

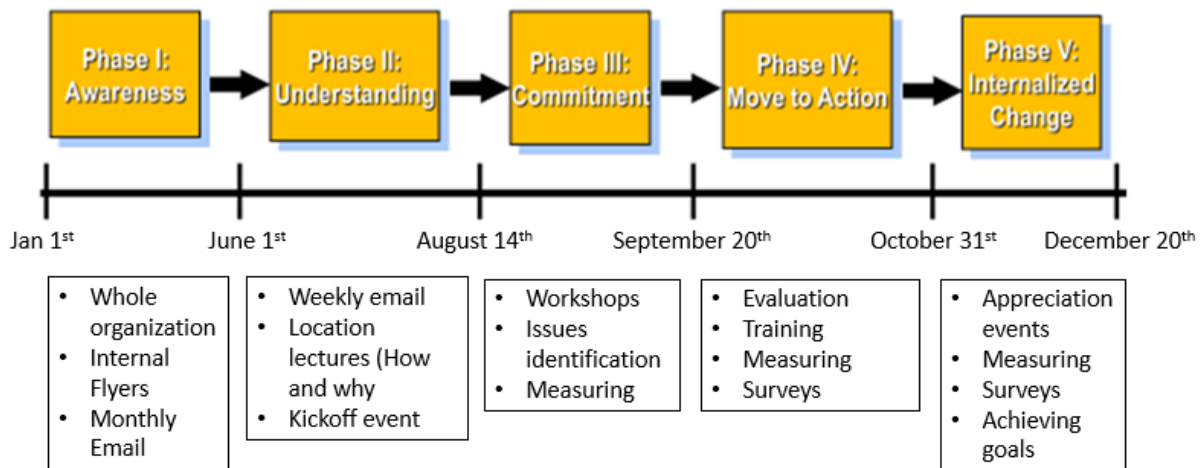
**Jaqua Rental**

# **Rental ordering system**

**Project Charter**

## Communication plan

Audience	Type of Communication
All Employees	Emails, Flyers, Lectures & Kickoff
Customers	Handouts (Flyers) & Promotions (Events)



1. During the awareness phase, all employees in the whole organization will be made aware of the upcoming change and development of the rental system. There will be internal flyers and emails informing everyone on the dates and the progress, as well as what to expect.
2. For the understanding phase, information will be ramped up with weekly emails about what is changing and why. There will also be lectures held for the employees at each store location about why this change is taking place and how it will benefit them. The period ends with a kickoff event in Arco for the whole organization.
3. For the commitment phase, there will be workshops where issues or questions can be raised by the employees about all that is changing and the employees will be presented with a more hands-on look at the new system. The employees will get to try it out and any issues are measured and taken back to the development team for evaluation.
4. As we are approaching the full on implementation, the training will be started for real with tutorials and step-by-step guides. The employees will be tested and their result will be measured as well as their feedback to it in surveys.
5. The implementation and final training is performed at each location one after the other, feedback and evaluation will be focused on and measured against the goals of the implementation. The whole thing will be finished off with appreciation events for the employees for partaking and internalizing the change.

## Email

Send	To	Jaqua Rental All
	Cc	
Subject		

Employees of Jaqua Rental,

We will undergo big changes this fall in our processes.

We will be moving our rental system digitally, but fear not, you will be receiving tons of information and training to help you make the switch over.

This change will make your job much less stressful and make handling customers and rental easier and faster.

It will also make it easier for us to keep track of the items and customers with everything stored in our new rental system we have been developing for the computer.

Over the coming weeks, you will see flyers in the office about the timeline and information about the upcoming change. You will also receive information every week by email, to keep you updated and informed about when things are happening and what to expect.


Over the coming months, we will continue to inform you, we will hold presentations about the new system where you will be instructed in what is changing, as well as why we are doing it.

We will host a kickoff retreat weekend on August 12<sup>th</sup> - 14<sup>th</sup> where education and seminars will take place, as well as entertainment and BBQ here in Arco for the entire company.

Warm Regards

David Baker

## Flyer



# Jaqua Rental

Employee Schedule for upcoming change

### General Dates

Jan 1<sup>st</sup> to August 12<sup>th</sup> Informational Period

August 12<sup>th</sup> to 14<sup>th</sup> Kickoff Weekend in Arco

August 15<sup>th</sup> to October 31<sup>st</sup> Training Period

November 1<sup>st</sup> to December 5<sup>th</sup> Launch Period

Store	Final Training Week	Launch Week
Arco	10/25 – 10/31	11/1-11/7
Boise	11/1-11/7	11/8-11/14
Coeur d’Alene	11/8-11/14	11/15-11/21
Twin Falls	11/15-11/21	11/22-11/28
Weiser	11/22-11/28	11/29-12/5

## **Test plan:**

The business function we will test within unit, system test, and acceptance test is the order process, report to the store when an item is rented online, the reporting application, delivery, and the interfaces to the bank.

### Unit test

Our test plan for the order entry screen will start with unit testing. We will test each screen alone to find defects and potential errors in the code. When a defect is found, we fix it right away and we don't have to formally record it. We want to create testing data so we can test every valid and invalid input and it's the programmer and client that is responsible for the testing conditions.

There are two types of tests within unit testing: white box and black box. In white box test, the programmer writes the code and a peer group reviews it. The purpose is to look at it from a programmer's perspective and make sure the code is working. In black box, on the other hand, we look at it from the clients' perspective. We look at the functionalities and have the requirements in mind. We make sure we can search for items, create an order, and choose between having the rental item(s) delivered or picking up the rental item(s) in the store. The development team is responsible for the unit testing.

### System testing

After we are done with unit tests, we will move forward to system testing. In system testing, we want to test all of our software packages and see if they are working together. The people who are involved will be the testing team, business/system analyst team, and the system team to fix issues that are found. The test data that was created in the unit testing by the system developer, will be used in system testing too. We test the whole system to see if the requirements are met. Can we place an order? Can we log in? Can we search for items? Can we send reports without any issues? We will do the test multiple times until we are confident enough that our system is working and we had a successful outcome.

Within system testing, there are some different tests that we will perform on the system. We will perform an integration test to ensure the system works with other systems and third parties. So, when we perform an integration test, we want to ensure our interfaces to the bank and the delivery company are working in the correct way. A security test will be performed to verify the system security and reveal flaws in the security mechanism to check so data like passwords and usernames are protected. We will also do a performance test with a stress test. The testing is done with external parties to see if

there is no issue with the reporting to external parties like the bank and the delivery company. By performing a stress test, we will push our system to the breaking point and find out how many rental orders can be placed at the same time and how many can log in at the same time. The system team is responsible for the performing test.

#### Acceptance test

An acceptance test is the last test and now we involve the end-user, they are responsible for the testing but the system team is there to fix any issues that are found. Real data over a period of time will be used for the test and we want to make sure the system is working in the correct way for the user in his or her normal work environment. A verification test will be performed, which means that we are running simulated data in a simulated environment.

#### Calendar:

Unit test: Feb - April

System test: May - June

Acceptance test: July - August

### **Conversion and Implementation Plans**

#### Conversion

Both the Internal and the Web-based rental system needs to be implemented at the same time as they are entangled in one-another. In order for the stores to receive order information from the web-based one, the internal system needs to be in place. This will be the first implementation. This means that as soon as all stores have the internal system up and running, the web-based one will go live, Planned to happen Dec 6th.

All the items will need to be entered into the system and items already rented out will be submitted to the system upon returnal and marked with a QR code.

Customers won't be transferred into the new system until they make their first rental online or in store once they are up and running, this is to avoid confusion with double accounts and unique customerIDs where customers register online because they don't have login credentials, but they have already been entered into the system by the store if we do direct approach.

This will be a gradual process over many months to phase out the analog system until all items have been returned, and many people being registered into the system gradually upon new rentals. So essentially it is a "Parallel implementation", although all new rentals will be handled in the new system with the old ones being returned according to the old system and then entered into the new system for availability for

new rentals of the item. This is due to the complexity and lack of structure of the old analog system. Because the old system's most time consuming part was registering new rentals and new customers, the worst resource demanding tasks will be faster once the new system is live, freeing up time for the employees to deal with phasing out the old rentals system.

### Implementation

The implementation plan for the rental order system will be phased implementation. The store in question will receive final training and the employees will be tested the week before each implementation week. After the training team is done with each location, they move to the next location and let the launch team take over the previous one. This is the schedule for the implementation of the internal order system;

Store	Final Training Week	Launch Week
Arco	10/25 – 10/31	11/1-11/7
Boise	11/1-11/7	11/8-11/14
Coeur d'Alene	11/8-11/14	11/15-11/21
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The reason the implementation is phased, is because of the limited resources of Jaqua rental to support a bigger implementation at once. They would have to have a bigger IT support team to help with the launch widespread over all the locations if it was to happen according to the "Big-bang" implementation. So doing it in phases, one location at a time, will be easier for the organization to handle and support throughout the implementation.

For clearer visualization look at the following model to the right.

Each store will implement the new system in stages, but at each store the systems will be running parallel until all the old rentals have been phased out.

The last implementation will be the remaining reporting function after the initial implementation of the rental order system. Which will be the focus of the two remaining weeks of schedule between December 7th to December 20th.



### Schedule Overview

Function	Implementation date(s)
Internal Rental System	Nov 1st - Dec 6th
Web-based Rental System	Live On Dec 6th
Reporting	Dec 7th - Dec 20th

### **Training Plan**

Training approach:

- The training and its all material is prepared and delivered by the IT team who developed the system.
- Training material would consist of Interactive tutorial videos and step-by-step guides for all the employees of Jaqua rental. Most of the training would be CBT based workshops considering the technology-based training approach.
- Each store would have one trainer to assist and help to carry out the training.
- There would be a special team of trainers who would monitor, implement and audit all the training modules at each store.
- Training for each level would be done simultaneously. Management for reporting, operations and audits, Client department for sales process and order process.
- Training team would select the best performing employee and assign him as the trainer for the particular store after implementation.
- Training team would conduct an audit before implementation of the new system at each store. This audit would give insights about the effectiveness of the training modules and prepare the store and its employees for the implementation of the new system.

## Training Plan

Courses	Description	Intended Audience	Session length
Introduction to New Rental ordering system	This would give a high-level summary of the new system, including its features and advantages over the old system, as well as some crucial information presented in numbers and graphs. both in video and text format	All Employees of Jaqua rental(All Levels)	2 Hours.
New rental ordering system. A comprehensive guide for sales and order processing.	This would provide details and step-by-step instructions and description about how to use new system	Employees(Client department)	3 Hours
New rental ordering system. A comprehensive guide for reporting, operations and audits	This would provide details and step-by-step instructions and description about how to use new system	Employees(Management Level)	3 Hours.
CBT for New rental ordering system.	This Technology based training	All Employees of Jaqua rental(All	2 Hours.



	module would allow employees to learn about the new system while using it.	Levels)	
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## Course Description

<b>Introduction to New Rental ordering system</b>	<b>Format/Platform</b>	<b>Level</b>
Introduction	Video/Text	All Level
Comparison old vs new	Video/Text	All Level
Features	Video/Text	All Level
Quiz	Computer Based Quiz	All Level

<b>New rental ordering system. A comprehensive guide for sales and order processing.</b>	<b>Format/Platform</b>	<b>Level</b>
Step-By-Step guide with details.	Video/Text/interactive	Client level
Demo videos and guided Learning	Video/Text/Interactive	Client level

Quiz	Computer Based Quiz	Client leve
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<b>New rental ordering system. A comprehensive guide for reporting, operations and audits</b>	<b>Format/Platform</b>	<b>Level</b>
Step-By-Step guide with details.	Video/Text/interactive	Management level
Demo videos and guided Learning	Video/Text/Interactive	Management level
Quiz	Computer Based Quiz	Management level

<b>CBT for New rental ordering system.</b>	<b>Format/Platform</b>	<b>Level</b>
Hands on training using the new rental system	Interactive, Technology based	All level
Quiz	Computer Based Quiz	All level

**Risk Management strategy: Mitigating Risks.**

This strategy includes identifying the risk, assessing all possible solutions, devising a plan, taking action, and monitoring the results.

After conducting testing and audits of the new rental order system for Jaqua rental, Testing and training teams assess and flag the potential risks for the system and develop a risk management plan consisting of potential red flags and its response plan.

**Risk Management**

Risk	Risk Owner	Probability	Impact on Schedule	Impact on Budget	Risk Monitoring/ Red Flags	Response Plan
Poor adoption ratings	Project Lead of Development And implementation	Medium	More than a week	No change, Built-in contingency plan	Poor participation of employees, Low participation in learning and training	Encourage employee participation into learning programs by offering rewards, certification, and words of appreciation. Create learning groups in peers. Offer paid leaves to take learning program quiz

Risk	Risk Owner	Probability	Impact on Schedule	Impact on Budget	Risk Monitoring/ Red Flags	Response Plan
Insufficient training and reskilling of End users	IT- team Training team	Low	A week- 2 weeks	No change, Built-in contingency plan	Poor learning materials, non working CBT modules, hard to understand tutorials and videos.	Encourage employee participation into learning programs by offering rewards, certification, and words of appreciation. Redesign the training material for the new rental order system More hands on practice using CBT and more learning materials and modules Create learning groups in peers. Offer paid leaves to take a learning program Quiz.

Risk	Risk Owner	Probability	Impact on Schedule	Impact on Budget	Risk Monitoring/ Red Flags	Response Plan
Poor technology Implementation	IT-team, Launch team, Business Analyst	Very Low	More than 2 weeks	High impact on budget	<p>Implementation of the new rental order system is complex,</p> <p>System shows sign of difficulty in adapting new methodologies</p> <p>System running slow and giving false reports.</p>	<p>This would make the whole Launch team back to decide which launch method would work best.</p> <p>Launch team head would decide the new timeline for implementation.</p>

Risk	Risk Owner	Probability	Impact on Schedule	Impact on Budget	Risk Monitoring/ Red Flags	Response Plan
Lack of integration	IT- team	Low	More than 2 weeks	Medium impact on budget	Interfaces between system and 3rd party services not working correctly  Payment interface is not secure and stable  Issues in supply chain management .	IT- team would redesign and secure all the interfaces and the testing team would test it again for seamless performance.