

# INTERNAL TESTING & STAFF TRAINING DEPLOYMENT PLAN

## SKIDS Advanced Integration Infrastructure

### OVERVIEW

This document outlines the comprehensive staged deployment strategy for internal testing of the SKIDS Advanced integration infrastructure, including staff training materials, user guides, and feedback collection systems.

---

### DEPLOYMENT STRATEGY

#### Phase 1: Infrastructure Preparation (Week 1)

##### Environment Setup

- **Development Environment:** `http://localhost:3001`
- **Staging Environment:** To be configured
- **Production Environment:** To be configured

##### Mock Authentication Configuration

```
// Current Mock Users Available for Testing
const testUsers = {
  admin: {
    email: 'admin@skids.clinic',
    role: 'admin',
    permissions: ['full_system_access', 'manage_users', 'manage_vendors']
  },
  staff_vendor_manager: {
    email: 'emma.wilson@skids.clinic',
    role: 'staff',
    department: 'Vendor Management',
    permissions: ['manage_vendors', 'approve_contracts', 'view_analytics']
  },
  staff_technical: {
    email: 'michael.chen@skids.clinic',
    role: 'staff',
    department: 'Technical Integration',
    permissions: ['manage_integrations', 'technical_review', 'system_monitoring']
  },
  provider: {
    email: 'provider@skids.clinic',
    role: 'provider',
    permissions: ['manage_patients', 'create_care_plans', 'access_admin_dashboard']
  }
}
```

Feature Flags Configuration

```
# Internal Testing Feature Flags
ENABLE MOCK AUTHENTICATION=true
ENABLE_VENDOR_ONBOARDING=true
ENABLE_AI_RECOMMENDATIONS=true
ENABLE_ROI_ANALYTICS=true
ENABLE_STAFF_MANAGEMENT=true
ENABLE_UNIFIED_ANALYTICS=true

# Testing Environment Settings
NODE_ENV=staging
NEXT_PUBLIC_APP_ENV=internal_testing
USE MOCK PAYMENTS=true
USE MOCK AI=true
USE MOCK EXTERNAL_SERVICES=true
```

Phase 2: Staff Onboarding (Week 2)

Training Schedule

Day	Time	Session	Participants	Duration
Monday	10:00 AM	System Overview & Navigation	All Staff	2 hours
Tuesday	10:00 AM	Vendor Management Deep Dive	Vendor Managers	3 hours
Wednesday	10:00 AM	Technical Integration Training	Technical Staff	3 hours

Thursday	10:00 AM Analytics & ROI Dashboard	Analytics Team	2 hours
Friday	10:00 AM End-to-End Workflow Testing	All Staff	4 hours

Training Materials Provided

- **User Guides** (Role-specific)
- **Video Tutorials** (Screen recordings)
- **Quick Reference Cards**
- **Troubleshooting Guides**
- **Best Practices Documentation**

Phase 3: Controlled Testing (Week 3-4)

Testing Groups

1. **Alpha Group:** 2 staff members (1 vendor manager, 1 technical)
2. **Beta Group:** 4 staff members (all departments)
3. **Gamma Group:** All staff members

Testing Scenarios

- **Vendor Onboarding Workflow** (Complete 8-step process)
- **Staff Management Operations** (User creation, role assignment)
- **Analytics Dashboard Usage** (Data interpretation, report generation)
- **Integration Monitoring** (Health checks, alert management)
- **ROI Analysis** (Vendor performance evaluation)

Phase 4: Feedback Integration (Week 5)

Feedback Collection Methods

- **Daily Feedback Forms**
- **Weekly Focus Groups**
- **Usage Analytics**
- **Bug Reporting System**
- **Feature Request Portal**

---

# ROLE-SPECIFIC USER GUIDES

## ADMIN USER GUIDE

Getting Started

1. **Login:** Use admin@skids.clinic (mock authentication)
2. **Dashboard Access:** Navigate to /admin/analytics for unified dashboard
3. **System Overview:** Review real-time metrics and alerts

Key Responsibilities

- **System Monitoring:** Monitor overall system health and performance
- **User Management:** Create and manage staff accounts

- **Vendor Oversight:** Review and approve vendor applications
- **Analytics Review:** Analyze performance trends and ROI metrics

## Daily Workflow

- 1. Check** Unified Analytics Dashboard
  - Review **real-time** metrics
  - **Check** active alerts
  - Monitor **system** health
- 2. Vendor Management Review**
  - Review pending vendor applications
  - **Check** vendor performance metrics
  - Approve/reject vendor status changes
- 3. Staff Performance Monitoring**
  - Review staff productivity metrics
  - **Check** workload distribution
  - Identify training needs
- 4. System Administration**
  - Review **security** alerts
  - Monitor integration health
  - **Check** compliance status

## Common Tasks

### Adding New Staff Member:

1. Navigate to Admin → Staff Management
2. Click "Add Staff" button
3. Fill in staff details:
  - Name, email, phone
  - Department and position
  - Role and permissions
4. Set initial password
5. Send welcome email with login instructions

### Approving Vendor Application:

1. Navigate **to Admin** → Vendor Management
2. Find vendor **in** "Pending Review" status
3. Click vendor card **to view** details
4. Review onboarding progress
5. **Check** compliance documentation
6. Click "Approve" **or** "Reject" **with** reason

## STAFF - VENDOR MANAGER GUIDE

### Getting Started

1. **Login:** Use emma.wilson@skids.clinic (mock authentication)

2. **Dashboard Access:** Navigate to /admin/vendor-management
3. **Role Overview:** Vendor relationship management and onboarding

### Key Responsibilities

- **Vendor Onboarding:** Guide vendors through 8-step process
- **Relationship Management:** Maintain vendor relationships
- **Performance Monitoring:** Track vendor performance metrics
- **Contract Management:** Review and approve vendor contracts

### Daily Workflow

1. Vendor Dashboard Review
  - Check pending onboarding steps
  - Review vendor performance alerts
  - Monitor contract renewals
2. Onboarding Management
  - Follow up on pending documentation
  - Schedule vendor calls/meetings
  - Update onboarding status
3. Performance Analysis
  - Review vendor scorecards
  - Identify improvement opportunities
  - Generate performance reports
4. Relationship Maintenance
  - Respond to vendor inquiries
  - Schedule regular **check-ins**
  - Address vendor concerns

### Vendor Onboarding Process

#### Step-by-Step Guide:

#### Step 1: Company Registration

- Verify business registration documents
- Check tax ID and legal status
- Validate contact information

#### Step 2: Business Verification

- Review business credentials
- Check certifications and licenses
- Verify insurance coverage

#### Step 3: Service Documentation

- Review service specifications
- Validate pricing models
- Check integration requirements

#### Step 4: Technical Integration

- Coordinate with technical team
- Review API documentation
- Test integration endpoints

#### Step 5: Security Review

- Conduct security assessment
- Review compliance certifications
- Validate data protection measures

#### Step 6: Testing & Validation

- Perform end-to-end testing
- Validate service functionality
- Check performance metrics

#### Step 7: Contract Execution

- Review service agreements
- Negotiate terms and conditions
- Execute contracts

#### Step 8: Go-Live Approval

- Final approval checklist
- Activate vendor services
- Monitor initial performance

## ⚙️ STAFF - TECHNICAL INTEGRATION GUIDE

### Getting Started

1. **Login:** Use michael.chen@skids.clinic (mock authentication)
2. **Dashboard Access:** Navigate to /admin/vendor-management → Technical tab
3. **Role Overview:** Technical integration and system monitoring

### Key Responsibilities

- **Integration Setup:** Configure vendor API integrations
- **System Monitoring:** Monitor integration health and performance

- **Technical Support:** Provide technical assistance to vendors
- **Security Compliance:** Ensure security standards compliance

## Integration Checklist

### Pre-Integration:

- Review vendor API documentation
- Validate authentication methods
- Check rate limiting requirements
- Verify data formats **and** schemas

### Integration Setup:

- Configure API endpoints
- **Set up** authentication credentials
- Implement data mapping
- Configure error handling

### Testing:

- Unit test individual endpoints
- Integration test full workflows
- Load test performance limits
- Security test authentication

### Go-Live:

- Deploy to staging environment
- Conduct user acceptance testing
- Deploy to production
- Monitor initial performance

## STAFF - ANALYTICS SPECIALIST GUIDE

### Getting Started

1. **Login:** Use david.kim@skids.clinic (mock authentication)
2. **Dashboard Access:** Navigate to /admin/analytics
3. **Role Overview:** Data analysis and ROI reporting

### Key Responsibilities

- **Data Analysis:** Analyze vendor and staff performance data
- **ROI Reporting:** Generate ROI analysis reports
- **Trend Analysis:** Identify performance trends and patterns
- **Dashboard Management:** Maintain analytics dashboards

### Analytics Workflow

#### Daily Tasks:

1. Review unified analytics dashboard
2. Check data quality and completeness
3. Monitor key performance indicators
4. Update real-time metrics

#### Weekly Tasks:

1. Generate vendor performance reports
2. Analyze staff productivity trends
3. Update ROI analysis models
4. Create executive summaries

#### Monthly Tasks:

1. Comprehensive ROI analysis
2. Vendor benchmark comparisons
3. Predictive analytics updates
4. Strategic recommendations

## FEEDBACK COLLECTION SYSTEM

### Daily Feedback Form

Date: \_\_\_\_\_

User: \_\_\_\_\_

Role: \_\_\_\_\_

1. System Performance (1-5): \_\_\_\_
2. Ease of Use (1-5): \_\_\_\_
3. Feature Completeness (1-5): \_\_\_\_
4. Issues Encountered: \_\_\_\_\_
5. Suggestions for Improvement: \_\_\_\_\_
6. Training Adequacy (1-5): \_\_\_\_

### Weekly Focus Group Topics

- **Week 1:** Navigation and User Interface
- **Week 2:** Vendor Management Workflows
- **Week 3:** Analytics and Reporting
- **Week 4:** Integration and Technical Features
- **Week 5:** Overall System Assessment

### Bug Reporting Template



Bug Report #: \_\_\_\_\_

Date: \_\_\_\_\_

Reporter: \_\_\_\_\_

Severity: ☐ Low ☐ Medium ☐ High ☐ Critical

Description:

\_\_\_\_\_

Steps to Reproduce:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

Expected Behavior:

\_\_\_\_\_

Actual Behavior:

\_\_\_\_\_

Browser/Environment:

\_\_\_\_\_

Screenshots/Logs:

\_\_\_\_\_

## Feature Request Template

Feature Request #: \_\_\_\_\_

Date: \_\_\_\_\_

Requestor: \_\_\_\_\_

Priority: ☐ Low ☐ Medium ☐ High ☐ Critical

Feature Description:

\_\_\_\_\_

Business Justification:

\_\_\_\_\_

Proposed Solution:

\_\_\_\_\_

Alternative Solutions:

\_\_\_\_\_

Acceptance Criteria:

\_\_\_\_\_

## SUCCESS METRICS

### Training Effectiveness

- **Completion Rate:** 100% staff completion of training modules
- **Competency Assessment:** 90% pass rate on role-specific assessments
- **Time to Productivity:** Staff productive within 1 week of training

## System Adoption

- **Daily Active Users:** 100% of trained staff using system daily
- **Feature Utilization:** 80% of features used within first month
- **Task Completion Rate:** 95% of assigned tasks completed successfully

## Feedback Quality

- **Response Rate:** 90% participation in feedback collection
- **Issue Resolution:** 95% of reported issues resolved within 48 hours
- **Satisfaction Score:** Average satisfaction score of 4.0/5.0

## System Performance

- **Uptime:** 99.5% system availability during testing period
  - **Response Time:** Average page load time under 2 seconds
  - **Error Rate:** Less than 1% error rate in user interactions
- 

# NEXT STEPS

## Week 1: Preparation

- ☐ Set up staging environment
- ☐ Configure mock authentication
- ☐ Prepare training materials
- ☐ Schedule training sessions

## Week 2: Training

- ☐ Conduct role-specific training sessions
- ☐ Distribute user guides and documentation
- ☐ Set up feedback collection systems
- ☐ Begin alpha testing with 2 users

## Week 3-4: Testing

- ☐ Expand to beta testing with 4 users
- ☐ Collect daily feedback
- ☐ Conduct weekly focus groups
- ☐ Document issues and feature requests

## Week 5: Evaluation

- ☐ Analyze feedback and usage data
  - ☐ Prioritize improvements and fixes
  - ☐ Plan production deployment
  - ☐ Prepare final training materials
-

# SUPPORT CONTACTS

## Technical Support

- **Primary:** Michael Chen (michael.chen@skids.clinic)
- **Secondary:** Development Team Lead

## Training Support

- **Primary:** Emma Wilson (emma.wilson@skids.clinic)
- **Secondary:** HR Training Coordinator

## System Administration

- **Primary:** Admin Team (admin@skids.clinic)
- **Secondary:** IT Support Team

---

*This document is part of the SKIDS Advanced Integration Infrastructure deployment plan. For questions or clarifications, contact the project team.*