

# Installing CCR Software

D. Borhani, S. March, K. Power

# 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

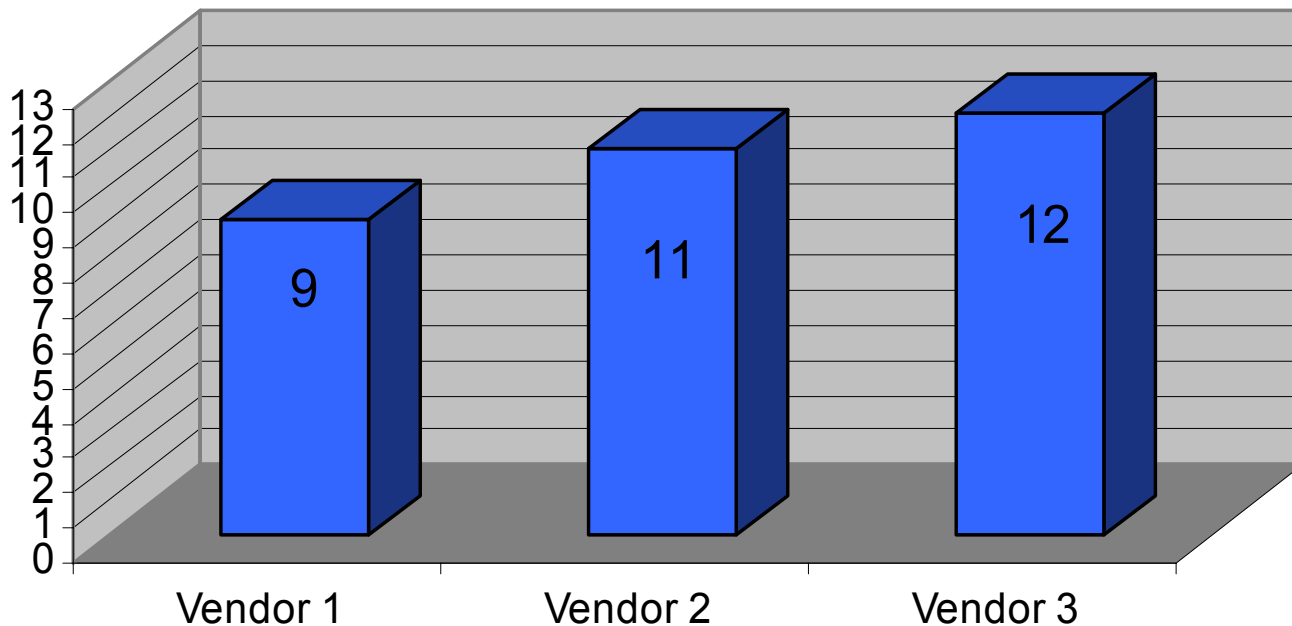
- Installation versus implementation
- Purchase of a product with minimal services included
- Burden on Registry staff to implement
- No one does it exactly the way you do it

# 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

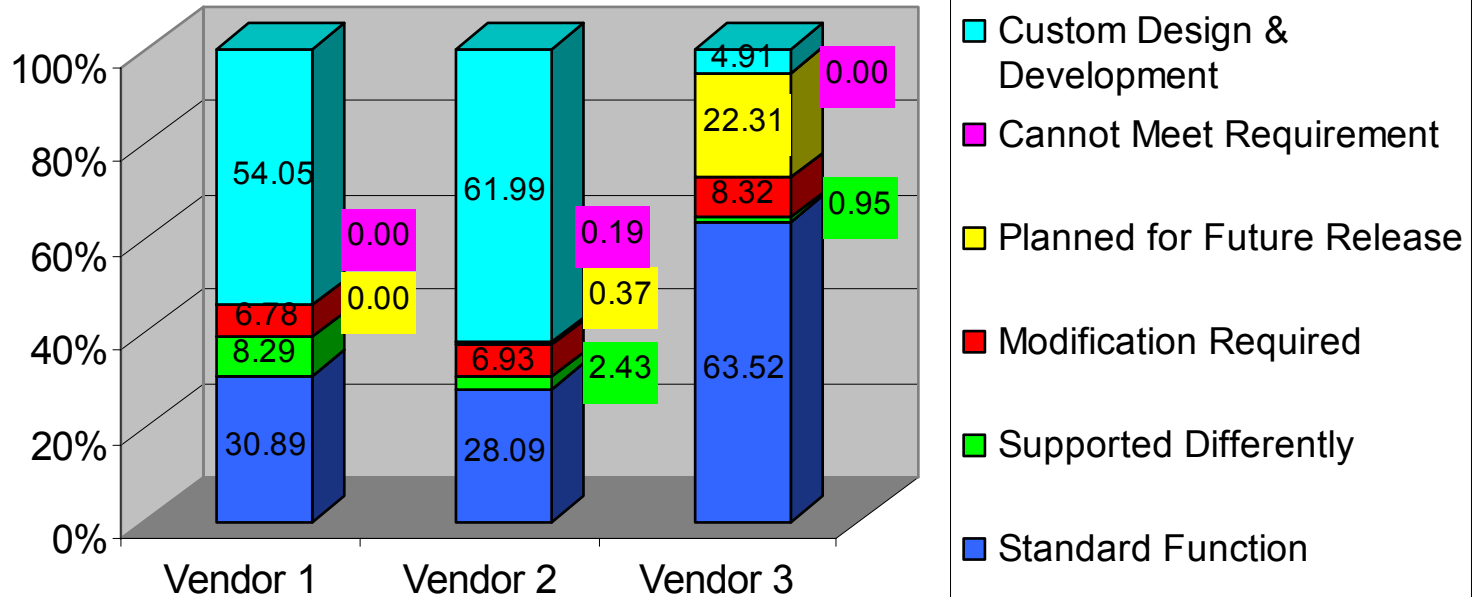
# Example of Using Requirements to Evaluate Software

Processes by Vendor



# Example of Using Requirements to Evaluate Software

Process Evaluation Comparison



# 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