

CCPS Project Plan Deployment Plan

18. Introduction

ATCO is committed to an aggressive deployment program once CCPS has been used successfully in the Beta test. The MSDS proposal includes both deployment support and maintenance during deployment. This plan specifies how those activities will be accomplished.

Support beyond the deployment interval is *excluded* from this plan, and will be accomplished under separate contract outside the scope of this document.

18.1 Deployment/Maintenance Transition Policy

Any site running a system, which has been ordered and delivered, via standard MSDS procedures are covered under the Maintenance section of this document, unless otherwise agreed to by both parties in writing.

In the case of CCPS, deployment is deemed to have terminated upon acceptance of the 50th complete system. All systems are covered by this plan until that milestone, and, after that, only by any separate maintenance agreement that may be negotiated.

18.2 Deployment Strategy

To incorporate an easy deployment the deployment strategy and schedule will be used to distribute the product. The installation of the system will be on a per area basis as to reduce the travel time for installers. The deployment schedule below will show the areas that will be covered and when the installation will move to their area. Since Mark Stevens will be the only installer timeframe that installations will happen is about ten to fifteen installations every month. Which will cover about a month span.

18.3 Deployment Schedule

The table below summarizes the deployment schedule for CCPS. In each case the physical installation includes the following:

1. Delivery and installation of a complete CCPS workstation
2. Pre-acceptance testing
3. Acceptance testing and sign-off by the customer
4. User monitoring for one day following acceptance

For the Beta installation training is included for both ATCO Users and training staff. After the Beta installation, we assume ATCO does User training.

TABLE 18.3 - DEPLOYMENT SCHEDULE					
Sys. Num.	Location	Resp	PC Site	Pre-Accept Complete	Acceptance Complete

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1	Atlanta, GA, area		Peachtree Plaza		
2	Atlanta, GA, area		City Hall		
3	Atlanta, GA, area		Stadium Mall		
4-15	Atlanta, GA, area				
16-25	Los Angeles, CA, area				
26-35	Phoenix, AZ, area				
36-45	Jacksonville, FL, area				
46-50	New York, NY, area				
You don't need to complete all the detail for the course.					

18.4 Customer Training

The customer of the CCPS system will need training to understand how to use the system and all of its features. The training will occur at a central location in the area in which the system is being installed. Two classes will be held for training. Both classes together will cost \$5,000 per area. The first class will be a discussion of the system and its features and a walkthrough of the system by a trainer. The second class will be a more hands on class in which the customers will work with the system while multiple trainers go around to help those with questions.

18.5 Deployment Support

Discussed in the sections below are the support options that will be given to the customers of the CCPS system. It will also discuss the staffing options for the support.

18.5.1 Staffing

The deployment support will be handled by a group of 10 highly trained technicians who understand all the parts of the system. John Doe will put together the information needed for the discussion of the system in the first class. Ryan Smith will run the first class. Five other technicians, chosen at random, will work with the customers during the second day of the class to answer any questions about the system. All of the technicians will also be part of the

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deployment hot line if they are not doing one of their other duties stated in the earlier part of this section.

18.5.2 Deployment Hot-Line

Once the CCPS system's installation process has begun a hot line will be created for customers to call incase they need help with the system, deployment, or training.

18.5.3 Developer Support

If one of the technicians can not determine the cause of a specific problem the developer who developed that part will be asked to join the call to relieve any and all problems that were not fixed.

18.5.4 Trouble Handling

Trouble handling will be done by the deployment hot line or a developer depending on what kind of issue has been determined to happen.

18.5.4.1 Severity Definition/Handling

The trouble severity is defined in four levels: no severity, low severity, medium severity, and high severity. No severity is defined as a problem that only causes minor annoyances for the user. Low severity is a problem that could stop or diminish a part of the system from working. Medium severity is a problem that will halt the CCPS system from working correctly. Lastly high severity is defined as a problem that renders the system inoperable.

18.5.4.2 Response Time

The response time for trouble is to be no more than 2-3 business days.

18.5.4.3 Resolution Time

The time it will take to resolve an issue will be determined by the severity of the issue. No to low severity should be handled in a timeframe of no more than one week. For medium to high severity the resolution time could be anywhere from two to five weeks.

18.5.4.4 Installation of Fixes

Fixes will be installed by one of the highly trained technicians.

18.5.5 Emergency Procedures

In an emergency Jake Vernon should be contacted to make the decisions. If Jake can't be reached Billie Boss is to be contacted instead.

18.6 Budget and Resources Summary

Refer to the Budget and Resources Summary from section 11.

18.7 Issues

All issues that could occur are dealt with.