

## Practical assignment 2.2

### *Carrying out an implementation plan*

#### Activities

Implementing an information system according to the implementation plan

Carrying out the planned installation and configuration work

Testing the working of the information system

Reporting, informing and documenting

Qualification dossier	ICT management 2007 - 2008
Position	ICT Manager
Core task 2	Implementing (parts of) information systems
Work process 2.2	Carrying out an implementation plan



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**Activities**

Implementing an information system according to the implementation plan  
Carrying out the planned installation and configuration work  
Testing the working of the information system  
Reporting, informing and documenting

## Introduction

In practical assignment 2.2 you will learn how to carry out an implementation plan.

In this practical assignment *Carrying out 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**

- Implementing an information system according to the implementation plan
- Carrying out the planned installation and configuration work
- Testing the working of the information system
- Reporting, informing and documenting

**Assignment 1:****Carrying out an implementation plan**

In this assignment you are going to implement the new hardware or software according to the implementation plan.

Study the implementation plan you drew up in the previous assignment.

Assemble the necessary manuals, instructions and auxiliary equipment.

Make clear agreements with those whose help you will need (for example an application manager in the upgrading of a web server).

Give the users timely information about a server or application going down, and about the duration thereof.

Carry out the relevant work. When working on workstations, ask the users about their wishes and requirements. Install any peripherals, install new client software and test whether everything is working properly.

Give the users instructions, and ask whether they are satisfied with the results.

Register the (amended) configuration in the appropriate registration system and draw up a report of your findings.

Report to your customer/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. Have a large number of changes been made recently to the information system?
3. How did those implementations go?
4. What were the reactions to the changes of those users that were directly involved?
5. What were the most important items of criticism?
6. Were acceptance tests carried out at the time that these changes were made?
7. Were the users given complete instructions at that time?



## 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 implementation plan and technical design.
- Step 2 Describe the configuration and the work to be carried out for each system component that is to be implemented.
- Step 3 Take into account the fallback plan described in the implementation plan.
- Step 4 Create an overview of the manuals available within the organization, and of any different versions of them. Then check which manuals are missing; these could be useful to the organization.
- Step 5 Give the users adequate warning of a server/application or part of the network being taken out of service. Inform them about the possible consequences, and the duration of the downtime.
- Step 6 Ensure that you provide timely information to whoever has agreed to help you.
- Step 7 Implement the new hardware and software, as described in step 2.
- Step 8 Also ask about the wishes and requirements of any possible end-users.
- Step 9 Compare these wishes and requirements with the specifications of the technical design. Determine whether these are in accordance with one another.
- Step 10 Together with the possible end-user, test the (adapted) configuration.
- Step 11 Register the (adapted) configuration in the appropriate registration system.
- Step 12 Report to your in-house mentor/customer.

## Support in the assignments



### Tips

- The implementation plan was brought into being after thorough testing of the technical design. Consider carefully before varying from it.
- Ideas that may arise during the implementation as to how things could be done better, can better be left until later, and even then should first be tested thoroughly at your leisure.