

## **Support Plan**

This application has been created for the Weingarten and there are two systems in place in order to educate the Weingarten on the application. One member of the team will go over the ins and outs of the system with some members of the Weingarten who will be serving as the admin for the application. There will be a user manual put in place for reference that will be created by the members of our team. Vintner Consulting will assist in supporting The Reservation Request system for up to sixty days after implementing the new system. Starting December 14th, 2017 until February 12th, 2018. The members of Vintner Consulting can be reached by email. Should The Weingarten wish to work with Vintner Consulting after the sixty day period, the team is willing to continue working contractually for a price and negotiated timeframe.

## **Personally Educating the Weingarten**

Some tasks that are necessary for the Weingarten are easier if they are taught in person, but I will go over these tasks briefly due to the reference manual previously stated. The Weingarten must know how to use the admin panel within their website for numerous reasons. The two largest reasons are to update a reservation and to pull a report from the admin panel.

## **Providing a User Manual**

This user manual is being created for the Weingarten and will be available for reference for all employees of the Weingarten at any time. The user manual is also

going to provide a view and explanation of what the users will see and experience.

There will also be explanations and views for what an admin will see when navigating the application that has been created.