

Implementation Plan Activating Wellness

21 Aug 2022

By Team 40

Introduction

As the best designed, developed and tested software system is worthless if it is not implemented effectively and the users are not using the system correctly. Therefore, this report aims to inform you about how we plan to implement your new system into your currently existing business model, provide you with a detailed timeline of events that will happen during this process and any implementation impact/risks.

The implementation approach will include 8 steps:

1. Acceptance testing
2. Training
3. Handover Guides - System Guide/ technical guide
4. Going Live, Unhide from client server (From dev to Cpanel)
5. Backup and Recovery Testing
6. Final Handover
7. Post Implementation review
8. System signed off by Client/PO

For acceptance testing, we will need you to be available on 1 Sept 2022 , 1 Sept 2022 and 13 Oct 2022 . We also require you to sign off on the project once implementation is complete on 27 Oct 2022 .

Please contact Jason Siu, at csiu0002@student.monash.edu for any further questions.

Schedule of Implementation Tasks

Deliverables	Delivery Date	Parties Involved	Duration
Acceptance testing (iteration 1)	1 Sept 2022	Client (Annette)	1 hour
Going Live (If client doesn't want changes) <i>The dev team put the project in the production environment. In this project, the dev team needs to put the project files from the dev stage to the Cpanel.</i>	1 Sept 2022	Development team	1 hour
Acceptance testing (iteration 2)	22 Sept 2022	Client (Annette)	1 hour
Going Live (If client doesn't want changes)	22 Sept 2022	Development team	1 hour
Acceptance testing (iteration 3)	13 Oct 2022	Client (Annette)	1 hour
Going Live (If client doesn't want changes)	13 Oct 2022	Development team	1 hour
Data integration <i>The process for the converting and integrating Annette's data into the new system.</i>	13 Oct 2022	Development team	2 hour
Training <i>To train you on how to use the system, we will provide a training document and walk you through it</i>	13 Oct 2022	Team, client representative	1 hour
Handover Guides - System Guide/ technical guide, and supporting document <i>To hand over three documentations about how to use, technical details, and the responsibility for the ongoing support of the system.</i>	13 Oct 2022	Team	1 hour
Backup and Recovery Testing <i>Test if the system can be backed up and recovered for an emergency (e.g., natural disaster).</i> <i>To achieve that, we will</i> 1) schedule MySQL Backups with Cron in cPanel 2) How to Restore a MySQL Database in cPanel	27 Oct 2022	Development team	2 hours
Final Handover <i>Ensure the documentation (2 sets) which are to be provided for training, ongoing use of the system – users and operational maintenance of the system — are handed to the clients.</i>	27 Oct 2022	Client and development team	1 hour
Final Post Implementation Review <i>This task provides details of the review of the system to be conducted after the system has been operational for a short time.</i>	27 Oct 2022	Client and Development team	1 day
System signed off by Client/PO <i>A formal finalisation to ensure that all parties agree on the product, the terms and deliverables of a project</i>	27 Oct 2022	Client and development team	1 hour

Any Implementation Impact/Risks and Contingencies/Security and Privacy

Contingency/Security

- During the implementation, the client must do acceptance testing of the system before commencing into training.
- Post implementation review (PIR) will occur once the final handover has been completed.
- Signoff has to be conducted after Post implementation review (PIR).

Privacy

- During the post implementation review where the system is not yet stable, the system collects customer's personal information and stores them in an online database. Therefore, there is a potential risk in a leakage of personal information.

Impacts to current business during implementation downtime

- In the event of an outage to the System, the business owner will no longer be able to gain immediate access to their customers details, invoice etc. This may contribute to the business owner not being able to properly track invoicing data.

Changes to business processes

- For the first implementation of the system, there will need to be a migration of data from the old business process. Currently, the client stores their customer data and invoices on an excel spreadsheet. These will need to be manually typed over into the new system and saved. The business owner should then enter all new data into this new system.

Client Sign Off

I acknowledge that the IE team understands my business and requirements at this specific time but realise that I can change priorities and requirements as we continue through the project.

For the implementation of your new System, you will need to be available on [insert date] and at [insert time] to implement your new system. Please notify us if unavailable on these dates and we will reschedule.

Client: _____

Date : _____

Team client liaison : *Jason Ching Yuen Siu*

Date: 21/08/2022