

CRAFTY CUTS

creative laser cut supplies



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Introduction

The implementation for the new system for Crafty Cuts Laser will be discussed in this document, the new system is expect to replace the old system as the primary system, with the old system being down scaled in terms or listings and total number of sales.

This document is intended for the owner and operator of Crafty Cuts Laser and should be used to provide the owner of Crafty Cuts Laser with an understanding of how the new system will be implemented over the next several months.

At the time of writing of the report there are several factors which are currently affecting the completeness of the plan. Firstly a web hosting service provider has not been finalized, secondly the unavailability of the client may also pose a significant issue when implementing the new system as it is imperative to have high level of involvement during this period. This will only affect the early implementation process during the holiday season; this will not be issues during the acceptance testing, user training, system handover and post implementation review.

Key Contacts

In this section, the contact details and numbers will be provided for the implementation of Crafty Cuts Laser system. The following table below shows all the contacts in Monash staff and team members.

Contact Name	Contact Number	Contact Email	Contact Role
Peter O'Donnell	+61 3 990 32502	Peter.ODonnell@monash.edu	Chief Examiner
Gail Bourne		gail.bourne@monash.edu	Lecturer
Yiwei Zhong		yi.wei.zhong@monash.edu	Mentor
Audrey Ng		audrey.ng@monash.edu	Mentor
Jack Irving	+61 410990696	jlirv2@student.monash.edu	Team Captain
Fiona Huang	+61 406160624	fhua22@student.monash.edu	Client liaison
Nasser Aloqayli	+61 428232544	nmalo3@student.monash.edu	Builder

Implementation Approach

Implementation for the Crafty Cuts Laser system will be deployed in several phases over the next four months. Some of the implementation tasks will begin as the new system

functionalities is still being developed.

Implementation Tasks

Prepare the system

First the client's server host will be checked for stability and to ensure that it is able to manage the client's customer traffic as well as whether. Additionally it will be important to establish whether or not the service provider will support backups. As the client is not technically proficient it is important that the system provider has some redundancy. There are all things which have been spoken mentioned however as a provider has not yet been finalized it has not yet been vetted.

In terms of hardware, an internet connected device is required to access the system. This connection can be done through a computer, iPad or mobile phone. The software that will be used for implementation of the system is: Filezilla, cakephp, and any standard web browser.

Install the system

The deployment stage of the new system will be in three-week phases throughout the summer period. The first deployment is build 3, which will be finished by November 30th and delivered onto the client's' server at the beginning of December. The final build is going to be at the end of January at which point the system will be completely installed.

Transfer Data Records

Preliminary data records will be moved across from the clients live system onto the new server by the end of November. The transfer of data records will occur via a CSV file transfer. This will be handled via a "plug in" which will import CSV files into the database. Once the system is up and running another batch of CSV files are uploaded post-handover, this is to ensure the system has the most up-to-date information when going live.

The majority of the product data will have been already handled throughout the builds and be fully worked into the new system before the implementation has commenced. The data which will be transferred onto live system will come directly from the client's current system.

Acceptance Testing

Once the system has been completely implemented the client will go through the system and sign off on all the delivered functions. The system will be tested to ensure that it can be recovered and a backup schedule will be developed for the client to allow for information redundancy.

Testing that will take place at the end of the development phase will include the final acceptance testing, system testing and backup testing. The quality of backups will be especially scrutinized as it's expected there will be minimal data loss.

User Training

There will be minimal user training required as the client is the only available user who will have access to the backend and more complex functionalities. User training will be conducted in January after the final system has been implemented.

General users such as customers won't receive any training but a FAQ will be provided to help them deal with some of the more commonly asked questions. This shouldn't particularly be needed as the system is designed in a way that makes it very easy for customers to order products and find the information they need (regarding sales, discounts, item availability etc.) unlike the current system which makes this very difficult. Although it is one of the goals of this new system to present the information in a way that customers can not miss, sales, discounts and other key news, it is still expected that some customers will have issues regardless.

System handover

On the 29th of January the system is handed over to the client, at this point the client is in complete control of the system. The client will be provided with all necessary documentation, detailing the ins and outs of the system as well as a more technical document for any future developers.

Post implementation review

A week after the system has been handed over the client is expected to have completed a review of the system to make sure it is performing to satisfactory expectations. The development team will also review the system to ensure that it is performing as expected. Any changes that need to be made will be noted and then forwarded through for immediate implementation before being reviewed and handed over again.

Implementation schedule

Name of tasks	Task description	Expect Date
Prepare the system	Check client's server host. Software: Filezilla, wamp and any standard web browser Hardware: MAC/PC Mobile device	21-Oct-2015
Install the system	Upload the system to client's server.	30-Nov-2015
Transfer data records	Stock details, stock category, price, quantity... etc. done via a CSV file transfer.	30-Nov-2015

Acceptance testing	Client are expect to sign off after conducting an acceptance test.	14-Jan-2016
User training	Client will receive some training, customers will have a FAQ available.	21-Jan-2016
Handover the system	System is handed over to client, will run concurrently with previous system which is being scaled down.	29-Jan-2016
Post Implementation Review	System is reviewed after the handover to establish any urgent fixes and to ascertain how well it's performing.	6-Feb-2016

Implementation Impact, Risks & Contingencies, Security & Privacy

Once the new system has been implemented there will be several major impacts to the way the client does standard workflow. These impacts will improve and significantly reduce the time it takes to manage inventory, the way customer queries will be handled, resulting in a smoother interaction and the way customers receive key information will be dramatically improved. This will result in customers not having to contact the Client to ask for information which is available on Etsy yet due to poor design not easily found for all customers.

Resources.