# Implementation Plan

* + 1. Executive Summary

The Elite Four team collaborated with the client to develop the D7 Auto Service Center Web-App, aiming to enhance their auto services by improving organization, providing a convenient booking, and scheduling system. This includes highlighting the key features and functionalities of the system, such as online booking, appointment scheduling, and customer communication.

The first step in developing an implementation plan for D7 Auto Service Center Web-App is defining the project's scope and goals. This includes showing the system's key features and functionalities, such as online booking, appointment scheduling, and customer communication. It is also critical to define the project goals and success criteria to ensure that the system meets the needs and expectations of the stakeholders.

The second step is to name and assign roles and responsibilities to the project team. The project manager, product owner, developers, designers, project coordinator, and other relevant personnel should make up the team. The project manager should develop a project plan outlining the timeline, milestones, deliverables, and resource requirements. The project's critical path and risks should also be named in the plan.

The third step is to design, create, and test the D7 Auto Service Center Web-App. This entails creating the system architecture and deciding the technologies and tools needed for development. To ensure scalability and maintainability, it is important to build the system using the best coding practices in the industries. To ensure that the system meets the functional and non-functional requirements, extensive testing and quality assurance should be performed. After the system has been tested and confirmed, it should be deployed to the production environment, and end-users should be trained. Ongoing maintenance and support should also be supplied to ensure the system's dependability and accuracy.

The current state of the system is stable and is ready to be deployed and hosted on a cloud platform. All the required functionalities have been tested. As the system gets ready for deployment, we are aiming to ensure that the client will receive and be equipped with all the essential documentation and to help to manage and support the system efficiently.

To ensure a thorough understanding of the system, the new owners will receive all project deliverables, including technical documentation, user manuals, and source code. We will also provide new owners with knowledge transfer sessions covering system operations, maintenance, and troubleshooting.

To summarize, putting in place the D7 Auto Service Center Web-App causes careful planning, a skilled project team, and a rigorous development and testing process. D7 Auto Service Center can ensure that the system meets the needs of their customers, improves service efficiency and delivery, and supplies a positive return on investment by following a well-defined implementation plan.

* + 1. Transition Approach

**The transition approach for the D7 Auto Service Center Web-App project will include the following steps:**

**Assessment and Communication:** The assessment will ensure that all gaps and inefficiencies in the system have been found. This also means that all stakeholders are informed of the transition plan that will occur, as well as the schedules for the transition.

**Planning:** The planning stage is to develop a detailed transition plan. This includes deciding the implementation's overall progress, milestones, and timelines. It is also critical to find potential risks and mitigation strategies to avoid problems in the future.

**Knowledge Transfer:** Knowledge transfer will take place through various channels, including documentation and the planned demonstration of the project use, to ensure that the client will acquire the proper skills and knowledge needed to operate the project.

**Staffing:** The project team's staff will be identified to determine the need regarding the staff for the project.

**Evaluation:** The evaluation part of the transition will be deemed necessary to evaluate the project’s transition success and the insights upon transition.

**Assumptions:**

The following assumptions are assumed for the transition:

1. The client will provide availability online or onsite for meetings, consultations, and signing documents, and the project's transition.

1. Documentation, demonstration, and proper turnover will be supplied by the development team to its client and sponsor accordingly.
2. The project team will be provided with a budget from the project’s creation until its turnover as needed, and within the approved budget constraints.
3. The client will be knowledgeable of operating and managing the project as demonstration and manual instructions will be provided during the project turnover.
   * 1. Transition Team Organization

**Roles and Responsibilities:**

**Project Manager**: Overall accountable for the transition's success. The project manager will oversee the transition, ensure that transition activities are completed on time, and stay connected with the project sponsor for updates.

**Product Owner**: Ensures that the project’s features and other necessary components pass the success criteria of the project while supporting communication to both the project teams and the project manager.

**Development Team**: In charge of supplying technical ability for the project. The Developers will collaborate closely with the project team to understand the system and develop a transition plan. The developers will also oversee coordination with the client to ensure that technical knowledge and ability are transferred smoothly.

**Documentation Team**: In charge of keeping all paperwork and pertinent meetings well documented and recorded. This team will also handle weekly reports, and status reports and organize the minutes of the meetings.

**Project Sponsor**: The project sponsor handles approving all changes to the budget/funding allocations, approving all changes to the schedule baseline, and approving any changes in project scope, as well as signing the project charter for the D7 Auto Service Center web-app project.

* + 1. Workforce Transition

The workforce transition plan for the D7 Auto Service Center Web-App consists of three steps. The first step is to inform employees and stakeholders about the need for the new system so that they are informed and prepared for the change. The second step is to provide employees with customized training on how to use the new system, which includes instruction on new processes, procedures, and technologies. Finally, the third step is to manage employee performance during and after the new system's implementation to ensure that employees are effectively using the new system and meeting business goals.

Organizations can ensure that their employees are prepared and equipped to use the new system effectively by following these steps, which leads to improved business processes, increased efficiency, and increased customer satisfaction. A well-defined workforce transition plan can reduce potential resistance to change, increase adoption and usage of the new system, and help the project achieve its goals.

* + 1. Workforce Execution During Transition

During the transition period of the D7 Auto Service Center Web-App the following are to be observed and performed:

* **Documents & Records Update:** This is crucial for the project’s recordkeeping, as documents are changed, and/or altered to match what is agreed upon by the project manager and the project sponsor.
* **Formal Acceptance:** The formal acceptance through proper signing and agreeing to the documents is still to be observed during the project's transition period.
* **Project Closeout Onsite Meetings:** **T**he transition will also cover the closeout phase of the project which is why it will be of necessity to meet with the team’s sponsor to formally turn over and close the project.
  + 1. Subcontracts

This project D7 Auto Service Center Web-App is not tied or bound to any contracts or subcontracts. Transition of contracts or other related matters to subcontracts are not required.

* + 1. Property Transition
       1. Government Furnished Equipment (GFE)

This section of the transition plan is not applicable because there is no involvement of Government Furnished Equipment (GFE) in the D7 Auto Service Web-App.

* + - 1. Incumbent Owned Equipment

The equipment that the incumbent system/platform that D7 has will remain even after the deployment of the project, because the D7 Auto Service Center Web-App will be used to increase the online presence of D7 Auto Service Center, removal or replacement of the existing platform will defeat the purpose of having the D7 Auto Service Center to extend their reach to their customers via online.

* + - 1. Intellectual Property

The intellectual property of the D7 Auto Service Center Web-App's intellectual properties will fall under its:

* Project Source Code
* Project Database
* Project Open Administrator Tool
* Project Documentations
* Project Signed Documents

The following steps will be taken to ensure proper handling of intellectual property during the transition.

* + - 1. User Accounts and Passwords

As pivotal part of the D7 Auto Service Center Web-App's security the user account and password of both the admins and the customers will be marked as the key credentials that will be used to access the account that they have used to access the system, in line with their respective accesses.

**User Account Recordkeeping and Data Collection**

The accounts made will be recorded in the database to keep a record of the login credentials and pertinent information of the user that will be used to access their respective accounts and to improve the services being used in the web-app.

**Passwords**

Passwords will also have the requirements of a strong password, to meet with the standards of security that prevents easy hacking of the accounts of both the admins and the customers. Through the accounts made, passwords per accounts may also be updated if the password is forgotten, through project measures utilizing the forgot password

**Account Disablement**

Any violations within the premises of the web-app that was made by the customer accounts is subject to account disablement or in the case that an admin has also violated any rights or has acted unlawfully, the account of the violator shall be disabled to prevent any further harm in the system and its internal and external party involvements.

* + 1. Knowledge Transfer **Documentation & Instruction Manuals:**
       - Documentation and manuals will be provided to the client by the project manager and the development team.
       - The manuals will supply the proper instruction on how to complete specific system tasks.

**Training:**

The project team and development team will provide the client with proper orientation and training to ensure they fully understand the system and its processes.

Meetings between the project team and the client will be scheduled as part of the Knowledge transfer process to ensure that users of the system to manage it will be knowledgeable enough in operating and handling it accordingly.

* + 1. Schedule

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Description automatically generated with low confidence

*Figure 6.11—1: Project Gantt Chart*

* + 1. Handover and Acceptance

The completion of the transition plan, which will include all necessary documents and deliverables, marks the beginning of the project turnover and acceptance procedure. To review the transition plan and ensure that all requirements have been met, the project team will then schedule a formal turnover and demonstration meeting with the project sponsor.

At the handover meeting, the project team will present the documents and deliverables that were made, developed, agreed upon, and signed, together with the system’s instruction manuals.

The project sponsor will sign a formal acceptance document which pertains to the agreement to turn over the project for use and for operating for the D7 Auto Service Center.

In summary, the project turnover and acceptance section of the contract transition out plan will serve as a comprehensive guide, ensuring a smooth completion of the transition process and the satisfaction of the project sponsor with the outcomes.