# **Implementation Plan**

The importance of having a good implementation plan is that the prepared system can be introduced to the client step by step. It would minimize the wastage of time and also money. A proper plan should be adhered by both the developers and the insurance company. The main activities of the implementation plan is to give a system overview, key activities on system implementation and any other vital requirements that helps to the process of implementation.

# **System overview**

Implementation of the TBMVCS would idyllically observe the departure of the old procedure of performing the claiming process manually. Therefore it is necessary to provide a smooth transition, when changing from manual to the computerized system. And as a result of this transition, users may find difficult to cope up with the new functions of the new system. So it is very essential to provide support for the user in order to handle the new functionalities of the new system.

The TBMVCS would make the Motor vehicle insurance claiming more transparent and efficient both for the employers of the company the clients who pay monthly insurance premiums. Not only this but the claiming agents would be motivated a lot since their work is cut down in half and they are able to cover more vehicle claims during a day. This would result in quicker response, better payment and more concern for customer satisfaction. The basis is to switch to smart devices technology from the use of manual handwritten filing methods.

# **Major tasks on system implementation**

• Planning overall implementation

• Co-ordination of the system implementation with the management of the company

• Testing the Tab application and Mobile application along with the data connections

• Identifying resource requirements for the implementation

• Finding a source to get market prices for vehicle spare parts

• Providing training for the claiming agents

• Planning data conversion methods before implementing the system

• Planning a risk management system

• Ensure all the required hardware and software is available

# **Installation**

According to the implementation plan the first activity that should be done by us is to install the system at the real operational environment. Implementation of the TBMVCS should be done with the help and the guidance of the management of the Insurance Company. Since the solution is developed commonly for insurance companies we may need to do small changes to the user interface such as adding their logo. Successfully developed and tested TBMVCS should be set up in order to reduce the perils and contingency which expressed in the above section. Procedure of the system installation is given below.

* If hosted in a separate server the operating system on server (SQL server 2012 above preferred) should be installed first. Another easier option will be hosting on Azure which is Microsoft cloud platform
* Microsoft SQL should be installed in order to support the database connectivity. Azure comes with SQL server as well.
* Connect the code repository to the website created enabling continuous integration for updating the system
* After that we have to restore the database
* Make essential configurations for the BMVCS
* Install the Tab application on company devices.

Detailed installation, Hardware and software configuration and user manual procedure is attached in APPENDIX I

# **System Changeover**

The direct changeover method will not be followed but parallel changeover will be carried on TBMVCS system because the company would not be able to take the change so soon. The reason is that there are so many existing customers and claiming staff members who are used to the old system. Also since the management would want to find the bugs in the process of the implementation, the parallel changeover would be the better deal. This will reduce the risk of business and give the new users time to adjust to the new system. Since the 3 component are dependent on each other all components are implemented in the business process. Mobile application can be directly used since it does not have a direct impact on the company business process but a value addition.

# **Data Conversion**

The practical solution is to start the data conversion after the implementation of the system. The current claim data can be taken from the Insurance Company’s database. Some of the data has to be entered fresh since the TBMVCS system intends the new features. Also the parallel method used can take the data entering from fresh new customers of the insurance company. Data conversion for the online assessment system should be entered manually and will take some time since it has to find the prices of the vehicle spare parts. It is appropriate to mention that some of the data would be fed on a time ticking basis since the prices of vehicle spare parts could appreciate and depreciate in the market.

# **User Training**

Most of thepresent claiming staff are quite proficient with computers and other smart devices. In the modern world most people are familiar with the use of smart mobile phones. Since the TBMVCS system, tab application and smart phone application has a very simple user friendly interface they need not be trained much on this. Since there is no big difference in the functionality of the system and the difference is more of a convenience the motivation of the staff members would be at a high. It is necessary to inform the entire user about the functionality of the system during this implementation. There would be no need for new rules and regulations except for the safety of the devices when travelling with them. The data operators at the Head Office would have to be a very minimal staff and could also act as the monitors of the insurance claims being done around the island.

# **Summary**

The system testing that occur along with the system development and the activities that occur before the delivery of the product called implementation were expressed. In agile approach testing is concurrently conducted with the development and the testing has done in several test runs to determine all the defects. Manual testing methodologies were used since the time was not enough for dig deep into adopt to test automation methodologies. Implementation plan has the sequence order of set of activities such as installation, data conversion, and change over and user training.