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Aproval

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# Scope of the implementation

In this plan there will be an overview of the risks and consequences for the implementation of this new way of offering a server to the customers of Plaintech.

This document will cover what steps Plaintech have to take to make this new way of offering server space to customers a success.

# Consequences for Plaintech

When Plaintech starts to use the new solution of offering servers to their customers there are a lot of new problems that can occur. The whole environment will be new for the engineers of Plaintech. The existing engineers of Plaintech won’t know how to use this environment, which can have consequences for the business of Plaintech. To prevent this situations to happen there will be a training for the Plaintech engineers about how to use this new environment and which failures can occur.

Also there is a need for new protocols after/during the implementation of this new system, this is needed because of the new way the system works. The existing protocols can be adjusted to meet the new environment. After the protocols are adjusted there must be a check-up to see if the complete environment is covered by the protocols, if not new protocols should be made.

# Training and education

All the engineers of Plaintech must be trained to learn how to work with the new environment. The training will be done in phases, there will be a selection of employees who will start the training before the start of the implementation of the new environment. This will be done because when the implementation is started, the new environment will be a working environment where customers of Plaintech will have their server running.

After the first engineers have finished there will be a new group of engineers who can start their training for the new environment. This will continue until all the engineers have completed their training.

Because the training is done in phases the growth of the new environment will be covered with trained employees, but engineers who haven’t done their training will still maintain the existing environment so that well-educated engineers cover all the parts of the company.

# Consequences for the ICT

Plaintech wants to create a complete new server park for this new environment. This comes with a lot of work what has to be done. The location has to be build, the new servers must be bought, installed and configured etc. To make sure this won’t influence the current business of Plaintech, this all will be done separate from the existing business. Itopia already tested the new environment so this won’t have to be done by Plaintech. This will save a lot of time and will reduce the risks Plaintech has.

# Risks and measures

For all the risks that exists Itopia tried to give an action how to prevent them. The actions that might be necessary to take are in the table below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Nr** | **Description risk** | **Description impact and possibility** | **Action** | **Owner** |
| 1 | Engineers have no education | The new environment won’t be able to respond on possible failures. | Train all Plaintech engineers | Plaintech |
| 2 |  |  |  |  |

# Approach of the implementation

The implementation of the new environment will be done in phases, this is done because it is impossible to do at once with the amount of customers Plaintech already has. The first phase will be the training of a select amount of engineers of Plaintech (see Training and Education), after they have finished their training we will start to transfer the first existing customers to the new environment. The start will be with a small amount of customers, this to make sure that, despite the environment already has been tested by Itopia, if anything goes wrong the damage won’t be huge. During the transformation of the first customers, another group of Plaintech engineers will be trained to use the new environment. Than a new group of customers, this time a bigger one, will be transferred to the new environment. This process will continue until all the existing customers are transferred from the current to the new environment.

# Project-organisation

During the implementation of the new environment Itopia will be responsible for the supply of a working environment. They will be responsible to fix a failure if one is discovered. Itopia will also be responsible to for the supply of documentation for the working environment. Plaintech will be responsible to provide the location for all the new servers and necessary hardware to build the new environment. They will also provide all the engineers that will maintain the new environment and will be responsible for the maintenance of the new environment.

# Planning of the implementation

In this chapter you can find the planning of the implementation of the new environment.

The first group of customers will be transferred the environment is tested, approved and the first group of engineers have been trained. During the implementation of the first group of customers the second group of engineers will be trained to work with the new environment.

The second group of customers will be transferred to the new environment after the first group is ready and is running for a month. This is to make sure that the environment is working, and the engineers have been trained the right way. During the implementation of the second group of customers the third group of engineers will be trained to work with the new environment.

The third group of customers will be transferred to the new environment after the second group is ready and there are no failures found during the implementation and the running of the service.

This process will continue until all the existing customers are transferred to the new environment.

New customers of Plaintech will be able to use the new service after the first group of existing customers are transferred. This is done so that the new customers will be able to make use of a failure free service.

# Resource planning during the implementation

In the table below you can find what resources must be available during the implementation of the new environment.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Role** | **Name** | **From** | **Till** | **Estimation of the amount of hours** |
|  |  |  |  |  |
|  |  |  |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Resources** | **Why needed** | **From** | **Until** |
|  |  |  |  |
|  |  |  |  |

# Costs

During this implementation the only costs that will be made for Plaintech is the training of the engineers. All the other costs that will be made during the implementation are already paid or covered in the project initiation document.

# Communication during the implementation

To make sure everybody knows where to find the right person when somebody is needed, below you can find a short mailing list.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Who** | **Company** | **Telephone number** | **Email** | **Preferred** |
|  |  |  |  |  |
|  |  |  |  |  |