Transmittal Memo

Date: June 11, 2011
To: Patrick Jay, Manager, Vice President, Accounting Group at Bellevue
From: Robot Rebellion Regime
Subject: Implementation Plan

RRR offers an implementation plan for your review enclosed in this report. This plan was prepared by our design team as follows:

- Terry Gorle – Project Manager
- Adam McCormack – Developer
- Eric Nelson – User Manual Coordinator
- Doug Vickers - Documentation Specialist
- Chris Clemente – Testing Coordinator

The purpose of this plan is to ensure safe and effective implementation of the new system, all the while maintaining a seamless transition. The implementation plan covers the following:

- The method of implementation
- What needs to be in place prior to going
- The process of migration from the old system to the new
- Training
- Readiness assurances
- Post implementation support

If you have if you have any questions, concerns or suggestions, please contact any member of the team at RobotRebellionRegime@example.com or 206-555-1234.

Implementation Plan

June 11, 2011

Robot Rebellion Regime

Adam McCormack, Terry Gorle, Doug Vickers, Chris Clemente and Eric Nelson

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Introduction

Thus far, RRR's team has completed the Planning, Analysis, and Design phases of the Systems Development Life Cycle introduced way back in the initial stage of designing an automated Accounting system for the Bank of Xanadu. We are now in the Implementation Phase of the SDLC, and the plan for rolling out the new system is as follows:

- The method of implementation, which includes risks and benefits to our approach and how it will affect business

- What needs to be in place prior to going live and the factors critical to its success

- The process of migration from the old system to the new, the phases of this process, and the assurance of data integrity

- The training necessary, who will be trained, where and when, and how it will be done

- Assurance of readiness to go live

- What ongoing support will be available, how different issues will be dealt with, including reference documentation

Implementation Approach

Implementation Methods

The RRR team has researched several implementation approaches for the Database Management System (DBMS) transition and deemed the following solutions as potentially suitable for migration to the new system:

- Direct Conversion

- Parallel Conversion

- Phased Conversion

This DBMS project is originally defined as a Pilot Conversion Program to be implemented at the Bank of Xanadu Bellevue Branch. After careful consideration, the team at Robot Rebellion Regime has selected the Direct Conversion method as the preferred approach for the DBMS implementation. The rationale behind the decision is provided below.

Risks and Benefits

Direct Conversion: Upon completion of the training sessions for all necessary personnel at the time the new DBMS is fully operational, the Excel system will be immediately discarded in favor of the new database solution. Risks:

- This is potentially the highest risk approach if personnel are not successfully trained and proficient upon implementation.
- There is no graceful method for regression to the old system should major errors be encountered.

Benefits:
- This is the fastest and least expensive method for transition.
- Since the primary objective of the new DBMS is to reduce the man hours and human error related to data entry, it is counter-productive to duplicate those data entry efforts within a Parallel Conversion method of transition.
- Direct Conversion eliminates similar duplicate data entry issues that would present themselves from time to time during a Phased Conversion before the new DBMS was fully capable of replacing the old system.

The advance testing of the database solution has been extremely thorough. The RRR Team is confident that our training of bank employees will be equally thorough. Combined with the ease-of-use, safeguards against invalid data entry, support resources, and hardware/software data integrity, our database solution effectively minimizes or eliminates the typical risks inherent with Direct Conversion implementations. In fact, our database solution and procedures are optimized for the Direct Conversion method in this circumstance.

For these reasons, we have eliminated the options of Parallel or Phased Conversion implementations. In our view, these alternatives represent an inefficient use of Bank of Xanadu resources.

Business Impacts

The Direct Conversion method will have minimal adverse impact on the Bank of Xanadu Bellevue Branch. The potential business impacts during transition include the following:

- Operation of the DBMS design will require 90-120 minutes of training per employee.

- User Manuals will be referenced as required.

Critical Success Factors

Several factors must be in place prior to implementation of the Direct Conversion of the DBMS. These critical factors include:

- Training for specific users – Users must be trained in the operation of the DBMS to the degree necessary to execute their job responsibilities with proficiency requiring minimal oversight or supervision. This will maximize the efficiency of the implementation and provide immediate recognized benefits to the business operation.

- User acceptance – users must recognize the increased productivity, ease-of-use, and data reliability benefits that this new DBMS is designed to provide. This will encourage continued and enthusiastic support for using a system designed to reduce the per-task man-hours and tedium involved with data entry and retrieval.

- Support Infrastructure – Patrick Jay and Dave Spencer must be receptive to occasional user support requests and employee training that will occur from time to time. Prompt attention to issues, access to user manuals, and server system technical support will provide additional assurances to maintain satisfaction of system users.

Migration Plan

The new accounting system will be populated with all current information regarding employees (buyers, accounting employees), management, other bank contacts, customers, programmers, vendors, as well as unit and division information. We will also import the current data residing on Excel spreadsheets regarding invoicing and contracts. All past project data will not be migrated into the new system, but stored separately for future retrieval as needed. New project and task information will be entered as the Bank of Xanadu moves forward. To ensure data integrity during migration, the following items of assurance and data integrity measures have been put in place:

- The ability for Microsoft Access to seamlessly import data from Excel spreadsheets has proven to be effective
- The various documents that have been submitted, including the Entity Relationship diagram, the Metadata Dictionary, Use Cases, etc. have all been scrutinized and approved by Bank of Xanadu management. To warrant consistency and accuracy throughout the system, industry standards and agreements have been followed, and documented all along the way for reference.
- Many validation checks were performed throughout the process of creating the database, including a walk-through with management to ensure consistency and data integrity.
- Analysis has been done of all functional and operational requirements and measures are in place to meet those needs.
- During the migration of the Excel data, various checks will be done, including cleans and scrubs to ensure proper transfer of data. Back-ups will be made to fall back on should there be any issues with the transfer. All issues will be dealt with and corrected immediately.
- All data that is migrated will be checked by RRR's team and reported to Bank of Xanadu management to ensure data is received properly, all screens are working properly, and the system is ready to go.
- Training will be done to ensure proper use and manipulation of the system to meet user needs.

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User Training

RRR will provide training on the new system as follows:
- A 4 hour, individual, intense 'train the trainer' session will be held at the bank to managers covering all user interfaces on Sunday morning, June 12, prior to going live.

  o Patrick Jay – Accounting Group Manager
  o Dave Spencer

- Group training with all other employees in a class environment at the bank immediately after the managers on that Saturday afternoon, June 12. Three members of the RRR team will be leading smaller groups to maximize training of each department. The now trained Patrick Jay and Dave Spencer will be available as well.

- There will be a short session for other department managers to get training on viewing various screens and printing reports.

During the trainings, RRR will provide a user manual, with a power point presentation, that will guide all trainees through the processes that apply to them. There will be a walk through demonstrating logging on, creating a password, how to maneuver each screen, and each possibility within each screen. Questions will be encouraged.

Two of RRR's team will be available, and on site as needed, the week of June 13 – 17, to handle any issues and concerns, as well as follow up on any training still needed. A follow up meeting with the department managers will be held during this time.

Should additional training be necessary beyond this or at a future date, RRR trainers can be made available.

Readiness

It is important that all users of the new system be ready before rolling out this system for general use at Bank of Xanadu, therefore, users will demonstrate the ability to use, at minimum, the Contractual Payment System in the following areas:

General Users
- to log onto and off of the system
- move through the system
- to view and print reports and forms from the system
- to enter new data based on the needed level of system access
- revise incorrect or missing data based on the needed level of system access
- add new contracts to the system
- add new invoices to the system

Managers and Project Managers
- log onto and off of the system
- move through the system
- view and print reports and forms from the system

- view contracts and invoices
- view contract and vender programmers

The system will be ready to go live when:
- Users are fully trained in the system
- All existing data has been imported into the system
- No critical errors are found by either RRR or management
- Management approves the "Go Ahead"

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Support and Maintenance

After roll out at the Pilot Site, the system will be maintained by the Bank of Xanadu internal IT department using standard in-house trouble call procedures. The IT department will maintain ongoing documentation of any trouble shooting and technical problems found and fixed.
Departments will have at least one member trained in general, non-technical problems. These will be handled at the lowest level possible. If unable to resolve the issue, the Trouble desk can be called and the standard departmental IT procedure followed. If unable to handle any problems, the call can be upgraded to the next higher level per standard IT department procedures.
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