

# Gateway Project Go-Live Recommendation

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## Objectives

This document is intended to be a resource for each Team Lead in preparing for his/her go-live recommendation. It provides a standard format and process for each Team Lead to present his/her recommendation to the Steering Committee.

The goals of this document are to:

1. Identify the breadth of factors in a standard format that should be considered by the Steering Committee in making a go-live decision;
2. Identify any risks to the success of the application in both the initial application 'go-live' transition and over the life of the application;
3. Identify a list of any outstanding issues and tasks to be resolved prior to the 'go-live' date.

## The Recommendation Process

The Gateway Project Steering Committee has the responsibility for making application go-live decisions.

Each Team Lead will be expected to present the evaluation information and recommendation to the Steering Committee. The Steering Committee will then make an evaluation and a decision.

The (proposed) timeline is as follows:

- The Steering Committee should first evaluate the recommendation a minimum of six weeks before the scheduled implementation date;
- Steering Committee approval should be obtained early enough to allow the team sufficient time to prepare and communicate before the scheduled implementation date; four weeks should generally be sufficient for this.

The content of the go-live recommendation is an overall recommendation, a set of assurances that in the professional judgment of the team lead the application is or will be ready to go live, a list of any outstanding issues, and documentation of key elements of the recommendation. A one-page summary sheet describes the information by category.

The recommendation summary is divided into five categories. Each category has a set of detail. The 'information provided' column on the summary page indicates that all the details within that category have been provided as a basis for the recommendation.

The team lead signature and the consultant signature indicate that to the best of their knowledge all information provided is up to date and accurate.

The Steering Committee decision (voting) process will be according to rules and standards of the committee.

**Go-Live Recommendation Summary**

[This page describes a template for the Team Lead to use to describe the evaluation and recommendation of an application. This would serve as the cover page followed by the details by category and any other relevant documents.]

Date:  
Team Name:  
Team Lead:  
Application:  
Version number:  
Target Implementation Date:

| <b><u>Information Provided</u></b> | <b><u>Category</u></b>                                      | <b><u>Comment</u></b> |
|------------------------------------|---|-----------------------|
|                                    | <u>Context of Application within Project and University</u> |                       |
|                                    | <u>Application Components</u>                               |                       |
|                                    | <u>Plan Fulfillment</u>                                     |                       |
|                                    | <u>Organizational Readiness</u>                             |                       |
|                                    | <u>Technical Readiness</u>                                  |                       |

Open Issues Description:

- 

Outstanding Tasks:

- 

Recommendation Statements:

[Narrative description of Team Lead’s recommendation, and may include any additional comments as appropriate for the Steering Committee to consider.]

Team Lead Signature: \_\_\_\_\_

SCT Functional Consultant Recommendation:

[Narrative description of contractor’s recommendation, and may include any additional comments as appropriate for the Steering Committee to consider.]

Consultant Signature: \_\_\_\_\_

**Go-Live Recommendation Details by Category**

For each category detail item, the recommendation should include the requested information.

Information Type column: A statement of 'assurance' reflects that the team lead has reviewed the work and that the item is satisfied. A 'description' is a request for a document (or reference to one) supporting the recommendation.

When the Application Characteristic column requests a plan, that plan should, at a minimum, address the goal, and the who, what, where, why, when and how for carrying it out. Plans should be robust enough to account for all contingencies, and should also anticipate the most likely scenarios.

All information in a category must be provided in order for a 'Yes' to be present in the 'Information Provided' column of the Recommendation Summary. Ideally, all information and assurances would be provided in order to enable the Steering Committee to evaluate the recommendation and make a good decision. For project documentation purposes, one complete (printed) set of all documents and the signed Recommendation Summary will be maintained by the Project Manager.

**1. Context of Application within Project and University**

These items relate to the proposed application and how it interacts with other applications, systems, and processes. This information is intended to provide a context for evaluating the go-live decision.

| Ref | Information Type | Application Characteristic  | Detailed Guidance  |
|-----|------------------|---|--|
| 1.1 | Assurance        | Application adheres to current policies and standards   | Statement from the team lead that compliance   |
| 1.2 | Description      | Description of this application's interfaces and dependencies in relation to other components | List extracts and interfaces that feed other information needs or processes within the university. This list will be developed by teams during the implementation process and the descriptions will be part of the standard template interface tracking document provided by project that will be filled in by the teams so as to facilitate specs and interface development. A brief overall narrative paragraph can be provided as well. |
| 1.3 | Description      | Consequences of not proceeding on proposed schedule, as it affects this team.                 | Statement from the team lead. Identify impacts within the operational domain of the 'team' as well as the consequence to systems following in the overall project (timelines, additional interfaces or workload necessary, delays, etc.) and any applications or processes noted in 1.2 above.   |
| 1.4 | Description      | Consequences of not proceeding on proposed  | Statement from the Project Manager. Identify impacts for the entire Gateway project (timelines,  |

|  |  |   |   |
|--|--|---|---|
|  |  | schedule as it affects the rest of the project. | additional interfaces or workload necessary, delays, etc.). |
|--|--|---|---|

## 2. Application Components

These items relate to the components of the proposed application and any issues that relate to it. Ideally, all information and assurances would be provided, all issues would be documented and be either deferred or closed, and all integrated and related components have been included in the test plan.

| Ref | Information Type | Application Characteristic   | Detailed Guidance   |
|-----|------------------|--|---|
| 2.1 | Description      | List of all Banner components which will be added to the production environment as part of this transition   | Example: Finance system has several major components (General Ledger, Accounts Payable, Research Accounting, Cost Accounting, Fixed Assets, Endowment Management, Investment Management).   |
| 2.2 | Description      | List of all integrated and related software components which will be added to the production environment as part of this transition; for example, database, messaging software | Example: SCT products with integration components and third-party software integrated with Banner include: SCT Workflow, Datamart, Xtender Solutions, etc. Identify which products will be integrated with the system at go-live. |
| 2.3 | Assurance        | A demonstration of the module has been offered to the Steering Committee   | Identify a scheduled time and location specifically reserved for an invitation for the Steering Team to view a demonstration of the system.   |

## 3. Project Life Cycle

These items relate to the execution and verification of the plan for the application development. Ideally, all information and assurances would be provided.

| Ref | Information Type | Application Characteristic           | Detailed Guidance   |
|-----|------------------|--------------------------------------|---|
| 3.1 | Assurance        | Application meets all requirements   | Statement from the team lead. Will speak to the document noted in 3.2 below.  |
| 3.2 | Description      | Requirements document needs are met. | Reference the document name (and date and version) and/or web address of the requirements document(s) for this system. Example: this may be the BPA document, the improved state BPA document, or a separate document that identifies the flow of information and critical elements expected of the system. The referenced document is one that was used as the basis for developing test plans, mock processing events |

|      |             |  |   |
|------|-------------|--|---|
|      |             |  | and user training materials.  |
| 3.3  | Assurance   | All project plan components have been completed  | Statement from the team lead. Reference the overall project plan (available in a common format, in addition to MS Project format), the data migration plan, and the testing plan.   |
| 3.4  | Assurance   | Known software bugs (including applications, database, operating system)   | Statement from the team lead. We will obtain a list of 'bugs' (accepted by SCT as bugs) that are open from SCT's web-site. Here, the team lead should comment on those open bugs that have significant impact. ITS will add a similar statement to this item regarding the database, the operating system, and the software environment for component or integrated products. |
| 3.5  | Assurance   | Plan for data migration includes a mapping of old to new; all data dictionary entries match; data clean-up has been completed.   | Statement from the team lead. reference the data migration plan, transition plan and any documents related to data dictionary, conversion, etc. Paragraph or statement from team lead identifies that no significant issues remain OR list what they are and how they are being or will be addressed.   |
| 3.6  | Description | Test plan completed, including mock procedural testing; include the criteria, test cases, test parameters, test results, and summary. Types of testing include functional, capacity (stress), security, and integration. | Reference the test plan and results documents and state the overall results.  |
| 3.7  | Assurance   | A security evaluation has been performed with satisfactory results.  | Statement from team lead.   |
| 3.8  | Description | Count of all issues for this project component, including details of critical issues and their resolutions   | Reference the project Issues log as of a certain date where all activity towards an issue (and the status and priority resulting from the activity) are retained by date of activity. Identify any significant issues. Print a tally by level of issue and status.  |
| 3.9  | Assurance   | Issues have been, are being or will be resolved  | Statement from team lead. Identify open issues and their status, priority, resolution timeline and impact.  |
| 3.10 | Assurance   | Product adheres to all project policies and standards.   | Statement from the team lead, referencing the Project Definition Document, the Data Standards document. etc.  |

#### 4. Organizational Readiness

These items relate to the readiness of the organization to implement, support, and operate with the new application.

Ideally, all information and assurances would be provided,

| Ref | Information Type | Application Characteristic  | Detailed Guidance   |
|-----|------------------|---|---|
| 4.1 | Assurance        | Procedures for all new business flows are documented and in place in the primary department and any departments dependant on or interacting with this department. | Statement from the team lead. Reference departmental document (location and or web address).  |
| 4.2 | Assurance        | Functional users are ready for this new application.  | Statement from team lead. Reference the remaining schedule of those to be trained prior to scheduled go live date. Also identify ongoing training mechanisms for new employees after go live.   |
| 4.3 | Description      | A plan for communications related to this application   | Reference the communications plan, which should have any significant communications included. Note any other communications from the team lead or the department regarding the implementation.  |
| 4.4 | Assurance        | Critical reports are ready  | Statement from team lead. Reference the report list and priorities developed during the implementation; identify any outstanding items and how they are being addressed.  |
| 4.5 | Description      | A plan for the transition event, including a commitment of all necessary resources.   | Reference document identifying how access to legacy systems will be disabled and when (also identifies who retains read-only access, or other accesses during transition) and when different Banner components are to be used. This plan specifically identifies dates and functionality present to actually go live. |
| 4.6 | Description      | A plan for handling and resolving questions and problems from functional users, including answers to common questions, points of contact.                         | Identify where users call for support, how questions will be tracked and problems resolved. ITS support plan should be referenced here as well.   |
| 4.7 | Description      | Disaster recovery plan (non-technical) for continuity of business functions, including time frames, costs, and reduced-state functions                            | Reference the functional area plan or document that identifies how operations continue if computers systems are unavailable due to a disaster.  |
| 4.8 | Description      | Implementation contingency plan including back-out provisions   | Identify how to migrate back to the legacy application and processes if there is some need to revert from a live status.  |
| 4.9 | Assurance        | A set of metrics for evaluating the use, performance, and effectiveness of this module is in place.   | Statement from team lead that there is a mechanism in place for on-going evaluation of system effectiveness and efficiency for new procedures and systems.  |

## 5. Technical Readiness

These items relate to the readiness of the technical infrastructure and support to implement, support, and operate with the new application.

| Ref | Information Type | Application Characteristic   | Detailed Guidance   |
|-----|------------------|--|---|
| 5.1 | Assurance        | All system hardware is stable  | Statement from ITS addressing outages, system downtime, backups, etc.   |
| 5.2 | Description      | Plan for transition of production functions from old to new, including implementation of new, retirement of old, gaps and overlaps   | Reference technical components of transition plan (security and system access to both old and new systems, etc.)  |
| 5.3 | Description      | A plan for supporting this application in the production environment, including diagnosing problems, routine maintenance, monitoring, managing capacity, administrative tasks, etc.  | ADITS statement for support; also identifies help desk support mechanisms and training plan, issue tracking, problem resolution, etc.   |
| 5.4 | Assurance        | Technical support staff in all areas are ready and trained.  | Statement from ITS regarding readiness and continuing support plan (training) of users.   |
| 5.5 | Description      | Disaster recovery plan (technical) for recovery of data, hardware, and software including time frames, costs, and reduced-state functions  | Reference ITS DRP.  |
| 5.6 | Assurance        | User integration is ready, including client PC dependencies  | Statement from ITS that from servers to networks to desktop, software and hardware is in place and working.   |
| 5.7 | Assurance        | Consistency between test environment and production environment  | Statement from ITS.   |
| 5.8 | Assurance        | List of all integrated and related software components which will be added to the production environment as part of this transition; for example, database, messaging software, etc. | Statement from ITS. Example: SCT products with integration components and third-party software integrated with Banner include: SCT Workflow, Datamart, Xtender Solutions, etc. Identify which products will be integrated with the system at go-live. |