Readiness Assessment

Launch Consideration	Readiness Criteria Product: Solar water heating systems
Beta Planning	• Beta Plan was completed and approved • Launch date is set at 25 May 2024.
Beta Testing	• Testing was completed at our testing site • Testing took take place over a month period • A Pilot test was conducted
Roles and Responsibilities	• Product Manager managed testing and key stakeholders • UX conducted testing for the app • Customer support and manufacturing and operations were periodic observers during the testing • All observations and feedback were documented
Success Metrics	• Small and moderate-sized solar water heating systems tested as planned and worked perfectly • The app worked as required • The large system test ran into some issues that must be addressed before launch. • App did not recognize the large system configuration model and certain features were not operational • Users had a few issues learning how to operate and configure the system • Users found several typographical errors in the system instructions • Overall the users were pleased
Launch Plan	• Launch plan updates are complete • Launch plan approval is pending
Sales and Channel	• Sales and channel assessment completed • Gaps in demo presentation • Non technical tutorials will need to be created for sales team • All training requirements will be complete one week prior to launch
Customer Support	• Customer support assessment completed • Need two additional positions to be filled to support post launch help desk • New personal must must be trained and in-place within one week of the
Manufacturing and Operations	• Manufacturing & Operations assessment completed • Lead time for certain components to support large user systems can impact delivery • Working to finalize delivery systems and address blockers prior to launch

Product Documentation	• System documentation needs to be updated for typographical errors • A downloadable manual with illustrations instead of an all-text tutorial is needed
Business Plan	• Business Plan updates completed • Business Plan approval pending modifications and updates
Launch Decision	• Decision to launch pending • Goal is to approve launch by 15 May 2024 • All action items being monitored