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Mono Apartments - Implementation Plan v2

March 2023

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Prepared for Modern Nomads Group Pty Ltd

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Prepared by Team OneTen.

# Overview

This report aims to provide an overview of the implementation of Mono Apartments admin and contractor management system. It will include detailed information of the development steps in iteration 1 and 2. For the first iteration of this project, the development team has built an interface and a database for the management of the inspections for Mono’s apartments. The interface allows both admins and contractors to go on the website to amend and organize their tasks. The database allows the organization to store and access their data more efficiently. In the second iteration of this project, the team has focused on amending the changes from iteration 1 and continued to fulfill Mono’s requirements.

1. Admins can assign inspection tasks to the contractors on the system.

2. Contractors can upload images and descriptions to each inspection in a more detailed form styling, in a centralized form.

3. Inspection status can be updated by the admins when it is completed.

This implementation plan will be structured into 3 sections, as listed below with their intended purposes:

1. Specifications and Schedule of Implementation tasks
   1. Description of the tasks
   2. Tasks with dates.
2. Risks, Contingencies, Security and Privacy

# Implementation Tasks

While we, as the development team, have the entire system built and ready to implement, the fact that we need to implement the system on-site, on the client’s local device/s, can lead to a level of risk regarding the system’s compatibility with the local hardware or software.

Below, you will find an overview of the processes this system is intended to support and the implementation steps identified.

| **Tasks** | **Description Resources** | **Date** | **Dependencies** |
| --- | --- | --- | --- |
| **(Iteration 1 )** | Team OneTen | 22/03/23 |  |
| Prepare the site | Hardware: Computer, Network  Software: Database  Preparing system production on Cpanel to review before going live. | 20/03/23 | Team OneTen |
| Installation | The client does not have a pre-existing system required back up. Therefore the tech team can instruct and guide the customer through the installation process and onboard them to both the back end and front end systems. This will be done through utilizing the new system in training phases with admin staff and contractors to use the system. | 20/03/23 | Team OneTen |
| User training | User training will not be required in this stage since the system is still under development for the next iteration. Hence, user training will be commenced then. | na | Team OneTen |
| Acceptance Testing | Client reviews the build and acceptance tests certain criteria so the team can make any changes necessary as they make progress on iteration 2. |  | Team OneTen  Mono |
| Go Live | Once approved by the client, the website will be put live for access by admin staff and contractors, in real-world scenarios as it is for iteration 1 it will be much more limited functionality and can be handy for testing. | 03/04/23 | Team OneTen  Mono |
| **Iteration 2** | Team OneTen | 30/04/23 | Team OneTen |
| Prepare the site | Hardware: Computer, Network  Software: Database  The site will be prepared through the clients ISP to have the system accessible on a wider public facing front. The site can be successfully prepared through walkthroughs of how it would be used in a mock inspection process to ensure no issues. | 30/04/23 | 3 hours  Team OneTen  Mono |
| Installation | The client does not have a pre-existing system required back up. Therefore the tech team can instruct and guide the customer through the installation process and onboard them to both the back end and front end systems. This will be done through utilising the new system in training phases with admin staff and contractors to use the system. | 17/05/23 | 1 day  TeamOneTen  Mono |
| Data Conversion | The client does have hardcopy, physical notes and records. It is likely the team will need to port the existing data into the new system manually. Some training will also be required at this point to ensure the client can independently input manual data in the future, should the need arise. The existing data will likely be ported over from the client's current system in google drives and similar platforms, this would only need to be done if the client would like ready access to old inspections. | 22/05/23 | 3 hours  Team OneTen  Mono |
| User training | During implementation, the tech team will need to teach Mono’s admin staff how to operate the new system to manage their tasks, apartments etc. In addition to teaching the contractors how the system will work best for them while completing the inspection forms. | 17/05/23 | 1 week  Team OneTen  Mono |
| Acceptance Testing | This will be completed with the aid of the client’s representative and the acceptance testing document. | 22/05/23 | Mono |
| Go Live  (unhide the  system) | Once approved by the client’s representative, the website will be put live for access by admin staff and contractors, in real-world scenarios. | 25/05/23 | 1 Day  Team OneTen  Mono |
| Post  Implementation review | The client will provide a review of the system in use and the project team will use this feedback to improve existing functionalities and further develop any subsequent iterations. | 30/05/23 | One Day  Mono  Team OneTen |
| Final Handover |  |  |  |
| Performance  Testing | The system will be rigorously tested to ensure it will perform well. | 18/05/23 | Multiple days  Mono  Team OneTen |
| Handover of all Documentation | The user details and operational documents of the system will be handed over to the client, including but not limited to Cakephp and plugins. | 05/06/23 | 1 day  Team OneTen |
| Handover to  Support | The client will be informed of any known issues and provided with workaround documents and usage instructions. Minimising issues that might emerge post implementation. | 05/06/23 | 1 day  Team OneTen |
| System  sign off by  Client/PO | Once the system is reviewed and approved, the client will need to sign off to indicate and mark the completion of the project team’s work. | 12/06/23 | 2 hours  Mono |

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# Risks, Contingencies, Security and Privacy.

Hardware or software failures, data loss or corruption, network security breaches, or insufficient user training. Hardware failures could make the system unusable, if a contractor’s device faulted the system would be unable to be used during the inspection process.

Implement appropriate security measures such as firewalls, intrusion detection systems, and access controls to protect sensitive data. This particular system may not have too many security and privacy issues however if an inspection form is built, there may be specific things that need to be taken care of.

The system may bring new changes to the business processes regarding inspections and conduct with contractors. Should be limited impact during and or after implementation since this is a separate build on top outside of any systems that mono currently uses, minimizing potential downsides.

Database maintenance might be required, having a continual date to remove images taken during inspections, Ie. once a tenant leaves, every 2+ years due to the privacy of taking photos in a person’s home. This plan should include regular backups, offsite storage, and procedures for restoring data in a timely manner.

Ensure that users are properly trained on the new IT system and that adequate support is provided to address any issues or questions that arise. This will help to ensure the successful adoption of the system and minimize user frustration and resistance.

By considering these factors and developing appropriate plans and procedures, the team can help to ensure the successful project implementation for Mono Apartments while mitigating potential risks, contingencies, security, and privacy concerns.

**Project Implementation Plan Sign-off**

The undersigned acknowledge that they have reviewed the above Implementation Plan and agree with the information presented within this document. Changes to this Project Implementation Plan will be coordinated with, and approved by, the undersigned, or their designated representatives.

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ Print Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Role: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_