



UNIFLOW IMPLEMENTATION PLAN

Version 1.0

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1 Introduction

1.1 Purpose

The purpose of this implementation plan is to identify phases of the implementation, contacts involved, hardware and software being installed and configured and scheduling of such activities.

1.2 System Overview

American Business Machines will be utilizing the Uniflow Output Management software and its associated modules to effectively provide the functionality and statistical tracking and reporting to accomplish the requirements outlined in RFP #WSH15-12A.

1.2.1 System Description

American Business Machines will be utilizing some or all of the following software and support modules to deliver proposed results and configurations in accordance with this RFP:

MODULE	DESCRIPTION	SUPPORTED FEATURE
uniFLOW®Server-Enterprise Edition	uniFLOW® Server provides the foundation for managing the output of devices and users within the environment. It is the core of the system and is require as a baseline for implementation of specific module components.	Overall Management Server
Secure/ Follow Me Print Module	Provides the ability to print to a central input queue that allows a user to access their print jobs from any MEAP enabled, networked MFD via AD personal identification code authentication.	Central Queue Managed Secure Printing
Statistics Module	Provides the ability to generate statistical reports on transactions based on users, devices and cost centers. The pricing information is associated via a uniFLOW® configured price profile typically associated to the device cost center or user. Standard reports are available for execution manually or via scheduled tasks configured within uniFLOW®.	Activity Tracking
Universal Login Manager MEAP	Provides the ability to identify the user at the device to capture the user information to associate for copy, scan and fax activities. It also provides the ability to lockdown	Tracking and Secured Printing to MEAP Enabled MFD's



the device for various activities.

Remote Print Server (RPS)	Provides the ability to support a multi-site implementation and/or multiple print servers. UniFLOW® RPS provides the ability of offices remote from the primary uniFLOW® site to remain operational with a "copy" of the configuration of the central site. Provides for high availability of multiple print servers, regardless of location in regard to central site.	Processing of print job spooling and hosting of Windows print drivers.
Central Reprographic Department Module	Standard module supporting CRD production. Includes Operator's Dashboard for controlling print job flow and production	Activity Tracking
Web Submission Module	Provide the ability to open a Central Reprographic Department job ticket from a web page and submit with job properties	Sending print jobs to CRD
Scan to Central Reprographic	Provides the user the ability to scan jobs to the CRD from Canon copier control panel	Sending print jobs to CRD
MiCard HID Proximity Card	Provides the devices the ability to log in users with proximity card, keeping user identities intact	Device Authentication
PCI Job Conversion Instance	Allows print users to send jobs from native PCL applications for conversion to PDF for printing to Central Reprographic Department	Redirecting print jobs
Job Conversion Instance	Allows for conversion to different file formats for use with Universal Driver as well as provides for page level color analysis for cost calculations	

1.2.2 Responsibilities and Assumptions

William S. Hart UHSD responsibilities:

Provide administrative access to the network for installation and configuration capabilities.



Provide necessary information to interface with Novell / Active Directory for user database and any other necessary profile attributes deemed necessary during the discovery and design phase

Access to a workstation or server by which network access can be achieved either directly or via RDP

It may be necessary to perform firmware updates on some devices. It will be determined during discovery phase how this is to be administered.

Any software deemed necessary for project completion not described in this implementation plan

Any software and operating system updates that are not Uniflow

2 Management Overview

2.1 Description of Implementation

Central Server and Print Servers

1. The Uniflow installation will begin with setting up the dedicated server for central installation:
 - IIS will be configured to host Uniflow websites
 - Web browser settings for optimal performance
 - Installation of core server software
 - Integration to active directory
 - Integration to SMTP server
 - AD User import
2. Remote Print Server set up and installation
3. Installation of print drivers and printers on print servers

Canon Copiers (to be performed pre-flight during machine set up)

1. Update firmware to current version
2. Enable Access Management add-in
3. Install Universal Login Manager and MOM Client MEAP applications
4. Install MiCard Reader units

System

1. Design of printing workflow for Canon devices
2. Testing of printing workflow on selected Canon devices
3. Price Profile configuration
4. Cost Center set up for bill back functionality
5. Confirmation of accurate tracking and costing

Networked printers

1. Installation of MOM Client on workstations- Preferably via Group Policy
2. Configure printing workflow
3. Test printing and tracking

Locally hosted printers

1. Discovery has determined that there will be no locally hosted printers

Licensing

1. Licensing Uniflow Core Server and all modules

Turn System on

1. It has yet to be determined if implementation will be enabled by an incremental "Phase in" plan by location or department, or enabled to all devices and users.



Administrative and User training

1. System User training to be done by department and groups on set schedule
2. Administrator training will occur after the set ups and configurations are complete, to be determined at a later date

2.2 Points-of-Contact

Role	Name	Contact Number
Business Sponsor		
Project/Program Manager		
Government Project Officer		
System Developer or System Maintainer		
Quality Assurance Manager		
Configuration Management Manager		
Security Officer		
Database Administrator		
Site Implementation Representative		
IV&V Representative		

Table 2.2 – Points-of-Contact

3. Major Tasks

1. Envisioning- Scoping and project planning
2. Planning- Specifications, Architecture, Functionality and Design
3. Development- Installation of hardware, software and configuration of workflows needed to achieve results outlined in this document
4. Testing and Stabilization- Confirmation of all functionality including printing, copying, scanning, tracking and statistics. Initial test period before full rollout
5. Deployment- Activating system by department and machine and confirming functionality and accuracy
6. Staff Training- Training of staff on system and performing activities
7. Administrator Training- Training of technical staff on Uniflow administration and system functionality and reporting
8. Verification- Confirm with customer administrative staff on completion of project and achievement of implementation phase.
9. On-going Support- Establishing support escalation procedures and expectations



3.1 Implementation Schedule Time Allotments

Initial Design, Discovery and Server Set up and configuration

Task	Activity	Time
Envisioning	Scoping, Planning, Discovery	3 days
Planning	Architecture, function and design	2 days
Base Installation	Core Server installation, RPS set up	1-3 days

Canon MFD Set-up and Configuration

Task	Activity	Time
Firmware Updates	Current device software	1 day
Universal Login Manager	Upload to Canons	2 hours
Enable AMS	Configured on devices	2 hours

System

Task	Activity	Time
Print Drivers	Install Printers on Core Server and Print Servers	To be determined
Canon Printing Workflow	Design workflow for Canon printers	4 hours
Canon Copying Workflow	Design ULM behavior for copying on Canons	2 hours
Price Profile	Create pricing profiles as agreed upon	½ hour
User Database	Establish connection to Active Directory user database and set connection parameters for importing users with pin codes and default cost centers	3 hours- 5 hours
Design Printing Workflows	Created in Uniflow, based on agreed upon functionality and desired user experience for Secure Print, Follow Me Print, and Cost Center assignment	4 hours
Testing and confirmation	Deploying single device for testing and confirmation of workflow functionality and accurate reporting	2 hours



Network Printers (non-Canon)

Task	Activity	Time
Design Printing Workflows	Created in Uniflow based on agreed upon functionality and desired user experience on desktops	4 hours
Testing and Confirmation	Deploying a single device for confirmation of workflow functionality and accurate reporting	2 hours

User Workstations

Task	Activity	Time
Install Printers	Pushing out shared print queues. Preferable method is Group Policy	To be determined depending on method
Testing and Confirmation	Testing on single workstation for functionality and accurate reporting	1 hour

Deployment of Canon Copiers for Printing and Copying

Task	Activity	Time
Deployment of Canon Copiers for printing	Running printer wizards for Canon printing	30mins to 2 hours per machine
Deploying Login Manager for copying	Turning on MEAP applications for Canon copiers	5 minutes

Deployment of Non-Canon Network Printers

Task	Activity	Time
Deployment of printers	Running printer wizards for network printing	To be determined

Deployment of Locally hosted USB printers

Task	Activity	Time
Not Applicable	NA	4 hours

Verification of Functionality and Reporting Accuracy

Task	Activity	Time
Canon Printing and Copying	Verify user experience, functionality and reporting	4 hours



	accuracy	
Network Printers	Verify user experience, functionality and reporting accuracy	2 hours

User Training

Task	Activity	Time
Train 1900+ Users	Train on Printing/ Copying	5 days

Administration and Support Staff Training

Task	Activity	Time
Train WSHUSD Technical Support Staff	Systems Administrator training	3 hours
Train Reporting Staff	Train on running reports	2 hours

4 Implementation Support

The degree of technical support for implementation of this project will be determined at a later date, depending on the agreement between American Business Machines and William S. Hart UHSD.

4.1 Hardware, Software, Facilities, and Materials

4.1.1 Hardware

William S. Hart UHSD has specified in RFP # WSH15-12A that the core server and subsequent print servers, including remote print servers, will be built and configured to specifications required for the optimal performance of the software and subsystems. The number of print servers is yet to be determined and will be specified after the initial discovery, scoping and planning phase of the project. These determinations will be made to allow the system to run at its desired performance levels, and to not hinder the production of print jobs, print spooling and print processing. The initial scope of this project will most likely require additional processing power, and memory. It is possible that multiple servers will need to be utilized and set up as remote print servers to maintain production and efficiency.

It is specified within Uniflow's specification that the core server, and any subsequent servers be dedicated. American Business Machines and Canon will not support any Uniflow Core Server or Remote Print Server installations on any servers being utilized as Domain controllers, E-Mail hosts, or application servers.



4.1.2 Software

American Business Machines will provide and install any Microsoft server operating systems as per RF. Updates to the operating system, upgrades and back-up systems will be the responsibility of the ABM.

4.1.3 Facilities

William S. Hart UHSD District will provide ample workspace to the installing technicians to perform their duties. Installing technicians will require access to such facilities from 8am to 5pm, Monday through Friday.

4.1.4 Materials

Provider of additional materials and supplies deemed necessary for the installation will be determined at a later date depending on the level of participation agreed upon between American Business Machines and *William S. Hart UHSD*.

4.2 Documentation

All technical documentation, such as technical references and manuals, will be provided to the system administrative staff at the time of completion of implementation phase.

4.3 Personnel

Training of operational staff on system usage will be performed at the completion of the implementation phase. The final agreement between American Business Machines and *William S. Hart UHSD* will determine who will be training and how it is to be scheduled and implemented.

4.3.1 Training of Implementation Staff

American Business Machines will be working with the implementation staff during installation. Installation training will take place at that time.

4.4 Implementation Impact

Installation and implementation should have little to no impact on network bandwidth either at the district office location, middle school or high school sites, based on information derived from pre-discovery questionnaire and discussions.

4.5 Performance Monitoring

The system will be thoroughly tested for network impact, printing spooling speeds and transmittal speeds. Should an issue arise, American Business Machines will work directly with the project team at *William S. Hart UHSD* to address the issue and make recommendations for improved performance and consistency.



4.7 Configuration Management Interface

Updates and system upgrades will be made available to the support staff at *William S. Hart UHSD* when they are released. They will include technical publications regarding functionality changes expected when updates are processed.

5 Implementation Requirements by Site

Implementation requirements will be further discussed during the discovery and design phase of the project. Should the need to make site changes to the project arise, these requirements will be agreed upon by both parties and made effective prior to bringing the site on line with Uniflow.

5.1 Site Name or Identification

5.1.1 Site Requirements

There are no special hardware or software requirements for the school sites. A determination will be made in regards to the Schools and bandwidth connections to those schools. The determination will be whether or not these sites will require additional print servers to process print jobs without burdening the network connection to the datacenter.

5.1.2 Risks and Contingencies

5.1.3 Implementation Verification and Validation

5.2 Acceptance Criteria



APPENDIX A: Project Implementation Plan Approval

The undersigned acknowledge that they have reviewed the *William S. Hart UHSD* Project Implementation Plan and agree with the information presented within this document. Changes to this **Project Implementation Plan** will be coordinated with, and approved by, the undersigned, or their designated representatives.

Signature: _____ Date: _____
Print Name: _____
Title: _____
Role: Project Manager



APPENDIX B: System Hardware Inventory

Name/ ID	Type	Model/ Version	Physical Location	Equipment Owner (Person or Dept)	Maintenance Contract? Y/N	Maintenance Contact Point	Maintenance Type/ Level of Coverage	Maintenance Period Expiration Date	Required Licenses



APPENDIX C: System Software Inventory

Name/ ID	Type	Model/ Version	Physical Location	Equipment Owner (Person or Dept)	Maintenance Contract? Y/N	Maintenance Contact Point	Maintenance Type/ Level of Coverage	Maintenance Period Expiration Date	Required Licenses
Uniflow Enterprise Edition	Output Management	Version 5.3	Data Center Server	VUSD	Yes 5 years	ABM	Version updates, software assurance		
Uniflow Login Manager	Copier Authentication and behavior	Version 4.2	Canon MFD's	VUSD	Yes 5 years	ABM	Version updates, software assurance		
Uniflow SPP Licenses for MEAP	Secure Print	5.3	Canon MFD's	VUSD	Yes 5 years	ABM	Version updates, software assurance		
Uniflow Job Conversion Instance	File format conversion	5.3	Uniflow Core Server	VUSD	Yes 5 years	ABM	Version updates, software assurance		
Uniflow Statistics Module	Tracking and Statistics	5.3	Uniflow Core Server	VUSD	Yes 5 years	ABM	Version updates, software assurance		
Uniflow Secure Print Module	Secure/ Follow Me Printing	5.3	Uniflow Core Server	VUSD	Yes 5 years	ABM	Version updates, software assurance		



Uniflow Device Scan Licenses	Scanning to CRD from Canon	5.3	Uniflow Core Server	WSHUSD	Yes 5 years	ABM	Version updates, software assurance	
PCL Job Conversion	Converts print jobs to PDF format for CRD submission	5.3	Uniflow Core Server	WSHUSD	Yes 5 years	ABM	Version updates, software assurance	

Appendix D: Implementation Plan Schedule Flowchart

Task	Estimated Time	Week 1 Planning	Week 2 Core install	Week 3 Production rollout	Week 4 Verification and training	Week 5 Verification and training
Envision	3 days					
Planning	2 days					
Base Installation- Core Server, RPS	1-3 days					
Firmware Updates	1 day					
Universal Login Manager	2 hours					
AMS	2 hours					
Print Driver Install	TBD					
Canon Printing Workflows	4 hours					
Canon Copying Workflows	2 hours					
Pricing Profile	½ hour					
User Database	3-5 hours					
Design Print Workflows	4 hours					
Test and Confirm	2 hours					
Network Printing Workflows	4 hours					
Test and Confirm	2 hours					
MOM Client on workstations	NA					
Test and Confirm	NA					
Deployment of Canon Copier- Per unit (90+)	.5 hours					
Deployment of ULM for Copying	.5 hours					
Deployment of Non-Canon Printers	TDB					
Deployment of Local Printers	NA					
Verification of Canon Print and Copy	4 hours					
Verification of Networks Printing	2 hours					
Verification of Local Printers	NA					
Scanning Workflow Design	2 hours					
Verification of Scanning Functionality	2 hours					
User Training- Copying Experience	5 days					
User Training- Printing Experience	3 days					
Administrator Training	1 days					