 1 (Rel. 14.12)
Project Celebration			6/3/15	
Stage 2	17-20/3/15, 20-24/4/15	24/04/15	22/4/15	Stage 2 – Radio and Program features (Rel. 15.01)
Stage 3				
Stage3 - Features	25/5/15 – 3/6/15 25/6/15 – 1/7/15 13/7/15 – 17/7/15	24/7/15	28/8/15	Stage 3 - TV and Video features (Rel. 15.03)
Stage3 – Integrations	3/8/15 – 14/8/15	N/A	28/8/15	EPG and Program Model features fully integrated with OnAir, BTS & PAPI
Stage 4	7/9/15 – 11/9/15 5/10/15 – 9/10/15	16/10/15	30/10/15	Stage 4 – Other features

*Feature by feature testing – feature testing complete
**Features all working together - stage testing complete

WCMS BRIEFING NOTE

TITLE OF BRIEF: WCMS - Technology and Project Dependencies (Foundation Layer 7 (Varnish) caching)

DIVISION: Capital Works Division

One of the WCMS Project Foundation deliverables is the Layer 7 (Varnish) caching which will improve the distribution of the CoreMedia traffic load. The WCMS project has implemented the Layer 7 (Varnish) in the WCMS Test and WCMS Staging environments and deployed to WCMS Production ready to be 'switched on'. However there are a number of external dependencies prior to 'switching on' the Layer 7 (Varnish) caching in WCMS Production. These dependencies are as follows:

- Netscaler load balancer implementation for the publicly accessible website (www.abc.net.au) has to be completed. This requires Digital Network and Technology to complete the testing and implementation. This work will not be completed prior to WCMS project completion.

- The National Core Network project outages take down the entire network in Ultimo. The outages are scheduled as follows:

    - WAN/Core/B2B: 24 October 2015

    - Broadcast 2: 7 November 2015

    - Broadcast 1: 21 November 2015

These outages also impact when WCMS Stage 4 can be deployed into Production and hence when the Layer 7 (Varnish) caching can be 'switched on'. The deployment of WCMS Stage 4 was planned for the weekend of the 23 October 2015. However due to the scheduled outages the next available deployment date is the 30 October 2015 followed by the 13 November 2015.

Recommendation

1. The Stage 4 release to production will be scheduled for deployment on 30 October 2015.

2. The implementation of Layer 7 (Varnish) is to be completed by Technology and Digital Networks as a BAU task.

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INFORMATION PAPER

ABC Web Content Management System Project

Recommendation

That the Board **NOTE** the successful completion and deployment of the Web Content Management System (WCMS) Product build as approved at the February 2013 Board meeting.

Prepared by	Mark Woodley General Manager, Capital Works
Prepared on	20 November 2015
Endorsed by	David Pendleton Chief Operating Officer
Approved by	Mark Scott Managing Director

ABC

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ABC

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1. Purpose

The purpose of this paper is to provide confirmation that the Web Content Management System (WCMS) build project as approved at the February 2013 Board meeting has been completed and to provide an update of the project's progress and financial status since the previous information paper in May 2015.

2. Background

The delivery of the WCMS project has supported the objectives set out in the ABC's 2013-16 Strategic Plan by extending *"the ABC's reputation as an innovation leader in the Australian media"*, "*continuing its transformational journey as a public broadcaster of the digital era"* and "*building audience engagement with ABC content across platforms, devices and formats*".

2.1 BENEFITS

The WCMS project has provided the ABC with an enterprise web content publishing product that facilitates easy, quick, reliable and flexible content creation. It is already being used by producers, developers and journalists to process and publish material to abc.net.au. It has provided an efficient, robust and flexible solution for development and publication of ABC content to digital platforms to meet the ABC's increasing online needs as well as community expectations for the online delivery of ABC's services.

2.2 PROJECT VISION AND OBJECTIVES

The WCMS project's vision was to deliver:

"One system and a set of shared templates providing a solid product base, that can be built upon and used by the entire ABC to easily onboard new websites allowing the ABC's Audience to explore all ABC content when and where they want".

It has designed, gained business approval and built a cost effective, scalable and sustainable whole of business approach to online/web content, publishing/management. As the repository of shared features incorporated in the WCMS templates grows, content creators will be able to share these common features creating web sites all using the single product.

2.3 PREVIOUS ADVICE

At its February 2013 meeting the Board approved capital expenditure of $10.2 million, noting ongoing operational costs and a preferred approach to completing the project. In October 2013 the Board noted progress to date and approved a change in scope to include a "Mobile First" approach in the foundation design and features. The change approved an increase of $1.2 million to the project budget and an extension of the project timeframe by four months. The May & December 2014 papers provided information and status on the project progress, the project reviews and the revised

project schedule. The May 2015 paper provided a further update and status in the project progress.

3. Project History

3.1 INITIAL PLANNING

The WCMS project was conceived in 2005 following acknowledgement that the inhouse WCMS, *Wallace,* was inadequate as a platform to meet and host the future development needs of the ABC's online services.

Three options were investigated with the option to select, purchase and implement an off the shelf solution. In 2009, the Board approved replacement of *Wallace* with a new off the shelf WCMS solution with a whole of life project capital cost of $31.2 million.

3.2 PHASE 1 IMPLEMENTATION

The inital four year WCMS project, beginning in 2009, was to be completed in two phases:

- Phase I: Implement the CoreMedia platform (CMS). Develop web applications for The Drum, News Online and RN sites, into the Core Media platform; and
- Phase 2: Build the web applications further to enable migration of the remaining ABC sites in the CoreMedia platform, starting with the Television web application.

As Phase 1 neared completion in November 2011 there was difficulty in realising and scoping the second phase. The web applications developed for the Phase 1 sites were built to meet the specific needs of News. These needs were so specifc and built in a way that could not be shared, accordingly, phase 1 had not delivered the scalability which underpinned Phase 2 assumptions.

In order to determine the way forward, the project was reviewed by Boston consulting and the results tabled for the Information, Communication and Technology Executive Committee (ICTEC). Boston Consulting confirmed that the ABC had made an appropriate selection with CoreMedia as the solution. However, the report identified that the phase 1 project has designed specifc capabilites for Unleashed, News Online and Radio National which could not be expaned to meet the requirements of other ABC web site as required for phase 2. They also confirmed the ABC's view that to ensure a successful WCMS implementation for the whole ABC, it was necessary to revise the approach to implementation and increase the budget.

The Boston Consulting's findings were reviewed and discused and it was agreed that the second phase priority was to deliver solutions that could be efficiently applied across the organisation. The new objective was to build an enterprise product delivering a cost effective, scalable, whole of business approach to online/web content publishing.

3.3 PHASE 2 METHODOLOGY & A CHANGED APPROACH

One of the primary goals of the revised phase 2 project was to enable web content creators access to the new product and connect with digital audiences as soon as possible. To accommodate this, a deployment methodology was established to create a Core and 4 Stages. At the end of each Stage all the features required for content creators to create web sites using those completed features sets was to be available. The project was divided into deliverable domains of News & Information, programs, music, and others.

This resulted in the project being designed, delivered and deployed by features as required under the stages outlined in the table below.

Stage	Number of feature groups
Core	9
Stage 1: (News & Information)	6, plus 1 (accessibility)
Stage 2: (emphasis on Radio)	3
Stage 3: (emphasis on TV)	3
Stage 4: (Other)	2
Total	**24** (made up of ~ 160 features)

Table showing each stage

While the software developers were delivering the features, the hardware architectures were designing and building the underpinning technology, so that the solution would be an enterprise product that offered features for all, scalability and flexibility. This enterprise product and deployment methodology is encapsulated in the diagram below. It shows the foundation work, (technical architecture), the core (the common features used by all ABC websites) and the feature Stages.

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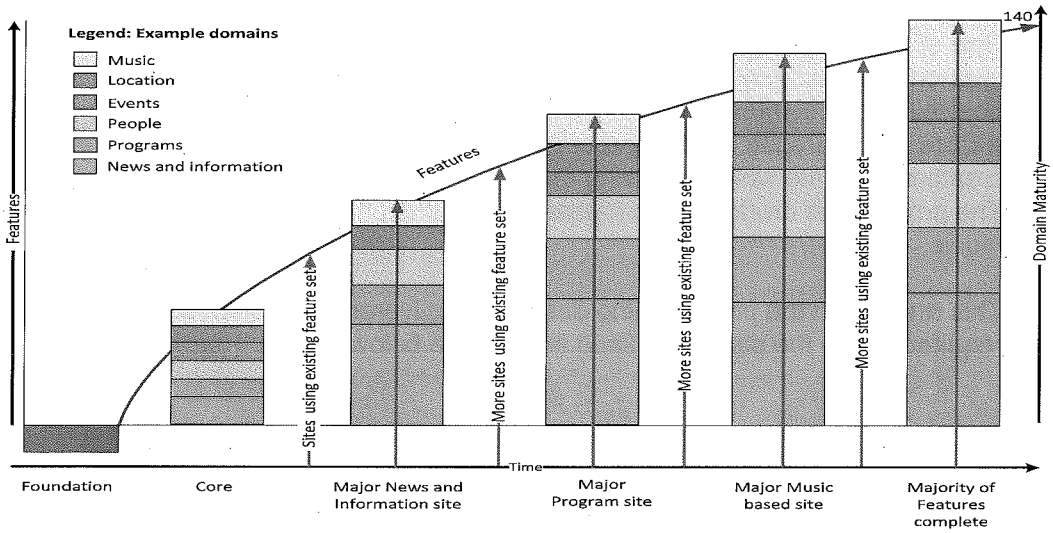

This changed project approach solved the issues encountered in phase 1, so that any new feature needed only to be built once for all sites. This same approach is to be taken into the future when adding new features. It has maximised value of delivering at an enterprise level, lowering the cost of future website builds, while creating flexibility for the ABC to meet both changing audience behaviour and divisional requirements.

4. Activity & Progress

4.1 PHASE 2 IMPLEMENTATION

Since the phase 2 project approval in February 2013, the project has completed all designs, reviews, building of each feature release and stage and completed project and user acceptance testing. The final user acceptance testing occurred in October 2015 with the final stage deployed into production on 23 October 2015.

The final completion dates for each stage and original schedule dates are included in the table below.

Item	Original Schedule (Jan 13)	Schedule	Completion date	Status
Project scoping	Feb-13	Complete	Complete	Complete
WCMS Team build up	Apr-13	Complete	Complete	Complete
Foundation - Design, external review, build and deploy	Jun-13	Aug -14	Dec -14	In Progress
Core - Design, build and ready to	Dec-13	Oct -14	Dec – 14	Complete (some

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Item	Original Schedule (Jan 13)	Schedule	Completion date	Status
deploy				accessibility added to core)*
Stage 1: Design, build & ready to deploy	Apr-14	Oct-14	Jan – 15	Complete (remaining accessibility included in stage 1)*
Stage 2: Design, build and ready to deploy	Jun-14	Feb-15	April – 15	Complete
Stage 3: Design, build and ready to deploy	Oct-14	May 15	July – 15	Complete
Stage 4: Design, build and ready to deploy	Mar-15	July-15	October – 15	Complete

*Accessibility Release was moved to Stage 1 from Stage 4

As per the deployment methodology used, WCMS has been in production since the completion of stage 1 in February 2015 and available for web content creators to use the feature set of News and Information.

Subsequent Stages deployed additional features to production for use over the next 7-8 months with the final feature set deployed in October this year.

4.2 CHANGE REQUEST IMPACT

Over the last 6 months, the project Steering Committee approved three mid sized change requests. These business change requests were added to Stage 4 of the product build and increased the project schedule by three months. The change requests added $530K to the project costs and were funded from available project contingency.

With the final release of the project build now deployed there remains $200k of contingency within the overall approved project budget.

4.3 CHANGE MANAGEMENT, TRAINING & USER ACCEPTANCE TESTING

As previously reported change management, training and user acceptance testing were delivered for each Stage.

Key divisional staff were trained as “super users” before and during the testing phases of the project stages. Online “eLearning” courses were prepared by the project training team and remain available for all new users. It is anticipated that during migration the “super users” will be able to led teams to undertake the online training courses.

At the completion of each project Stage, all releases and features were collectively tested against all other features built to date so as to ensure the stage had been completed and worked collectively as per the agreed requirement.

4.4 SUPPORT AND ONGOING OPERATIONS

The ongoing support team for the live system had been managed by the build project manager from February 2013 until July 2015, but once the balance of the new build was deployed, the BAU team moved back to Digital Network. This occurred in July 2015 and the BAU team has continued to work closely with the project team, supporting the system, the project testing and deployment of new software.

The operational support model used during phase 2 was fully documented and handed over with the BAU team in July. This helped to ensure that a smooth and controlled handover occurred. Significant and detailed documentation including training programs, product catalogues, design details etc were also handed over at the time.

Once the remainder of the stages were deployed, additional project documentation relating to the completed stage was finalised and handed over to the BAU team. With the final stage being deployed in October the remaining documentation is being currently being completed and will be handed over before the end of 2015. The project manager and governance groups has ensured that the system design, build, features and all aspect that require documentation have been covered and are delivered within the WCMS project.

The BAU will remain part of Digital Network team which also includes the development group who are responsible for building new features and functions within the WCMS. Digital Networks are working with the Divisions developing the new web style guide required before beginning the task of migrating ABC website into the new design and onto the WCMS product.

In the original business case, BAU funding was to be sourced from efficiencies delivered ($3.1m) from a centralised design and development capacity in the organisation, through the role out of templates that could be used by many. Since 2009 and with the creation of Digital Network, however, our digital ambitions have grown significantly so it is clear that we need to find the funds to support the development work that continues to be required.

4.5 PROJECT CLOSING & POST IMPLEMENTATION REVIEW

A small number of the staff in the WCMS project team will remain on for the next 2 months. Their final tasks will include the completion of the stage 4 documentation, finalising all financial records, closing the project and helping with the post implementation project review.

Post implementation reviews (PIR) are part of the ABC project management methodology. Projects such as WCMS require a larger review while the smaller projects are scaled back accordingly. It is normal practise for the PIR to be carried out by an independent resource with appropriate qualifications and experience. While this would normally be an internal resource, many resources within the ABC were involved

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with the WCMS project and the scale of the project is larger than typical capital projects therefore, we may require external assistance to co-ordinate the PIR.

The PIR will involve asking key stakeholder a series of standard questions relating to business benefits delivered, key project outcomes, running of the project (PMO), governance model effectiveness, engagement of users and technical teams as required, support handover, etc. This is then compiled, assessed and documented as the project post implementation report. Importantly the PIR process forms the lessons learnt for WCMS which together with previous project PIRs, Capital Works are building a repository of centrally stored project implementation records. This information helps the ABC in its continued development of better practise project management.

5. Financial Position

Phase 2 of the WCMS project build has been successfully delivered within the approved capital expenditure budget of $11.4 million, returning $0.2million of the contingency to the ABC.

A summary of total WCMS capital costs are encapsulated below:

Figures in '1000s	Actuals to October 2015	Budget	Total Forecast	Variance
Product support - Ongoing	4,904	7,892	7,785	107
licences	1,619	1,619	1,619	0
Product build - Project	11,437	11,350	11,438	(88)
Contingency	305	592	305	287
Total build (inc contgy)	**11,742**	**11,942**	**11,743**	**199**

6. Recommendation

That the Board NOTE the successful completion and deployment of the Web Content Management System (WCMS) Product Build as approved at the February 2013 Board meeting.

Attachment 1 - WCMS Financial Summary as at October 2015

Product Support - Ongoing	October			YTD October 2015			FY 15/16			Total Product Support		
Figures in '000s	Actuals	Budget	Variance	Actuals	Budget	Variance	Forecast	Budget	Variance	Forecast	Budget	Variance
Salaries	0	0	0	0	0	0	0	0	0	3,429	2,599	(830)
Hardware	0	0	0	0	0	0	0	0	0	1	340	339
Software	0	0	0	0	0	0	0	0	0	699	2,178	1,479
Other	181	296	115	569	1,186	617	3,450	3,557	107	3,656	2,775	(881)
Total	**181**	**296**	**115**	**569**	**1,186**	**617**	**3,450**	**3,557**	**107**	**7,785**	**7,892**	**107**

Licences	October			YTD October 2015			FY 15/16			Total Licences		
Figures in '000s	Actuals	Budget	Variance	Actuals	Budget	Variance	Forecast	Budget	Variance	Forecast	Budget	Variance
CoreMedia Licence	0	0	0	0	0	0	0	0	0	1,619	1,619	0
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1,619**	**1,619**	**0**

Product Build - Project	October			YTD October 2015			FY 15/16			Total Product Build		
Figures in '000s	Actuals	Budget	Variance	Actuals	Budget	Variance	Forecast	Budget	Variance	Forecast	Budget	Variance
Salaries[1]	54	63	9	562	253	(309)	562	760	198	9,261	9,263	2
Hardware[4]	0	0	0	0	0	0	0	0	0	332	700	368
Software	0	0	0	0	0	0	0	0	0	72	220	148
Other (incl Redundancies)	11	0	(11)	31	0	(31)	31	0	(31)	1,503	897	(606)
Phase II[2]	0	0	0	0	0	0	0	0	0	270	270	0
Sub-Total	**65**	**63**	(2)	**593**	**253**	(340)	**593**	**760**	**167**	**11,438**	**11,350**	(88)
Contingency[3]	0	0	0	0	69	69	0	208	208	305	592	287
Total Build inc Contingency	**65**	**63**	(2)	**593**	**322**	(271)	**593**	**968**	**375**	**11,743**	**11,942**	**199**

Audit, Risk and Finance Committee

Information

Agenda item	**3.8**
Meeting date	**30 March 2017**
Submitted by	**Director, Television**
Subject	**Status update on actions to address wCMS audit report**

1 Executive summary

The Group Audit report on the Web Content Management System (wCMS) dated March 2017 identified a number of findings, being:

- wCMS Benefits Realisation;
- Governance Model for Workflow Requests;
- Version of CoreMedia Used in the ABC;
- Disaster Recovery Capacity Requirements;
- User Identity and Access Management; and
- Standards of Operational Service to Support Critical Systems.

This paper provides an update on the actions taken to address these findings (**section 4**).

2 Recommendation

It is recommended that the Committee **ENDORSES** the actions to address the findings in Group Audit's 2016 wCMS audit report.

3 Introduction

It should be noted that Digital Network (DN) through the Business Verification Testing (BVT) process highlighted issues with the quality of the Phase 2 capital project deliverables prior to handover of the system to DN.

The benefits originally identified some time ago, have been difficult to realise due to the requirement of bespoke development to create an acceptable user experience for the audience. The audience's expectations have risen over recent years due to the increase of the provision of functionality and personalisation of many services provided in the market.

The migration of ABC websites into wCMS will continue throughout 2017, however some sites will not be migrated as they will either be decommissioned or they will leverage sites already in wCMS.

A capital project is currently underway to upgrade the version of core media to address security concerns. DN do not control access or operations of the wCMS production infrastructure but will assist Technology in scoping disaster recovery. Likewise, DN do not control user access to production infrastructure, but will continue to work with Technology on the required improvements.

The wCMS is one system in the digital platform ecosystem—changes and enhancements to all of these systems are articulated in the ABC Digital Plan which was endorsed by the ABC Board in August 2016, and the ABC Executive in September 2016.

The ABC Digital Plan is updated quarterly and articulates the timelines for the migration of sites from legacy systems to wCMS as well as other enhancements to the digital platform ecosystem.

wCMS is a central component of the Digital Architecture and since it was handed over to DN has been enhanced to expose usable APIs, Web Views for easy Mobile Application integration, eased development of new features and increased the speed of release of new code to production, releasing 33 times in the last 12 months compared to only two releases in the 12 months prior.

Digital Network has also produced data Quality reporting from wCMS which has helped in increasing data quality and reducing misuse of the system. (See Attachment A.)

It should be noted that the Core Media upgrade project has commenced and will upgrade the core content management system (CMS) from Core Media version 5 to Core Media version 9, as well as de-couple key system components to ensure that in future the platform may be more easily upgraded.

4 Status of wMCS Audit Report Recommendations

4.1 wCMS Benefits Realisation

Group Audit found that some of the principle benefits of the original wCMS business case were not met. Specifically, they highlighted "content sharing" and "common templates and code" as areas that have not yet been met by the platform.

In the management response, Digital Network agreed that these features have not been met when the Phase 2 capital project was handed over to Digital Network. These issues are being addressed through the Digital Plan which includes a new Design Language System (DLS) design to provide consistent templates and content sharing capabilities.

The Digital Plan is the way that stakeholders now engage with the Digital team. The Digital Plan is updated quarterly with the involvement of the Digital Leaders group and the ABC Leadership team. A new version of the plan is due in the coming weeks.

4.2 Governance Model for Workflow Requests

Group Audit highlighted that there has been no formal governance model to review workflow requests related to wCMS.

At the time of the audit, change was being made to the process in which the stakeholders request platform and product changes. The Digital Plan has addressed the process related to prioritisation and transparency of the work DN is executing as it related to the wCMS platform.

The Digital Plan is updated quarterly with the involvement of the Digital Leaders group and the ABC Leadership team. A new version of the plan is due in the coming weeks.

4.3 Version of CoreMedia Used in the ABC

Group Audit have highlighted the concern regarding the version of CoreMedia in use at the ABC. The current Java plugin relies on Java 6, which has numerous security issues and the support for CoreMedia 5 (current version) adds risk to the ABC.

Since the audit was conducted, the Core Media Upgrade project to move to Core Media 9 has commenced, the project is now due for completion by the end of 2017. This upgrade project will eliminate the need for Java on editor machines and on the few machines that still require Java for administrators the version will be upgraded. The Core Media upgrade will also address the supportability of the platform. The decision to move straight to Core Media 9 is based on a desire to be on the latest possible publicly released, and therefore the most secure, version of Core Media.

In the meantime, Digital Network and Technology have started an assessment to determine the cost for the latest version of Java 6 to mitigate current security issues. Discussions with Oracle have been undertaken regarding the Java Version and a pricing review and rollout plan for Java 6 will be completed by the proposed implementation date.

4.4 Disaster Recovery Capacity Requirements

Group Audit have highlighted the lack of load testing for business continuity and disaster recovery in the event of a major outage to the Ultimo data centre.

ABC Technology are holding a risk meeting with senior business stakeholders to quantify the risk to the business should Disaster Recovery (DR) be unusable.

Technology is assessing what it would take to mirror the production environment to the Disaster Recovery center and putting together a load testing plan to ensure the DR system can meet production traffic requirements.

4.5 User Identity and Access Management

Group Audit highlighted the lack of a formal governance framework for user identity and access to the editorial interface of the CMS.

Digital Network has agreed to document the framework for managing wCMS users and will do so by the proposed implementation date.

4.6 Standards of Operational Service to Support Critical Systems

Group Audit discovered that standards of service between Digital Network and Technology have not been formally documented.

At the time of the response, Digital Network agreed to formulate an Organisational Level Agreement (OLA) stating that an Service Level Agreement (SLA) is unnecessary given that all the technologists that now work on wCMS have been integrated into the Digital Network team.

Since that audit response was written, the Digital Network and Technology divisions have been integrated into a new Technology team, that will align the two areas more closely under a new Chief Technology Officer, thereby negating the need for an OLA.

4.7 Low Rated Findings

Formal Testing Strategy and Standard

Group Audit discovered that whilst significant testing is done on each wCMS release, no formal documentation exists to cover the process.

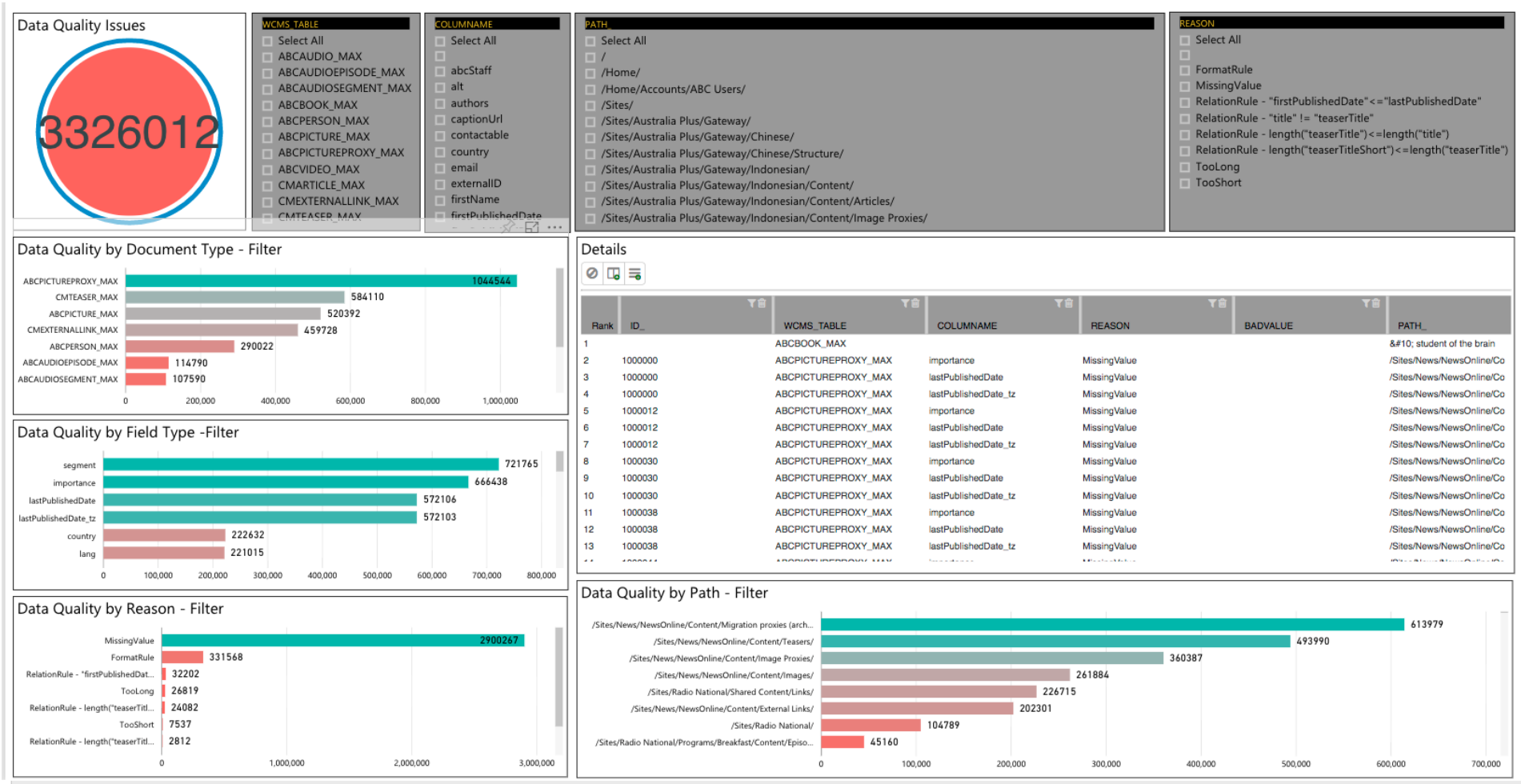
Digital Network has agreed to document this process and documention has already been drafted by the DN Testing Manager and is under review. It is expected to meet the proposed implementation date.

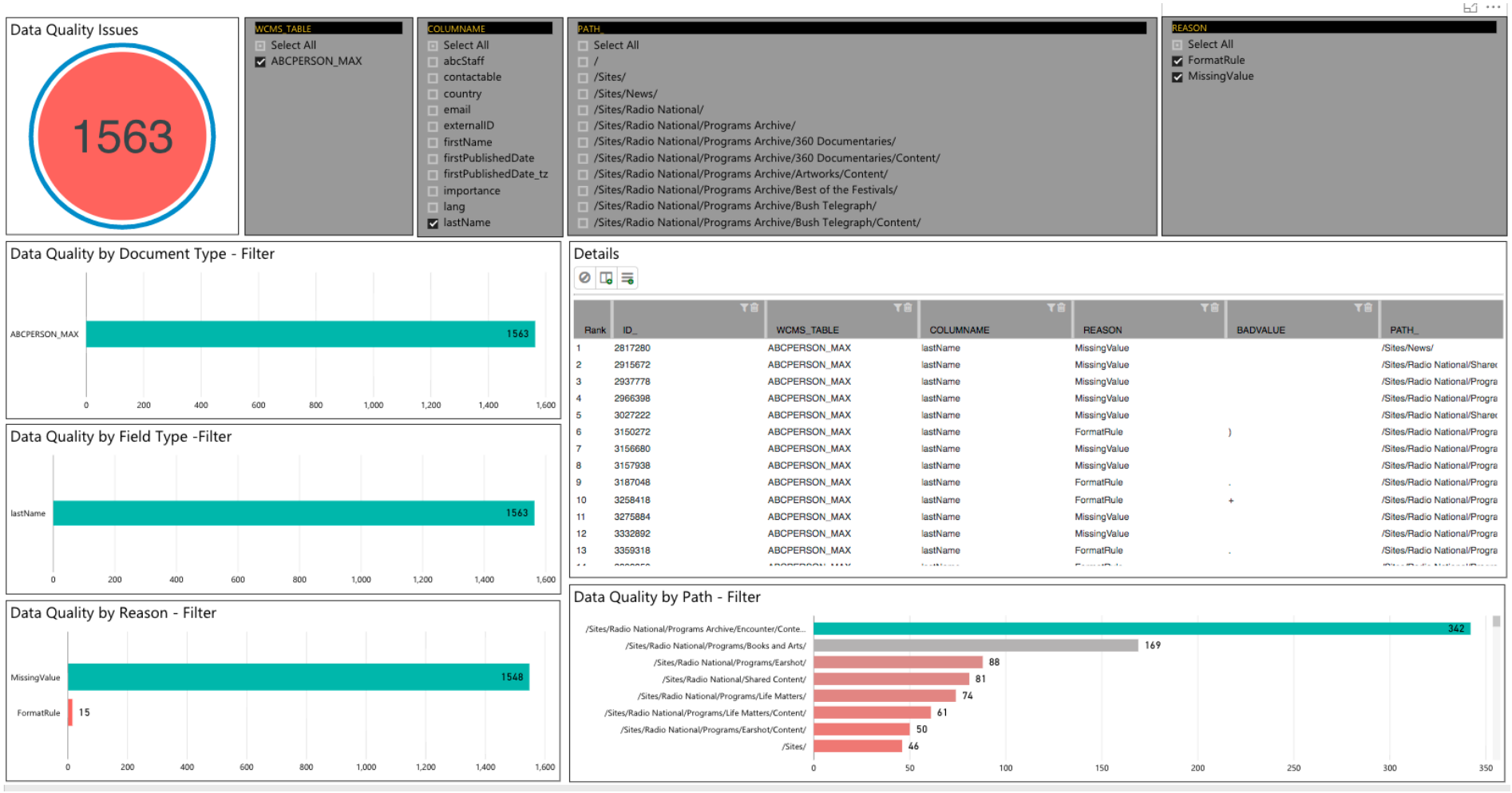
Periodic Review of privileged access to infrastructure

Group Audit highlighted the need for periodic system-level access to the CoreMedia infrastructure.

This item was not a DN responsibility but will continue to work with Technology to assist with implementation.

Attachment A – wCMS Data Quality Reporting




Data Quality Issues
1563
WCMS_TABLE
Select All
ABCPERSON_MAX
COLUMNAME
Select All
abcStaff
contactable
country
email
externalID
firstName
firstPublishedDate
firstPublishedDate_tz
importance
lang
lastName
PATH_
Select All
/
/Sites/
/Sites/News/
/Sites/Radio National/
/Sites/Radio National/Programs Archive/
/Sites/Radio National/Programs Archive/360 Documentaries/
/Sites/Radio National/Programs Archive/360 Documentaries/Content/
/Sites/Radio National/Programs Archive/Artworks/Content/
/Sites/Radio National/Programs Archive/Best of the Festivals/
/Sites/Radio National/Programs Archive/Bush Telegraph/
/Sites/Radio National/Programs Archive/Bush Telegraph/Content/
REASON
Select All
FormatRule
MissingValue
Data Quality by Document Type - Filter
ABCPERSON_MAX
1563
0
200
400
600
800
1,000
1,200
1,400
1,600
Data Quality by Field Type -Filter
lastName
1563
Data Quality by Reason - Filter
MissingValue
1548
FormatRule
15
Details
Rank
ID_
WCMS_TABLE
COLUMNAME
REASON
BADVALUE
PATH_
1 2817280 ABCPERSON_MAX lastName MissingValue /Sites/News/
2 2915672 ABCPERSON_MAX lastName MissingValue /Sites/Radio National/Share
3 2937778 ABCPERSON_MAX lastName MissingValue /Sites/Radio National/Progra
4 2966398 ABCPERSON_MAX lastName MissingValue /Sites/Radio National/Progra
5 3027222 ABCPERSON_MAX lastName MissingValue /Sites/Radio National/Share
6 3150272 ABCPERSON_MAX lastName FormatRule) /Sites/Radio National/Progra
7 3156680 ABCPERSON_MAX lastName MissingValue /Sites/Radio National/Progra
8 3157938 ABCPERSON_MAX lastName MissingValue /Sites/Radio National/Progra
9 3187048 ABCPERSON_MAX lastName FormatRule . /Sites/Radio National/Progra
10 3258418 ABCPERSON_MAX lastName FormatRule + /Sites/Radio National/Progra
11 3275884 ABCPERSON_MAX lastName MissingValue /Sites/Radio National/Progra
12 3332892 ABCPERSON_MAX lastName MissingValue /Sites/Radio National/Progra
13 3359318 ABCPERSON_MAX lastName FormatRule . /Sites/Radio National/Progra
Data Quality by Path - Filter
/Sites/Radio National/Programs Archive/Encounter/Conte...
342
/Sites/Radio National/Programs/Books and Arts/
169
/Sites/Radio National/Programs/Earshot/
88
/Sites/Radio National/Shared Content/
81
/Sites/Radio National/Programs/Life Matters/
74
/Sites/Radio National/Programs/Life Matters/Content/
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/Sites/Radio National/Programs/Earshot/Content/
50
/Sites/
46
0
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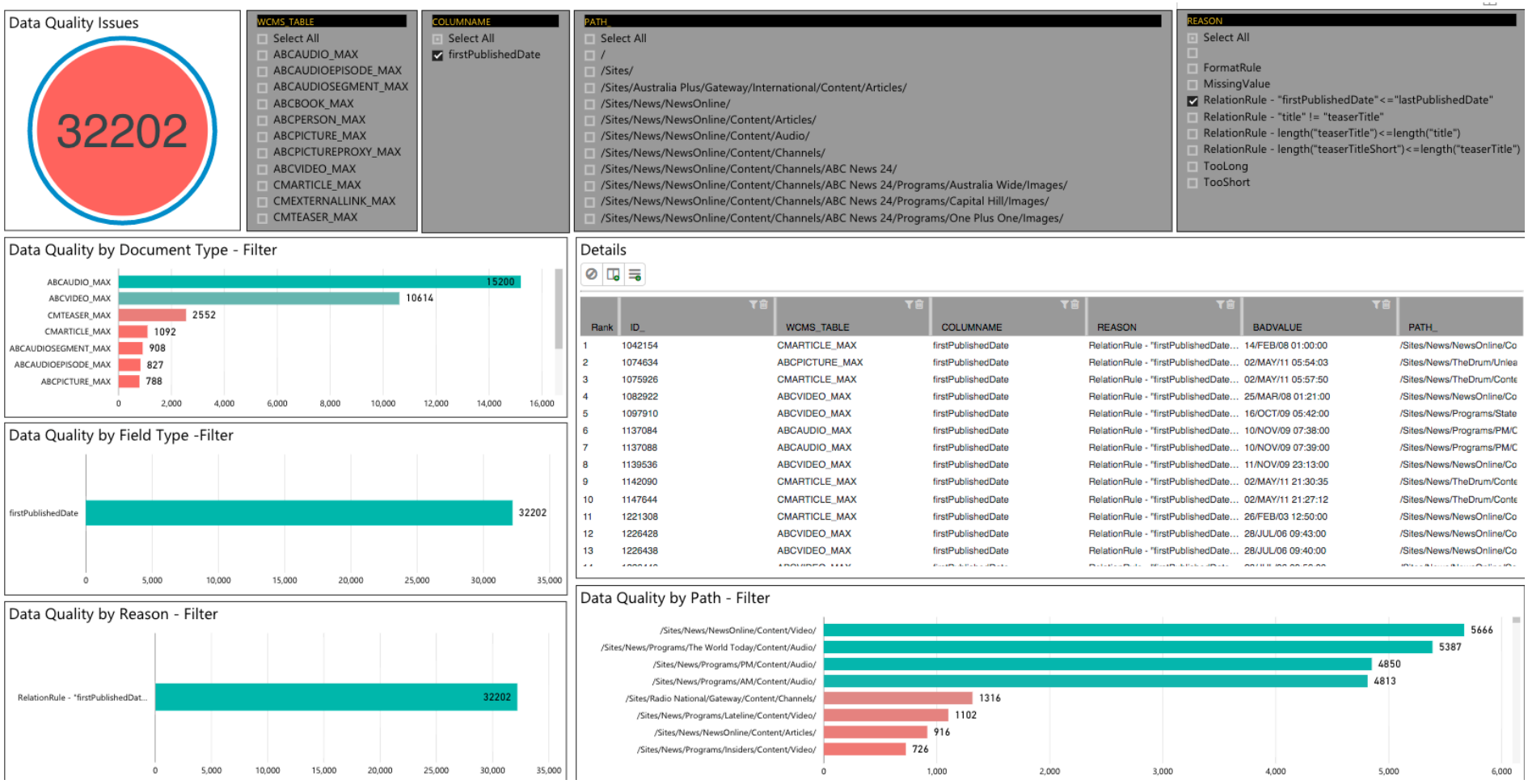
100
150
200
250
300
350


Data Quality Issues
32202
WCMS_TABLE
Select All
ABCAUDIO_MAX
ABCAUDIOEPISODE_MAX
ABCAUDIOSEGMENT_MAX
ABCBOOK_MAX
ABCPERSON_MAX
ABCPICTURE_MAX
ABCPICTUREPROXY_MAX
ABCVIDEO_MAX
CMARTICLE_MAX
CMEXTERNALLINK_MAX
CMTEASER_MAX
COLUMNAME
Select All
firstPublishedDate
PATH
Select All
/
/Sites/
/Sites/Australia Plus/Gateway/International/Content/Articles/
/Sites/News/NewsOnline/
/Sites/News/NewsOnline/Content/Articles/
/Sites/News/NewsOnline/Content/Audio/
/Sites/News/NewsOnline/Content/Channels/
/Sites/News/NewsOnline/Content/Channels/ABC News 24/
/Sites/News/NewsOnline/Content/Channels/ABC News 24/Programs/Australia Wide/Images/
/Sites/News/NewsOnline/Content/Channels/ABC News 24/Programs/Capital Hill/Images/
/Sites/News/NewsOnline/Content/Channels/ABC News 24/Programs/One Plus One/Images/
REASON
Select All
FormatRule
MissingValue
RelationRule - "firstPublishedDate"<="lastPublishedDate"
RelationRule - "title" != "teaserTitle"
RelationRule - length("teaserTitle")<=length("title")
RelationRule - length("teaserTitleShort")<=length("teaserTitle")
TooLong
TooShort
Data Quality by Document Type - Filter
ABCAUDIO_MAX 15200
ABCVIDEO_MAX 10614
CMTEASER_MAX 2552
CMARTICLE_MAX 1092
ABCAUDIOSEGMENT_MAX 908
ABCAUDIOEPISODE_MAX 827
ABCPICTURE_MAX 788
0 2,000 4,000 6,000 8,000 10,000 12,000 14,000 16,000
Data Quality by Field Type -Filter
firstPublishedDate 32202
0 5,000 10,000 15,000 20,000 25,000 30,000 35,000
Data Quality by Reason - Filter
RelationRule - "firstPublishedDat... 32202
0 5,000 10,000 15,000 20,000 25,000 30,000 35,000
Details
Rank ID_ WCMS_TABLE COLUMNAME REASON BADVALUE PATH_
1 1042154 CMARTICLE_MAX firstPublishedDate RelationRule - "firstPublishedDate... 14/FEB/08 01:00:00 /Sites/News/NewsOnline/Co
2 1074634 ABCPICTURE_MAX firstPublishedDate RelationRule - "firstPublishedDate... 02/MAY/11 05:54:03 /Sites/News/TheDrum/Unlea
3 1075926 CMARTICLE_MAX firstPublishedDate RelationRule - "firstPublishedDate... 02/MAY/11 05:57:50 /Sites/News/TheDrum/Conte
4 1082922 ABCVIDEO_MAX firstPublishedDate RelationRule - "firstPublishedDate... 25/MAR/08 01:21:00 /Sites/News/NewsOnline/Co
5 1097910 ABCVIDEO_MAX firstPublishedDate RelationRule - "firstPublishedDate... 16/OCT/09 05:42:00 /Sites/News/Programs/State
6 1137084 ABCAUDIO_MAX firstPublishedDate RelationRule - "firstPublishedDate... 10/NOV/09 07:38:00 /Sites/News/Programs/PM/C
7 1137088 ABCAUDIO_MAX firstPublishedDate RelationRule - "firstPublishedDate... 10/NOV/09 07:39:00 /Sites/News/Programs/PM/C
8 1139536 ABCVIDEO_MAX firstPublishedDate RelationRule - "firstPublishedDate... 11/NOV/09 23:13:00 /Sites/News/NewsOnline/Co
9 1142090 CMARTICLE_MAX firstPublishedDate RelationRule - "firstPublishedDate... 02/MAY/11 21:30:35 /Sites/News/TheDrum/Conte
10 1147644 CMARTICLE_MAX firstPublishedDate RelationRule - "firstPublishedDate... 02/MAY/11 21:27:12 /Sites/News/TheDrum/Conte
11 1221308 CMARTICLE_MAX firstPublishedDate RelationRule - "firstPublishedDate... 26/FEB/03 12:50:00 /Sites/News/NewsOnline/Co
12 1226428 ABCVIDEO_MAX firstPublishedDate RelationRule - "firstPublishedDate... 28/JUL/06 09:43:00 /Sites/News/NewsOnline/Co
13 1226438 ABCVIDEO_MAX firstPublishedDate RelationRule - "firstPublishedDate... 28/JUL/06 09:40:00 /Sites/News/NewsOnline/Co
Data Quality by Path - Filter
/Sites/News/NewsOnline/Content/Video/ 5666
/Sites/News/Programs/The World Today/Content/Audio/ 5387
/Sites/News/Programs/PM/Content/Audio/ 4850
/Sites/News/Programs/AM/Content/Audio/ 4813
/Sites/Radio National/Gateway/Content/Channels/ 1316
/Sites/News/Programs/Lateline/Content/Video/ 1102
/Sites/News/NewsOnline/Content/Articles/ 916
/Sites/News/Programs/Insiders/Content/Video/ 726
0 1,000 2,000 3,000 4,000 5,000 6,000

Audit, Risk and Finance Committee

Information

Agenda item	**6.2**
Meeting date	**5 June 2017**
Prepared by	**David Anderson**
Subject	**Capital Project and wCMS Learnings**

Executive Summary

At the presentation of the Group Audit report on the Web Content Management System (wCMS) dated March 2017 which identified a number of findings, I was asked to provide my observations of large capital projects at the ABC, and in particular for wCMS, as an information paper to be presented at the 5 June Audit & Risk board meeting.

Recommendation

Overall, there should be fundamental changes to approaching capital projects across prioritisation, scope, structure, governance, accountability, capitalising on market best practice and reducing delivery timelines.

Background Information

At the presentation of the Group Audit report on the Web Content Management System (wCMS) dated March 2017 which identified a number of findings, I was asked to provide my observations of large capital projects at the ABC, and in particular for wCMS, as an information paper to be presented at the 5 June Audit & Risk board meeting.

1 Major Capital Project Learnings

In my view, there have been a number of issues that have on occasion, meant that some capital projects have failed to deliver the best possible result for the ABC.

1.1 Focus

They have either tried to solve many problems with one large system solution, or have adopted a like for like replacement strategy that is independent of end-to-end solutions available in the market.

1.2 Internal versus External:

Quite often, we will seek a vendor solution where the ABC ends up as the owner at the end of the project, rather than take an outsourced approach, both in delivery and maintenance as the default position. We should only be investing in infrastructure where there is a financial advantage or when we want to own the data intellectual property.

1.3 Accountability

There has been a propensity to form large working groups that report into large steering committees where all divisions have representation. This slows down decision making, making it reliant on complex criteria scoring, and dilutes accountability. Participants will feel like they are not in control of, or can't influence the outcomes of, the project.

1.4 Project delivery times

There has been an acceptance that large capital projects should run over multiple years, while maintaining the original scope and parameters. This results in a project delivering for a business need that has changed, or a better solution has become available in the market.

2 Recommendations:

1. The merger of Finance and Technology with one central PMO; that strategically decides on capital projects with direction from the CFO and MD will be a significant improvement. Capital investment decisions need to be closer aligned to strategic KPIs.
2. Steering committees should be kept to a minimum of key participants to enable faster decision making.
3. Adopt an 'outsource first' approach to all projects, taking advantage of best practice and competitive market driven efficiencies that are scalable and flexible.
4. Provide clarity on what level of engagement is expected of stakeholders and who is accountable for which decisions (using a RACI framework). This includes role clarity, delegation and effective accountability.
5. Externally appoint project managers with the appropriate skill sets for major capital projects

3 wCMS Capital Project(s) - Organisational Learnings

3.1 Delivering Audience Value

Much of the code written as part of the Phase 2 capital project was not used for quite some time to deliver audience facing propositions, over a year in some cases. Code was written, tested and not released to production in a way that could be used by tenants of the system.

Ideally the ABC would aim to deliver audience value as early and often as possible in a program of work, rather than creating value that does not get used until the end of the program.

3.2 Process & Methodologies

Agile methodologies are generally used in the digital space. Waterfall methodologies that lock in scope at the start of the project do not suit fast moving environments like website and application delivery.

The ABC should consider its processes to determine if flexibility can be enhanced through the adoption of Agile type processes across many delivery scenarios, beyond digital delivery.

3.3 Decision making processes

Having voting mechanisms to resolve complex technical issues where technical stakeholders can be overridden by a group non-technical stakeholders should not be continued.

Technical staff should be made accountable for their decisions and should then be trusted to have the skills and ability to perform their job function.

3.4 Declaration of ‘Done’

The definition of when a piece of work is complete should be agreed up front by stakeholders and should be measurable. BAU work on systems should be tracked and deliver value and not be used as a catch all that inherits any leftovers from larger programs of work.

3.5 Role of project management

Program and Project Managers play a very important role in the deliverables of project, however these individuals should not be made the focal point for the entire delivery of initiatives. On wCMS phase 2, the Program manager was key in hiring the team, defining the direction of the project and all other operational concerns. A matrix structure where experts in the field have accountability for areas of the program of work should be instigated.

3.6 Decoupled architectures & fit for purpose solutions; no monolithic silver bullets

Each piece of the puzzle needs to be architecture and future proofed so that should we choose, for example a vendor solution, we do not lock the ABC into that vendor ongoing. With the adoption of SaaS based solutions & third party APIs continuing at

pace the ability to segment areas of the technical architecture so that each can be changed and upgraded separately will greatly increase flexibility and reduce costs of upgrades and change.

3.7 Change Management

The wider organisation needs to back the change that is taking place, not just be along for the ride. Changes that have happened in the past, including wCMS phase 2, were signed off all the way by many divisional representatives only for them to have serious issues with the change post implementation. It is key that the Leadership Team and leaders in the divisions back change and work to ensure the smooth implementation of any change that is taking place.

Audit, Risk and Finance Committee

Decision

Agenda item	3.2
Meeting date	**1 August 2017**
Prepared by	**Aziz Dindar, General Manager Finance and Operations**
Subject	**Financial Statements for the year ended 30 June 2017**

s.22

ABC

Approved for distribution to the Committee by Managing Director

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4.2 Web Content Management System (WCMS)

Following the discussion at the June 2017 Audit, Risk and Finance Committee meeting, the remaining useful life of the original WCMS asset was reconsidered.

While the system is still the primary system for publishing content on the internet, it has become evident that the original asset value has been superseded and has required investment of a further $4m to bring the system to the current version in order to access the functionality required by the ABC going forward. As a result, the remaining life of the original asset has been revised to be end of life at 30 June 2017.

This means that the remaining book value of the WCMS has been fully depreciated at 30 June 2017, resulting in an additional depreciation charge of $10.1m being recognised in the SOCI at 30 June 2017.

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