2/10/2018

Implementation Plan Report

BY TEAM WOZNIAK
BLAKE MACKENZIE MYER WALDRON:27041174,
GIOVANI MINCHOLA 26916738,
RAVISHANKAR PARAMANATHAN:27471527,
ZILIN JIANG:27447979

Table of Contents

1. Introduction

The following report will aim to work as a guide to that all technical and business process issues related to the implementation of the system are planned for, clearly organised and documented. The report will address the activities that will be performed as well as the timing of them.

The scope of the report is limited to the new system being developed by Wozniaks.
This document will be shared with the relevant stakeholders. Relevant stakeholders are:

- Client - Anna Osherov
- IE project team 108 - Wozniaks
- Monash University IE mentors

This report includes tasks assigned for next five months. The schedule detailed in this report may be subject to change due to some unforeseen circumstances. If that happens, contingencies and risks are mentioned in this report.

This document is divided into three parts: implementation tasks; implementation schedule; implementation impact, contingencies and privacy.

2. Implementation Plan

2.1 Plan overview

During the implementation which start from iteration 2, we are using the Parallel methodology to install the new system. This means that the system will be installed to the development domain while keeping the current website intact.

User involvement is very crucial in order for these tasks can be carried out in a proper manner and achieve favorable results in this implementation. User training will be conducted around the end of iteration 4. There will only be one user Anna to train. Anna has the skill and experience to navigate the system so that training will not be time-consuming, maybe less than one day, but can be spread out over multiple days if necessary.

There will be various forms of documentation provided. User manual will describe how to use the system in detail. System documentation will include all related diagrams and test cases which can be used to maintain the system. These will be made during iteration 5.

In each iteration, we will have its own unit testing, integration testing, and usability testing. After the system is implemented, system testing will be conducted to ensure that all errors and bugs of the software product are removed before it gets shipped to the market.

The tasks listed in this section are as follows:

- Prepare site;
- Installation
- Data Conversion/Migration
- User Training
- Documentation
- Handover to Support
- Testing
- Post implementation Review

2.2 Key contacts for the implementation:

Team	Implementation Role	Contact information
Giovani	System Testing	0411421665 wgmin1@student.monash.edu
Blake	Preparing the site/ Installation	0401970136 bmwal10@student.monash.edu
Lin	System Testing	0405816906 zjia0001@student.monash.edu
Ravi	Data conversion /Security and contingency plans	0466044938 rpar29@student.monash.edu
Anna	End user	anna@holisticbusinesshub.space

2.3 Implementation Tasks

2.3.1 Site Preparation - hardware, software & facilities

This section will list all the support hardware, software, facilities and requirements to implement this system. These requirements are need to be prepared before the installation of the system.

Hardware

Anna currently has a registration of 12 months of web hosting account with WordPress web hosting provider and a registration of domain name (www.holisticbusinesshub.com.au), valid for 24 months. Based on anna's current equipments (she currently owns an apple MacBook), it is suitable for the system in short term and long term.

Software

These are the necessary software to run our project on her pc and server.

- PHP (version 5.6 or above)
- Apache/Mamp
- MySQL (version 5.7 or above)
- Sendmail
- Composer
- CakePHP 3.6

2.3.2 Installation

The installation of the web application will be using the parallel method. In this way if the new system has any bugs or did not perform as expected, there is the existing system to revert to. Hence this method will be more secure, reliable and will not cause the business to halt. The only disadvantage might be inconsistent or data anomaly in the new system due to the fact that client might be still using the old system. Hence might need to keep updating the new system to keep the data real time. This method will suit our client's project and requirements since the business will not be affected and can continue to operate while we develop the new system.

Since our client already has a server and a WordPress site, we are going to create a subdomain folder in the server to upload our new system. Uploading the project to the subdomain folder and connecting will be done via FTP. Once this is done, we will us an iframe on the current WordPress site to redirect the users to our booking system.

2.3.3 Data conversion / Migration

Our client's business is relatively new. Currently all the data is stored in google drive as a csv and some in her Eventbrite account. We will be migrating the data using a sql script to import the data directly into MySQL database. This will be done during the iteration 4. We will constantly monitor and update these data until the final handover to ensure there are no data anomalies and all the data are real-time. As a backup plan the data can be inserted manually due to low volume of data if the above method did not perform as expected. All the sensitive data for example password will be hashed to ensure privacy and security.

All our client data will be backed up by physically (USB) and on the cloud before we start the procedure to ensure safety and once the data is migrated we will be backing up them as well.

Following table illustrates the tables of the new system and what form is it in current system.
Some tables have null because these are the table contain data the client previously didn't. Hence it will be for future uses.

Tables	No. of records	No. of fields	Current form	Method of data conversion
Audits	0	7	null	null
Bookings	Not yet determined	7	In her Eventbrite account and as a csv in drive	Manually insert or SQL script
Events	Not yet determined	11	In her Eventbrite account and as a csv in drive	Manually insert or SQL script
Payments	0	4	null	null
rooms	4	7	As pdf	Manually insert or SQL script
sessions	0	6	null	null
Ticket_type	0	4	null	null
Users	Not yet determined	16	In her Eventbrite account and as a csv in drive	Manually insert or SQL script

2.3.4 User training

Training type	Hands on
Number of sessions	1
Duration	2 hours
Training documentation	User Instructions
Location	Holistic Business Hub
Training Objectives	Be able to monitor and view client information in the admin panel Be able to administrate and support future customers.

As there is a single admin user for the booking system, the training session can be hands on and in-depth with Anna. Fortunately, Anna has been using a similar service to operate her business, so the training session should be straight forward.

It is imperative that Anna builds a strong understanding of the new system, so that she can successfully support clients and their event attendees if needed. Realistically, we will not be able to sit down with all future clients and event attendees of Holistic Business Hub (HBH) so we will need to produce sufficient support documentation that can be referenced by all users at any time.

This documentation can be created by the development team as the software is being built.

2.3.5 Documentation

Users documentation

The user documentation PDF will include step-by-step user instructions in using different components of the system with visual aids. Included sections covered will include but are not limited to: editing, deleting new clients, creating, editing and deleting events, creating a new admin profile, viewing trends, managing bookings, maintaining client's passwords securely on the system and recovering lost login credentials.

This documentation will be created and tested by the development team as the software is being built so it is always accurate to the most recent version.

System Documentation

The system documentation PDF will be a detailed description of how the system will be maintained. The documentation will depict how the server backups will run and how often, as well as how to download the backups and store them locally for extra peace of mind. Other sections will Included but are not limited to: Mail chimp management, square management, a database ERD for reference for the client and potential future developers, as well as key code blocks for future developers to refer to.

The system documentation will be written and developed as soon as Iteration 2 is delivered as we will have a working base application upon its completion. From there we will be able to document things in detail and test accordingly.

2.3.6 Handover to support

The handover process will be carried out by the whole team. In our case the only person using our system will be our client. It will be up to our client to decide if more staff will be hired. Potentially to be trained by herself since she will be the sole responsible for maintaining the system.
We do however encourage our client to have a person in charge of the maintenance of the system. This will reduce the risk of outdated or system failure. For now, this is the best course of action that the team can do for the client

2.3.7 Testing

2.3.7.1 Unit testing: Each function of the system past and future, will be tested according to the acceptance criteria specified by our client

2.3.7.2 Integration system: Integration testing will be performed after every iteration. In this way we can check that the subsystems will be able to properly integrate with the main system.

2.3.7.3 Acceptance testing:
This will be carried out after every iteration, user stories will be used to create the acceptance criteria and feedback will be used to ensure the system is being built as expected by the client.

2.3.7.4 Backup and recovery testing:
Continuous backups of the system is a desired functionality that is currently scheduled for iteration 4 - 5. This all will be done in a weekly basis by our hosting provider.

2.3.8 Post implementation review:

A throughout review of the system will be scheduled a week after the final system has been deployed. The review will cover a full testing of the system which will help the team check for bugs or other types of errors.
The client will be notified a week before the review. A meeting will be scheduled with all members of the team.

3.0 Implementation plan - Schedule

Timeline	Task	Begin Date	End Date
Iteration 2	Testing (Unit, Integration, System etc.)	10/10/2018	16/10/2018
Iteration 3	Hardware / Software checks	Early Dec 2018	Mid Dec 2018
	Testing (Unit, Integration, System etc.)	Early Dec 2018	Mid Dec 2018
	Prepare the site Hardware Software	Early Dec 2018	Mid Dec 2018
	Installation	Dec 2018	Dec 2018
Iteration 4	Data conversion	Early Jan 2018	Mid Jan 2018
	User training	Early Jan 2018	Mid Jan 2018
	Testing (Unit, Integration, System etc.)	Early Jan 2018	Mid Jan 2018
	Backup & recovery Testing	Early Jan 2018	Mid Jan 2018
	Handover to Maintenance	Early Jan 2018	Mid Jan 2018
	Post implementation review	Early Jan 2018	Mid Jan 2018
Iteration 5	System documentation	Feb 2018	Feb 2018
	User documentation	Feb 2018	Feb 2018
	Final handover	Feb 2018	Feb 2018

4.0 Implementation impact, risks and contingencies, security and privacy

SSL certificate for security

For security purposes to ensure that the connections between the client and the server is secure we will implement an SSL certificate on the domain and the http access file will route automatically to the https version of the booking site. This is to ensure that no sensitive data can be intersected by third parties.

Encrypted database for privacy and security

To ensure out users are completely safe, their passwords will be encrypted in the database so that not even attacks from within the organization can obtain sensitive information. This minimizes the fallout of the administrator password potentially being compromised as the attacker won't be able to view any sensitive information at all.

Data corruption

If on the odd chance the database becomes corrupted, we will have the security of our backups that we will be able to rollback to before the breach / corruption and prevent the event from occurring again. The above precautions should be enough to prevent such an event but a rollback should be sufficient as a contingency plan.

Third party payment gateways

Handling payment details and executing payments is a huge task, fortunately we will be using third party software called **Square**. The actual payments and processing will be done and be encrypted by top of the line software that is used globally, hundreds of thousands of times per day. This also allows HBH to rely on the expert advice if on the odd chance there is a problem with payments or any data breaches in regards to payment information.

5.0 Sign off

Project Sign Off Date: ___/___/_____
Client name: _____
Project name: _____

I have reviewed and understood the Implementation Plan Report. I agree with the tasks and risks involved, along with other details, mentioned in this document and do understand the scope of this plan. I also do understand the deliverables listed in this document and is what I am going to expect from Team Wozniak, subject to unexpected changes to the future plan. I am aware I will be informed of any changes to the plan by email. I do understand the final handover of the project will be by February 2019. I hereby accept this project on the conditions written below, if any, and do acknowledge the receipt of this document

( ) No conditions:
( ) Following conditions:

_____
_____
_____
_____
_____

Client signature: _____ Witness: _____

- -

Feedback:

_____
_____
_____
_____