# UW Results Frequency Project

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| **Created By:** | Richard Yoon | **Date:** | 4/13/2018 |

**SOLUTION ROLLOUT**

**Release Type:**

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| --- | --- | --- | --- | --- | --- |
| All at once |  | Phased | X | Pilot |  |

**Release Type Notes:**

Will be a phased approach. Initial requirements will be determined, designed, and built in phase 1. Phase 2 will be defined and outlined during the two-week support period for Phase 1.

**SUPPORT AT RELEASE**

**Release Resources:**

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| --- | --- | --- |
| Name | Contact Information | Role/Responsibilities |
| Richard Yoon | [ryoon@centron.com](mailto:ryoon@centron.com)  920-555-5555 | Coordinate roll-out |
| *YOU* | *Your details* | In-person support  Funnel issues |
| Heather Walker | hwalker@centron.com  920-555-5554 | Support on the floor answering questions and assisting |
| Patrick Quinones | [pquinones@centron.com](mailto:pquinones@centron.com)  920-555-5556 | Coding questions/issues |
| Patricia Madison | [pmadison@centron.com](mailto:pmadison@centron.com)  920-555-5557 | Data questions/issues |

**Reference Materials:**

* Quick reference guide – Heather Walker
* System use documentation – Business Analyst
* Defect creation process documentation – Business Analyst

**Issue Reporting Process:**

Sales Associates to report any found issues with Heather.

Heather will validate the issue and open a defect in Trello.

Business Analyst will reproduce/validate the defect and approve it for assignment.

**Reoccurring Meeting Description:**

Four times the first day, two times the second day, one time for remainder of first week.

Up to once per day (will be scheduled as needed) for the second week.

**Support Team Description:**

Days 1-3 will have all hands-on deck. The Business Analyst and Heather will be in-person and on the floor and available to assist or answer questions. All other support resources will jump on the meeting bridge for the reoccurring meetings and will be brought in as needed by the on the floor resources.

Days 4-10 will have Heather Walker continuing to be present or available on the floor. Remainder of Support resources will be available to be engaged as needed.

**Support Documentation:**

* Frequently Asked Questions – Heather Walker
* Final (updated) design documentation – Patrick Quinones

**Escalation Contacts:**

|  |  |  |
| --- | --- | --- |
| Name | Contact Information | Expertise/Notes |
| Richard Yoon | [ryoon@centron.com](mailto:ryoon@centron.com)  920-555-5555 | Project Manager  Responsible for the project |
| *YOU* | *Your details*  *Your phone number* | Business Analyst Responsible for the solution |
| Patrick Quinones | [pquinones@centron.com](mailto:pquinones@centron.com)  920-555-5556 | Tech Lead  Anything dealing with coding |
| Patricia Madison | [pmadison@centron.com](mailto:pmadison@centron.com)  920-555-5557 | Data Lead  Anything dealing with data |
| Heather Walker | hwalker@centron.com  920-555-5554 | Any business or process related questions or issues |