# 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\*\*

#### \*\*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\*\*

* • \*\*Alpha Group\*\*: 2 staff members (1 vendor manager, 1 technical)
* • \*\*Beta Group\*\*: 4 staff members (all departments)
* • \*\*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\*\*

* • \*\*Login\*\*: Use admin@skids.clinic (mock authentication)
* • \*\*Dashboard Access\*\*: Navigate to `/admin/analytics` for unified dashboard
* • \*\*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\*\*

* • \*\*Login\*\*: Use emma.wilson@skids.clinic (mock authentication)
* • \*\*Dashboard Access\*\*: Navigate to `/admin/vendor-management`
* • \*\*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\*\*

* • \*\*Login\*\*: Use michael.chen@skids.clinic (mock authentication)
* • \*\*Dashboard Access\*\*: Navigate to `/admin/vendor-management` → Technical tab
* • \*\*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\*\*

* • \*\*Login\*\*: Use david.kim@skids.clinic (mock authentication)
* • \*\*Dashboard Access\*\*: Navigate to `/admin/analytics`
* • \*\*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.*