

## Ontrack Exercise Solution

Based on the information provided in the exercise, what steps would you take to be able to start training on November 30, 2020? Whose permission would you get to implement those steps?

### Solution

1. Get Dr. Olsen, the project sponsor, to agree upon the last changes to scheduling features and accept the customization that's been done.
2. Assign more schedulers to test the scheduling features and ask the vendor to supply an additional developer to help with testing so that the regular testing and system testing can be completed in about 3 weeks instead of 4 weeks.
3. Hire the healthcare instructional designer to help prepare the training. Use contingency funds to pay for the designer, if necessary.
4. Schedule the first week of training while the training materials are being created, because you are setting the training dates.
5. Ask the IT department to work overtime or bring in a contractor to help install the software on end-user devices. Alternatively, install the software only on devices for the first people being trained. Then, install the rest of the devices when the remaining training is delivered.