

Transition Readiness Planning

Anne Lynch

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Typical Client Concerns

- Want to be sure the pieces will fit together (e.g., admin module and user interface)
- System scalability with real data & users
- Passive observer status: feel better once they can be “hands-on”; see system work with their own data/searches
- Can team deliver the whole package?
- Need to justify costs to ISD Administration
- ISD server & maintenance support

Steps for Teams

- Use real, client-supplied data
- Give clients access to core capability as soon as possible; let them be hands-on; gather feedback & negotiate:
 - * Ideas for new features
 - * Changes or adjustments
 - * Amended priorities & requirements
- Incorporate simple changes/enhancements; add complex changes to evolutionary list & prioritize

Steps for Teams - cont.

- Ask clients to review wording of screen text, help, etc.
- Carefully calculate the Total Cost of Ownership
 - * How much maintenance is required?
 - * What level system's maintainer?
 - * Demonstrate that benefits outweigh costs.
- Prepare thorough documentation: any system's maintainer ought to be able to easily understand the requirements.

Manage Expectations

- Assess whether you'll be delivering all the functionality promised at Rebaselining
- Negotiate if you can't deliver
- Negotiate enhancement requests

Systems Maintainer

- Do thorough documentation; ISD or an intern from a different team ought to be able to easily maintain system.
- ISD projects: A win condition is that **any** Infrastructure Core systems person ought to be able to easily understand, maintain, and fix the product. Want products anyone on the systems team can maintain without customized knowledge.
- ISD's Infrastructure Core advises building around mainstream functionality: follow the standard; avoid bells and whistles and building for a particular feature. Try to avoid using anything that is unique to a particular browser or version of a browser. Stick to core functionality.

Summer Internships

- Support for 2 fulltime interns to continue development of selected projects
- Work directly with ISD/IIC personnel who will provide on-going support; enhance and stabilize products for enterprise-wide deployment
- ISD will select projects; may not be your team's project or multiple projects
- Intern selection: recommendation by Dr. Boehm; match-up of skills to priority project needs

Feedback to Clients

- Any questions or feedback you want us to give to your clients?
- Other issues, concerns?