

## **American Business Machines Implementation Plan for:**

### **William S. Hart Union High School District**

American Business Machines (ABM) has a dedicated Project Management/Implementation Team that is engaged for large equipment installations/transitions, such as the one being proposed for William S. Hart High Union School District (WSH). ABM's Project Manager and Install team has collectively over 20 years managing large enterprise level, complex implementations requiring specialized expertise and experience. The assigned project management team has managed large multi scale implementations consisting of Production and Walk-up Copier systems installs across multi sites, managed print services fulfillment, full network integration, site moves, software upgrades Uniflow Install/Training and document imaging technologies.

ABM relies on our vast experience of Project Management and our best practices are in place to minimize business risks and ensure that multi-faceted account installs such as WSH are completed on time, within budget, and to all of our clients' specifications.

The ABM Project Management/Implementation Team consists of a Project Manager, an Implementation Specialist, WSH's Major Account Executive, Canon USA's Authorized on-site Service Technicians, System Engineers as well as any additional support personnel and resources deemed necessary. All ABM resources will be managed by the Project Manager and will be made available as they are needed for this project.

#### **Project Manager**

will be engaged to act as WSH's primary point of contact for implementation planning and coordination. The Project Manager is responsible for managing the day-to-day operational aspects of the engagement, including:

- Creating and managing a customized detail implementation project plan and schedule that will follow the customer's parameters;

- Create an equipment implementation matrix to ensure that all devices are tracked and properly implemented based on a defined schedule that identifies tasks, dates, and a timeline to accomplish each task;

- Identifying, managing, and mitigating project risks;

- Identifying and securing required resources, and assigning individual responsibilities;

- Creating a Communication Plan and proactively disseminating information to ABM management team and adapt if any corrective action is needed.

- Identifying, tracking, and managing project issues;

- Updating and managing the Action Items;

Coordinating and leading regularly scheduled project status meetings with ABM implementation team and WSH's implementation team as well, which include follow-up emails detailing status of install;

Preparing engagement reviews and quality assurance checks;

Ensuring accuracy and completeness of project documents including ABM Delivery & Acceptance forms and Canon Financial Lease Agreements just to name a few;

**Implementation Specialist**

ABM's Implementation specialist(s) will ensure that the client WSH has the appropriate hardware and required software to use the system after installation. They will demonstrate the customized system including MFP's and integrated Software to the client and give client access to it once everything has been installed. After the client attends training, implementation specialists provide initial support to answer specific questions regarding the setup and configuration and gradually transition the client to the help desk or ABM service department for ongoing routine support.

**WSH's Major Account Executive**

The Major Account Executive will be responsible for the overall management of the WSH account, and the first line of defense for any questions or concerns. All service related calls will be handled through our service department.

**Canon U.S.A.'s Authorized on-Site Service Technicians**

Will handle any and all service related calls regarding equipment and software installed and implemented.

## **ABM's Project Management Methodology**

ABM Project Management methodology encompasses four phases:

Initiate

Site Survey / EIM (Equipment Information Management Document)

Execute & Control

Close-Out

### **Initiate**

During this phase, being led by General Manager Ryan Jones ABM will conduct an internal meeting to review the projected scope and to familiarize all ABM team members with the account history and details and a scope of the timeline set forth.

A Project Meeting will then be scheduled between the ABM Implementation Team (led by Will Cronk and Omar Nesheiwat) and WSH's core team to establish goals, objectives, risks, and a tentative timeline for the project that works for both WSH and ABM if the timeline should differ from installation initial phase.

Once the joint project team is solidified, the project will move into the next phase

### **Site Survey / EIM**

During this phase, ABM will conduct site surveys, which will be conducted at the respective site(s) to obtain all the necessary data for a smooth implementation process. It is an opportunity for the ABM Implementation team to work in conjunction with the WSH team to ensure all critical projects elements have been accounted for and addressed.

During the site survey, ABM personnel will:

- Identify key managers and site contacts;

- Identify/verify location of equipment for installation;

- Verify list of equipment to be removed;

- Create equipment removal schedule (if applicable);

- Collect appropriate fax numbers/IP addresses;

- Identify priority installs (and relay them back to WSH and ABM's key personnel);

- Verify power and data connectivity are available (if any issues arise immediate attention is required);

- Identify room numbers/departments;

- Identify specific installation challenges, risks, and/or special circumstances (including space requirements, or limitations, stairs, etc.);

- Identify equipment staging area, if required;

- Identify location for on-site parts and/or consumables storage (if necessary).

Upon WSH's acceptance of ABM's proposed equipment configuration on our internal EIM document

Equipment is ordered by General Manager Ryan Jones directly to ensure high level of accuracy and consistency in making sure all equipment and all accessories are ordered and confirm no items or accessories are on back order status.

As Equipment arrives to ABM's local warehouse (in Santa Clarita), it is then pre-configured to the specifications of the EIM and the RFP, including ABM Customer Service Number, WSH locations, and all necessary network information for plug and play operation at the site and ensure very little downtime.

Customer reference guides, and instructional guides will accompany the equipment

A Project Schedule or EIM (Equipment Implementation Management) will be developed and maintained by the ABM Project Manager (Will Cronk) to ensure that all projected tasks are tracked and updated and will follow the schedule set forth by WSH and ABM. This plan will detail the key project tasks and their related schedule, what resource is assigned to each task, and any task dependencies if any exist.

Once all due diligence and planning is completed and the project documents have been finalized, the project will then move into the Execute & Control phase.

#### **Execute & Control**

During this phase, the ABM Project Manager, working closely with all assigned ABM personnel, will manage the implementation/transition in accordance with the Project Schedule or EIM. The Project Manager will closely monitor project metrics, machine installation and, if necessary, will determine and implement corrective actions to better suit WSH's needs.

Throughout this phase of the project, information/updates will be regularly disseminated according to the Project Schedule or EIM will be updated accordingly. In addition, any Action Items/Issues Tracking Log will be maintained by the Project Manager throughout the duration of the project execution phase, to ensure that all action items are tracked and resolved in a consistent and timely manner. Once all of the equipment is installed, configured, and properly tested, and the end-users are trained, the project will transition to the Close-Out phase.

#### **Close-Out**

During this final stage of the project, a Post Implementation Meeting will be conducted. This meeting will consist of the core team members from ABM and WSH, and the purpose is to discuss how the project went to date and upon successful feedback that any and all issues have been addressed or are being corrected contract is considered completed. Training will continue for the life of the contract on a one to one basis or group setting, as requested by WSH personnel and site users.

## **uniFLOW**

uniFLOW provides the only single platform solution for all your print and device management, designed to bring the full value of all multi-functional devices to the organizations. uniFLOW is a powerful and versatile solution that delivers a variety of print management functionality for WSH.

The uniFLOW system consists of a primary server that can be configured with a variety of modules to address specific customer needs.

Some business applications of uniFLOW consist of:

**Cost Recovery / Output Management:** Detailed reports regarding user and departmental printing habits and if needed, printing budget enforcement.

**MFP Device Level Authentication:** Employee usage of MFP resources will be tracked to employee number utilizing the WSH HID cards or by using Pin Codes

**Secure Printing functionality** to allow all users to send their sensitive documents to network printers and have the job printed only when they are physically standing in front of the device.

**Step by Step instructions** in addition to sample images on MFD secure release and/or sending any jobs to the WSH District Copy Center or via Web Submission included seeing just how easy the end user experience is.