**Situation**

PC workstations at Ross Terminals are failing from time to time. The business depends a great deal on these work stations and backup support for them should really be improved — especially for the workstations used by the home-grown Dispatch program.

Line-haul trucks connect each of the terminals with Penacook several times each night. It would be a simple matter to deliver a “hot spare” work station to any Ross site which has a workstation failure.

Hot spare work stations should be pre-tested, up-to-date, and maintained on an on-going basis; otherwise they don’t stand a chance of being useful in a real live failure situation.

Configuring and maintaining these hot-spare machines should be an ongoing process. Automating and testing the hot-spare creation steps should provide valuable insurance and peace of mind for the business. Similar steps can be used for the deployment of upgraded PC hardware as well.

**Proposal**

* Use two or more PC work stations.
* Configure them with an operating system and several pre-requisite applications.
* Add a set of users to each of the work stations. Each user must be able to plug in the machine and login. He then should see a set of tested, functioning ICONs which supply exactly the programs he needs.
* Test the work stations.
* Deploy the work stations via line-haul for several user acceptance tests.
* Going forward, manage the work stations. Keep them up to date as users and applications and needs change.
* Automate as much of this process as makes sense. The idea is to create continual small improvements and remove human error from the equation.

**Work station categories:**

Stand alone work station (for the VT, ME, and CT terminals)

-includes a local dispatch database

-includes a Comet Tracker database as well

-includes email

-includes remote access to ROADVISION

Dispatch Server work station (for Sutton and NH)

--has dual monitor cards installed

--Dispatch Server machines are covered as well

**Dispatch Software Installation**

This effort will include a documented, tested and robust installation process for the Dispatch software. Creating the documentation and the automated process will protect the business from failure of the home-grown Dispatch software.

**Estimate**

Initial project:

Basic work station configuration -- 2 weeks

Automate Server and Dispatch installation -- 2 weeks

Automate other applications (Email, ROADVISION, etc) -- 1 weeks

Document the Dispatch program --1 week.

Ongoing support:

As needed – Costs are covered by a stipulated retainer.

**Retainer**

Both the Initial project and ongoing support will be covered by a monthly retainer. I will submit a monthly invoice.

The retainer fee be $400/month.

The scope of retainer-based work will be software and application maintenance both on site in Penacook and from home.

Additional work can be pre-authorized and will be billed at a rate of $72/hr.

If visits to other Ross terminals become necessary, please discuss ahead of time and include reasonable expenses.

**Features and story cards**

**The next few pages show some examples which are meant to facilitate this work and guarantee the value proposition. Each Feature contains a Title, a Description, AND (this is important) the *Value-To-The-Business*.**

**Calvin and I intend to use Index cards containing this kind of information as a method for task definition, for prioritization and for answering the question: “Is this done yet?”**

Feature COMET TRACKER USER

As a Comet Tracker User

I need the ability Examine and manipulate the vehicle tracking system.

So that, in real time, I can see where each of my trucks actually is.

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Feature STANDALONE DISPATCHER

As a Standalone Dispatcher

I need the ability to run Dispatch V1.6 and connect to the local database. The local database must contain a recently refreshed set of data for my Ross terminal.

So that I can dispatch with my customer list, trucking routes and drivers.

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Feature SERVER-BASED DISPATCHER

As a Server-based Dispatcher

I need the ability to run Dispatch V1.6 and connect to my Dispatch server. The server database must contain my Ross terminal's Customer, Route and Driver data.

And the data must be fresh.

So that I can dispatch with my customer list, trucking routes and drivers.

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Feature STANDARD USER

As a Standard User

I need the ability to run: ROADVISION (via Remote Login-RDP), Email, and other applications

So that I can function as a Ross employee

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Feature HOT SPARE WORKSTATION

As a Windows PC (server or workstation)

I need Windows installed and a database; and users; and applications installed

So that I can support Ross users, Dispatch 1.6 operators and/or Comet Tracker users

So that Line Hauls can deliver me to replace a failed workstation

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Feature RDP USER

As an RDP User

I need the ability to create and use an RDP remote session.

So that I can interact with ROADVISION

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Feature SCAN STATION USER

As a Scan Station User

I need a workstation connected to a scanning device with driver software installed.

So that NH data entry operators can read the barcode, validate the

Waybill data fields and enter Waybill into ROADVISION

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Feature STANDARD USER

As a Standard User

I need the ability to run: ROADVISION (via Remote Login-RDP), Email, and other applications

So that I can function as a Ross employee.

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Feature WAYBILL CREATOR

As a Waybill Creator (scanner operator)

I need the ability to scan a paper Way-Bill and send it to the NH terminal for data entry and processing.

So that NH data entry operators can read the barcode,

Validate the waybill data fields

and enter waybill into ROADVISION

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