Installing CCR Software

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It's Really a Very Simple Installation

- Most CCR software is off the shelf
- "It's easy"
- Requires much more than just installing the software
- Lessons learned from two distinct installations

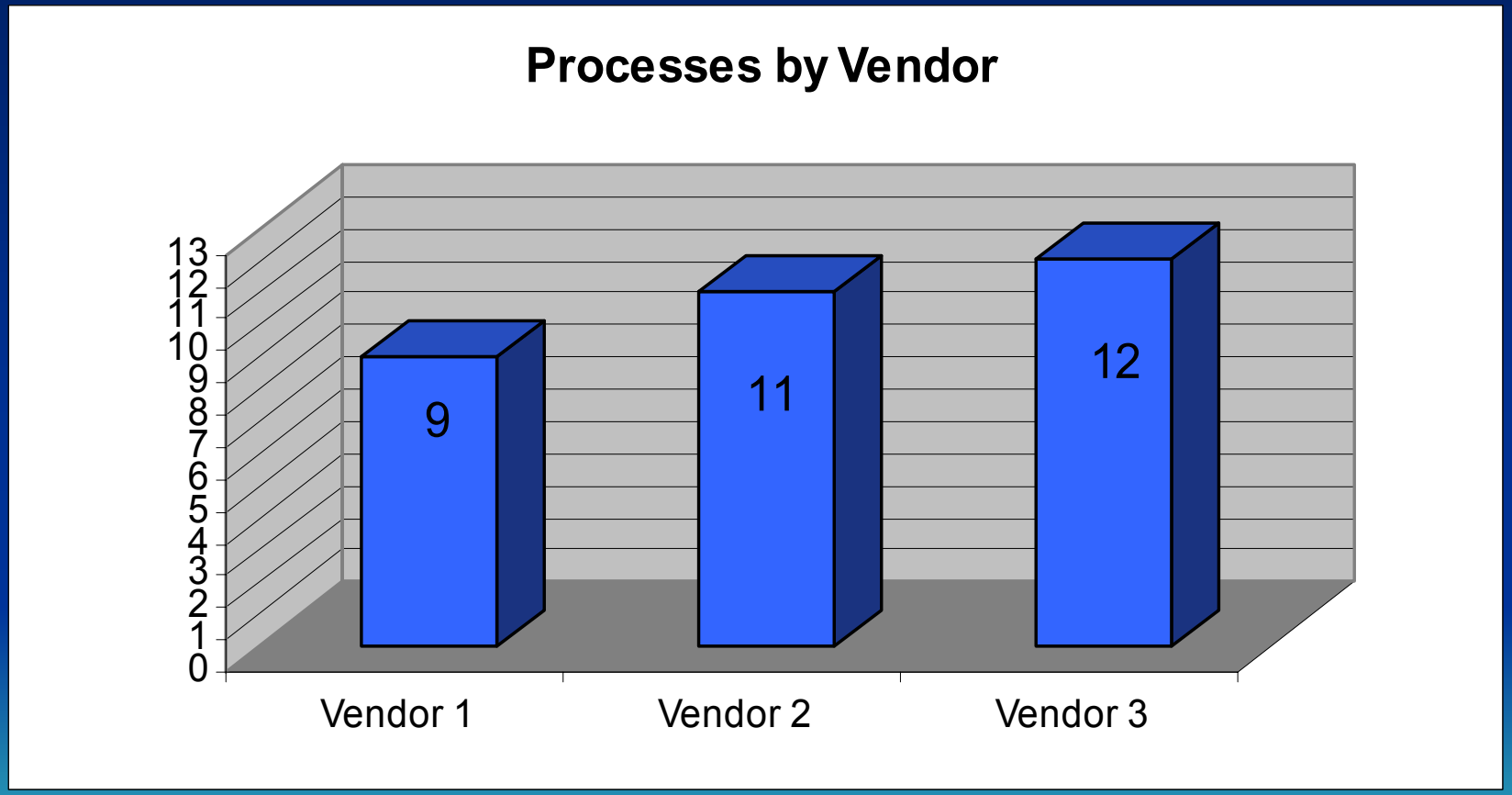
Why Isn't It So Easy

- Installation versus implementation
- Purchase of a product with minimal services included
- Burden on Registry staff to implement
- No one does it exactly the way you do it

Lesson 1 – Know Your Requirements

- Re-engineering is the key
  - ✓ Gain intimate knowledge of CCR processes
  - ✓ Understand benefits, risks, roles of stakeholders
  - ✓ Identify what is important to the CCR
  - ✓ Know where procedural change is required
- Define detailed requirements based on re-engineered processes
- Use the requirements to select the vendor

Example of Using Requirements to Evaluate Software



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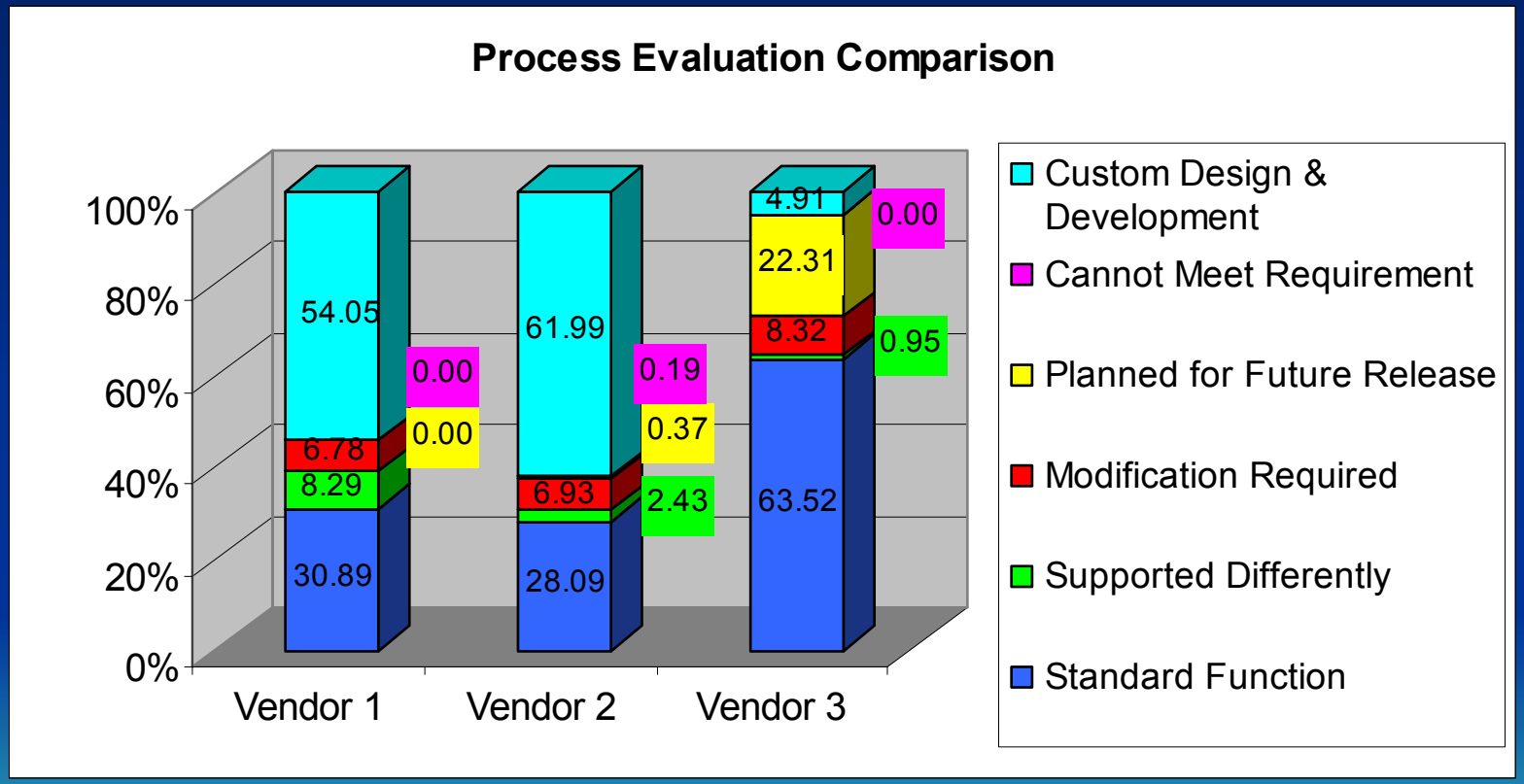

Lesson 2 – Conduct a Gap Analysis

- ***Critical*** to conduct gap analysis of software against requirements ***after*** purchase and ***prior*** to installation to identify where:
  - ✓ Software behaves differently than anticipated
  - ✓ Process/procedures may need to be different
  - ✓ Modifications are required prior to installation

Lesson 3 - Data Conversion

- Critical to understand how data is and will be stored prior to evaluating success of conversion
- Don't just use reports to review data
- Be trained on new system prior to data conversion
- Be persistent at eliminating errors prior to going "live"

Lesson 4 – Training

- Insist on a training database and a consistent training experience for each student
- Receive training earlier rather than later
- Train on the version that you will ultimately use
- Support training with complete documentation

Lesson 5 - Project Planning

- Have a business Project Manager to represent CCR to:
  - ✓ Ensure holistic approach to project
  - ✓ Maintain original intent of re-engineering effort
  - ✓ Determine Registry needs to be ready to cut over to the new software
  - ✓ Interleaf operational activities with project activities
  - ✓ Prepare the environment
  - ✓ Ensure participation of stakeholders

Lesson 6 – All the Rest

- More lessons that can fit in the time we have today. Some additional thoughts include:
  - ✓ Clear understanding of scope of work
  - ✓ Mutual expectation of deliverable content
  - ✓ Implementation timed with peak registry activities
- Feel free to call