

Bank of Xanadu – Implementation Plan

College Name: Edmonds Community College

Department: Computer Information Systems

Assignment Name: TA5 (Team Assignment #5)

Date Prepared: May 11, 2013

Team Name: Team Awesome

Team Members: Jon Raymond Melchizedek Day, Lindsay Carter, Brendan Jones, Joanna Tran, Michelle Lawson, Kemseng Sath

DATE: May 11, 2013
TO: Mr. Patrick Jay
Vice President & Manager
FROM: Team Awesome
Lindsay Carter, Jon Day, Joanna Tran,
Kemseng Sath, Michelle Lawson, Brendan Jones
SUBJECT: Contract Payment System – **Implementation Plan**

Attached is the Implementation Plan for the new Automated Contractual Payment System created by Team Awesome for Bank of Xanadu. We would like to meet with you at Bank of Xanadu – Bellevue in Room 124 on Saturday, May 11, 2013 to discuss this Implementation Plan with you.

Team Awesome looks forward to this meeting. If you have any questions please feel free to contact us.

Regards,

Lindsay Carter
Jon Day
Joanna Tran
Kemseng Sath
Michelle Lawson
Brendan Jones

BANK OF XANADU IMPLEMENTATIO N PLAN



May 11,
2013

Presented by: Team Awesome

Lindsay Carter
Jon Day
Joanna Tran
Kemseng Sath
Brendan Jones
Michelle Lawson

Table of Contents

1 - Introduction	6
2 - Implementation Approach	6
3 - Critical Success Factors	6
4 - Migration Plan	7
5 - User Training	8
6 - Readiness	8
7 - Ongoing Support and Maintenance	8

Introduction

The purpose of this document is to show the details regarding the implementation of the new Contract Payment System for Bank of Xanadu. We will be covering the implementation approach, show critical success factors, migration planning, user and IT training, readiness, and finally we will explain ongoing support and maintenance of the system.

Implementation Approach

As we are only implementing this in the Bellevue branch, there is no need to have a phased rollout of the system. To ensure accuracy of information and reporting, we will be waiting until the beginning of a financial period before implementing the new system. By doing this we can run both the current system and the new system in parallel and produce the same information and will be doing this during business hours so as not to disrupt business as much as possible. This will help us set better standards for the new system.

We understand this will cause a substantial amount of work to be added to your accounting staff and we will be hiring temporary accountants to be trained on the old system so your current accountants can focus learning the new system and advising us of bugs or concerns with the procedures. Another risk we might run into is having double issues running two systems. We will be in close contact with each accountant and the managers to ensure that any issues resulting from the implementation period will not affect day-to-day business.

Critical Success Factors

Several critical factors need to be in place prior to the rollout, which is critical to the success of the Contract Payment System migration. Following is a list of critical success factors:

- Kick off meeting with Accounting Department, Buyer, Account Payable, Project Manager, and Bank Management. We will be introduce the Contract Payment System and get everyone on board.
- Hired and trained temporary employees – Temp must be trained in legacy system or the excel workbook. This will help the accountants/users to focus in learning the new system.

- Training the Accountants, Managers, and IT staffs (or Users) – Users must be trained in the Contract Payment System prior to using the system. This will help increase the user’s satisfaction with the new system. Training documentation will be provided for future reference.
- User acceptance – Users must confirm that the Contract Payment System is meets their requirements and satisfies business need.
- Management endorsement – Managers must recognize the benefits of the Contract Payment System and required staffs to use the new system.
- Support infrastructure – The IT staffs must be able to resolve any issues with the Contract Payment System to the users.
- Contractor/Vendor – The Contract Payment System will process the invoice quicker.
- Software – Open source – no need to purchase.
- The procedures will be similar to enable quicker learning for users of the legacy system.

Migration Plan

The project team will be tracking progress of milestones. In addition, we will be monitoring any open issues and mitigating risks. We will establish a communication among project manager, buyer, and accounting group.

The new system will be populated with standard lookup information, such as Vendor ID, Invoice ID, Employee ID, Programmer ID, Contract ID, Division ID, Unit ID, Contact ID, and Buyer ID. Existing vendor’s information will be entering to the new system manually. After implementation the new contract information will be entering to the new system.

To ensure data integrity following are steps have been or will be taken during migration;

- The Entity Relationship Diagram (ERD) and Metadata Dictionary has been reviewed and approved by Bank Management.
- To ensure accuracy and data integrity the existing data will be scrub before migration.
- Hiring a data entry temp to enter the current information from the spreadsheets.
- Validation checks will be performed prior to, during, and after migration to ensure the integrity of the data.
- Transactions process will be utilized to ensure consistency of data during the migration process.
- Backup data will be available during and after the migration.

- Migrated data will be re-checked by the Accounting group as part of their post-implementation processes.
- The legacy system and the new system will be running in parallel 90 days before it can be shut down.

User Training

All of the critical system users will need to be trained including the Accountants, Management, and IT staff. The Accountants will be the primary users of the system and we will begin the training with them. The managers will be next in training as they will be reviewing the information at least monthly and need to be there for the accountants. Lastly, the IT staff will need to be trained so they are available for supporting the system once fully in place. We will also implement a “train the trainer” program and select someone that is the main trainer of the new system.

Group training will be the best approach for this. While the temp accountants are managing the current manual system, we can get all of the accountants together for the same training. This will help all the questions surface so we can better understand where to focus the training in the system (data entry, reporting, and system usage). We will do similar group training for the IT staff, but instead focus on maintenance and system operations. Partial user manuals will be provided to the staff with the more detailed version kept online so the updates are constant and automatic.

Readiness

This system should be fully in place within 90 days of the start. This will allow ample time to run both systems together. During this time we will have checkpoints to ensure management and user satisfaction. Management will be required to sign off after each milestone so we can build the system to exact needs. Checkpoints can include first install, training, 45-day (mid way) review, last bug fix, project sign off at around the 90-day mark.

Ongoing Support and Maintenance

Even though we are training the current IT staff to handle the maintenance of this system, we understand that there are times that the developers will be needed again and we will be there on a contract basis to fill those needs. There will be help available for users within the system and documentation to assist users with knowledge of the system for ongoing support.