This exercise will require you to work in your teams from your group projects.

Based on the project information you have already gathered, answer the questions below. If you need additional information, please ask. Prepare one formal document per group.

1. **Training**. What type of training will you provide the staff?
   1. Define who needs to be trained and what they need to be trained on.
   2. Determine how long it will take to train each individual.
   3. Create a complete training plan. Use an outline or table format if needed. (Answer who, what, when, where, how, how long.)
2. **Documentation**. Once the employees are trained and the new system is live, your consulting company will no longer be onsite.
   1. What type of documentation will you create for the company?
   2. Who will need documentation?
   3. What types of documentation will you keep at your company to document the work done on this project?
3. **Testing**. Your consulting company will be developing the software and installing new hardware. What type of testing will you perform in order to ensure the system is error proof when delivered to the customer?
   1. Explain what you will be testing and in what order.
4. **Installation**. Define installation.
   1. Discuss the different types of installation. Determine which installation you will choose and explain why.
5. **Conversion**. Planning installation may require converting data from the old to the new system, or populating the database for a new system.
   1. What data will need to be converted? Who will be performing the data conversion? How long will it take and when will it occur? Why do some companies require a physical inventory during conversion?
6. **Develop a Plan**. We have indicated that training, documentation, testing, data conversion and installation are all important aspects of implementation.
   1. In what order should these all occur? Make a schedule in a calendar format of the above events using the scheduled due date from your projects. Include the estimates you calculated above for each event.
7. How will you determine if the information system you delivered to your customer was successfully implemented?