

Live Better Again

Implementation plan Report

Version 1.0

Team 106

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## 

## Introduction

The purpose of this report is to provide Live Better Again an overview on the implementation plan that will proceed following the approval of the final system built during the project. The report will include the following components:

* Overview of implementation plan
* Tasks and Schedule
* Testing
* Post implementation review
* Final Handover
* Security and Privacy

The aim of this implementation plan is to ensure all relevant stakeholders receive proper education and guidance prior to utilising the system to ensure the system runs effectively in order to maximise business benefits.

## Implementation Plan

## Implementation Approach

**Deployment Strategy**

* Parallel deployment of new system is most effective and least disruptive to current business processes.
* Parallel deployment means stakeholders who are currently not trained to use the system can still continue working.
* System can thus be deployed, tested and used for training without interrupting current business processes.

**Breakthrough Team**

* Dishit will be handling most of the deployment and training hence, he will be the only one being directly trained by the team on the usage of the new system.

**Data Migration Strategy**

* Data migration will be handled by Dishit as he is solely responsible for the deployment of the new system. The team’s role is to help him train on using the new system and assist on any queries he may have during the deployment phase.

**Adoption Barrier and Strategy to Mitigate Resistance**

* There is a risk that the client, Dishit, decide that the project does not meet his criteria. Closely working with the client and continuously seek their signoff during development should mitigate this risk.
* An adoption barrier that may occur will be after the handover. Live Better Again staff may find the new system to have high learning curve of usage and opts not to use it. Allowing the staff time to train and get used to the interface should minimise resistance to using the new system.

### Key Contacts

|  |  |
| --- | --- |
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### Summary of Major Tasks

**1.0 Create and Provide Instructions**

This task will involve the following subtasks:

1.1 PHP Installation Guide

1.2 Database Schema Files

1.3 ER Diagram/Data Dictionary

1.4 Project Code

1.5 Training Docs and Staff Instructions

Documents 1.1 - 1.2 can be found in supplied Iteration 1 Report which details the initial instructions regarding setting up the system and creating database files.

Documents 1.3 - 1.5 will be provided separately to key contact Dishit.

The purpose of this task is to build fundamentals prior to integrating current software and deploying the system.

**2.0 Deployment**

This task will involve the following subtasks:

2.1 Deploy the system on Amazon Cloud Service

2.2 SMTP Server Configuration

2.3 New API Keys Configuration

Deployment will be completed post Iteration 2 to ensure that all major implementation or functional issues are fixed prior to Iteration 3. This has been timed to cater towards the more complex functionalities completed in Iteration 1 & 2.

**3. Data Conversion (if needed)**

This task will involve the following subtasks:

3.1 Migrate CPAP booking data from spreadsheet to database

As Live Better Again currently maintain booking data on excel spreadsheets, this task will be required to transfer all data into new database. Any existing data relates only to Iteration 1 & Iteration 2 as Iteration 3 & Iteration 4 are all new functions with no existing data to convert.

**4.0 User Training**

This task will involve the following subtasks:

4.1 Create training documentation

4.1.1 User manual

4.1.2 Sequence Diagram

4.2 Training Live Better Again Staff

**5.0 Testing**

Testing is completed in parallel with training to discover user acceptance issues. Any issues raised will be fixed prior to Iteration 5.

6.0 Post Implementation Review

This step will involve integrating all user feedback and collaborating to address any issues concerning usability. Should there be any bugs present, this will also be fixed at this stage.

**NB:** All highlighted tasks are to be handled by Dishit Devasia

## System Requirements

A Web server with properly configured and running AMP Stack (Operating System agnostic) running these minimum versions:

* Apache version 2.4+
* MySQL version 5.7+
* PHP version 5.6+

For a GUI interaction with the database, PHPMyAdmin 4.6+ is recommended.

Also a reliable Internet Connection is a must.

These are the packages/plugins that are also required by the system to be properly configured to work properly in the server:

* aura/intl 3.0.0
* cakephp/bake 1.4.2
* cakephp/cakephp 3.5.3
* cakephp/cakephp-codesniffer 3.0.1
* cakephp/chronos 1.1.2
* cakephp/debug\_kit 3.11.1
* cakephp/migrations 1.7.1
* cakephp/plugin-installer 1.0.0
* composer/ca-bundle 1.0.8
* composer/composer 1.5.2
* composer/semver 1.4.2
* composer/spdx-licenses 1.1.6
* dnoegel/php-xdg-base-dir 0.1
* friendsofcake/cakepdf 3.2.3
* friendsofcake/search 4.0.2
* jakub-onderka/php-console-color 0.1
* jakub-onderka/php-console-highlighter v0.3.2
* jdorn/sql-formatter v1.2.17
* josegonzalez/dotenv 2.1.0
* justinrainbow/json-schema 5.2.5
* m1/env 2.1.0
* maiconpinto/cakephp-adminlte-theme 1.0.7
* mobiledetect/mobiledetectlib 2.8.26
* nikic/php-parser v3.1.1
* psr/http-message 1.0.1
* psr/log 1.0.2
* psy/psysh v0.8.11
* robmorgan/phinx v0.8.1
* seld/cli-prompt 1.0.3
* seld/jsonlint 1.6.1
* seld/phar-utils 1.0.1
* squizlabs/php\_codesniffer 3.1.0
* symfony/config v3.3.10
* symfony/console v3.3.10
* symfony/debug v3.3.10
* symfony/filesystem v3.3.10
* symfony/finder v3.3.10
* symfony/polyfill-mbstring v1.5.0
* symfony/process v3.3.10
* symfony/var-dumper v3.3.10
* symfony/yaml v3.3.10
* tecnickcom/tcpdf 6.2.13
* zendframework/zend-diactoros 1.6.1

Most of these will be installed and configured automatically upon installing composer on the web server.

Another recommendation is to provide a sandbox to install the system to for testing and training purposes. This will be done in Iteration 3 so it is required to be set up prior to that.

## Implementation Schedule

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Task Name | Duration | Start | Finish | Predecessors |
| 1.0 Create and provide instructions  1.1 PHP installation guide  1.2 Database schema files  1.3 ER diagram/data dictionary  1.4 Project code  1.5 Training docs and staff instructions | 5 days | 12/11/2017 | 17/11/2017 |  |
| 2.0a Test System Deployment  2.1 Deploy system build 2 on Amazon cloud service test server (handed over to Dishit for review) | 1 day | 21/10/2017 | 21/10/2017 | 1.0 |
| 2.0 Deployment  2.2 SMTP server configuration (for email delivery function)  2.3 New API keys configuration (for address auto-filling function) | 3 days | 20/11/2017 | 22/11/2017 | 1.0 |
| 3.0 Data conversion (if needed)  3.1 Migrate CPAP booking data from spreadsheet to database | 2 days | 22/11/2017 | 24/11/2017 | 2.0 |
| 4.0 User training  4.1 Create training documentation  4.1.1 User manual  4.1.2 Sequence diagram  4.2 Training liver better again staff(handled by Dishit) | 5 days | 08/01/2018 | 13/01/2018 | 2.0 |
| 5.0 Testing | 5 days | 08/01/2018 | 13/01/2018 | 2.0 |
| 6.0 Post Implementation Review | 7 days | 13/01/2018 | 20/01/2018 | 2.0 |

## Implementation Impact

## **Business Impact:**

The implementation of a new system is expected to bring the following benefits to the business:

1. Easy access to all information regarding patients and technicians
2. Quick turn around times for patient diagnosis
3. Streamlined and tailored experience for patients from start to finish
4. Decrease in labour costs and time
5. Increase capacity to treat more patients
6. Secure storage of patient data
7. Increased profits due to increased patients

**System Maintenance for Live Better Again:**

FUTURE ACTIONS REQUIRED:

* Disabling of inactive accounts/records on a regular basis to maintain performance and declutter lists
* Package and vendor updates to address bug fixes

**Changes to existing business processes required:**

This new system will be the catalyst for business process change. Taking into consideration the initial desired process described, the system will introduce many changes that have been in planning for Live Better Again prior to engaging.

**Systems that may be impacted:**

Existing website will be updated to integrate with new system

RISK: Implementing the new system may bring a temporary interruption to the regular site.

## Risks & Contingencies

|  |  |  |
| --- | --- | --- |
| Risk | Description | Plan |
| Interruption to current website | When implementing the new system, a temporary interruption to the regular site may occur | Schedule deployment time to a low traffic or no user period |
| Data leakage | Transferring patient data to database may cause misplaced data | Data encryption prior to transfer |

## Security & Privacy

The following security requirements will need to be addressed during the implementation process

* Encryption in transit and storage (as per medical data guidelines)
* SSH certificates and HTTPS connections

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## Sign off

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have reviewed the Implementation Plan Report by Hello IT and acknowledge my acceptance of the schedule and plan. Should there be any conditions surrounding acceptance they will be noted below.

Please detail conditional acceptance:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Signed:

Full name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_/\_\_/\_\_