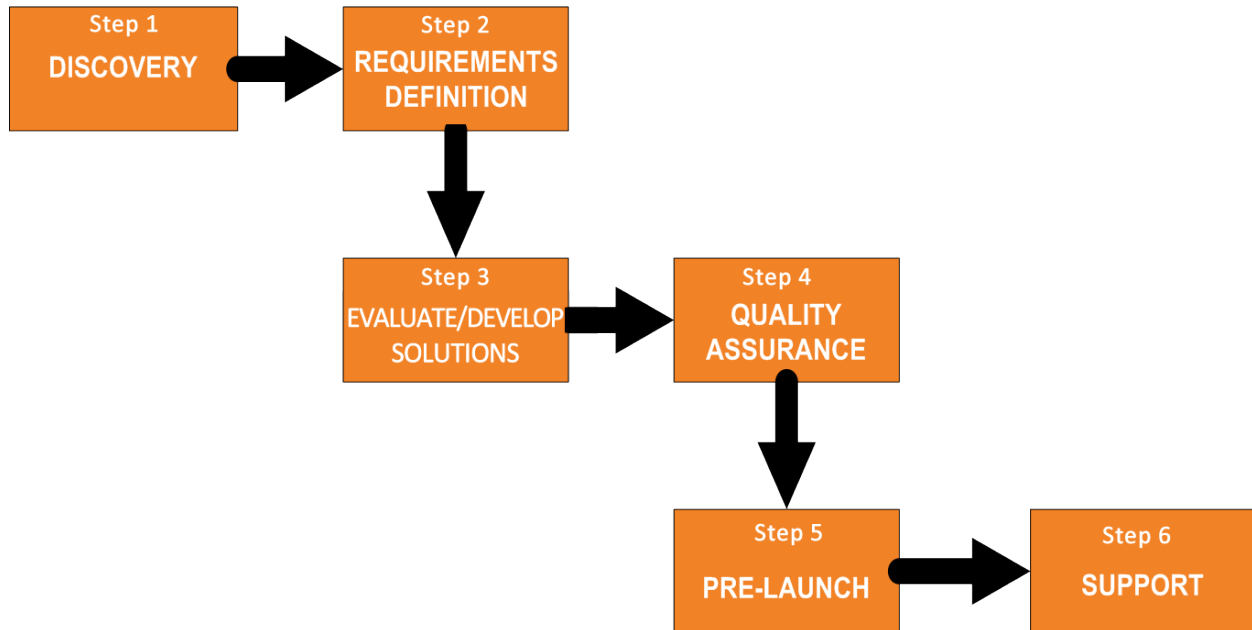


Handout 3: System Implementation Process

System Implementation Process

Systems implementation is the process of defining how the information system should be built (i.e., physical system design), ensuring that the information system is operational and used, and ensuring that the information system meets quality standard (i.e., quality assurance). This process also facilitates development of implementation timelines and budgets.



Steps of the System Implementation Process¹

Step 1: Discovery

- Have conversation with stakeholder
- Review NRS Accountability Guidelines
- Determine special challenges (distance, demographics, etc.)
- Analyze existing policies, procedures, and timelines
- Identify areas that need special attention.

Step 2: Requirements Definition

- Audiences and use cases.
- Specify outputs and create mockups.
- Identify system functions and create function descriptions.

¹ See the Project Management Tool With Samples for examples of each step in practice.

- Describe inputs and entity relationships.
- Document business rules.
- Identify nonfunctional must haves and selection criteria.
- Assemble a request for proposal if needed.

Step 3: Evaluate/Develop Solutions

- Develop a rubric or guidelines for reviewing options.
- Consider candidates.
- Make sure responsibilities are clear.
- Consider legal/governance issues.
- Provide feedback or needed revisions.

Step 4: Quality Assurance

- Document most common use case scenarios for testing.
- Create step-by-step scripts and open scenarios.
- Recruit testers (alpha and beta)
- Obtain and address feedback.
- Repeat as necessary.
- Perform usability test using step-by-step scripts.

Step 5: Pre-Launch

- Install System
- Configure System
- Convert data from old system.

Step 6: Support

- Establish self-service help
- Provide technical assistance or hotline, e-mail or chat
- Plan for ongoing training