



Implementations of Configurable Solutions for Large User Bases

TrackStudio – Issue Tracking System

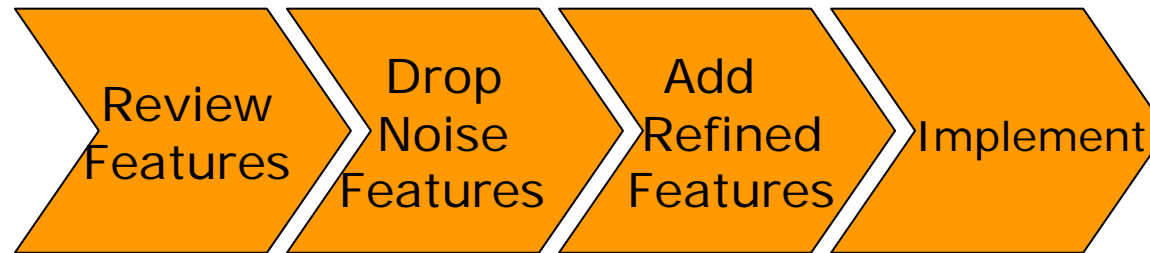
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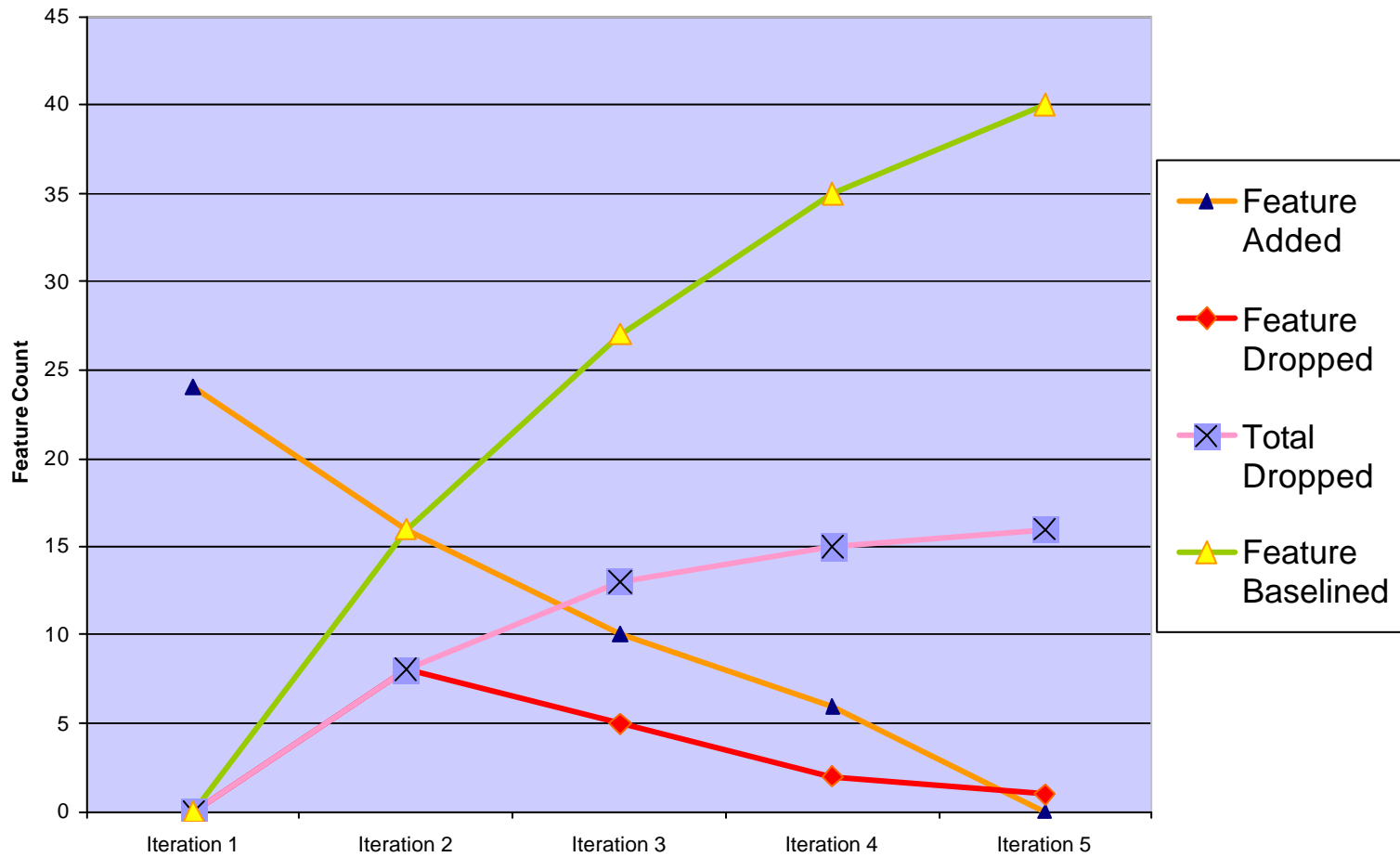
Understanding the Pros and Cons of Highly Configurable Systems

- Unlimited Features – Highly Configurable
 - May lead to a feature over-kill where you try and build a standard process for every single exception.
- Learning Curve of Bad Configuration
 - Not having a chance to withdraw implemented features may mean having to live with mistakes even after they are realized.
- Need to draw balance between features and complexity for large user bases.

Iterative Implementation Phases



Iterative Implementation: Feature Addition & Deletion





Iterative Implementation: Effort Distribution By Phase

Phase	Inception	Elaboration	Construction	Termination
	Effort Distribution			
TrackStudio Study	40%	30%	20%	10%
System Installation	20%	20%	50%	10%
Workflow High Lvl	30%	30%	30%	10%
Workflow Detailed	20%	20%	50%	10%
Fine Tune & Finalise	30%	20%	20%	30%

- Phased Approach focused on Detailed Review prior to feature baseline.
- Workflow Detailing may have several iterations.
- High Focus on Planning and Paper Analysis
- Conceptualization Dominates Early On
- Use of Collected Knowledge and Best Practices



Example of Phases in Iterative Implementation

- Phase 1: Needs Analysis & Solution Study
 - Understand Solution Features & Technology
 - Study Organizational Needs
 - Plan Implementation
- Phase 2: Model Office Building
 - Take Known & Obvious Requirements to Build a Model Office
 - Build Simple Sample Workflow and Processes
 - Focus on Small illustrations of available features



Example of Phases in Iterative Implementation

- Phase 3: Detailed Requirements Analysis and Implementation Standards
 - Detailed Requirements Analysis and Feature Matching
 - Develop Implementation Standards for all Configurable Codes and Values.
- Phase 4: End User Demonstration and Feedback
 - Discuss Configured System with Users
 - Collect User Feedback on Configured System
 - Modify, Fine Tune, Baseline.



Example of Phases in Iterative Implementation

- Phase 5: Pre Go Live, Go Live
 - User Training
 - Prepare Custom Documentation
 - Go Live
- Phase 6: Close Down
 - Develop Application Support Structure
 - Back Up and Maintenance Planning
 - System Review and Change Control

