# Implementation Plan

### By JGRC Consulting

The implementation of the project will be geared towards rapid development, continual feedback, and a combination of guided and self-directed training. It will begin with simultaneous development and quality assurance phases. During these there will be a focus on deliverable, working sections of the project (instead of documents and graphs) and constant feedback between the client, the QA team, and the developers.

The implementation and deployment on site will also be focused on convenience. All the hardware and infrastructure that the client requires will be put in place as development is coming to a close, overlapping with the final stages, so there is no wait to deploy the software when it is finished.

Training will be provided in guided sessions, and a test/training database will be put in place for actual, hands-on training with the live software. There will also be documents provided if any users wish to take the initiative and learn on their own time, the system with the test data will stay in place until final activation.

The final stage of the deployment will take place after a team of data entry specialists ensure that the live system accurately reflects the state of Orenda, and all relevant data is entered into the system.

## Development and Quality Assurance

The development phase is the first section of the project to begin after this analysis is completed. This phase will be enacted by the team of three developers and the technical lead. The project manager will also be heavily involved in this phase, overseeing the developer’s actions. The team will be using the Agile development methodology, which benefits the client in that working sections will be demoed, rather than flat documents, and there will be weekly updates to the client on the progress, if they so desire.

Quality assurance begins after two weeks of development, when the developers have their software set up and have begun to produce a sufficiently large body of testable code. The QA team will work closely with the developers, providing feedback to ensure a quality product, and to enable any potential issues to be identified before they can become a problem.

## Implementation – Infrastructure, Hardware and Software

During the last three weeks of QA, the implementation phase will begin. The first two weeks of the phase will be the network installation. It will be installed in parallel with the current network, so that no conflict or outages will occur. The network installation will be outsourced to a fibre installation company, who will lay the fibre backbone between buildings and to the blanket wireless access points, as well as wiring the network drops in the buildings and installing the switches.

The following week will be the hardware installation and configuration. The server and the new workstations, as well as the executive laptops will all be brought on site, and installed where applicable. The fourth week of the implementation phase will be dedicated to software installation and configuration, as the new TTCS will be finished development, and the QA phase will have completed alongside the hardware installations. Mock data is entered at this time into a test database, for the training sessions. Again, as this is on entirely new hardware, there will be no outages to the current system.

## Training

The week after the system software is in place with mock data, training will begin. This will be a one month period that will cover all employees, while the new system remains running with mock data. Each dispatcher will receive two weeks of training, consecutively. This will consist of one hour sessions either before or after the dispatcher’s shift (up to their discretion). The dock foremen will be trained for a week each, in a similar schedule to the dispatchers. The system will also be running live while training is occurring, so that the dispatchers and dock foremen can use the system with the training documentation on their own time.

The QA team will be available during the first week to gather feedback from the training team. They will be conducting user acceptance testing during this time.

During the last two weeks of the training period, the executives and drivers will receive their training. The executives will receive one week of training each, as the reporting system is very minimal and easy to use. The drivers will each receive two hours of training over the course of two weeks. One hour per day for each driver, and training three drivers each day. Four days out of each week will be required to train all twelve drivers.

## Deployment

The final deployment will be over the course of a week. The weekend following training will cover the data transfer. All data on the suppliers, anything relevant from the previous system, and the information for creating user accounts will have been gathered. A data entry team will be provided this information to populate the TTCS. They will also enter the current state of the lot and any other information that would have been fluid until the end of operations into the TTCS, to be activated on Monday morning.

The revised TTCS and the old system will run in parallel for one week’s time, and for that week there will be technical leads and developers on site and on call to address any issues with the changeover. After this week, it will be up to Orenda’s discretion to phase out, deactivate, and remove the previous system.

## Plan Summary

This plan is one that involves the client every step of the way, providing feedback and updates. It focuses on real deliverables and quality service. Redundancies and inefficiency with time is eliminated by staggering and overlapping the phases. With quick but in-depth, as well as self-led training, the system will be able to be used at peak efficiency in little time. And with no interruptions to the regular operations of the facility, the transition can be a smooth and effective one.