



PLANNING YOUR IMPLEMENTATION OF THE
TAPROOT[®] WEB ENTERPRISE SOFTWARE

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OUTLINE

- ⊙ Business Analysis
 - ⊙ Bridging The IT/Business Knowledge Gap
 - ⊙ Use Case: Definition
 - ⊙ The TapRoot® Use Case
- ⊙ Installing and Implementing A Software Solution
 - ⊙ Installation Vs. Implementation
 - ⊙ Lessons Learned From Dvorak
 - ⊙ How To Generate Momentum



OUTLINE CONTINUED

- ⦿ Administrative Tools
 - ⦿ User Management
 - Groups
 - Users
 - ⦿ System Lists
 - Locations
 - Classifications
 - Custom Details Fields
- ⦿ Investigation (Data) Security
- ⦿ Data Migration from Version 4.0.6



BUSINESS ANALYSIS

Understanding Your Business Need



GENERAL CHALLENGES

- ▶ In most corporate environments today, Information Technology has to meet the needs of many diverse business models, and implement multiple software solutions.
- ▶ This makes the task of understanding the processes that drive each business even more difficult.
- ▶ IT Managers AND Business Managers need to collaborate effectively for Software Implementations to succeed.
- ▶ Unsuccessful or partial implementations are often the result of ineffective communication between Users and System Administrators.



BRIDGING THE KNOWLEDGE GAP

- ③ A **System Administrator** manages software and Hardware.
- ③ A **Business Analyst** understands the needs of a business and assists them with technology.
- ③ A **Super (Power) User** helps administer a business software and champions its use.
- ③ A **User** utilizes a software to meet the needs of their day-to-day business.

Successful implementation requires both USERS and SYSTEM ADMINISTRATORS to work closely together to determine their software goals.



USE CASE: DEFINITION

1. The specification of tests that are conducted from the end-user perspective. Use cases tend to focus on operating software as an end-user would conduct their day-to-day activities.
(<http://www.aptest.com/glossary.html>)
2. A use case is a description of how end-users will use a software code. It describes a task or a series of tasks that users will accomplish using the software, and includes the responses of the software to user actions.
(www.epri.com/eprissoftware/processguide/glossary.html)
3. The *use case* technique is used in software and systems engineering to capture the functional requirements of a system. Use cases describe the interaction between a primary actor—the initiator of the interaction—and the system itself, represented as a sequence of simple steps.
(http://en.wikipedia.org/wiki/Use_case)

USE CASE: DEFINITION

Use Cases should:

- ① Describe how the user will utilize the system.
- ① Remove all technical jargon or 'IT-speak'.
- ① Be detailed as to the practices of the business.



USE CASE: DEFINITION

While Use Cases are a primary consideration during software DEVELOPMENT, understanding your Use Cases is AS critical to a successful IMPLEMENTATION.



THE TAPROOT® USE CASE

- ◎ TapRoot® is a business philosophy that encompasses several core techniques.
- ◎ TapRoot® is NOT just a software.
- ◎ The TapRoot® Software releases are “expert” software. To effectively use them, you must have training in the TapRoot® methodology.
- ◎ TapRoot® training is done in 2, 3 and 5-Day courses.



FROM INSTALLATION TO IMPLEMENTATION

Planning Ahead



INSTALLING AND IMPLEMENTING A SOFTWARE SOLUTION

So you've isolated a business need and you've purchased a software to meet that need...

You still need to:

1. Procure hardware
2. Satisfy the System Requirements
3. Install the software

PROCURING HARDWARE

Hardware Requirements:

- ⊙ Web Server
- ⊙ Database Server
- ⊙ User Machine(s)

Note: The Web and Database Server CAN BE hosted on one server and can be hosted on Virtual Machine.

BASIC SYSTEM REQUIREMENTS

- ⦿ Full Requirements are provided at:
 - ⦿ http://www.taproot.com/ts5download/v531WEB_System_Requirements.pdf
- ⦿ Web Server:
 - ⦿ Microsoft Server 2003 or higher
 - ⦿ Internet Information Services (IIS) 6.0 or higher
 - ⦿ Microsoft .NET Framework 2.0
- ⦿ Database Server:
 - ⦿ Microsoft Server 2003 or higher
 - ⦿ Microsoft SQL Server 2005 or higher
- ⦿ User Machine(s)
 - ⦿ Windows XP or higher (Windows 7 Optimal)
 - ⦿ Internet Explorer 8.0 or higher
 - ⦿ Microsoft .NET Framework 2.0
 - ⦿ SnapCharT® Active X Control enabled



INSTALLING THE SOFTWARE

The TapRoot® Web Enterprise Software has the following installation components:

- ⊙ Web Installation Package
 - ⊙ Provided via FTP download site
 - ⊙ Contains directory with all code files for installation on the Web Server
 - ⊙ Contains a database backup to restore in a SQL Server instance
- ⊙ User Machine(s)
 - ⊙ Configuration to allow the SnapCharT® Active X



INSTALLING AND IMPLEMENTING- A SECOND LOOK

So you've isolated a business need and you've purchased a software to meet that need.

You still need to:

1. Procure hardware
2. Satisfy the System Requirements
3. Install the software
4. **Implement the software (Configuration!)**

INSTALLATION Vs. IMPLEMENTATION

- ③ Installation involves placing the software onto a server. Installation can be done in an **hour**.
- ③ Implementation requires Users adopting the software and can take **months**.
- ③ When installation is complete, your task is not over. Successful implementation **BEGINS** when installation is complete.



THE DVORAK KEYBOARD

The traditional keyboard layout, used on almost all modern computers, was designed in the 1800's for typewriters. In 1936, August Dvorak invented a new keyboard with the letters arranged in a pattern that optimized typing speed. He did this by orienting the keys that are used most frequently within close proximity and within the natural contours of a human hand. Studies by the US Navy demonstrated the effectiveness of this invention.

WHY IS THE DVORAK KEYBOARD NOT MORE POPULAR TODAY?



LESSONS LEARNED FROM DVORAK

Is it possible that:

- ⊙ Even when presented with a better way to do things, people sometimes still fear change?
- ⊙ Many people might not be averse to LEARNING a new process, but might be averse to RELEARNING an old process?
- ⊙ A new process requires more than proven efficacy to gain acceptance, it requires MOMENTUM?



HOW TO GENERATE MOMENTUM

- ① Know your Users.
- ① Know your Business Need.
- ① Be ready to make changes based on business needs.
- ① **Have an implementation strategy, not just an installation plan.**



DEVELOPING AN IMPLEMENTATION STRATEGY

Utilize a TEST environment

- ⦿ Always implement software and all software updates into a TEST environment before implementing in a PRODUCTION environment.
- ⦿ USERS must be active in the TEST environment and provide as much feedback as possible.
- ⦿ Test your USE CASE extensively in the TEST environment, do not just 'peruse' the software or test isolated parts of it.



DEVELOPING AN IMPLEMENTATION STRATEGY

Perform and evaluate all configuration BEFORE PRODUCTION Implementation

- ⦿ It is important to configure the software as completely as possible before implementation.
- ⦿ Configuration should be done thoughtfully. Changing configurations in a PRODUCTION environment will be much more difficult and effect data, so try to get it right the first time and you will save yourself work later on.



DEVELOPING AN IMPLEMENTATION STRATEGY

Clearly define software responsibilities

- ⦿ Whether it's a SYSTEM ADMINISTRATOR or a SUPER USER, define who is responsible for maintaining the software configuration.
- ⦿ Consider the USERS need for timely maintenance when making this decision.
- ⦿ Assign a point of contact or a chain of contact for software questions.

ADMINISTRATIVE TOOLS

Configuring the Software

ADMINISTRATIVE TOOLS AVAILABLE

TapRoot® Software configuration from the ADMIN menu offers the following selections:

- ⊙ User Management
- ⊙ System Lists
- ⊙ System Setup
- ⊙ Email
- ⊙ Optional Techniques



ADMIN SETUP CHECKLIST

Use the below checklist to setup the REQUIRED (or most important) configurations:

- ⊙ User Management
 - ⊙ Groups
 - ⊙ Users
- ⊙ System Lists
 - ⊙ Locations
 - ⊙ Classifications
 - ⊙ Custom Details Fields



USER MANAGEMENT - GROUPS

TapRoot® does not use Active Directory authentication in the Version 5 Software so you need to define your users and groups from the Admin>User Management menu.

⦿ Groups

- ⦿ We pre-define 4 sample groups that may be useful to you: System Administrator, Investigator, Auditor and Management Review.
- ⦿ The groups determine what TASKS or FUNCTIONS of the software are accessible to the User on the Left Menu.
- ⦿ Define your groups to be meaningful to your company, perhaps by Job Role, Department, Location, or some combination of those three items.



USER MANAGEMENT - GROUPS

- ⦿ Groups Continued
 - ⦿ Press the HELP button to walk you through the steps.
 - ⦿ Note that EVERY User must be assigned to a group.
 - ⦿ Groups do not affect access to Investigations (data). They only control the Left Menu access to TASKS or FUNCTIONS.
 - ⦿ Be more cautious with Left Menu access to the SEARCH & TREND items. These give access to trend on all system data, and even export it to Excel. Grant access to these carefully.



USER MANAGEMENT - USERS

TapRoot® does not use Active Directory authentication in the Version 5 Software so you need to define your users and groups from the Admin>User Management menu.

⦿ Users

- ⦿ You can set these up from the User Listing page one by one.
- ⦿ OR you can click IMPORT and bulk load the Users from the Excel Template provided in your installation package in the IMPORT TOOLS folder.
- ⦿ Be sure to assign every User to a valid Group that you set up previously.
- ⦿ Press the Help Button to walk you through the steps.



SYSTEM LISTS - LOCATIONS

- ⦿ Locations
 - ⦿ Set this list up to define your corporate location structure.
 - ⦿ You likely will already have this list defined in another software your company uses, perhaps an Incident Management System. Use the same setup if applicable.
 - ⦿ You can enter these directly on the Locations page OR you can click IMPORT and bulk load the Locations from the Excel Template provided in your installation package in the IMPORT TOOLS folder.
 - ⦿ This list will be CRITICAL to trending your data, so be sure to define it with thought. If you want to ask the question, “How many incidents do we have at _____?” Make sure it is defined on this list.
 - ⦿ Press the Help Button to walk you through the steps.



SYSTEM LISTS - CLASSIFICATIONS

- ⦿ Classifications
 - ⦿ Set this list up to define how you classify your incidents. We offer you some default selections (Safety, Environmental, Quality) but you will need to add more detail, and may wish to add things like SEVERITY.
 - ⦿ You may already have this list defined in another software your company uses, perhaps an Incident Management System. Use the same setup if applicable.
 - ⦿ You can enter these directly on the Classifications page OR you can click IMPORT and bulk load the Locations from the Excel Template provided in your installation package in the IMPORT TOOLS folder.
 - ⦿ This list will be CRITICAL to trending your data, so be sure to define it with thought. If you want to ask the question, “How many incidents that are _____ do we have?” Make sure it is defined on this list.
 - ⦿ Press the Help Button to walk you through the steps.



SYSTEM LISTS - CUSTOM DETAILS FIELDS

- ⦿ Custom Details Fields
 - ⦿ This is the most important and most often overlooked configuration.
 - ⦿ Every field you create gives your Users the ability to enter data that will appear on the Final Report with a Header and a distinct section.
 - ⦿ Your Final Report needs sections to present well, so define these carefully. If you have a report template you currently use, go through the section headers with a highlighter and define those as Custom Details Fields.
 - ⦿ Examples of fields we see people use often with TapRoot® are: Executive Summary, Initial Conditions, Immediate Corrective Actions, Lessons Learned and more.
 - ⦿ Press the Help Button to walk you through the steps.

INVESTIGATION (DATA) SECURITY

Configuring the Software



INVESTIGATION (DATA) SECURITY

- ◎ By default, when a User creates an Investigation in the software they are the only User who can either View or have Full Access (Edit) to that investigation.
- ◎ Not even System Administrators can view the investigation as the data may be sensitive or protected by various employment laws.
- ◎ Users who belong to a Group that allows access to SEARCH and TREND may have access to some portion of this data or may be able to Export it to Excel (depending on what Group access is granted to the Left Menu). See the section on Group setup to reduce this access.



INVESTIGATION (DATA) SECURITY

- ① You may have Users who require access to all investigations at a specific location or level on your Location List. For example:
 - ① John Doe needs VIEW access for the Knoxville Facility
 - ① Jane Smith needs FULL access for the East Region
 - ① Mark Simon needs VIEW access for all ABC Corporation
- ① To accomplish this go to the \Database\Custom Scripts folder in your installation package. You will find instructions and a script to set this up on your database server.

DATA MIGRATION FROM VERSION 4.0.6

Configuring the Software



MIGRATING DATA

- ① Once you have installed Version 5 Web Enterprise Software, all upgrades will be provided with files to update on your server and a database script to run against your database.
- ① If you are migrating for the first time from Version 4.0.6, there are additional steps required.
- ① Upgrading ONE Version 4.0.6 database for installation is relatively simple. You can follow the steps outlined in the Software Documentation folder. The file is:
v522WEB_Upgrade_Procedure_From_Version4.pdf
- ① **NOTE: AT THE TIME OF MIGRATION, ALL SNAPCHARTS® FROM VERSION 4.0.6 WILL BE CONVERTED TO PDF IN VERSION 5. THIS MEANS THEY WILL BE FOR REFERENCE ONLY, AND CANNOT BE ALTERED IN THE NEW SYSTEM.**



MIGRATING DATA

- ⦿ If you have multiple Users who have Single User installations of Version 4.0.6, the task is much more complex.
- ⦿ You will need to aggregate all the data into one database. This is done by Exporting the Investigation files ONE by ONE from each database and then importing them all into one primary database.
- ⦿ After getting all the data into one database, you likely will have to consolidate your System Lists (Locations, Classifications and Custom Fields, for example). Users will have used different conventions and names for these in their individual databases.
- ⦿ As part of consolidating your System Lists, you will likely have to open many investigations, and change their Location or Classification to the new preferred selection
- ⦿ In short: It can be very time consuming.



MIGRATING DATA

- ⦿ Before you consider aggregating several Version 4.0.6 Single User copies into one database, ask a few questions:
 - ⦿ Are the investigations still needed in the new system OR are most of them 'legacy' data at this time?
 - ⦿ Are they stored elsewhere? Often the final reports are in .PDF format on a network drive or even attached into an Incident Management System.
 - ⦿ If some of the investigations are ongoing, can you limit the migration to only those few?
 - ⦿ **NOTE: AT THE TIME OF MIGRATION, ALL SNAPCHARTS® FROM VERSION 4.0.6 WILL BE CONVERTED TO PDF IN VERSION 5. THIS MEANS THEY WILL BE FOR REFERENCE ONLY, AND CANNOT BE ALTERED IN THE NEW SYSTEM.**



MIGRATING DATA

- ◎ If you absolutely must bring over data from multiple Single User Version 4.0.6 databases, consider:
 - ◎ How many installations (databases) do I have?
 - ◎ How many investigations in all?
 - ◎ How diverse are the User's Location and Classification lists?
 - ◎ This will give you an idea of how much effort is involved. You also can provide these numbers to System Improvements, Inc. for a quotation on performing the service for you.