Appendix F – Contractor Deliverables

F.1 General

Implementation Contractor Deliverables include critical system planning and development components. Sufficient deliverables have been identified at key steps in the project to guide the project toward meeting system requirements and preparing for system implementation. The deliverables have been scheduled to occur at intervals sufficient to verify project progress and direction.

The Project Management Team will review all deliverables. Revisions, additions and changes will be requested as a result of the review. These changes will be communicated to the contractor within fifteen business days after the contract deliverable is received. It is not expected that contractor efforts on the subsequent tasks will be held up awaiting the results of the review, but rather that changes will be factored into the subsequent tasks as soon as agreed upon.

Deliverables must be submitted using the MS Office Suite, including Word, Project, Excel, Visio, Power Point, etc. Where appropriate, deliverable components may be submitted using Oracle Forms and Reports.

F.2 Project Planning

Each project planning document must first articulate plan goal, objectives, assumptions and constraints. It must then describe the tasks, sub tasks, resources and schedule necessary to accomplish the plan.

Plan 01: Project Management Plan

The Project Management Plan will be used to guide, communicate and coordinate project efforts.

It must identify all project components under contractor control with a description of tasks and subtasks. It must identify staffing assignments and schedule. It must be constructed using the Work Breakdown Structure of the Project Management Body of Knowledge (PMBOK) methodology. Tasks must be decomposed to the point of assigning individual responsibility. Tasks must be decomposed into subordinate units of system planning, functional and technical design, software development, testing, training, and implementation deliverables.

Weekly updates are required to update the work plan with completed work, new tasks and sub tasks as well as an estimation of remaining effort on tasks in progress.

Monthly Project Status Reports must document the project progress, identify staffing, work plan, and schedule adjustments, summarize issues resolved and review the tasks to be addressed in the upcoming month.

The project management plan must establish project monitoring so that each Monday, the accomplishments of the prior week are recorded to the project work plan and the estimated remaining effort is assessed for tasks in progress. The updates to the project work plan must be available to the State’s Project Control Manager by the end of the day each Monday. The State’s Project Control Manager will provide a comprehensive project status report to Contractor management staff, team leads and the state project management team by midweek.

The project management plan must establish the project internal communications plan.

Each Thursday, the State and Contractor Project Management Teams will meet to review the work plan and adjust resources as needed to maintain the project schedule.

The project management plan must address project meeting protocols that apply to all formal meetings. Each meeting must have a designated facilitator, or leader, and a recorder.
Agendas must be used to expedite the meetings. Meeting agendas will indicate topics, presenters, and estimated time frames for each topic. The meeting agenda will review of outstanding tasks as applicable for recurring meetings. Each meeting will conclude with a review of new action items.

Minutes will be recorded and distributed to all attendees and designated others immediately after the meeting. Minutes will follow standard format, including meeting time, place, purpose, attendees, discussion topics, decisions, and action items.

Plan 02: Enterprise Architecture Plan

The Enterprise Architecture Plan must specify the new system hardware and software components and their integration into the New Jersey Enterprise Architecture plan. It must identify requirements and constraints on the new system hardware and software as needed to integrate into the existing infrastructure and the Garden State Communications Network.

It must specify the physical security of the new system and the requirements for electrical power and backup.

It must establish the general system design, documenting the integration of all hardware, network and software components. It must identify interfaces with other systems and specify the means of interaction.

Plan 03: Disaster Recovery Plan

The Disaster Recovery Plan must identify the hardware, software and communications components needed to provide for alternative site operations for both production and development. It must identify the means for duplicating the system at the alternative site and specify the retention period for all application and operating system components.

It must outline the steps for troubleshooting and replacing/reconfiguring system hardware and software. It must outline the steps for restoration and verifying the use of system backups.

It must outline the conditions under which the alternative site will be used. It must define the procedures for testing the alternative site.

Plan 04: System Capacity Plan

The System Capacity Plan must estimate the system load and specify the necessary performance requirements for operational memory, computing power and data storage.

Plan 05: Hardware and Software Purchase Plan

The Hardware and Software Purchase Plan must identify the needed hardware, software, and communications components for both development and production operations. It must describe the procurement steps to be taken to authorize and effect the purchase, delivery, and installation these system components. It must establish the maintenance arrangements needed to assure continuous operations.

Plan 06: Database Development Plan

The Database Development Plan must establish the standards and methodology for database development, deployment, operations and maintenance. It must specify the methodology and rules for entity relationship determination and documentation.

It must establish database naming standards and identify the methodology to ensure compliance.
It must describe the procedures to be used by developers to identify new database tables and new or revised columns on existing database tables.

Plan 07: Application Development Plan

The Application Development Plan must establish the protocols for design, development, testing, training materials preparation and implementation preparation. It must ensure that tasks are assigned to individuals to establish unique responsibility for each unit of work.

It must describe the functional and technical design standards and the assignment of staff responsibility to critique design documents for consistency and completeness.

It must establish software naming standards for the all components of the system and identify the methodology to ensure compliance.

It must describe the development and unit testing of system objects and the assignment of staff responsibilities to critique unit testing output for consistency to requirements and for completeness.

It must describe the development of user documentation and training materials standards and the assignment of staff responsibilities to critique these documents for consistency and completeness.

It must describe the compilation of system development and operational standards and the assignment of staff responsibilities to critique the operational procedures for consistency and completeness.

Plan 08: Configuration Management Plan

The Configuration Management Plan must address the update of database tables, parameter tables and software objects across the multiple development environments.

It must establish the control process used to migrate database entities to the multiple environments.

It must describe the procedures to be used by developers to establish parameter tables. It must register any scripts used as software objects and establish them to be under system configuration control. It must establish the control process used to migrate parameter data to the multiple environments.

It must describe the procedures to be used by developers to identify new objects to the system, document the object purpose and support object naming conventions. It must establish the control process used to migrate software to the multiple environments. It must establish an audit trail so that a full history of software objects is maintained for each environment. It must provide for daily and on-demand software migration. It must provide for linking software objects to testing results.

It must identify any software to be developed or applications to be acquired to automate the configuration management process.

It must address version control and document management for all project artifacts including but not limited to the project charter, schedules, all project plans, architecture diagrams, hardware inventories, software inventories, status reports and all deliverables and tracking devices.

Plan 09: Requirements Review and Release Plan

The Requirements Review and Design Plan must identify the requirements that must be included into each of the two scheduled releases. This must ensure that the first release has the necessary system components to function with sufficient effectiveness for the months while the second release is constructed.
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It must establish the functional and technical framework of the full system and establish the methodology and schedule for constructing each component.

Plan 10: Application Quality Assurance Plan

The Application Quality Assurance Plan must identify the protocols to perform integration, performance, regression and acceptance testing.

It must establish the standards for test case preparation, for performing and documenting testing activities, for identifying and tracking application defects, for prioritizing defects as critical, major, and minor, for reporting on the number and types of defects and their correction.

It must identify the tasks to establish a test environment and scripts for the PRWORA Distribution Test Deck cases and to provide for regression testing against the PRWORA Distribution Test Deck cases for each release.

Plan 11: Operations Support Plan

The Operations Support Plan must specify the steps needed to prepare the procedures for day to day system operations. It must establish the batch job standards and the on-line technical support standards.

It must establish the tasks necessary to establish the technical support team for equipment and communications problem solving. It must establish the task necessary to establish the customer support staff needed to triage application problems, manage data correction problems, prioritize problems for immediate attention or inclusion in a subsequent release.

Plan 12: Data Conversion Plan

The Data Conversion Plan will identify the data sources for conversion efforts, including the AOC, IV-A, IV-E, and Title XIX systems. It will specify the standards and the methodology for extracting data, deriving or otherwise obtaining missing or incomplete data. It will serve to guide the individual release conversion plans.

Plan 13: Test Management Plan

The Test Management Plan will describe the overall testing approach for unit, integration, performance, regression and user acceptance testing. It will indicate the functional components for inclusion into the testing toolset. It will set the standards for the individual component test plans and acceptance test reports.

Plan 14: Security Plan

The Security Plan will provide a comprehensive overview of the approach to system and data security. It will specify the standards and methodology for securing access to the system, the software and the data. It will establish the standards for the security component deliverables.

F.3 Purchasing

A series of four deliverables must identify and provide for reimbursement to the contractor for authorized development and production hardware and software purchases.

Purch 01 Purchased Development Hardware

This deliverables must identify and provide for reimbursement to the contractor for authorized development hardware purchases.
Purch 02 Purchased Development Software

This deliverables must identify and provide for reimbursement to the contractor for authorized development software purchases.

Purch 03 Purchased Production Hardware

This deliverables must identify and provide for reimbursement to the contractor for authorized production hardware purchases.

Purch 04 Purchased Production Software

This deliverables must identify and provide for reimbursement to the contractor for authorized production software purchases.

F.4 Application Development

Application development deliverables are to be used to define, communicate and coordinate development efforts. Each of the system components must be documented at key stages, including the completion of functional design, technical design, testing plan, training materials and acceptance testing.

The application software objects of the donor components of the two child support systems (Oracle components from Michigan and Federal Reporting components from Maine) must be converted to J2EE JAVA. This conversion must occur while the analysis and design is underway for the changes necessary to conform to New Jersey requirements. The consistency of the performance of the application software must be verified and documented using regression testing. A report deliverable (JAVA 01) must be prepared detailing the tests performed and documenting the JAVA software corrections necessary to maintain the consistency of the application software with pre-conversion results.

Each of the application development deliverables together with supporting documentation must be managed in a repository with check in/check out control and versioning.

Requirements are grouped into the following system components.

- Ease of Use
- Security
- Case Initiation
- Location
- Establishment
- Case Management
- Financial Management
- Enforcement
- Reporting
- Release 1 Conversion
- Release 2 Conversion

Within each of these groupings are a number of requirements. All requirements must be addressed by a functional design, a technical design, a testing plan, training materials and test results. Logical groupings of requirements may be combined into a single design deliverable series for clarity and to minimize redundancy.

These deliverables were selected because they represent the documentation of key system planning and implementation events. The review and approval of the functional and then the technical design must
establish that the system is being built to conform to the intended requirements. The testing plan deliverable must establish that the components are being adequately scrutinized for deficiencies and inconsistencies. The test results must serve to confirm the adequacy of the software functionality. And the training materials must incrementally attest to the preparations for implementation.

These deliverables and all revisions must be maintained in a secured repository with versions under system control.

Functional Design

Within each development component, a functional design document must address each of the requirements grouped within the component. Some requirements may be combined into a single design in order to reduce repetition.

Each functional design must identify the requirement addressed and articulate the goal and objectives of the requirement. It must identify and cite the relevant policy and statutory constraints. It must describe known assumptions and identify issues. As issues are resolved, the resolution must be documented into the design document.

It must identify the staff roles to be users of the system component and describe the security controls necessary to enable authorized users. It must define the method for documentation of user actions.

It must describe the standard usage of the functions and the interaction between staff and system. This may be in “Use Cases” form. It must provide an overview flow of the usage of the component.

It must provide a layout for screens, forms, reports, input and/or output files.

It must specify:

- data derivation formulae for complex operations;
- edit criteria,
- user alerts,
- workflow events and algorithms,
- entries to chronology files,
- documents to be generated, and
- screen navigation options.

It must identify data initialization and operations necessary at the time of implementation.

Each description must reference the objective that it implements. This cross-reference to objectives establishes trace-ability for development, testing, and training staff.

Functional designs must be presented to State staff for review. Each must be revised with the advice and consent of state staff before submission of the deliverable. Functional design presentations may be grouped in the most logical manner for clarity of presentation.

Release 1:

- EU FD Ease of Use Functional Design
- Sec FD Security Functional Design
- FM FD Financial Management Functional Design
- Enf FD Enforcement Functional Design
- Con1 FD Conversion for Release 1 Functional Design
Release 2:

- CI FD Case Initiation Functional Design
- Loc FD Locate Functional Design
- Est FD Establishment Functional Design
- CM FD Case Management Functional Design
- Rpt FD Reporting Functional Design
- Con 2 FD Conversion for Release 2 Functional Design

Technical Design

For each functional design, a technical design document must address the means of implementation of the functional design. The technical design must identify all the system components necessary for software construction and/or acquisition.

It must address database components including an entity relationship diagram of the pertinent database tables, together with detailed documentation of all system tables and columns.

It must identify and specify all system objects. It must identify and specify all job control as well as restart and recovery provisions.

Technical designs must be presented to State staff for review. Each must be revised with the advice and consent of state staff before submission of the deliverable. Technical design presentations may be grouped in the most logical manner for clarity of presentation.

Release 1:

- EU TD Ease of Use Technical Design
- Sec TD Security Technical Design
- FM TD Financial Management Technical Design
- Enf TD Enforcement Technical Design
- Con1 TD Conversion for Release 1 Technical Design

Release 2:

- CI TD Case Initiation Technical Design
- Loc TD Locate Technical Design
- Est TD Establishment Technical Design
- CM TD Case Management Technical Design
- Rpt TD Reporting Technical Design
- Con 2 TD Conversion for Release 2 Technical Design

Testing Plan

For each functional design, a testing plan must address the means of implementation of the functional design.

The test plan must specify test cases to examine each functional objective. It must describe the test conditions and expected results to verify that each functional objective has been achieved.

It must specify test conditions to verify the functionality of each:
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- derivation,
- edit,
- workflow event,
- user alert,
- document generated,
- chronology entry,
- screen navigation, and
- performance.

Release 1:

- EU TP Ease of Use Test Plan
- Sec TP Security Test Plan
- FM TP Financial Management Test Plan
- Enf TP Enforcement Test Plan
- Con1 TP Conversion for Release 1 Test Plan

Release 2:

- CI TP Case Initiation Test Plan
- Loc TP Locate Test Plan
- Est TP Establishment Test Plan
- CM TP Case Management Test Plan
- Rpt TP Reporting Test Plan
- Con 2 TP Conversion for Release 2 Test Plan

Acceptance Test Report

For each functional design, an acceptance test report must address the testing results.

This must document the satisfactory results of testing once defects have been remedied. This documentation must address unit, integration, system and regression testing results.

It must provide a summary of testing results and defect remediation. It must provide an overview of testing, re-testing and remediation with number of defects by priority and timeframes required for remediation.

It must provide for operational readiness documentation with examples of satisfactory results.

It must document outstanding defects remaining.

Release 1:

- EU ATR Ease of Use Acceptance Test Report
- Sec ATR Security Acceptance Test Report
- FM ATR Financial Management Acceptance Test Report
- Enf ATR Enforcement Acceptance Test Report
- Con1 ATR Conversion for Release 1 Acceptance Test Report

Release 2:

- CI ATR Case Initiation Acceptance Test Report
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- Loc ATR Locate Acceptance Test Report
- Est ATR Establishment Acceptance Test Report
- CM ATR Case Management Acceptance Test Report
- Rpt ATR Reporting Acceptance Test Report
- Con 2 ATR Conversion for Release 2 Acceptance Test Report

Training Materials

For each functional design, the necessary materials for training must be prepared and finalized at the conclusion of the acceptance testing process.

This must document the information needed for full use of the functionality. It must serve as a component portion of the Release Training Materials.

Release 1:

- EU TM Ease of Use Training Materials
- Sec TM Security Training Materials
- FM TM Financial Management Training Materials
- Enf TM Enforcement Training Materials
- Con1 TM Conversion for Release 1 Training Materials

Release 2:

- CI TM Case Initiation Training Materials
- Loc TM Locate Training Materials
- Est TM Establishment Training Materials
- CM TM Case Management Training Materials
- Rpt TM Reporting Training Materials
- Con 2 TM Conversion for Release 2 Training Materials

F.5 Federal Certification

Federal certification deliverables establish key components and milestones in the federal review and certification of the system’s functionality.

CERT 01 Federal Certification Compliance Narrative

The Federal Certification Guide Responses must address each certification requirement, identify the system component that implements the requirement, describe how the implementation is accomplished, present screens and reports to support the description. It must address the PRWORA auxiliary questions and all other requirements of the Family Support Act of 1996

CERT 02 PRWORA Test Deck Documentation

The PRWORA Test Deck Documentation must provide test results to verify the systems compliance with the PRWORA Distribution Test Deck expected results. The test deck conditions must be incorporated into the regression testing software so that each succeeding release of the system can be verified to be in compliance with the test deck distribution requirements.
CERT 03 Federal Certification Compliance Demonstration

The Implementation Contractor must support the federal System Certification review with the establishment of a Certification Environment for demonstration of the systems functionality, with the preparation of demonstration case data, demonstration of system functionality, and with software corrections as needed to bring the system into compliance with federal Certification standards and certification review findings.

CERT 04 Federal Certification Compliance

The OCSE Certification of the system will be the final verification of the system’s functionality. This contractor deliverable will provide for correcting and verifying any functional deficiency as cited by OCSE in the Certification Review of the system.

E.6  Training Plans and Preparation

For each release a Training Plan must specify the steps needed to prepare field staff for the change in day-to-day operations responsibilities and well as the use of the new system’s capabilities. The plan must establish the steps needed to prepare the user’s manual, training manual training materials and web-based training. The plan must provide for an incremental exposure to the necessary material so that learning can be reinforced with later topics and exercise. Instructional objectives must be prepared and the sequence and structure of the course must be developed.

The plan must include a training evaluation and analysis. The results of the analysis must be incorporated into the following release’s training plan.

Prep 101 Release 1 Training Plan

The training plan must tailor the approach to the user group whether it is the State OCSS office staff, DFD or AOC staff etc.

The training plan must identify the trainers, location, and schedule for training; the necessary materials; and the syllabus.

This deliverable must describe the training plan and schedule for the first release of the system.

Prep 102 Release 1 User Manual

This deliverable will be the User’s Manual for field documentation of the functionality included in release 1. The manuals must be produced in both hard and soft copy and must be accessible to staff via the web.

Prep 103 Release 1 Training Manual

This deliverable will be the Training Manual for use by training staff in the delivery of training to field staff for the operations included in release 1. The training manual must include quick reference materials to support the new system training sessions. The training manual must provide for note-taking space; easy visual references to screens; and a clear definition for entry columns; save requirements; mandatory entries; and where appropriate, recapitulation of procedural requirements.

Prep 201 Release 2 Training Plan

This deliverables must describe the training plan and schedule for the second release of the system. The training plan must tailor the approach to the user group whether it is the State OCSS office staff, DFD or AOC staff etc.
The training plan must identify the trainers, location, and schedule for training; the necessary materials; and the syllabus.

The results of release 1 training evaluation analysis must be incorporated into the current training plan.

Prep 202 Comprehensive User Manual

This deliverable must be a comprehensive User’s Manual for field documentation of the functionality of the system. The training manual must include quick reference materials to support the new system training sessions.

The training manual must provide for note-taking space; easy visual references to screens; and a clear definition for entry columns; save requirements; mandatory entries; and where appropriate, recapitulation of procedural requirements.

Prep 203 Comprehensive Training Manual

This deliverable will be the comprehensive Training Manual. It must build on the release 1 Training Manual and must be for use by training staff in the delivery of training to field staff for the operations included in release 2. The training manual must include quick reference materials to support the new system training sessions. The training manual must provide for note-taking space; easy visual references to screens; and a clear definition for entry columns; save requirements; mandatory entries; and where appropriate, recapitulation of procedural requirements.

Prep 301 Web Based Training Development Plan

This deliverable must provide for planning the development a web-based training component to augment training sessions. Web-based training plan must include an introduction to the new system/functionality and a comprehensive training of the new system/functionality.

The Web-based training plan must include a tutorial of the new system.

Prep 302 Web Based Training Center

This deliverable will be completed when the web based training center is operational and available to staff statewide. This Web-based Training Center must provide a consistent source of information and material designed to maintain project continuity and promote a sense of expectations among staff.

The Website must provide a general introduction to the new user interface that will explain what it is, what advantages it will provide, and how to use the various menus, icons, and tools that it will employ.

Prior to implementation training, a series of interactive exercises must be introduced to begin preparing staff for the new system.

The Website must provide a means for management to verify, if necessary, that each staff user has completed specific introductory exercises.

This Website shall be a repository for announcements, mandatory training exercises and optional training exercises.

F.7 Operations

For each release the Operations Plan must specify the steps needed to prepare for operation of the system. The plan must establish the steps needed to prepare the customer support procedures and the technical support procedures.
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OP 101 Release 1 Operations Plan

This deliverable must be the Operations Plan to establish the tasks to prepare for the operation of release 1.

OP 102 Release 1 Customer Support Procedures

This deliverable must be the Customer Support Procedures for use by customer support staff. It must define the procedures for managing release 1 system problems and issues, including the reporting process, tutorage as needed to assist staff in the correct usage of the system, prioritization for system deficiencies, the use of tools for data correction, communication of software defects to the technical support team, etc.

OP 103 Release 1 Technical Support Procedures

This deliverable must be the Technical Support Procedures for use by the system operations staff to support release 1. It must define the procedures for day-to-day operations, the batch schedule, the restart and recovery procedures. It must also establish the procedures for making software and data corrections, managing release fixes. It must set the standards for responding to system problems.

It must describe the procedures for developing and using ad hoc reporting tools for problem analysis. It must document the procedures to be used for problem impact analysis.

It must include training materials for training staff to manage system operations, the batch schedule, job restart and recovery, impact analysis, configuration management, software and data corrections, system performance monitoring, and other system management activities.

OP 201 Comprehensive Operations Plan

This deliverable must be the Operations Plan to establish the tasks to prepare for the operation of release 2.

OP 202 Comprehensive Customer Support Procedures

This deliverable must be the Customer Support Procedures for use by customer support staff. It must define the procedures for managing system problems and issues, including the reporting process, tutorage as needed to assist staff in the correct usage of the system, prioritization for system deficiencies, the use of tools for data correction, communication of software defects to the technical support team, etc.

OP 203 Comprehensive Technical Support Procedures

This deliverable must be the Technical Support Procedures for use by the system operations staff to support full system operations. It must define the procedures for day-to-day operations, the batch schedule, the restart and recovery procedures. It must also establish the procedures for making software and data corrections, managing release fixes. It must set the standards for responding to system problems.

It must describe the procedures for developing and using ad hoc reporting tools for problem analysis. It must document the procedures to be used for problem impact analysis.

It must include training materials for training staff to manage system operations, the batch schedule, job restart and recovery, impact analysis, configuration management, software and data corrections, system performance monitoring, and other system management activities.
OP 204 Comprehensive System Documentation

This deliverable establishes the automated infrastructure to retrieve system component documentation and compile it into a cohesive whole. It establishes an on demand means to generate full printed system documentation. It establishes on-line access to all system documentation. It establishes cross reference and impact analysis capability to trace any data element to all software operations using the element.

In completion of this deliverable, the general system design, network, database, and software documentation must be brought up to date.

HD YYMM Monthly Help Desk Operations Plans and Reports

This deliverable must plan the Help Desk work for the upcoming month. It is due on the 20th work day of each month. It must identify the tasks, staff assignments and schedule of work for the upcoming month, describe the status of the work underway and document the tasks completed in the prior month. It will detail the status of all batch jobs, and provide a day-to-day report of system availability, a chronicle of system problems and the status of corrections and fixes.

OP YYMM Monthly Operations Plans and Reports

This deliverable must plan the Operations and Maintenance work for the upcoming month. It is due on the 20th work day of each month. It must identify the tasks, staff assignments and schedule of work for the upcoming month, describe the status of the work underway and document the tasks completed in the prior month.

F.8 Implementation

IMP 101 Release 1 Implementation and Initialization Plan

The Release Installation and Initialization Plan must identify all the sequenced tasks necessary for initializing the new application and assign responsibilities for each task. It must establish an Implementation Coordination Team to coordinate and review the implementation preparations. It must establish the criteria for system implementation readiness.

IMP 102 Release 1 Installation and Initialization Report

The Release 1 Installation and Initialization Report must detail the tasks accomplished in preparation for implementation and document the system’s state of readiness. Acceptance of this deliverable is necessary for implementation efforts to proceed.

The release is scheduled for implementation in four office groupings. The first grouping is termed a pilot implementation and has an additional month in the schedule to allow for adjustments prior to the implementation of succeeding regions. This has been scheduled so that resources can be concentrated in the month leading up to and following system activation.

The implementation of each regional grouping must be addressed with a plan to detail the necessary tasks and provide for the unique needs of particular offices and a report to document the satisfactory completion of the plan.

Release 1 Region 1- 4 Implementation Plans

These 4 deliverables detail the tasks necessary for the offices in each region to prepare for the implementation of release 1.

IMP 103 Release 1 Pilot Region Implementation Plan
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**IMP 105 Release 1 Region 2 Implementation Plan**
**IMP 107 Release 1 Region 3 Implementation Plan**
**IMP 109 Release 1 Region 4 Implementation Plan**

Release 1 Region 1-4 Implementation Reports

These 4 deliverables document the satisfactory completion of the implementation efforts of release 1.

**IMP 104 Release 1 Pilot Region Implementation Report**
**IMP 106 Release 1 Region 2 Implementation Report**
**IMP 108 Release 1 Region 3 Implementation Report**
**IMP 110 Release 1 Region 4 Implementation Report**

**IMP 201 Release 2 Implementation and Initialization Plan**

The Release 2 Installation and Initialization Plan must identify all the sequenced tasks necessary for installing the remaining components of the new application and assign responsibilities for each task. It must establish an Implementation Coordination Team to coordinate and review the implementation preparations. It must establish the criteria for system implementation readiness.

**IMP 202 Release 2 Installation and Initialization Report**

The Release 2 Installation and Initialization Report must detail the tasks accomplished in preparation for implementation and document the system’s state of readiness. Acceptance of this deliverable is necessary for implementation efforts to proceed.

The second release is also scheduled for implementation in four office groupings. The first grouping is termed a pilot implementation and has an additional month in the schedule to allow for adjustments prior to the implementation of succeeding regions. This has been scheduled so that resources can be concentrated in the month leading up to and following system activation.

The implementation of each regional grouping must be addressed with a plan to detail the necessary tasks and provide for the unique needs of particular offices and a report to document the satisfactory completion of the plan.

**Release 2 Region 1-4 Implementation Plans**

These 4 deliverables detail the tasks necessary for the offices in each region to prepare for the implementation of release 2.

**IMP 203 Release 1 Pilot Region Implementation Plan**
**IMP 205 Release 1 Region 2 Implementation Plan**
**IMP 207 Release 1 Region 3 Implementation Plan**
**IMP 209 Release 1 Region 4 Implementation Plan**

**Release 2 Region 1-4 Implementation Reports**

These 4 deliverables document the satisfactory completion of the implementation efforts of release 2.

**IMP 204 Release 1 Pilot Region Implementation Report**
**IMP 206 Release 1 Region 2 Implementation Report**
**IMP 208 Release 1 Region 3 Implementation Report**
**IMP 210 Release 1 Region 4 Implementation Report**

**F.9 Release Training**
The training deliverables document the satisfactory completion of the training plan tasks for each release.

There will be separate deliverables in each release for:

- Trainer Training
- Customer Support Staff Training
- Technical Support Staff Training
- Each region’s User Training

Tr 101 Release 1 Trainer Training
Tr 102 Release 1 Operations Training
Tr 103 Release 1 Technical Support Training
Tr 104 Release 1 Customer Support Training
Tr 105 Release 1 Region 1 User Training
Tr 106 Release 1 Region 2 User Training
Tr 107 Release 1 Region 1 User Training
Tr 108 Release 1 Region 1 User Training

Tr 201 Release 2 Trainer Training
Tr 202 Release 2 Operations Training
Tr 203 Release 2 Technical Support Training
Tr 204 Release 2 Customer Support Training
Tr 205 Release 2 Region 1 User Training
Tr 206 Release 2 Region 2 User Training
Tr 207 Release 2 Region 1 User Training
Tr 208 Release 2 Region 1 User Training

**F.10 Maintenance**

Maint 01: Maintenance Transition Plan

A Maintenance Transition Plan must document the tasks necessary to turnover system maintenance to a new systems operation team. It must document all the routine tasks and procedures associated with system maintenance.

Maint 02: Operational Transition Plan

An Operational Transition Plan must document the tasks necessary to turnover system operations to a new systems operation team. It must document all the routine tasks and procedures associated with system operation.

Maint 03: Maintenance Training

This training deliverable documents the satisfactory completion of maintenance and operations training for a new maintenance team.

Maint 04: Maintenance Transition Report

This deliverable documents the satisfactory completion of the transition of maintenance and operations to a new maintenance team.

**F.11 Warranty**

Warr 01: Warranty Completion Report
This deliverable documents the satisfactory completion of software warranty tasks.