# Holly Hotel Implementation Plan

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1. Systems Installation and Configuration – 1 Week
   1. Hardware already on site
   2. OS preinstalled to prescribed specifications
   3. Deployment team will install database software
   4. Deployment team will install application and perform connectivity testing
   5. Hotel staff will assist in performing connectivity testing
2. Power user training – 2 Weeks
   1. Assumed that power users are already identified
   2. Assumed that power users will be able to meet for 20 hours during this period
   3. Training will be led by team members
   4. Issue Resolution
3. System Approval – Do not proceed with end user training until the system has been approved for implementation
4. End-user training 2-3 Weeks
   1. Led by Power Users
   2. Training may need to take place during normal off hours
   3. Some one-on-one training will occur at the user’s normal workstation for full functionality testing
5. Stress testing/final configuration – Concurrent with End-user training
6. Cut-over/Go-Live 1 day
   1. Plan for mid-week as most of Holly Hotels business comes from vacationers
   2. Have additional staff on hand to assist in supporting the customers as staff becomes familiar with the new system
7. Post Implementation Troubleshooting – 1Week-2 Months
   1. Remain on site for the first week to address issues
   2. Schedule weekly meetings to make sure that issues are being addressed
   3. Move support to standard maintenance group after 2 months