

**Collaboard Installation**

FORECAST

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| Title: | Collaboard Installation Forecast |
| Abstract: | This document details the installation process and forecast installation time based on our experience |
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# Goal

This document aims to detail the installation process and forecast installation time based on our experience

# Activities before the installation

Activity Ownership Estimate (MD – man-day)

Prerequisites fulfillment Customer 3

Prerequisites validation IBV 1

Front-End Customization IBV TBD

|  |  |  |
| --- | --- | --- |
| Activity | Ownership | Estimate (MD – man-day) |
| Prerequisites fulfillment | Customer | 3 |
| Prerequisites validation | IBV | 1 |
| Front-End Customization | IBV | TBD |

# Installation\*

Activities during the installation

The estimates below assume that a Kubernetes cluster is already available to install the application.

## Direct access to the environment

The table below assumes IBV engineers have direct access to the environment

|  |  |  |
| --- | --- | --- |
| Installation break down | Ownership | Estimate (MD – man-day) |
| Helm install | IBV and/or Customer | 0.2 |
| Install NFS if needed or create PVC for MFT | IBV and/or Customer | 0.2 |
| Install Collaboard Helm Chart | IBV and/or Customer | 0.2 |
| Configuration of external services (auth providers, mail servers, etc) | IBV and/or Customer | 0.4 |

## Indirect access to the environment

The table below assumes IBV engineers do not have direct access to the environment

|  |  |  |
| --- | --- | --- |
| Installation break down | Ownership | Estimate (MD – man-day) |
| Helm install | IBV and/or Customer | 0.4 |
| Install NFS if needed or create PVC for MFT | IBV and/or Customer | 0.6 |
| Install Collaboard Helm Chart | IBV and/or Customer | 0.4 |
| Configuration of external services (auth providers, mail servers, etc) | IBV and/or Customer | 1 |

## After a successful installation

|  |  |  |
| --- | --- | --- |
| Activity | Ownership | Estimate (MD – man-day) |
| Regression test and config fixes | IBV and/or Customer | 3 |
| Automated tests (optional) \*\* | IBV | 2 |
| Load test (including analysis of the data collected) | IBV | 4\*\*\* |
| User Adoption, Webinar new functions, best practices and/or provide | IBV and Customer | 0.25 |
| Review User P | BV and Customer | 0.25 |
| Review User Adoption | BV and Customer | 0.25 |

# Notes

\*Installation estimation

Based on our experience with past installations, we can confirm that Collaboard’s installation may take between one day and an undefined amount of time.

All the customers with the proper knowledge of Kubernetes and installing third-party applications were able to install CB in less than a day.

Another factor that contributed to installing the application quickly was all the preparation work (prerequisites) made before the installation.

All the customers able to install in this timeframe followed our pre-requirements checklist sticky, and every point was prepared.

Major problems we experienced when the installation took a long time:

* Customers who want our help but not allowing us to have direct access to the environment and us to drive inexperienced engineers through a shared screen. Usually, this is the main factor that makes the installation go on for several months.
* Customers not having the right knowledge to install the application
* The prerequisites checklist was not fulfilled
* What was written in the Prerequisites checklist was not fulfilled: Eg. the prerequisites filled with some DNS value that the customer guaranteed the setup correctly, and then when installing, we discovered that it still needs to be setup
* SSO contract not respected
* Change requested after the prerequisites checklist was filled and validated by us. This action ignite a chain of event that such changes might cause (eg. you want to install on a different DNS name than the one agreed in the checklist, then certificates have to change, the mail server and other configurations have to be changed and validated)
* High internal bureaucracy eg. It keeps days to verify if the DB connection string is working.
* Authentication and internal communication shall be handled but the customer IT and then
* Mail integration problems because the customer takes a very long time internally to fulfill our requirements
* Network integration problems because the customer takes a very long time internally to fulfill our requirements

\*\*It requires the environment to be tested to be accessible from the Internet, at least for the time of the test

\*\*\*Paid service