

Practical assignment 2.4

Evaluating an implementation

Activities

Interpreting the results of the acceptance test

Evaluating the entire course of the implementation with the parties involved

Reporting, informing and documenting

Qualification dossier	ICT management 2007 - 2008
Position	ICT Manager
Core task 2	Implementing (parts of) information systems
Work process 2.4	Evaluating an implementation



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Activities

Interpreting the results of the acceptance test
Evaluating the entire course of the implementation with the parties involved
Reporting, informing and documenting

Introduction

In practical assignment 2.4 you are going to interpret the results of the evaluation test and evaluate the entire course of the implementation with the parties involved.

In this practical assignment *Evaluating an implementation* 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
1 Developing (parts of) information systems		
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
2 Implementing (parts of) information systems		
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
3 Managing (parts of) information systems		
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
4 Setting up and organizing a service desk		
4.1 Making a service desk operational	x	
4.2 Managing a service desk	x	
4.3 Drawing up users' instructions	x	

Activities

- Interpreting the results of the acceptance test
- Evaluating the entire course of the implementation with the parties involved
- Reporting, informing and documenting

Assignment 1: **Evaluating an implementation**

In this assignment you will interpret the results of the evaluation test and evaluate with the parties involved the entire course of the implementation.

The acceptance test has produced a large amount of information. What went wrong, what went well, what were the complaints, what on the other hand were the things that satisfied the users and, of course, what did you yourself think of the result?

Study this information and, in a brief report, express your own opinion. For example, what were the reasons that some things went wrong and, despite the fact that technically the implementation went smoothly, why were there still so many complaints?

Of course you will also take into account the reasons why many aspects certainly did go well.

Discuss with the various parties involved (end-users, helpdesk, system manager) their opinions about the entire course of the implementation.

Describe your conclusions in a report and discuss this with 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. Are there available to you any evaluations of previous implementations?
3. Are there procedures, questionnaires (surveys) for the execution of a study into the course of an implementation?



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 acceptance plan once more.
- Step 2 Make a further inventory of the information that was collected during the acceptance test: what are the things you have noticed, what feedback did you receive from the users, what were the things that had to be adjusted at a moment's notice, what were the principal problem areas, what went really well, and what went badly wrong, etc.
- Step 3 Study where during the course of the implementation things went differently from the way they were described in the implementation plan, and try to indicate the cause(s) of this.
- Step 4 In a brief report, give your opinion of the results of the acceptance test. (For example, were the complaints the result of a lack of training or information, or were they the result of technical defects?)
- Step 5 Interview once more the various users groups in order to discover their opinion about the course of the entire implementation.
- Step 6 Take careful note here of any pointers for improvements for the benefit of future implementations.
- Step 7 Set down your findings and conclusions in a report, and discuss this with your in-house mentor.

Support in the assignments



Tips

- Caution! Try to be as objective as possible in your description of the opinions of others.
- Take complaints, wishes and requirements seriously, and try to imagine what the reasoning is behind the comments.