

## Practical assignment 2.1

### *Drawing up an implementation plan*

#### Activities

Inventorying the consequences of the implementation

Discussing the consequences with those involved

Drawing up the implementation plan, in which is described the technological and organizational implementation

Presenting, reporting and informing

Qualification dossier	ICT management 2007 - 2008
Position	ICT Manager
Core task 2	Implementing (parts of) information systems
Work process 2.1	Drawing up an implementation plan



## Contents

Introduction .....	3
Overview of the qualification dossier ICT management .....	4
Assignment 1: Drawing up an implementation plan .....	5
Support in the assignments .....	6
Questions .....	6
Step-by-step plan .....	7
Tips .....	8

Praktijkwijzer is produced by ECABO on behalf of Stichting Praktijkleren

**Activities**

Inventorying the consequences of the implementation  
Discussing the consequences with those involved  
Drawing up the implementation plan, in which is described the technological and organizational implementation  
Presenting, reporting and informing

## Introduction

In practical assignment 2.1 you are going to learn how to draw up an implementation plan.

In this practical assignment *Drawing up an implementation plan* you will find the following components:

- an overview of the qualification dossier (QD);
- assignments;
- support in the assignments:
  - *questions;*
  - *the step-by-step plan that you can use in preparing and carrying out the assignments;*
  - *tips carrying out the assignments.*

## Overview of the qualification dossier ICT management

Core task Work process		ICT Manager	Network Manager
<b>1 Developing (parts of) information systems</b>			
1.1	Determining the information needs	x	x
1.2	Producing a design for (part of) an information system	x	x
1.3	Drawing up a plan of action	x	x
1.4	Creating a test environment	x	x
<b>2 Implementing (parts of) information systems</b>			
2.1	Drawing up an implementation plan	x	x
2.2	Carrying out an implementation plan	x	x
2.3	Providing support for acceptance tests	x	x
2.4	Evaluating an implementation	x	x
<b>3 Managing (parts of) information systems</b>			
3.1	Preventing disruptions / malfunctions	x	x
3.2	Localizing and remedying disruptions / malfunctions	x	x
3.3	Dealing with and rounding off incidents reported	x	
3.4	Drawing up and monitoring procedures	x	x
<b>4 Setting up and organizing a service desk</b>			
4.1	Making a service desk operational	x	
4.2	Managing a service desk	x	
4.3	Drawing up users' instructions	x	

**Activities**

- Inventorying the consequences of the implementation
- Discussing the consequences with those involved
- Drawing up the implementation plan, in which is described the technological and organizational implementation
- Presenting, reporting and informing

**Assignment 1:****Drawing up an implementation plan**

In this assignment you will, on the basis of the technical design, draw up an implementation plan for (part of) the information system that is either to be modified or to be newly designed.

The implementation of the technical design developed and tested in the last assignment can mean that an application of a server must be transferred to another server, new servers/applications must be installed or existing ones must be upgraded. It is possible that new software must be installed in servers and/or workstations to support new hardware (printers, PDAs) that is to be introduced.

All these activities have consequences for the users within the organization. It is possible that servers and/or applications are inaccessible for a shorter or longer period. Users will need to be instructed in the use of the newly installed software and/or hardware.

For this reason, describe for each component of the information system that is to be renewed or modified the work that is to be carried out, the length of time that this is going to take, and what the consequences for the users are expected to be.

Discuss these consequences with the parties involved and, taking into account their wishes and the interdependency between the different systems, determine a time schedule for the work that is to be carried out. Set all this down in a documented implementation plan, in which you should also include the possibility of a fallback to the old situation.

Discuss this plan met your in-house mentor.

Support in the assignments



## Questions

You can use these questions in preparing the assignments. The subjects will come up again in the review discussions with your practical tutor.

1. You might be confronted with all sorts of matters that make it difficult to carry out your assignment well. These could be what the work actually involves (for example dealing with confidential information), contacts with others (colleagues, clients) and the circumstances under which you have to work (for example working against the clock). What plays a role in your work situation, and how do you deal with it?
2. Is there within the organization experience with setting up implementation plans, fallback plans and acceptance tests?
3. What testing tools are available within the organization for the testing of applications or hardware components?
4. Are there in the organization procedures available for the following tests:
  - program test
  - system test
  - acceptance test?
5. Are the tests normally carried out by the organization or are they contracted out to others?
6. Are there implementations planned for the near future? If so, describe them.
7. What are the various possibilities within the organization for informing users about the implementation of a new information system?



## Step-by-step plan

You can refer to this step-by step plan when preparing and carrying out the tasks required for this practical assignment.

- Step 1 Study the technical design.
- Step 2 Check in the plan of action when the implementation must be completed.
- Step 3 Create an overview of the components, servers, workstations and applications that must be installed and/or configured.
- Step 4 Make an inventory of the nature of the work to be carried out. Does this concern the installation of new hardware or software, or is it about large or small changes to existing configurations? It is possible that components must be relocated.
- Step 5 Indicate how much time will be taken up by each of the above-mentioned activities.
- Step 6 Determine the independence of the new information system from other components of the existing information system.
- Step 7 Describe the impact on the organization (users, infrastructure, operational processes, etc) of the work to be carried.
- Step 8 Provide the opportunity for a fallback and describe this in the implementation plan.
- Step 9 Make provision for a trial/pilot situation and describe this in the implementation plan.
- Step 10 Draw up an acceptance test in which you test the complete functionality of the system with the users.
- Step 11 In consultation with those involved, draw up a time schedule and formulate the milestones.
- Step 12 Discuss the implementation plan with your in-house mentor.

## Support in the assignments



### Tips

- Train yourself in the use of the client software. This will create a number of advantages:
  - Technological imperfections will be spotted at an earlier stage and can then be dealt with in time.
  - You will already have a solution ready for many problems that can occur at the users' workplaces.
  - By having a sound knowledge of the software, you will raise the users' trust in you, and they will then be more inclined to believe what you tell them.
  - In this way you will gain a good understanding of the advantages of the new system over the old one.