FIT3048 - Industry Experience (S2 2021)

Schoolbox
Implementation Plan Report

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Prepared for:

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1 - Introduction

This document will define the approach taken by Team 26 (*Henry Barnett, Hao Zhang, Dane Rainbird, Pinhui Ji*, referred to as *'we'*) for the implementation and deployment of the new statistical dashboard for Schoolbox to the world wide web, as well as the requirements and risks of implementing the new system.

The new system will be implemented and tested using an approach called "parallel deployment", whereby we will deploy and test the new system on the existing website infrastructure whilst the old system is still in place. Once testing has been completed, we will then make the new system live, and decommission the old web presence. This ensures that if something were to go wrong during the implementation of the new system, we could simply revert to the existing web presence, meaning that there is minimal downtime / loss of access to Schoolbox's statistical dashboard.

In order for this approach to be successful, we will need close interaction with Schoolbox in order to allow us access to your existing infrastructure, and to perform testing. We will also need you to be present for the final handover of the new web presence.

This document will thus outline the timeline of events and dates we will need you to be present.

2- Description and Schedule of Implementation Tasks

Our implementation strategy will follow a 7 step process, which will require close interaction with Schoolbox to be completed successfully.

Implementation Contacts
- **Team 26 ("Team Marble")** - Dane Rainbird (drai0001@student.monash.edu)
- **Schoolbox** - *Contact Redacted*

2.1 Overview of Implementation Tasks

Preparation	Installation
Team Marble will prepare the existing technical infrastructure used by Schoolbox for deployment of the new web presence. This will require Schoolbox either assisting directly by providing usernames, passwords, and any and all	The existing web presence will be backed up into three key locations: ● A backup on the infrastructure itself, in the form of a .zip file, ● A backup onto a USB drive owned by Team Marble, in the form of a

relevant technical data in regards to the current technical infrastructure in place, or by performing required operations on Team Marble's behalf. Schoolbox will also be required to provide Team Marble with Google authentication ("Identity Provider" / IDP) details during the preparation stage so that the system can be prepared for use with Schoolbox user accounts. Once Team 26 has any required information (or has organised for a meeting with someone who does) we will install all required software and their dependencies required by the new system, such as PHP and MySQL, if they are not already present on the existing infrastructure.	.zip file, and ● A backup onto a USB drive owned by Schoolbox, in the form of a .zip file. Furthermore, the existing system's codebase already exists on a Schoolbox Version Control System, and as such a non-physical backup of the system will also exist on different infrastructure. Once backups have been made, the new web presence will be installed onto a hidden, non-public-facing folder on the prepared Schoolbox infrastructure by "pulling" the most up-to-date code from the Monash University FIT GitLab repository. This ensures that all files required by the new system will be copied over.
Training	**Acceptance Testing**
We will be providing user instructions and documentation to Schoolbox to act as a point of reference once we (Team Marble) have handed over the system completely. Furthermore, we will provide video demonstrations of how to best use the system to Schoolbox. If required, we will also provide hands-on, in-person training sessions to ensure that every effort is taken to ensure Andy / Schoolbox are comfortable with using their new system.	To ensure that the new system runs smoothly once made live, the system will undergo thorough testing by Andy / Schoolbox's teams. This will ensure that all features produced during a given iteration work as expected in a live environment.
Going Live	**Post-Implementation Review (PIR)**
Once the new system has been installed, thoroughly tested, and explained / demoed to stakeholders, the existing system will be turned off, and the new system will be made live on the internet.	After the system has gone live and has been used for a period of time, Team Marble will conduct a Post-Implementation Review (PIR), whereby we will conduct a meeting with Schoolbox to ensure that the site is

This will involve close communication between Team Marble and Schoolbox to ensure minimum disruption to Andy's business operations. Furthermore, in order to accommodate for this change, this process will take place in the evening, to ensure that the site can be placed into a "maintenance mode" (where no one will be able to access the site) to ensure minimal downtime for stakeholders within Schoolbox. In the case of any unforeseen errors, the existing system can be turned back on, ensuring that there is no point in time when Schoolbox does not have a functional statistics dashboard for an extended period of time.	meeting the stated requirements. If there are any issues with the system raised by Schoolbox, then Team Marble will continue to improve the system until Schoolbox is satisfied with the system and its functionality.
Handover	
Once the new web presence is in place, has been thoroughly tested, and a post-implementation review has been conducted, a final handover of all documents and resources related to the system will take place. In this handover, Team Marble will provide technical documentation for the system, as well as any training documentation. This will ensure that the system can be maintained or upgraded in the future if necessary. The final handover will require Andy / Schoolbox to sign off on the system and will formally transfer ownership of all resources to Schoolbox from Team Marble.	

Table 1 - Table of Implementation Tasks and their descriptions

2.2 - Timeline of Implementation Tasks

#	Implementation Task	Begin Date	End Date	Who?
1	Preparation	26 July	15 August	Team 26, SchoolBox
2	Installation	2 August	15 August	Team 26, SchoolBox
3	Training	19 August	21 August	Team 26, SchoolBox
4	Acceptance Testing	11 October	14 October	SchoolBox
5	Going Live	18 October	22 October	Team 26, SchoolBox
6	Post-Implementation Review (PIR)	1 November	2 November	Team 26, SchoolBox
7	Handover	1 November	7 November	Team 26, SchoolBox

Table 2 - Table of Implementation Tasks and their times

3 - Implementation Impact

The implementation of the new system for Schoolbox should be relatively smooth, thanks to the use of parallel deployment and testing, minimising the overall website downtime caused by the implementation. However, there are some potential risks involved:

1. Unforeseen incompatibilities between the hosting solution used by Schoolbox and the new system's framework and database. Although time has been allocated to prepare and install the system, if there are significant incompatibility issues, this may take longer than expected, and push back the overall "go live" date.
2. Issues with installing a new "SSL certificate" to the new web presence. SSL Certificates are used to ensure encrypted and secure communication across the internet. Although Schoolbox currently has SSL Certificates, a new one may need to be registered and installed in order to ensure secure communication, particularly in regards to allowing for Google-based authentication. This may push back the overall "go live" date.

After implementation has been completed, Schoolbox will need to ensure they are taking regular backups of the database that the new system uses to store historical data, so as to ensure that they do not lose any data in case of unforeseen circumstances.

4 - Sign-Off

I, _____, on behalf of Schoolbox, acknowledge that by signing this document, I have read and agreed to the implementation plans outlined above. I also acknowledge the dates provided above, and agree to be available for contact and meeting during these dates. Furthermore, I acknowledge that Team 26 (*Henry Barnett, Hao Zhang, Dane Rainbird, and Pinhui Ji*) will no longer support this site following the completion of Monash University Semester 2 on 7 November, 2021.

Client: _____   Date: _____

Team Coordinator: _____   Date: _____