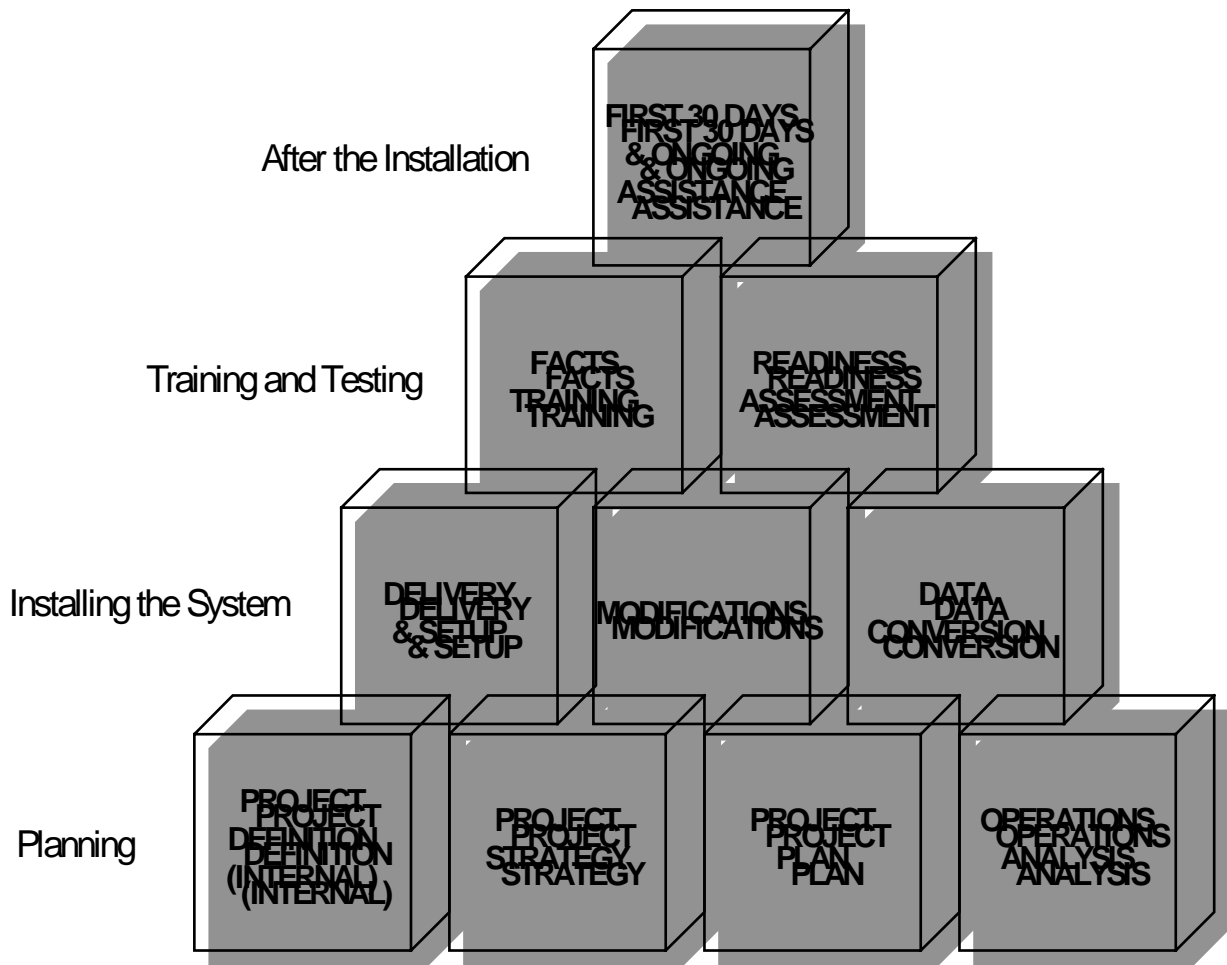


PARTNERSHIP IN ACTION

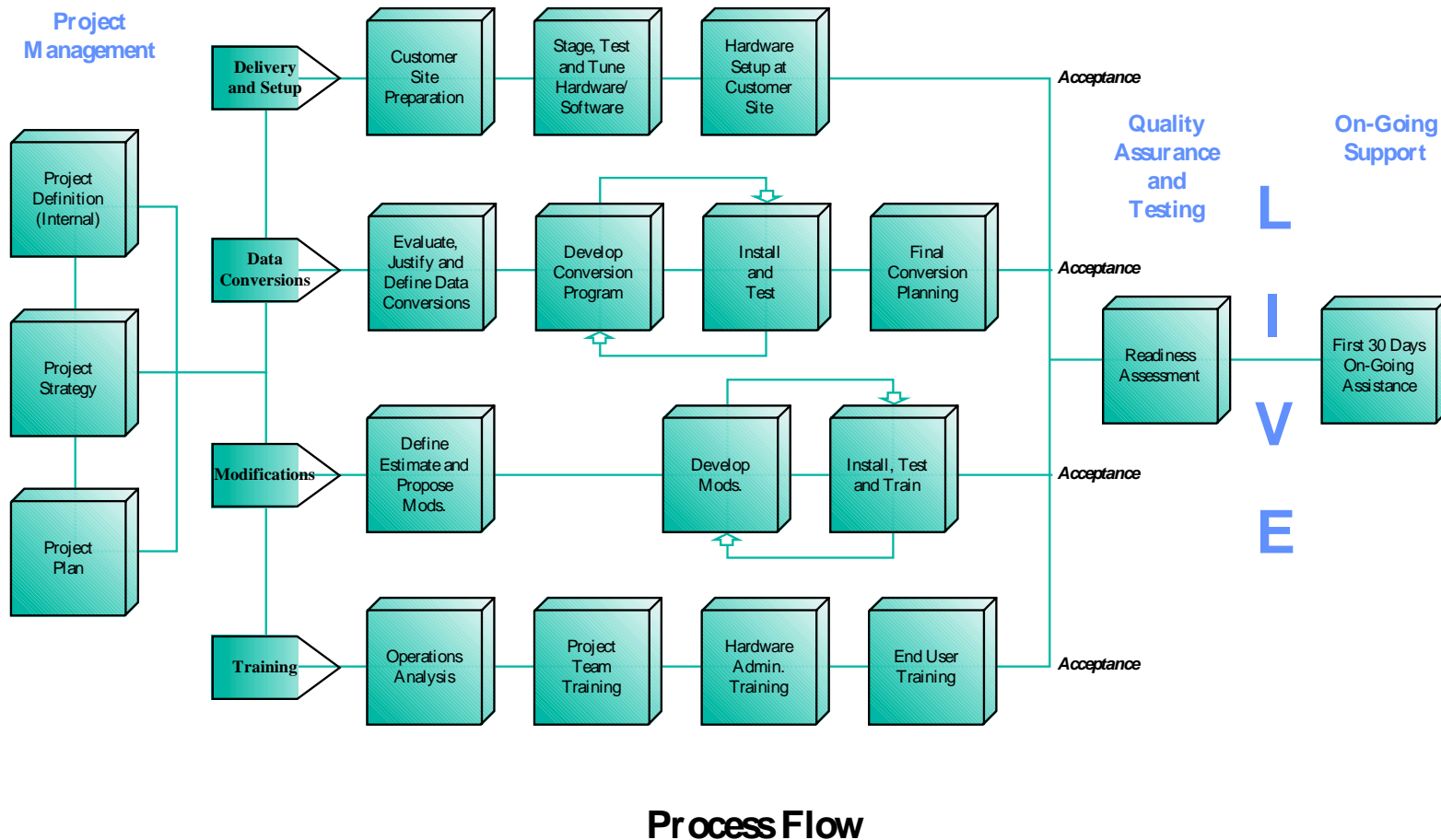
FACTS IMPLEMENTATION METHODOLOGY



The Building Blocks to Success

PARTNERSHIP IN ACTION

FACTS IMPLEMENTATION METHODOLOGY



PARTNERSHIP IN ACTION

FACTS IMPLEMENTATION WORKBOOK

Components (Phase / Step / Deliverable)

1 Planning (*Checkpoint #1)

1.1 Project Definition

- 1.1.1 Sales to Implementation Transition Document
- 1.1.2 Sample Welcome Letter

1.2 Project Strategy

- 1.2.1 Project Strategy Meeting Agenda
- 1.2.2 Local FACTS Office Goals and Commitments Worksheet
- 1.2.3 Customers Goals and Expectations
- 1.2.4 Organizing Your Project Team
- 1.2.5 Forms Planning Guide

1.3 Project Plan

- 1.3.1 Project Plan Template
- 1.3.2 Project Plan Detail Task Worksheets

1.4 Operations Analysis

- 1.4.1 Sample Operations Analysis Letter and Sample Agenda
- 1.4.2 Operations Analysis Survey
- 1.4.3 Operations Analysis Personalization Sheets

2 Installing The System (*Checkpoint #2)

2.1 Modifications

- 2.1.1 Modification Tracking Form
- 2.1.2 Modification Delivery and Acceptance Form
- 2.1.3 Modification Requirement Specification Form
- 2.1.4 Sample Modification Requirement Form

2.2 Data Conversion

- 2.2.1 Electronic Data Conversion Checklist
- 2.2.2 Electronic Conversion Mapping Worksheet
- 2.2.3 Electronic Data Conversion Testing Checklist and Acceptance Form

Training and Testing (*Checkpoint #3)

2.3 FACTS Training

- 2.3.1 Sample Training Outlines
- 2.3.2 Training Schedule and Acceptance Form
- 2.3.3 Policies and Procedures Manual Guidelines
- 2.3.4 Education Class Information

2.4 Readiness Assessment

- 2.4.1 Test Plan and Approval Form
- 2.4.2 Going Live Checklist
- 2.4.3 Open Issues Log

3 After The Installation (*Checkpoint #4)

3.1 First 30 days

- 3.1.1 Implementation to Support Transition Document
- 3.1.2 First 30 Days Checklist
- 3.1.3 Problem Report/Enhancement Request Form

3.2 Ongoing Assistance

- 3.2.1 Ongoing Assistance Checklist

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INTRODUCTION TO IMPLEMENTATION WORKBOOK

About the FACTS Implementation Methodology

The FACTS Implementation Methodology is a structured process for implementing and installing FACTS software. It provides a framework, which can be tailored specifically for each customer, for ensuring that the FACTS implementation is successful. The methodology has two primary goals:

- To provide a unified approach for implementing FACTS that will be used consistently throughout the local FACTS offices.
- To increase customer satisfaction. Successful implementations produce higher customer satisfaction which in turn lead to more customer referrals.

The methodology is not a magic formula — it's simply a framework for ensuring that implementations are conducted in a consistent, thorough manner. It helps the FACTS team collect the necessary information, thoroughly and accurately, at each step in the process. The methodology is used to set goals and objectives and to identify the tasks required to meet those goals. A timeline is established at the beginning of the project and tracked to completion.

The methodology also helps set realistic customer expectations during the sales cycle, and again before the implementation project begins. It assists in determining the scope of the project up front so that an accurate proposal can be presented to the customer. Each step of the project can be tracked in detail until the implementation is complete. After the installation, periodic reviews may be conducted to insure that the customer has a solid understanding of the functionality and flexibility of the system, and that the system is being utilized to its maximum.

So What's In It For You?

Why should you take the time to use the methodology and apply it to your business?

The methodology will:

- Provide a means to bid projects more accurately by determining the scope of the project up front
- Hand-off information smoothly between the local FACTS office and the customer
- Set realistic goals and customer expectations
- Eliminate surprises
- Make more effective and efficient use of the local FACTS office and the customer's resources
- Provide tangible tools to the customer

A SUCCESSFUL FACTS IMPLEMENTATION: PARTNERSHIP IN ACTION

To implement FACTS, the customer and the local FACTS office will form a partnership. Together you will develop a FACTS Implementation Project Team, made up of key people from your staff (the local FACTS office Implementation Team) and your customer's staff (the Customer Implementation Team). The makeup of the team will vary for different implementation projects, based on the resources available (yours and the customer's) and the requirements of the project. A typical team is described below.

FACTS Implementation Project Team

Customer Implementation Team The Players:

Executive Management

Executive commitment is key to success.
Provides overall leadership.

Project Leader

The in-house project coordinator. Requires a full-time employee. Becomes System Manager when the system goes live.

Project Leader Backup

Cross-trained on the new system to backup the Project Leader when absent.

System Administrator

Responsible for site preparation, assist with the physical setup of the system and continued support of the hardware and software.

Training Coordinator

Coordinates, attends and provides training to all key employees. Develops the Policies and Procedures Manual.

Local FACTS Office Implementation Team The Players:

FACTS Implementation Consultant

Guides the customer through the implementation process, tailoring it to their needs.

System Administrator

Responsible for the physical setup, testing and tuning of the hardware and software.

Training Administrator

Develops and delivers the training for the Project Leader, Backup, System Administrator and users.

Administration

Handles the administrative aspects of the project such as ordering hardware and software.

Programmer Analyst

Responsible for converting customer's data electronically and customizing the software (if needed).

USING THE FACTS IMPLEMENTATION METHODOLOGY

The FACTS Implementation Methodology consists of a series of steps which must be completed for a successful implementation. While the steps themselves are essential, the way in which the steps are completed (their order, the time spent on each step, etc.) varies for each implementation. The FACTS Implementation Consultant will act as the guide through the process, tailoring the steps to the customer's needs. This Partnership in Action Workbook will help familiarize the customer with the methodology and guide the customer through the process.

The FACTS Implementation Methodology Phases

The FACTS Implementation Methodology has four phases:

- Planning
- Installing the System
- Training and Testing
- After the Installation

Within each of these phases, there are individual steps which must be completed for a successful implementation.

Phase 1 Planning

The Planning phase is the foundation for the rest of the project. The time you invest here will save you time later. There are four steps in the Planning phase: Project Definition, Project Strategy, Project Plan and Operations Analysis.

Project Definition

The primary purpose of the Project Definition step is for a smooth transfer of information from the sales representative to the local FACTS office Implementation Team, so that the team may gain an understanding of the customer's business, needs, and expectations, based on information gathered during the sales process. This step takes place internally and does not involve the customer directly. This review is done in preparation for the Project Strategy meeting, the first meeting with the customer.

Project Strategy Meeting

In this kick-off meeting for the project, the local FACTS Implementation Team meets with key members of the customer's staff. This meeting sets realistic expectations for the project including project goals and objectives, scope, resources, constraints and time frames. The FACTS Implementation Project Team and the customer's implementation team is finalized and major responsibilities and commitments are defined.

The Project Plan

The Project Plan is the backbone to the entire project. During this step all project tasks and the associated resources are identified on the Detail Task Worksheets. Time frames and milestones are established. The resulting work plan is the baseline used during the implementation. It can be updated on a regular basis to reflect changes in resources, dates and milestones. A Project Plan Template is provided to give the team the option of developing and maintaining the Project Plan with project management software.

Operations Analysis

This step provides the Project Team with a concise, detailed analysis of the customer's current operations and business practices. Although some of this information was gathered during the sales process, further detail is needed to customize FACTS to the customer's business environment.

During the analysis, the FACTS Implementation Consultant and the customer's Project Leader complete a detailed questionnaire with each major functional area of the customer's business. The consultant and customer gather business examples, sample reports, transaction sets, forms and other information.

Phase 2 Installing the System

In this phase the system is set up and prepared for the FACTS implementation. The steps in this phase include Delivery and Setup, Software Modifications and Data Conversion.

Delivery and Setup

This step includes setting up the computer hardware, network and software. All cabling, peripherals and communications equipment are installed and tested. The software is loaded including the operating system, language(s), third party software and FACTS. The FACTS software demonstration data is loaded so that it can be used for on-site training. Initial hardware and software testing and tuning is completed.

Modifications

This step may be required if the customer's business has very specific needs. The FACTS Team and customer define and develop any modifications and/or software interfaces required to tailor the FACTS system for the customer's environment. This process includes development of modification requirement specifications, development of the modifications, delivery of prototype software (if applicable), testing and documentation, installation, training, support of the modification. This step is completed by obtaining final acceptance from the customer of the modifications delivered.

Data Conversion

Data Conversion includes identifying existing files of information that need to be transferred to FACTS, converting that information manually or electronically, comparing and fine-tuning the results and backing up the new FACTS files.

Phase 3 Training and Testing

This phase begins the final preparations before going live on the system. It includes two steps: FACTS Training and Readiness Assessment.

FACTS Training

Adequate training is vital to the success of the implementation. Three types of training are provided: Project Leader Training, Hardware System Administration Training and User Training. Different training methods may be used including formal classroom training, on-site one-on-one training and Train the Trainer. The amount and type of training recommended varies based on the customer's specific needs, the number of users, level of enhancements, data conversion performed and budget. One-on-one training is provided as needed in the various phases of implementation. In addition, you should assess the need for additional training three months, six months and one year after the customer goes live on the FACTS system.

Readiness Assessment

This step is the final test of the complete system prior to going live or putting FACTS into production use. This test is designed to ensure that modifications provide the functionality specified, conversion was completed accurately and user training was thorough.

This testing offers invaluable training and also uncovers potential problem areas prior to going live. Any problems uncovered are corrected in this step, prior to final acceptance of the system.

Phase 4 After the Installation

This phase consists of the ongoing support required after the system goes into production. It includes the First 30 Days and Ongoing Assistance.

First 30 Days

Support from the local FACTS office is critical during the first processing cycle. This support ensures that the customer has a clear understanding of the daily business operations and procedures and the weekly and monthly execution of business cycles and reporting. During this period the local FACTS office will also perform any additional tuning required.

Ongoing Assistance

It is important to periodically review how the system is being used. This ensures that the Project Leader has a solid understanding of the functionality and flexibility of the system, and that the users are utilizing FACTS features to their maximum. These periodic audits also review system usage (disk and memory) and any other hardware and software requirements.

Checkpoints for Success

Each of the four implementation methodology phases includes a Checkpoint. These Checkpoints give the local FACTS office and the customer an opportunity to evaluate the implementation process and progress.

At each checkpoint, the local FACTS office and the customer review the steps in that phase to ensure that they have been completed successfully before moving to the next phase. Look for areas that need improvement and make any adjustments needed to the Project Plan to meet the project goals and schedule.

These tools work together to ensure that the customer's and local FACTS office's expectations for the project are met.

SUCCESSFUL IMPLEMENTATIONS TAKE TIME!

A number of factors affect the time required to implement a system successfully. These factors include the number of users, their experience level, available resources, applications purchased and other technical services required.

Based on a typical FACTS installation of average complexity, here's what you might expect for systems of different sizes.

	Small 4-8 Users	Medium 8-24 Users	Large 24+ Users
Phase I Planning			
Project Definition	2-4 hours	2-4 hours	4-6 hours
	(internal to local FACTS office; not billed)		
Project Strategy	2-4	4-6	6-8
Project Plan	1-2	2-4	6-8
Operations Analysis	8-16	12-24	24-40
Phase II Installing the System			
Delivery and Setup	8-12	8-16	16-32
Modifications	To be determined (time and expenses)		
Data Conversion	To be determined (time and expenses)		
Phase III Training and Testing			
FACTS Training	40-50	50-60	60-80
Readiness Assessment	8-12	8-16	16-32
Phase IV After the Installation			
First 30 Days	8-12	8-16	16-32
Ongoing Assistance	8-12	8-16	16-32
Project Management	10	12	24
	<hr/>	<hr/>	<hr/>
Total Average Hours Billed	93-120	112-170	184-288+
	hours	hours	hours

Again, these are estimates based on typical FACTS installations of average complexity. Systems with more than 24 users need to be examined on an individual basis for additional hours required.

The number of hours required for individual steps will be affected by various factors. For example, Delivery and Setup hours vary based on the type of hardware/software setup and the number of locations and terminals. Training hours required depend on the number of users, their experience level and the method of training. Readiness Assessment hours are dependent on the complexity of software modifications and the type of data conversion used.

The local FACTS office should give the customer a detailed recommendation, tailored to their situation, before starting the implementation.

USING THE PARTNERSHIP IN ACTION IMPLEMENTATION WORKBOOK

The Partnership in Action Implementation Workbook is organized around the four Implementation Phases. Behind the tab for each phase, you will find a separate section for each individual step within that phase. The workbook also includes an Appendices tab which provides a section for filing documents pertaining to the implementation such as contracts and correspondence. In addition, a miscellaneous section provides a bibliography, education resources and other related reading.

A set of tools (worksheets, guidelines, checklists, approval forms, etc.) is provided for each step in the Implementation Methodology. On the inside cover of each tool, you will find information on how to use that tool. Some tools are release specific and noted in the footer section of each tool. When FACTS releases a new version, these tools will be updated and delivered appropriately.

The workbook includes a Detail Task Worksheet for each implementation step. These worksheets provide a format for tracking the project which is easy for the customer to understand. They are also useful for tracking your time and reporting to your customer which steps have been completed. A Project Plan Template is also provided to give you the option of developing and maintaining your Project Plan with project management software.

You may want to tailor some of the implementation tools for your business. To make this easy for you, documents that can be edited are posted on Software Solutions' extranet, The Nexus. They are provided as self-extracting zipped Microsoft Word files. The file name of the documents that can be edited are listed on the introduction page for each section.

Improving on Success

A great deal of time and resources have been invested in developing the FACTS Implementation Methodology. We're proud of the results — and confident that the methodology will help you provide successful implementations and increase customer satisfaction.

The key to the success of the FACTS Implementation Methodology is continuous improvement — both in your implementations and in the methodology itself. The methodology is a flexible framework for implementations, rather than a fixed set of rules. It provides tools, including the Checkpoints designed to help you continually evaluate and improve on your processes and procedures.

As you use the methodology, you will undoubtedly have ideas on how it can be improved. We ask that you share your ideas with us. If you are looking for a specific tool that is not on the Nexus or if you would like to suggest changes to these documents, send us an e-mail or use the Reader Feedback Form in the workbook. Your feedback is vital to helping us continually improve the methodology.