Shay Walker April 16,2019

Implementation Plan- CairnConnect Professor Worth

The purpose of this software is to provide Cairn University with a database and user interface for its alumni. Cairn University would like to keep its alumni informed and up-to-date on University events and news while also gaining and keeping in contact with their alumni. Through this software, alumni are provided with a platform to be involved in many facets of life at Cairn University and opportunities to give back to the Cairn community. It provides Cairn University with a complete database of alumni’s information, including phone numbers and email addresses.

Currently, Cairn University has no system like CairnConnect in use, therefore the implementation of the CairnConnect system could possibly present more challenges with its implementation but overall should go smoothly in transition. In order to implement CairnConnect there will be 3 stages over the course of 4 months to ensure the successful implementation of CairnConnect. Hypercare will be provided during the months of May, June, July & August of 2019.

If any issues arise with the CairnConnect system and it need to be dissolved and no longer used it will be easy for Cairn University to make the reverse transition to not having the CairnConnect application as well as then re-implementing a new and improved version or a previous version after pain points have been identified and resolved. In order to remove or role back CairnConnect it can simply be removed from the server and taken out of use by faculty and staff. To re-implement a previous or new version can be placed on the server and users can be notified. Cairn University can contact users through email about any changes that occur and can transfer data into a new system if needed through the database.

Stage 1: April 17- April 24

As CairnConnect is a web application with a database support system, training will be essential to the success of the implementation. Training will commence in two groups. Cairn University faculty and staff will be provided with training and seminars to ensure their understanding and to help build support for the use of the CairnConnect system. The release date is on May 8, 2019 with Version 1.0 of the CairnConnect application. Within the faculty and staff training, instructional seminars will be given on how the system functions as provided in the User Manual. After three, one-hour long seminars on the web applications system, and one-hour long session of the database functionality and management. Each faculty and staff member will be given time for their specific questions with the CairnConnect specialists. Faculty and staff members will also be compensated for their time (by Cairn University), to ensure the support of the new system.

Stage 2: April 24 – May 8

In order to train and establish contact with the current and those who are soon to be graduated, Cairn University Alumni Relations Department as well as the Student Newsletter, The Rock, will be advertising the new web-based application CairnConnect. There will be targeted emails sent to current alumni and to graduating seniors. Within the emails a pdf of the User Manual will be sent in order to help those who are need of instruction on how to use CairnConnect. Webinars will also be advertised for those alumni who desire to have an instructional seminar on how to signup and use the new CairnConnect application.

Stage 3:May 8 – August 31

Surveys will be sent out on August 1, 2019 to those who are using CairnConnect to collect data on what users would like to see feature wise so that the development of features for future versions can be established. Cairn University will have to approve the implementation of any future versions of CairnConnect. This period will also be the period for any and all defects that were missed within the initial testing periods will be resolved. Hypercare will be provided from May 8 to August 31, 2019.