

Information System Implementation Guidelines

1. Establish Project Management and Control

1. Establish Project Sponsor and Steering Group for governance
2. Sponsor secures resources necessary for project success
3. Establish Project Charter
4. Establish Project Owners, Project Management, Project Team and Key Users
5. Plan and conduct Project Steering Group and Project Team meetings
6. Assess Organisational impacts
7. Project Owner / Project Manager:
 1. Develop and implement Project Plan
 2. Develop and implement Change Management Plan
 3. Develop Implementation Plan
 4. Establish and manage Change Control
 5. Establish and manage Issues Register
 6. Establish and manage Risk Register and associated Contingency Planning

2. Backfill Plan

1. Plan alternative resource(s) to perform the essential 'normal work' of the key people who will not be available because they are committed to the Project Team
2. Implement Backfill Plan when appropriate

3. Action Change Management Plan

4. Training

1. Conduct initial familiarisation training on Hardware, Operating and System Software and Applications for Project Team and Key Users
2. With Key User input, develop the Training Plan for end users
 1. Identify and appoint Key Users to be trained
 2. Identify Key User training needs
 3. Develop material to meet User training needs
 4. Develop detailed Training Plan (Who, when, where, how, measurement criteria)

5. System Management Practices

1. Determine System Management Responsibilities
2. Design and document System Management Practices including Back-up, Recovery & Business Continuity Plan (BCP)

3. For On-Premise, Install Hardware and Systems Software Environment (Pilot first)

1. Plan installation building and installation cabling work
2. Perform building/cabling
3. Order, receive, install, configure and test hardware
4. Order, receive, install, configure and test Network / WAN / LAN
5. Order, receive, install, configure and test Operating System(s) and System Software

4. Install Applications Software Environment (Trial or Pilot first)

1. Order, receive, install, configure and test software
2. Determine and set up Security Requirements
3. Set up application licensing
4. Set up Development, Test and Production environments

5. Data Migration Plan

1. Identify and obtain access to all current system data sources
2. Identify data source formats
3. Identify conversion options (including manual data entry as a last resort) to meet target system input format
4. Agree approach for each data source
5. Develop data migration plan

6. Interfaces, Reports and Modifications

1. Determine possible requirements based on business need
2. Use cost vs benefit to explore possible requirements
3. Establish agreed requirements
4. Specify, design and develop/source agreed requirements
5. Key users test and sign-off agreed requirements
6. Install successful agreed requirements

7. Review Stationery Requirements

1. Review current Stationery
2. Determine stationery to support target system reporting requirements
3. Redesign new stationery as required
4. Order sample of new stationery to arrive in time for Pilot

8. Perform Pilot

1. Prepare Pilot Plan
2. Key users develop test scenarios
3. Source and validate Test Data
4. Prepare input/control forms if required
5. Finalise interfaces, reports and modifications
6. Establish complete test environment
7. Import and set-up test data for applications
8. Perform Pilot Technical Tests - fully test all technical and systems level aspects of Pilot
9. Perform Pilot Applications Tests - Key users test all applications in a representative mix
10. Identify, document and resolve issues identified during pilot
11. Iterate as required to determine if pilot is a success or a failure
12. Incorporate lessons learned from successful pilot into production rollout

9. Roll Out and Go Live

1. Implement standard system practices
2. Roll out production environment to all target sites (progressive)
3. Action End User Training Plan
4. Action Data Migration plan
5. Load production data and Go Live
6. Monitor production
7. Review and implement Fall Back / Contingency plan as required

10. After Go Live

1. Review all system activities identify and resolve issues
2. Complete Formal Acceptance Tests in accordance with contract and business cycles
3. Determine and agree additional requirements
4. Progressively implement agreed additional requirements