

Client.com

New Application Project Definition / Deployment Plan

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1 Executive Summary

This document describes the plan to deploy New Application in the Client.com environment. The intended audiences for this document include the project team, project sponsor, and parties who are directly affected or involved in the implementation of the New Application product.

The critical dependency for deployment to be completed is the establishment of a stable, production-ready New Application environment that meets the requirements defined in previous project phases. Until this New Application environment has been established, tested, and piloted it will be inadvisable to deploy the system in Client.com's environment. Additionally, training, knowledge transfer, documentation, and ongoing support will have to be in place before the deployment phase of the project can be considered complete.

After the New Application system is functioning in a 'Beta' state (defined as the existence of basic functionality and stability) the training plans and documentation will be finalized. An early-adopter group will be identified and trained on the system. This group will then begin using the system and reporting any problems to the project team. As soon as the New Application system's user interface is frozen, the training documentation can be finalized and the entire end user community trained.

Proper knowledge transfer to Client.com employees will be an important component of the New Application deployment. This is accomplished by identifying critical system users (e.g. personnel who support the system or who are responsible for publishing content to the live Client.com site) and incorporating them into the deployment phase of the project. Working closely with knowledgeable project team members will help facilitate this knowledge transfer as will system documentation.

Documentation will be provided to Client.com that covers the following areas: end user training manual, administrator documents, infrastructure documents, custom application documents, and system configuration documents. This will be provided in both hard and soft copy formats.

Finally, ongoing support is discussed. This document covers ongoing support from the perspective of the end user, the New Application administrator, and the Client.com organization.

2 System Deployment

This section of the document describes the deployment of the New Application system into Client.com's environment. For purposes of this document, the New Application system includes the following components:

- New Application Server
- Network Firewall configuration
- New Application - application
- Directory Structure
- Accounts

In order for the system to be deployed it will have to be brought to a state of stability and functionality that meets the minimum requirements as defined in previous project phases. Deployment of the system will encompass deployment of the New Application server, network firewall configuration, deployment and configuration of the New Application - application, creation and configuration of the New Application directory structure, creation and configuration of user accounts and permissions, and the deployment of custom applications that support the newswire feeds.

2.1 Server Deployment

Server deployment is comprised of the following elements:

- Install and configure server hardware (Dell Poweredge 2450)
- Install and configure server OS (NT4 w/ SP6)
- Configure external storage array
- Configure server network settings
- Configure backup and fail-over services

2.2 Network Firewall Configuration

Network firewall configuration is comprised of the following elements:

- Configure corporate firewall
- Configure QA firewall

2.3 Application Deployment

Application deployment is comprised of the following:

- Installation of New Application 4.2.1 software package
 - Create of user accounts
 - Create user groups
 - Configure New Application workflow
 - Configure workflow email generation
 - Create and configure directory structure and permissions
- Installation of New Application Add-On 4.2.0
 - Install software
 - Configure templating directories
- Installation of MS Site Server 3.0
 - Install Site Server
 - Setup Site Server permissions
 - Create Site Server projects
- Installation of Fast Media QuickWare java application
- Installation of custom-developed newswire applications

3 Training

This section of the document describes the training effort that will accompany the deployment of the New Application system. Training will be strategically targeted to the following distinct user communities:

- Authors
- Editors
- Release Managers
- Administrators
- Remote Users

Each group will receive training that is specific and appropriate to the level of system authority they are assigned.

Training will be accomplished in a classroom setting for users located in the client's location and via conference call and Internet demos for remote users.

Training exercises will be accompanied by documentation; this documentation will be provided in both hard and soft copy formats.

3.1 Authors

Authors will be given training that specifically targets the roles they will play in the New Application workflow. An author operates at a restrictive level of permissions and is only capable of producing content. Authors are primarily located off-site (i.e. not in the Client's location) and will therefore need to be trained remotely.

3.2 Editors

Editors have all the permissions that authors do, plus the capability to initiate jobs, approve and edit content, and submit materials for deployment to the staging server. Editors are primarily located on site (i.e. at the Client's location) and will given training in a classroom setting. Any editors that are located off-site will be given remote training.

3.3 Release Managers

Release managers have the responsibility for moving content from the staging server to the production website. This is a very small group of people and will be

given personal training by the New Application project team and New Application Administrator.

3.4 Administrators

Currently Client.com has identified a single individual who will function as the New Application Administrator. This individual has received training in the form of knowledge transfer by playing an integral role in the project team, as well as receiving training at the Vender location in Great Planes, VA.

3.5 Remote Users

Remote users will be given training remotely; this will primarily take the form of conference calls and internet-based walk-throughs. Remote users are primarily made up of authors; there are some members of the editorial staff that are located in Minneapolis, MN that will need remote training.

4 Knowledge Transfer

Knowledge transfer will take the following forms:

- The Client.com New Application Administrator has been an integral member of the project team
- Vender staff will be onsite to provide code walkthroughs and system documentation
- Members of the Client.com staff that need to play system functions (e.g. publishing to the live site, integration of .asp pages with “body” content, etc.) will be given personal instruction by members of the project team and the New Application Administrator.
- Project team members will be onsite at Client.com for 1 week following deployment of the New Application system into the production environment. Training and documentation will be taking place during this week, but project staff will be available for ad hoc sessions, to answer questions, address concerns, etc.

5 Documentation

5.1 End User Documents

End user documentation will consist of two items: the training materials described in the previous section and the Vender New Application manuals. Each user who attends training will be given the documentation, and Client.com will be provided with soft copies of all training materials for dissemination to future employees.

5.2 Administrative Documents

The New Application manual covers all New Application administrative functions in sufficient detail to support the system on an ongoing basis.

5.3 Infrastructure Documents

Infrastructure documentation will be provided to Client.com that details the following areas of the system infrastructure:

- New Application server hardware configuration
- Network and firewall configuration
- Storage array configuration
- Workflow diagrams
- New Application directory structure
- Account groups and associated permissions

5.4 New Application Configuration Documents

Documentation will be provided that describes the configuration of the New Application - application in the Client.com environment. A document will be provided that describes the configuration of the following areas

- iw.cfg - this is the server configuration file
- submit.cfg - this file is responsible for custom permissions configuration
- Internet Information Service configuration (IIS) - this is the configuration of the web server software
- Workflow configuration file - this shows the workflows that are configured on the system

5.5 Custom Application Documents

Documentation will be provided that describes the custom application components that have been developed in this project. These components are as follows:

- Newswire VB script
- Fast Media QuickWare application
- Custom New Application editorial workflow
- Custom New Application newswire automated workflow
- Custom New Application newswire manual workflow
- Custom New Application 'Story Form'
- Custom New Application 'Index Form'
- Custom New Application 'Index2 Form'
- Custom New Application 'Newswire Form'
- Custom New Application 'Story' template
- Custom New Application 'Index' template
- Custom New Application 'Newswire' template

6 Ongoing Support

This section of the document describes how support will be provided on an ongoing basis after the deployment phase has been completed.

6.1 End User Support

The primary support mechanism for end users will be the New Application administrator. At the time this writing, the New Application administrator is John Admin, who is can be contacted at:

Desk phone: 625.259.9945

Email: john.admin@Client.com

6.2 New Application Administrator Support

Support for the New Application Administrator will need to be provided by Vender. Client.com will need to enter into a support agreement with Vender and define the terms and conditions of this support.

6.3 Client.com Organizational Support

Support for Client.com at an organizational level (for future implementations, system upgrades, major modifications, etc.) can be provided on a contractual basis by Consultant Co. To engage Consultant Co. in further engagements and for additional proposals please contact our main office at 625.259.9948.

7 Sign-Off

The undersigned agree to and affirm that this document reflects the expectations of this engagement.

Mr. Big – Client.com	2/18/2000
	Date

Mr. Professional – Consultant Co.	2/18/2000
	Date