

# Software Implementation

by  
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## System Implementation

Implementation includes all those activities that take place to convert from old system to the new .

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## Varieties of Implementation

- Creation of a completely new system
- Full replacement of existing
  - Manual System
  - Automated System
- Major modification to existing system

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## Aspects of Implementation

- Training Personnel
- Conversion Procedures
- Post Implementation Review

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## TRAINING

- The quality of training received by the personnel involved with the system in various capacities **helps or prevents**, the successful implementation of an information system.
- Both operators and users need training.

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## Training for Systems Operators >

- Many systems depend on the computer-center personnel, who are responsible for keeping the equipment running as well as for providing necessary support service.
- Training must ensure that they are able to handle all possible operations.
- All basic system tasks are to be dealt with.

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## Training for Systems Operators

- Focus of Training:-
  - Equipment/System Usage
  - Equipment/System Troubleshooting
  - Procedure initiation
  - Scheduling processes/activities
  - Routine Maintenance work

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## Training for Users >

User must be instructed first in how to operate the equipment.

User training must also instruct individuals in troubleshooting the system, determining whether a problem that arises is caused by the equipment or software or by something they have done in using the system.

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## Training for Users

- Focus of Training:-
  - Data Capture and coding
  - Data
    - Addition
    - Deletion
    - Updation
  - Information retrieval
  - Information Utilization

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## Training Methods

- Vendor Training
- In-House Training

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## Vendor Training

- The best source of training is from the people who produce and sell the software.
- Sometimes the training is paid otherwise normally it is free.
- Hands-on training acquaints the users about the system in the presence of trainers.
- Training should not be given on production systems.

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## In-Service Vs Off-Site Training

- Training by vendor but where?
  - If special software such as a teleprocessing package or database management system  
sending personnel to off-site for short training courses providing in-depth training is preferable to in-service training.

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### Merits / Limitations

- Vendor knows best about the system
- Problems can be tackled at source by experts
- Complete coverage is provided
- 
- Vendors may charge fees for training
- Employees may not understand the course in whole, if the training is a capsule course.
- May not be specific for the organization

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### In-House Training >

- If expertise is available in-house . . .
- Self paced learning (No Hurry)
- 3<sup>rd</sup> party support providers may provide training with less expense.
- Long training examples like case studies can be made.

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### In-House Training

In-House training can also be offered through special purchased instructional materials.

A variety of professional training programs on special topics can be rented or purchased from computer training firms.

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### Conversion

- Needed when an old system is being replaced by a new system.
  - **Conversion Plan preparation**
  - **Site Preparation**
  - **Migration**
    - **Data and File preparation**
    - **Application changeover**

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### Site Preparation

- Deployment scenario preparation
  - Hardware setup
  - OS installation
  - Software Installation

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### If client requests to do Data And File Preparation?

Similar to training, the most time-consuming aspect of conversion is the preparation of data and systems master files.

To verify the data and files(checks):-

- Record Counts
- Financial Accumulation
- Hash Totals (non-financial totals)
- Random Comparisons

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## Conversion

- Needed when an old system is being replaced by a new system.
- There are different methods for replacement of a running system. >

## Conversion methods

- Parallel Systems
  - both running parallel till new one can takeover the old
- Direct Cutover
  - directly replace
- Pilot Approach
  - implement only after pilot project succeeds
- Phase-In Method
  - replace the old system in a phase wise manner

## Post Implementation Review

After the system is implemented and conversion is complete, a review of the system is usually conducted by user and analysts alike.

Review Questions (questionnaire, interview, etc)

Review Methods (observation, sampling, record inspection, event logging, impact evaluation, attitude survey)

## Finally,

Thanking  
You