

APPENDIX 2
STATEMENT OF WORK

Placeholder for Statement of Work.



New World Systems[®]
The Public Sector Software Company

Appendix 2

**City of Norman,
Oklahoma**

Statement of Work

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Document Control Sheet**General Information**

Project Name	Project Manager	Business Owner (Key Sponsor)	Provider Single Point of Contact

Document Preparation Information

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STATEMENT OF PURPOSE

This Statement of Work (SOW) defines the principal activities and responsibilities of the City of Norman, Oklahoma (**Customer**) and **New World** for the implementation of an integrated system consisting of:

AEGIS Modules and Functions
Computer Aided Dispatch
Law Enforcement Records Management
Fire Records Management
Mobile
Field-Based Reporting

The integrated technology shall be provided by **New World** to transition from the existing technology supporting **Customer's** participants and to support **Customer's** operation.

This SOW requires that **New World** and **Customer** provide the management leadership and staff commitment to fulfill their responsibilities as described in the **Agreement**.

GENERAL ASSUMPTIONS

1. This Statement of Work will be utilized by **New World** and **Customer** to manage implementation of the **New World** technology and to transition **Customer** from its existing technologies and operation to the technology provided and described in the **Agreement**.
2. Work will be performed at **Customer's** location and **New World's** project offices and will be performed on business days during **Customer's** normal business hours, except when both parties agree otherwise.
3. The project consists of the delivery, installation, configuration, testing, implementation and go-live of the Licensed Standard Software that provides the functionality and operation described in this **Agreement**.
4. Additional work activities and software functionality not described in the **Agreement** will be considered a change to this project and will be authorized by **Customer** using the Project Change Request.
5. **Customer** and **New World** expect and agree that the Statement of Work will be modified from time to time, especially after **New World** gains a more complete understanding of **Customer's** existing technologies, business practices and operations.
6. Completion of Data Conversions and delivery of described custom software interfaces are pre Go-Live requirements.

NEW WORLD AND CUSTOMER STAFF

Responsibilities of **New World** and **Customer** staff are described in the **Agreement** and this Statement of Work.

NEW WORLD EXECUTIVE SPONSORS***Nino DiCosmo, Sr. Vice President and General Manager, Aegis Division***

Mr. DiCosmo is the **New World** Executive responsible for professional services and support for all projects. He will stay actively involved in the project implementation and will attend several on-site project status meetings.

Mark Dvorak, Vice President of Professional Services and Customer Operations, East

Mr. Dvorak and his team of project managers and trainers are responsible for the implementation of the **Customer** project. He will be active in the project implementation and scheduling of resources. In addition, he will have direct contact on a regular basis with the **Customer** Project Manager to ensure the highest level of satisfaction during project implementation

PROJECT TEAM**TBD, Project Manager**

A project manager will be assigned to the project upon **Agreement** signing. **Customer** will be provided an opportunity to interview and approve proposed Project Manager. The Project Manager may provide some of the initial set up and training and will also be a technical liaison to **New World**. In addition, the Project Manager will generate all status reports and correspondence.

Nina DiMeglio, Director, Customer Support

Ms. DiMeglio will oversee the operation of the **Customer** Support Team, including the Call Center. Ms. DiMeglio will work closely with the **New World** and **Customer** Project Managers to ramp up the support team to provide support during go-live and ongoing support thereafter.

TBD, New World On-Site Installation Support

These professionals will be assigned to the implementation of the **New World** deliverables. They will provide the initial set up, testing and user training, along with recommendations for additional training staff as required.

CUSTOMER EXECUTIVE SPONSORS***TBD, Customer Senior Manager***

TBD will be the primary senior management contact for **New World**. He/She will be responsible for senior management communications regarding the overall relationship, contractual matters, gaining approvals from funding sources when necessary, overseeing **Customer** project governance and will coordinate any senior management activities of **Customer's** staff in fulfilling the **Customer's** responsibilities within this SOW and the **Agreement**.

TBD, Customer Project Manager

TBD will be the primary contact for **New World**. He/She will be responsible for communication with the **Customer** regarding project progress, issues and/or changes and will coordinate and manage activities of **Customer's** staff in fulfilling the **Customer's** responsibilities within this SOW and the **Agreement**.

TBD, System Administrator

The System Administrator (SA) will be responsible to ensure **Customer's** network, servers and client (PC) environment (i.e., **Customer's** hardware and system software infrastructure) is installed and maintained properly; provide operational support of **Customer's** hardware and system software infrastructure; provide operational support for **New World** Standard Software to **Customer's** user staff and perform backup, recovery and routine update procedures for **New World's** Licensed Standard Software.

NEW WORLD SYSTEMS PROJECT METHODOLOGY OVERVIEW

The focus of **New World**'s Project Manager, Program Management Office (PMO), services team, support team and all personnel associated with this project is to assist the **Customer** complete their project successfully.

Since its inception, **New World** has successfully completed thousands of **Customer** projects and developed a standard project management methodology that is predictable, repeatable, lowers risk and maximizes **Customer** success. This standard approach, the **New World** Project Implementation Methodology (PIM), is based upon a combination of Project Management Institute (PMI) guidelines (PMBOK) and years of successful **New World** project management activity deploying public safety solutions.

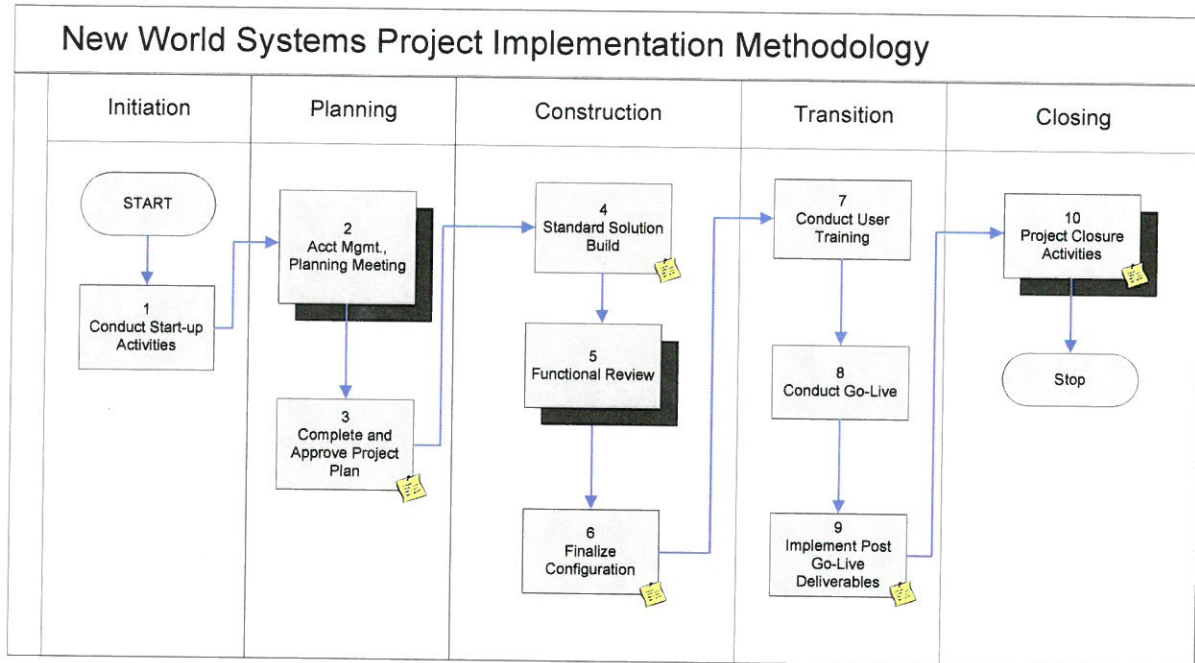
The **New World** PIM is the standard process that **New World** follows for all project implementations. Projects are divided into five distinct phases during implementation:

1. **Initiation** – Engage project management, establish initial communication channels and begin planning
2. **Planning** – Create and approve the Project Plan
3. **Construction** – Execute the Project Plan to build, configure and review the system to verify system readiness
4. **Transition** – Train users, perform data conversion, execute go live, complete post-go live activities, Acceptance Testing and finalize **Customer** application customizations
5. **Closing** – Review and approve the project closure, disengage project management and formally transfer **Customer** to Account Management team

Each phase consists of one or more steps. Each step includes:

1. **New World responsibilities** – Activities **New World** staff is responsible to perform
2. **Customer responsibilities** – Activities **Customer** staff is responsible to perform
3. **Inputs (prerequisites)** – Items that must be completed prior to the start of the step and are used during the step
4. **Outputs (completion criteria)** – Items that must be completed during the step and are requirements in order to consider the step complete (outputs are often the inputs of future steps and must be completed in order to keep the project on track)

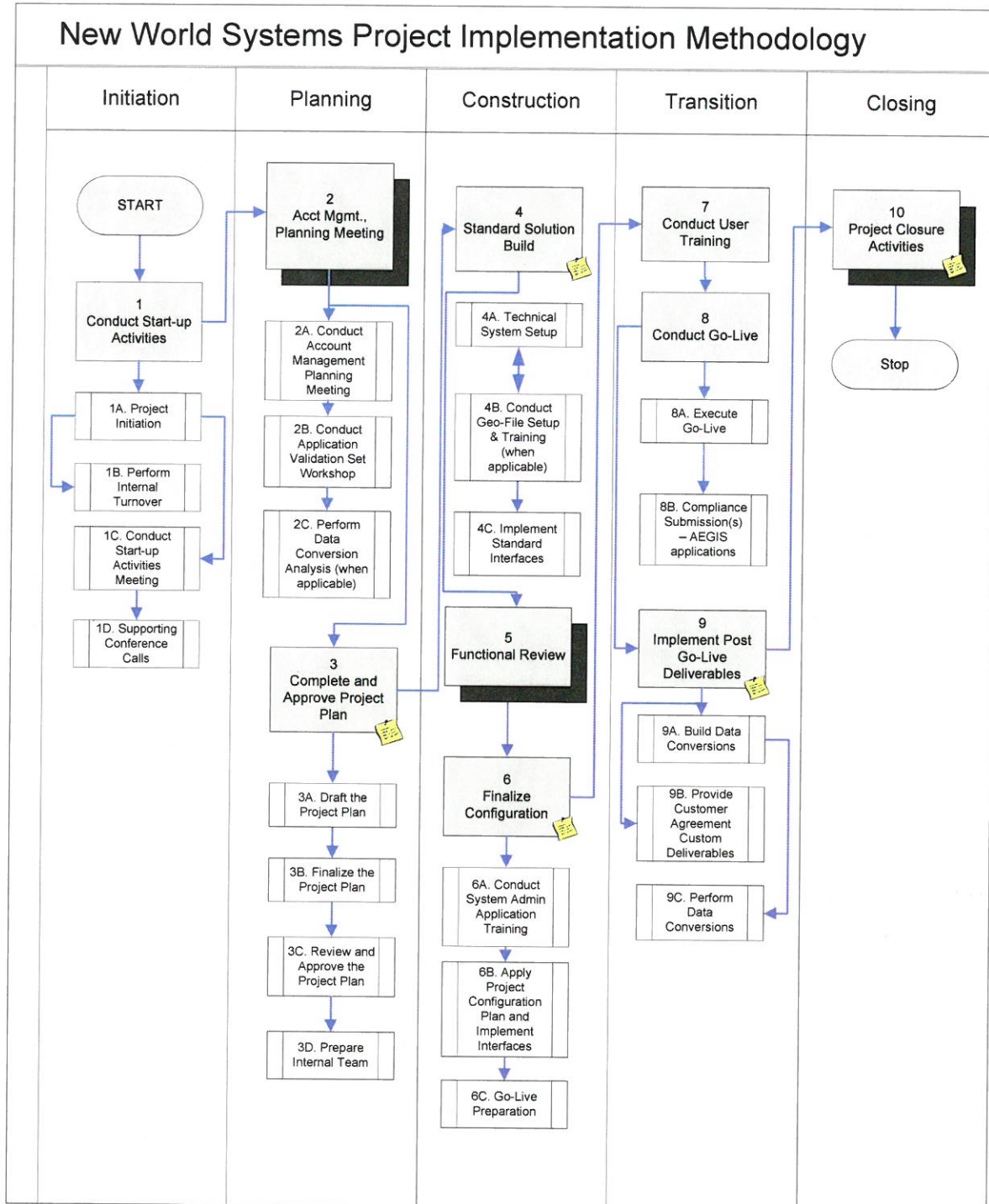
A diagram of the Project Implementation Methodology is shown on the following page. Although the steps on the diagram are sequential, over time, steps will overlap.

**LEGEND**

Step

Task Includes Customer
Executive Review MeetingsRequires Authorized
Customer Signoff

The key tasks and related project deliverables that comprise the work breakdown structure (WBS) of the Project Implementation Methodology are shown in the diagram on the following page. Each step and project deliverable are described in detail in the sections following this diagram. The full work WBS is embedded in the Project Schedule template (mpp), which is used in conjunction with this methodology.

**LEGEND**

Step



Task / Deliverable



Task Includes Customer Executive Review Meetings



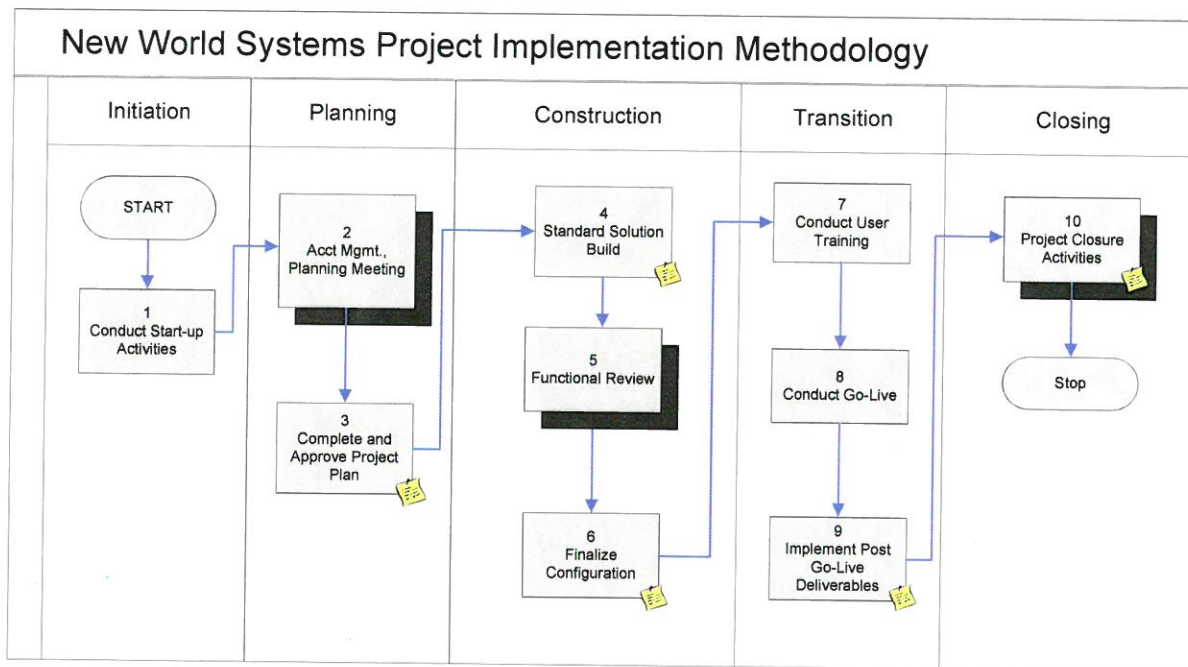
Requires Authorized Customer Signoff



PHASE: Initiation

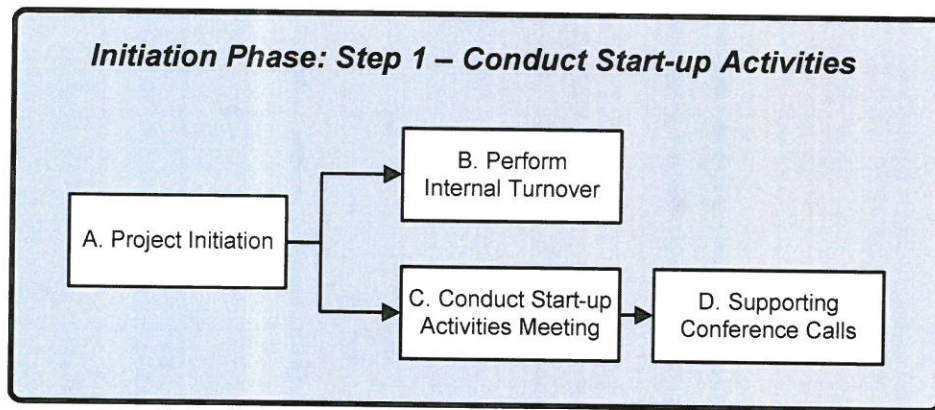
Purpose: Engage project management, establish initial communication channels and begin planning.

Description of Phase: The Initiation Phase consists of one step. During this Phase, the **New World** and **Customer** Project Managers are assigned and the **New World** Sales representative initiates the formal transition of the project to the **New World** Operations team. This team includes Executive Sponsorship, Senior Program leadership, Program Office Management (PMO) governance, Project Management and Delivery Center specialists. In this Phase, this Operations team establishes a foundation for program governance, retention of project artifacts and takes ownership of the **Customer** communications and the execution of the **Agreement**.

**LEGEND**

Step

Task Includes Customer
Executive Review MeetingsRequires Authorized
Customer Signoff

Step 1: Conduct Start-up Activities**A. Project Initiation**

Overview: Within one week of **Agreement** execution, the **Customer's** project will be initiated. Key activities include:

1. Initial call to the **Customer** to set the date and time for a Start-up Activities conference call
2. PMO establishes framework for project execution and governance (e.g., project metrics/status reporting, project artifact storage)
3. Execution of the **Agreement** is assigned to a delivery team (e.g., Executive Sponsor, Project Manager)

New World responsibilities: The Sales Representative is responsible for the initial call to the **Customer** and the PMO is responsible for initiating the project at **New World** and establishing the framework for governance.

Customer responsibilities: None

Inputs (prerequisites):

1. **Agreement**
2. Turnover Document

Outputs (completion criteria):

1. Phone call with **Customer**
2. Storage of project artifacts and governance framework established on the Project Management Portal

B. Perform Internal Turnover

Overview: The assigned **New World** Project Manager will coordinate and facilitate an internal turnover meeting with key staff members associated with project planning, development and implementation. Key staff members include:

- New Account Sales/**Customer** Care Manager
- Solution Consulting Practice Manager(s)
- Solution Consulting Administrative Assistant
- System Assurance Manager / Technical Lead
- PMO Manager
- Project Manager
- Professional Services Manager
- Data Conversion Manager
- Interface Manager
- **Customer** Support Account Manager
- Others as needed

New World responsibilities: Individual responsibilities are described below:

Project Manager:

1. Review the **Agreement** and Customer Agreement Assessment Report
2. Review Turnover Document
3. Coordinate and schedule meeting
4. Create and distribute meeting agenda
5. Conduct meeting
6. Facilitate a discussion that defines delivery structure and proposed project schedule for this project (e.g., application build approach/WBS; Delivery Center Technical Leadership, anticipated timeline)
7. Initiate the Project Management Plan and Project Binder (internal document)
8. Document action items, issues and risks in Project Management Plan

Other **New World** employees:

1. Prior to the meeting,
 - a. PMO creates the Customer Agreement Assessment Report. They review the project initiation documents (e.g., **Agreement**, Turnover Document), highlight key deliverables, **Customer** expectations, terms and conditions and verify that the **Customer** billing plan conforms to the **Agreement**.
 - b. PMO will create an initial Project Schedule where the WBS is aligned with the deliverables defined in the **Agreement**.
 - c. Each attendee will review all project related information, i.e., **Agreement**, internal documentation, meeting agenda, etc.
2. Attendees will prepare questions and observations requiring further discussion
3. Attend meeting and discuss agenda items
4. Document and follow up on any items requiring their attention

Customer responsibilities: None

Inputs (prerequisites):

1. Turnover Document (internal document)
2. **Agreement**
3. Project Manager assigned
4. Customer Agreement Assessment Report (internal use only)
5. Project Management Plan
6. Project Schedule Template
7. Project Binder (internal document)

Outputs (completion criteria):

1. Tracking system updated with entries (cases) for **Customer** \contract deliverables
2. First iteration of the Project Schedule, Project Management Plan and Project Binder

C. Conduct Start-up Activities Meeting

Overview: The Project Manager will facilitate a meeting with the **Customer**. The objectives for this meeting are:

1. Introduction of **New World** Project Manager and Executive Management team
2. Describe key teams/groups and identify their roles and responsibilities during the project
3. Discuss expectations of **Customer** and **New World**
 - a. Senior **Customer** leadership will be required for executive project reviews and signing approval documents
 - b. Project timeframes
4. Discuss **New World** Project Methodology Overview
5. Discuss Account Management Planning meeting agenda and objectives
6. Set date for on-site Account Management Planning meeting and discuss site preparation
7. Discuss keys to projects success
8. Schedule System Assurance Phone conference
9. Obtain topology diagram of **Customer's** network

New World responsibilities: The Sales Representative is responsible for arranging and coordinating the meeting through the initial **Customer** phone call.

Customer responsibilities: Attend meeting and be prepared to discuss agenda items. Supply updated topology diagram of the network.

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Standard Meeting Agenda and Presentation template for meeting
3. Project Management Plan
4. Initial Project Schedule

Outputs (completion criteria):

1. Post-Trip Report (when conducted on site) or follow-up email (when conducted remotely via conference call)
2. Updated Project Schedule
 - a. Initial baseline based on project size and deliverables
 - b. Initial **Customer** meeting activities defined
3. Customized meeting agenda and presentation
4. Updated Project Status record; include initial project baseline dates
5. Updated Project Management Plan (e.g., action items, issues, risks identified)
6. Supporting documentation
7. Project Managers, Executive Manager and Subject Matter Experts (SMEs) roles reviewed
8. **Customer** supplied topology diagram of the network
9. Scheduled System Assurance Phone Conference

D. Supporting Conference Calls

Overview: The System Assurance Technical Lead will work with the Project Manager to coordinate and facilitate a conference call with the **Customer** to address System Assurance planning / analysis. The key objective of this conference call is to ensure the **Customer** understands what information is needed for the System Assurance process to be successful and to establish an agreed upon timeline for this information.

A key focus in this call will be the development of the GIS data for use with **New World** applications. **New World** will introduce the parameters for the required GIS layers by providing **Customer** with a GIS Implementation Packet and conducting an initial review of **Customer**-provided GIS data for compatibility with the **New World** application.

New World responsibilities: System Assurance Technical Lead facilitates conference call with the **Customer** and **New World** technical resources to address the initial System Assurance planning and analysis. Distribute/explain GIS implementation packet, survey and data collection documents that need to be completed by the **Customer**.

Customer responsibilities: **Customer** leadership and technical resources participate in conference call(s) to address the initial System Assurance planning and analysis. **Customer** to complete relevant survey(s) and data collection documents (after complete of the conference call).

To support the GIS requirements, the **Customer** will need to:

1. Supply accurate GIS data in a standard ESRI format (shape files, personal geo-database, file geo-database, etc.) on the agreed upon date.
2. Appoint a GIS Implementation Specialist to resolve any issues regarding delivery, mapping or functionality of GIS data with the **New World** application.
3. Carefully review the comments and/or requested changes from the **New World** GIS Implementation Specialists related to the compatibility of the **Customer's** GIS data with the **New World** application after the required GIS layers have been reviewed by **New World**.

Inputs (prerequisites):

1. System Assurance conference calls scheduled
2. System Assurance meeting agendas and presentation templates
3. Relevant survey, data collection templates and GIS implementation packet (when applicable)

Outputs (completion criteria):

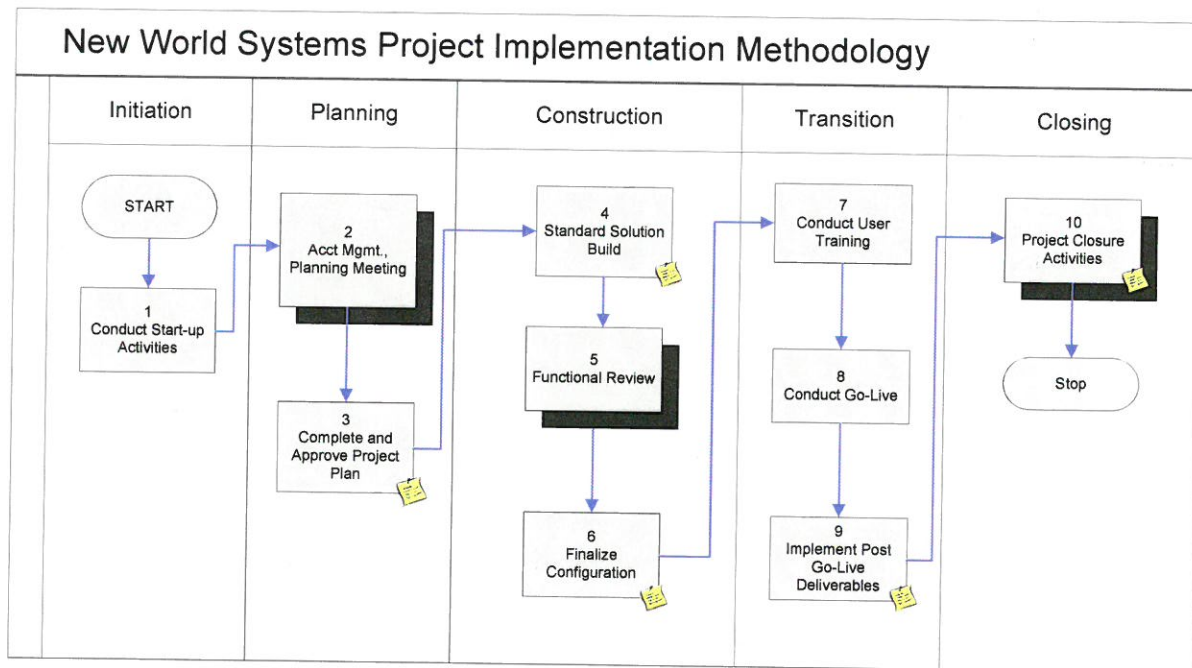
1. Completed Systems Assurance Conference
2. Customized System Assurance meeting agenda and presentation template
3. Updated Project Management Plan (e.g., action items, issues identified)
4. Updated Project Schedule
5. Survey and data collection documents (completed by the **Customer**)
6. Supporting documentation
7. Store project artifacts and update status of project on Project Management Portal
8. GIS Information



PHASE: Planning

Purpose: Create and approve the Project Management Plan.

Description of Phase: The Planning Phase consists of two steps. During this Phase, **New World** and **Customer** Project Managers organize the project, establish project teams, confirm requirements, develop the Project Plan and obtain senior management approval for the Project Plan.

**LEGEND**

Step

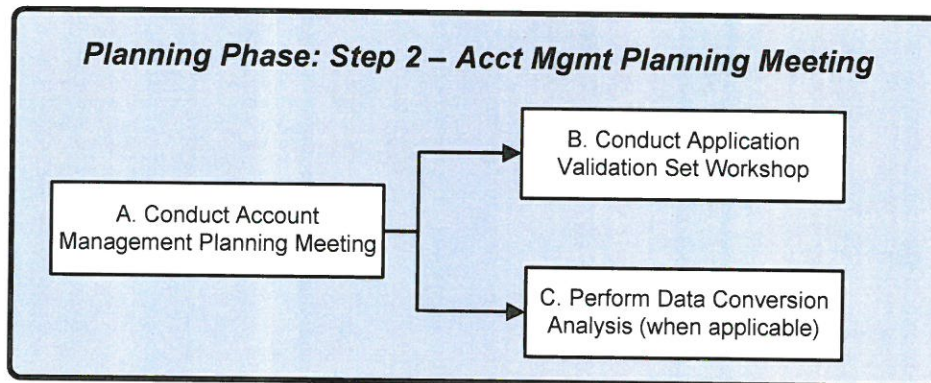


Task Includes Customer Executive Review Meetings



Requires Authorized Customer Signoff



Step 2: On-Site Account Management Planning Meeting**A. Conduct Account Management Planning Meeting**

Overview: During this event, the assigned **New World** Project Manager will coordinate a series of on-site meetings with key **Customer** and SMEs associated with project planning, development and implementation. In addition, we will conduct a high level review of the **Customer's** business practices, environment and workflow to examine their fit into the **New World** software product. In this series of meetings, **New World** and the **Customer** will establish project methods, project acceptance criteria and governance. Key topics include:

1. Executive overview with Executive Management and identification of **Customer** Executive Sponsor(s)
2. Review of project scope (**Agreement**, project methodology) with **Customer** project management
3. Development of the Project Management Plan
4. Discuss initial Project Schedule and resource management policy
5. Presentation of the overall implementation strategy, roles, responsibilities and keys to project success
6. High level review of **Customer** workflows and policies to establish the foundation to facilitate discussions related to a proposed timeline, custom requirements and an initial training schedule
7. Address go-live requirement for custom interfaces, custom software modules and/or data conversions

Key meeting participants include:

1. Senior/Executive Sponsor
2. General Manager Professional Services
3. New Account Sales or **Customer** Care Account Manager
4. **New World** Project Manager
5. **Customer** Senior Management /Exec Sponsor
6. **Customer** Project Manager
7. **Customer** SMEs

New World Responsibilities: During this event, the Project Manager (and/or designee) will meet with **Customer** staff and review requirements for the various items listed above. Once complete, the Project Manager (and/or designee) will document the requirements and distribute the information to the appropriate members of the implementation team. The **New World** Project Manager responsibilities include:

1. Establish framework for account management, roles and responsibilities of **New World** and **Customer**
2. Review **Agreement**
3. Review project methodology
4. Establish initial Project Management Plan
 - a. Roles and Responsibilities
 - b. Communication Plan
 - c. Risk Management Plan
 - d. Initial issues / concerns
5. Propose initial Project Schedule
6. Define an initial Training Plan
7. Update the Project Management Plan and Project Schedule
8. Create the initial requirement definition for custom requirements (e.g., software modifications, custom interfaces, data conversion); clearly define implementation timing (e.g., go-live vs. post go-live).
9. Conduct Executive Sponsorship meeting

Once compiled, documents will be provided to the **Customer** for review.

Customer Responsibilities: The **Customer** is responsible for:

1. Site preparation (conference rooms, audio visual equipment, etc.)
2. Meeting coordination with Executive Sponsors, supervisors, SMEs to support all contracted modules and functions, including but not limited to:

AEGIS Modules and Functions
Computer Aided Dispatch
Law Enforcement Records Management
Fire Records Management
Mobile
Field-Based Reporting

3. **Agreement** to account management framework, relationship approach and time schedule for project reviews
4. Attending and participating in the Account Management Planning Meeting
5. Providing the necessary technical specifications on interfaces
6. Providing complete user stories (that provide a general description of desired enhancement) for custom enhancements
7. Providing liaison support with agencies and vendors required to support interfaces
8. Identifying any non-standard **New World** reports not yet identified or included in the **Agreement**
9. Providing appropriate technical staff necessary to complete technical surveys (e.g., the Aegis Mobile Checklist, when applicable)
10. Reviewing all documentation compiled through this process, including the Requirements Document(s) submitted by **New World** and identify specific issues in writing
11. Providing liaison support with the state to support state reporting requirements (e.g., IBR, UCR, Accidents, etc.)

Inputs (prerequisites):

1. **Agreement**
2. Meeting Agenda / Pre-Trip Report
3. Presentation template
4. Resource Management Policy
5. **Customer** completed surveys, data collection documents
6. Standard workflow templates (when applicable)
7. Project Management Plan
8. Project Binder (internal document)
9. Data Conversion, System Assurance templates (when applicable)
10. Initial Project Schedule
11. Topology diagram of **Customer's** network
12. **Agreement**
13. Requirements Definition template

Outputs (completion criteria):

1. Post-trip Report
2. Framework established for account management, roles and responsibilities of **New World** and **Customer**
3. **Agreement** reviewed
4. Project methodology and planning templates reviewed
5. **Agreement** on initial Project Schedule and initial Training Plan
6. Initial Requirement Definitions (e.g., software modifications, custom interfaces, data conversion), clearly defined implementation timing (e.g., go-live vs. post go-live)
7. Define timeframe for next Executive Sponsorship discussion
8. Change Order (when applicable)
9. Contract Addendum (when applicable)
10. Updated Project Management Plan
11. Updated Project Binder (internal document)
12. Updated Project Schedule
 - a. All activities sequenced (dependencies applied)
 - b. Project Schedule defined
13. Supporting documentation
14. Store project artifacts and update status of project on Project Management Portal

B. Conduct Application Validation Set Workshop

Overview: During this event, **New World** will conduct Application Validation Set Training for designated **Customer** SME personnel to acquire the knowledge necessary to define the validation sets that are necessary to configure the initial application database. In this workshop, but **Customer** SME team will learn about the different types of information that must be defined and the method to communicate the validation set data.

New World responsibilities:

1. Provide up-to-date user manuals and tailorable training guides to workshop participants
2. Instruct **Customer** personnel on the validation sets information and process for the various contracted modules and associated application database

Customer responsibilities:

1. Convene workshop team of SMEs for this training
2. Attend and participate in the Application Validation Set Training

Inputs (prerequisites):

1. Pre-Trip Report
2. Training material
3. Validation Set workbook(s)
4. Training room with computers running **New World** application

Outputs (completion criteria):

1. Post-Trip Report
2. Updated Project Plan
3. Updated Validation Set workbook(s)
4. Updated Training Guides

C. Perform Data Conversion Analysis

Overview: Using the established guidelines from the contract, prepare **Customer** and **New World** for data conversion and migration. **New World** will analyze **Customer** source data, develop and deliver a Data Conversion/Migration Plan. This process will be initiated during the on-site Account Management Planning meeting(s).

New World responsibilities:

1. With **Customer** assistance, **New World** will analyze existing **Customer** source data; during this analysis process, **New World** will determine compatibility with the **New World** database structures and the viability of a conversion or migration to the **New World** database
2. Develop and deliver a Data Conversion/Migration Plan. The plan will identify data sources to be converted, data sources to be migrated, including Windows compatible file attachments (JPEG, PDF, WAV, DOCX, etc.) database types, database design and any detected data mapping concerns
3. When required, develop change order that reflects differences between the **Agreement** and **Customer's** desired data conversion

Customer responsibilities:

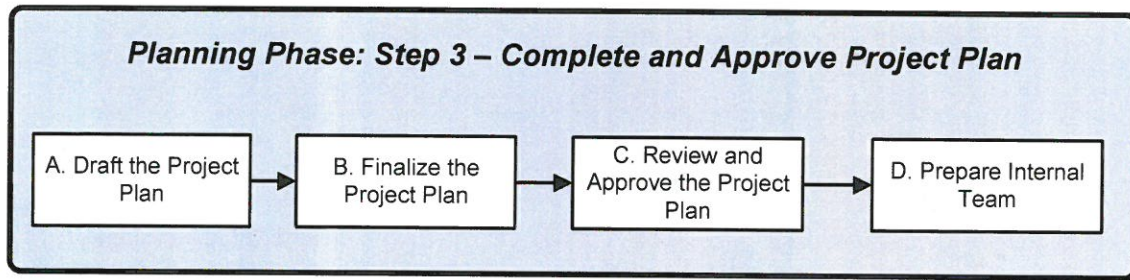
1. Provide **New World** with a representative sample of the data to be converted on mutually agreeable transmission media
 - a. Assist **New World** in analyzing source data
 - b. Live in source system
2. Review the Data Conversion/Migration Plan

Inputs (prerequisites):

1. Data Conversion Packet
2. Sample data from **Customer**

Outputs (completion criteria):

1. Data Conversion/Migration Plan
2. **Customer** review and sign off on the Data Conversion/Migration Plan
3. Signed change order, when required

Step 3: Complete and Approve Project Plan**A. Draft the Project Plan**

Overview: The purpose of this event is to review the information captured during the Planning Phase, finalize key decisions and prepare to finalize the overall Project Plan. It is important to note that the Project Plan includes all documents prepared during the Planning Phase:

1. Project Management Plan
 - a. Roles and Responsibilities
 - b. Communication Plan
 - c. Risk Management Plan
 - d. Action Items
 - e. Issues
 - f. Key Decisions - Changes
2. Project Schedule
3. Supporting documents
4. Initial Requirement Definition for **Customer** Deliverables
5. Initial Training Plan

New World responsibilities: During this process, the **New World** Project Manager will meet with the **Customer** project team and review the information documented in the Planning Phase. The Project Manager will then draft and publish the Project Plan that will be submitted for approval.

Customer responsibilities: Support finalization of the Project Plan, providing SMEs as needed.

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Requirements Document(s)
3. Initial Training Plan
4. Information referenced from legacy system(s) as well as **New World** software
5. Project Management Plan
6. Project Binder (internal document)
7. Project Schedule

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. Updated Project Management Plan
3. Updated Project Binder (internal document)
4. Updated Project Schedule
5. Updated Requirements Document(s); including sign-offs (where applicable)
6. Updated supporting documentation
7. Proposed resource schedule

B. Finalize Project Plan

Overview: At this stage of the project, significant information has been gathered regarding the **Customer's** current operations and how the **New World** application implementation needs to occur to be successful. Based on this information, a final Project Plan must be developed that maps out the activities, deliverables and deadlines required by the project team.

New World responsibilities: The **New World** Project Manager will finalize the Project Plan to meet the requirements of a successful implementation, while establishing clear ownership of activities, deadlines and timeframes for each step of the implementation. The Project Plan provides detailed instructions to the entire **Customer** team and once approved, is the guiding light for all project activity going forward.

1. Review with **Customer** personnel the identified implementation tasks, priorities, inter-dependencies, team members, resources and other requirements to approve the final Project Plan.
2. The Project Management Plan, Project Schedule and supporting documentation are finalized as part of this step because these documents comprise the Project Plan that is reviewed as part of the acceptance criteria to move the project to the Construction Phase as defined in Review and Approve Project Plan.

Customer responsibilities: In tandem with **New World** project personnel, analyze identified requirements of the Project Plan and make such implementation decisions as are reasonably required to finalize the plan.

Inputs (prerequisites):

1. **Agreement**
2. Proposed resource schedule
3. Project Plan
 - a. Project Management Plan
 - b. Project Schedule
 - c. Project Configuration Plan and supporting documents/plans
 - d. Updated Requirements Document(s), including sign-offs
 - e. Supporting documents

Outputs (completion criteria):

1. Updated Project Plan
2. Confirmed resource schedule (90-day lock)
3. Store project artifacts and update status of project on Project Management Portal

C. Review and Approve Project Plan

Overview: The objective of this task is to approve the Project Plan based upon the activities and work processes discovered during the Planning Phase. The resulting document defines the specific project tasks, timelines for completion and ownership of each activity throughout the remainder of the project.

New World responsibilities:

1. Deliver the final Project Plan to **Customer**
2. Review the Project Plan with **Customer** personnel and make mutually agreed upon modifications
3. Upon mutual acceptance of the Project Plan, establish the document as the baseline for the remainder of the project
4. Ensure there is a clear definition of the alignment of any custom software/interfaces to the implementation of the standard application solution in the **Customer's** live environment
5. Review 90-day lock resource scheduling policy

Customer responsibilities:

1. Review the final Project Plan and document any specific deficiencies found with the Plan within ten (10) business days
2. Sign off on final iteration of the Plan by **Customer** Project Manager and Executive Manager

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Final Project Plan
3. Supporting Documentation

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. Final accepted Project Schedule; second baseline for project created based on actual timeline (initial baseline based on project size)
3. Updated Project Status Record; ensure new project baseline dates are reflected
4. Signed approval for the Project Plan
 - a. Project Schedule
 - b. Supporting documents/plans
 - c. Requirements Document(s); including sign-offs (where applicable)
 - d. Project Management Plan
 - e. Supporting Documentation
 - i. State reporting
 - ii. Data conversion
 - iii. Geo-File

D. Prepare Internal Team

Overview: During this portion of the implementation, the Project Manager meets with the **New World** team to discuss the requirements of the Project Plan and their individual responsibilities to deliver a successful project.

New World responsibilities: The **New World** Project Manager will be responsible for the following:

1. Prepare and coordinate the team briefing
2. Ensure all project documents are stored on the portal and are available to the team
3. During the meeting, the Project Manager will review the Project Plan and supporting (applicable) documents
4. The Project Manager will review with the individual team members their roles and responsibilities associated with the implementation

Customer responsibilities: None

Inputs (prerequisites):

1. Agenda
2. Final Project Plan
 - a. Project Schedule
 - b. Supporting documents/plans
 - c. Requirements Document(s)
 - d. Project Management Plan
 - e. Supporting Documentation
 - i. State reporting
 - ii. Data conversion
 - iii. System Assurance
3. Project Binder (internal document)
4. **Agreement**
5. Resource schedule

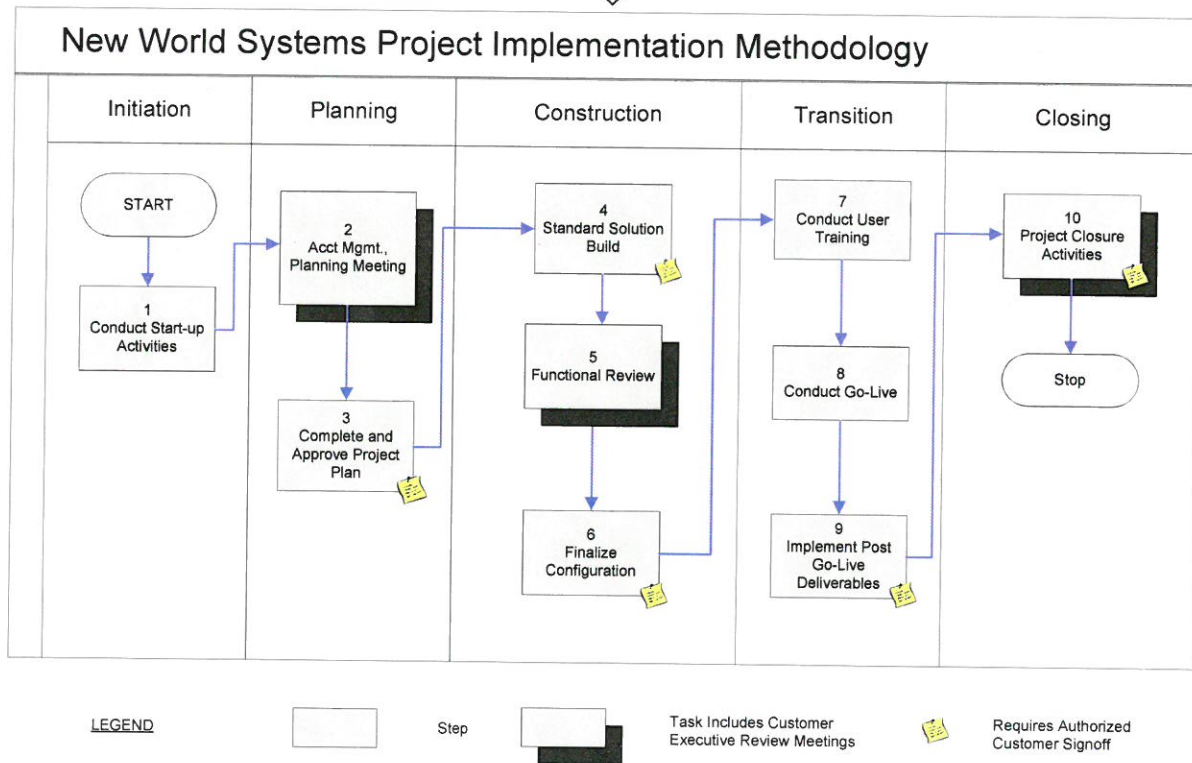
Outputs (completion criteria):

1. Updated Project Plan
2. Project team prepared to build application solution

PHASE: Construction

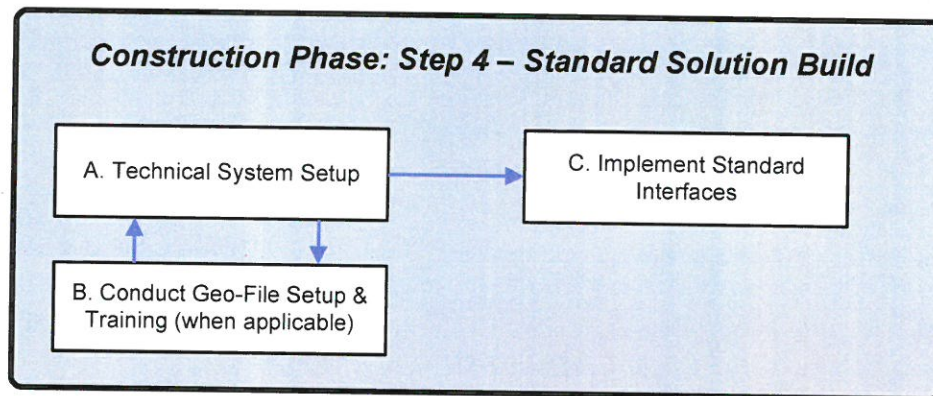
Purpose: Execute the Project Plan to build, review and configure the system to verify system readiness.

Description of Phase: The Construction Phase consists of three steps. During this Phase, **New World** and **Customer** Project Managers lead the project, coordinate project team activities, communicate direction, report on project progress and monitor resources. The team's focus during this Phase is to execute the Project Plan. **Customer** and **New World** project teams install the system, implement the database, review the configuration, apply final application configuration requirements and lay the groundwork to migrate to the **New World** application.



The methodology diagram indicates that each step of the Construction Phase follows the previous step, but many of these steps occur concurrently.

*In addition, when the **Customer** requires the conversion of existing data and/or implementation of custom interfaces to bring the applications into a live production environment, some (or all) of the tasks defined in the Transition Phase, Step 9, Implement Post Go-Live Deliverables, may occur during the Construction Phase (this is dependent upon the Project Plan developed and agreed upon in the Planning Phase).*

Step 4: Standard Solution Build**A. Technical System Setup**

Overview: During this step, **New World** validates and finalizes the **Customer's** hardware configuration, software requirements and implementation. The result of this effort is documented in the Site Plan.

New World will install the Licensed Standard Software and standard database on **Customer** supplied servers and configure system to meet application specifications. This is generally completed in two distinct stages: Aegis/MSP and Mobile

New World responsibilities: Configure the system as required and provide knowledge transfer to the System Administrator.

New World will install and configure the application specific server/client and train **Customer** personnel on configuration procedures. For each configuration, **New World** personnel will:

1. Verify with **Customer** personnel the computer processor(s), operating system software, third party software, associated workstation requirements, printers, network communications and other related components supplied by **Customer**
2. Establish the initial application database using the validation set workbook(s) as input
3. Document the required site resources (e.g., facility, power, network, cooling, etc.) necessary to operate the application; as part of the review, **New World** will make recommendations for necessary site modifications to meet minimum operating requirements for the application
4. Review with **Customer** the minimum requirements for workstations and mobile data devices as identified in the **Agreement**, as applicable to the application
5. Train **Customer** to install client workstations, administer servers, manage disaster recovery systems and review any other items of concern related to hardware and software configuration
6. Review ongoing **Customer** management expectations of how system will be managed by **Customer**; identify role of **New World** vs. **Customer**

7. Provide **Customer** with a Site Plan that includes the following:
 - a. Identification of any special space requirements
 - b. Functional system diagram, showing a high level view of the **New World** Standard Software subsystems and their associated hardware

Customer responsibilities:

1. Provide **Customer** technology staff to assist **New World** with the Site Plan
2. Provide, upon request, information on existing hardware and operating system software components and terminal networks, as well as projected utilization statistics and other information reasonably required to validate final hardware requirements
3. Review the final hardware and operating system configuration with the **New World** project team
4. Review **New World** recommendations regarding any existing communications networks and workstations and make any reasonable modifications identified by **New World** to ensure compatibility with the equipment and system to be installed
5. Ensure hardware is ordered, delivered and installed prior to scheduling **New World** System Assurance visit on site
6. Have information technology support staff on hand for knowledge transfer and to help address any concerns encountered during the system installation
7. Review and sign off on systems management expectations policy
8. Provide signoff indicating completion of system set-up and administration training
9. Install and configure the mobile software on additional mobile computers

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. System Support documentation
3. Validation Set workbooks
4. **Customer** supplied topology diagram of the network and map
5. System Set-up and Administration Training sign-off template
6. Systems Management Expectations Policy template

Outputs (completion criteria):

1. Site Plan
2. Test and production environments are ready to use
3. Post-Trip Report (if conducted on site)
4. System Set-up and Administration Training sign-off document
5. Systems Management Expectations Policy / signoff
6. Store project artifacts and update status of project on Project Management Portal



B. Conduct Geo-File Setup and Training (when applicable)

Overview: New World will recommend procedures to support the loading of **Customer**-supplied GIS data for use in the New World software and assist the **Customer** with the initial load of GIS data.

As part of this step, New World will provide a GIS overview of GIS components, where they are installed and discuss a plan for updating the GIS data within the New World software. **Customers** are responsible for continuous updates of the GIS data used in the New World software.

The **Customer** will need to have the appropriate ESRI desktop software of ArcEditor or ArcInfo in order to conduct the initial GIS data load and ongoing maintenance of the data. The ArcEditor or ArcInfo software must be available for use by the New World Customer Support Center to assist the **Customer** with GIS data support.

New World responsibilities:

1. Obtain from **Customer** the New World required GIS data containing address point layer (optional) and street centerline layer geo-codable by the systems proposed geo-coding service.
2. Obtain from **Customer** all appropriate required polygon boundary layers. This may represent Police Beats, Police ORI, Fire Quadrants, FDID, EMS Districts and EMS ORI, Common Name, Alias, and Hydrant layer
3. The GIS Implementation Specialist will assist **Customer** in loading/importing their GIS data into the New World enterprise geo-database within the New World software; it is required that all GIS data to be used within the New World software be maintained in a standard ESRI data format (shape files, personal geo-database, file geo-database) and then loaded into the New World software, or the required GIS data to be maintained directly in the New World enterprise geo-database using ESRI's ArcGIS ArcEditor or ArcInfo desktop software
4. Conduct a GIS Overview for the **Customer**

Customer responsibilities:

1. Provide New World with the required GIS data containing address point layer (optional) and street centerline layer geo-codable by the systems proposed
2. Provide New World all appropriate required polygon boundary layers
3. Assume responsibility for both initial GIS data development and ongoing GIS data maintenance
4. Provide a GIS point of contact responsible for ongoing GIS maintenance
5. Provide the above-specified GIS data for import/load into the New World enterprise geo-database
6. Provide any other GIS data for use within the New World software at the time of the initial import/load into the New World enterprise geo-database
7. Provide all ESRI Desktop software ArcEditor/ ArcInfo and any associated systems software licenses and workstation equipment necessary for the initial import/load of the GIS data into the New World enterprise geo-database
8. Provide trained staff to make GIS data changes or corrections in support of GIS implementation
9. Be solely responsible for the content and accuracy of the supplied GIS data (there is no data conversion or manipulation by New World)

Inputs (prerequisites):

1. GIS Implementation Packet and data review document
2. Detailed specifications of required changes or additions to **Customer** GIS data to ensure compatibility within the **New World** application

Outputs (completion criteria):

1. The **New World** Standard Software GIS Implementation has been successfully completed with **Customer**-supplied GIS data
2. **New World** demonstrates to **Customer** the **New World** application is working correctly with the loaded **Customer** GIS data
3. **New World** has provided **Customer** with the appropriate GIS overview necessary for ongoing maintenance and uploading of the GIS data within the **New World** application going forward
4. Store project artifacts and update status of project on Project Management Portal

C. Implement Standard Interfaces

Overview: During this event, **New World** will implement any applicable standard interfaces.

New World responsibilities: Implement the interfaces in the test environment that are required for the live environment.

Customer responsibilities:

1. Provide **Customer** technology staff to address the desired application workflow
2. Work with **New World** to test the interfaces

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Configuration requirements for interface operations
3. Standard Interfaces

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. Updated Project Plan
3. Store project artifacts and update status of project on Project Management Portal
4. Installed Standard Interfaces



Step 5: Functional Review

Overview: The Functional Review encompasses a hands-on review of each application within the implementation. This review is accomplished by presenting each function within the application from the user/administrator point-of-view and every project construction element as it relates to a particular workflow process.

New World responsibilities: New World Project Manager and Application Specialist(s) will act as facilitators during the Functional Review. Their main role is to review the **New World** standard software solution with the **Customer** and identify any **Customer** workflow modifications and/or minor software configuration changes that need to be applied. The Project Manager is responsible for coordinating this review with the Application Specialist and preparing the **Customer** team for the functional review and creating any applicable documentation (e.g., Functional Review Guide, trip reports). The Application Specialist will present the configured applications and act as SME to facilitate an interactive exchange with the **Customer** and work towards **Customer** acceptance of the configured applications. Additionally, a **New World** Executive Manager will participate in the Functional Review, as well as a project review meeting with the **Customer's** senior staff. The content of the Training Plans will also be finalized as part of the Functional Review. The review should include:

1. Overview of the various **Customer** work processes and the functional relationship to the software

AEGIS APPLICATIONS
Computer Aided Dispatch
Law Enforcement Records Management
Fire Records Management
Mobile
Field-Based Reporting

2. Validation of any custom modification decisions related to implementation of the standard software solution and the post-live custom requirements.
 - a. Custom software modifications
 - b. Custom interfaces
 - c. Data conversion
3. Finalization of any applicable Requirements Definition documentation.
4. Identification and documentation of any desired configuration modifications to the standard software solution (not applicable for pre-configured implementations)
 - a. Standard software applications
 - b. Standard Interfaces
 - c. State reporting requirements (e.g. IBR, UCR, Accident)
5. Agency-specific reports (internal management reports, public inquiries, etc.)
6. Review Hardware and Network Topology
7. Assess impact on workforce

8. Finalize Training Plan
9. Discuss Data Conversion Migration Plan
10. Define Cutover (Go Live) Plan, with Standard and Custom interfaces

Customer responsibilities: For the review, **Customer** leadership and SMEs participate to provide **Customer** workflow and policy information as it relates to the configured **New World** applications. Work with **New World** Project Manager and Application Specialist to determine any additional configuration changes that are required. Work with **Customer** to implement agreed upon workflow changes.

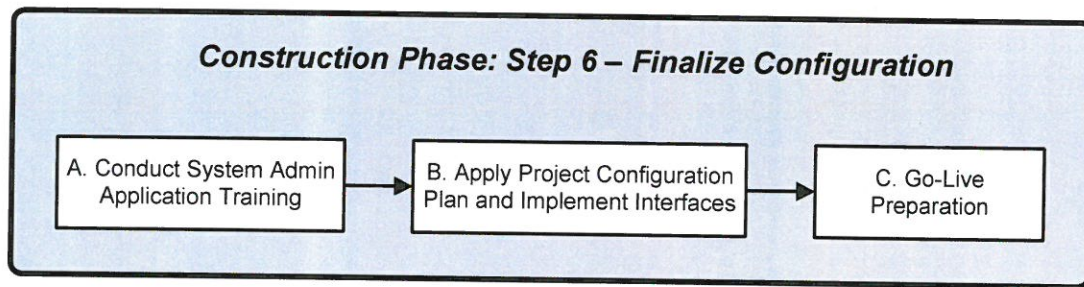
Inputs (prerequisites):

1. Pre-Trip Report
2. Functional Review Guide (when applicable)
3. Requirements Document(s) for Custom Interfaces / Modifications
4. Standard interfaces
5. State reporting (when applicable)
6. Data conversion
7. Geo-files
8. Field Reporting

Outputs (completion criteria):

1. Post-Trip Report
2. Updated Project Schedule
3. Updated Project Plan
4. Project Configuration Plan
5. Training Plan
6. Supporting documentation
7. Store project artifacts and update status of project on Project Management Portal



Step 6: Finalize Configuration**A. Conduct System Admin Application Training**

Overview: During this event, **New World** will conduct System Administration Application Training for designated **Customer** SME personnel to acquire the knowledge necessary to finalize the software solution configuration and maintain the various modules included in the **Agreement**. (There will be a minimum of one session per each major module.)

Decisions regarding the configuration of the **New World** application are made in the Construction Phase, Step 5, Functional Review, and are applied during this Step.

New World responsibilities:

1. Provide up-to-date user manuals to workshop participants
2. Instruct **Customer** personnel, including the system administrator, on configuration of the various contracted modules

Customer responsibilities:

1. Convene workshop team of SMEs for this training
2. Attend and participate in the System Admin Application Training

Inputs (prerequisites):

1. Pre-Trip Report
2. Training material
3. Project Configuration Plan
4. Training room with computers running **New World** application

Outputs (completion criteria):

1. Post-Trip Report
2. Updated Project Plan

B. Apply Project Configuration Plan and Implement Interfaces

Overview: During this event, the **Customer** uses the Project Configuration Plan created during the Functional Review, as the requirements for any modification to the standard application configuration. The results of this effort are configured applications.

New World will implement any remaining standard interfaces.

In addition, **New World** will create and implement any custom interfaces that must be in place to bring the applications into a live production environment. Data Conversion activity may also be addressed (dependent upon the Project Plan developed and agreed upon in the Planning phase).

New World responsibilities: Provide support for the **Customer** SME team that is applying configuration changes. Implement the interfaces in the test environment that are required for the live environment.

Customer responsibilities:

1. Apply configuration changes as defined in the Project Configuration Plan
2. Provide **Customer** technology staff to address the desired application workflow
3. Work with **New World** to test the interfaces (as applicable)

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Project Configuration Plan
3. Configuration requirements for interface operations
4. State reporting requirements including data requirements, contact information, data submission deadlines and transition plan
5. Requirements definition(s) (when applicable)
6. Standard and/or Custom Interfaces

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. Updated Project Plan
3. Store project artifacts and update status of project on Project Management Portal
4. Configured applications, including applicable interfaces, data conversion, state requirements and field reporting
5. Updated Project Configuration Plan



C. Go-Live Preparation

Overview: Review the overall project status to ensure that all requirements for a go-live event have been completed and the go-live event can occur with minimal disruption or risk. Document all related issues and concerns and jointly agree, in writing, to move forward with training and transition to the live environment.

New World responsibilities: During this process, the **New World** Project Manager or Application Specialist will review the system with the **Customer** to ensure that each application is functioning as expected. In addition, they will review the Project Management Plan with the **Customer** to ensure all applicable issues and action items have been addressed.

Customer responsibilities: With the **New World** representative, the **Customer** will demonstrate the system is set up and configured as designed. Work with Project Manager to identify any issues or concerns and jointly agree, in writing, to move forward with training and transition to the live environment.

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Project Configuration Plan
3. Project Plan
4. Go-Live sign-off template

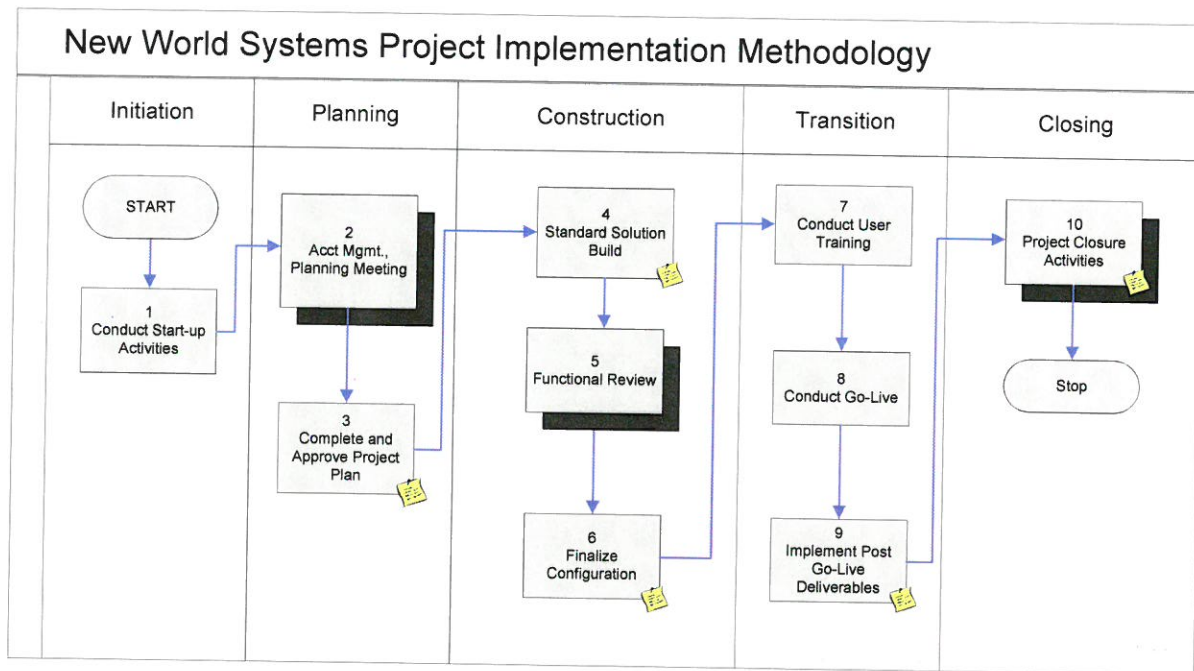
Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. Updated Project Plan
3. Go-Live sign-off
4. Documentation of all outstanding issues/concerns and written **Agreement** to begin the training/transition to the live environment

PHASE: Transition

Purpose: Train users, perform data conversion, execute go-live, complete post-go-live activities and finalize **Customer** application customizations.

Description of Phase: The Transition Phase consists of three steps. During this Phase, **New World** and **Customer** project teams review the system, verify and validate readiness for go-live, train users, cut over from legacy systems and complete post go-live requirements.

**LEGEND**

Step



Task Includes Customer Executive Review Meetings



Requires Authorized Customer Signoff



Step 7: Conduct User Training

Overview: New World Application Specialist(s) provide user training to **Customer** staff.

New World responsibilities: New World Application Specialist will provide on-site training services to assigned **Customer** staff. Training options include:

Train-the-Trainer Training (TTT)

This training consists of a **New World** Application Specialist providing very detailed on-site training to **Customer** representatives. The Train-the-Trainer course is designed to take **Customer**-certified (either locally or by their state) trainers, train them on the **New World** software and certify they have the knowledge base to successfully train other members. This training also includes problem solving techniques to ensure an effortless transition with minimal interruptions during their training sessions. Additionally, students are provided training techniques and detailed lesson plans on their specific modules.

User Training

If a Train-the-Trainer approach is not preferred, **New World** can provide **Customer**-defined User Training courses. This training consists of a **New World** Application Specialist providing an on-site training course specific to a user's job assignment. Each course consists of **Customer**-defined software classes needed to be proficient in their areas of responsibility utilizing the **New World** software.

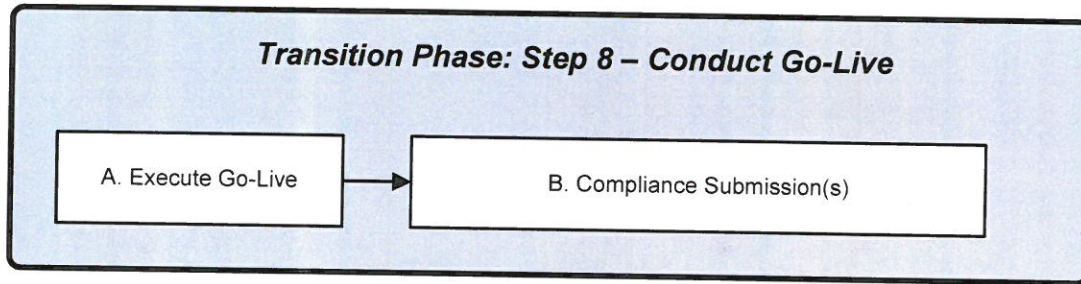
Customer responsibilities: Assign and schedule appropriate staff to attend training sessions. Provide and schedule necessary facilities for training sessions. Confirm staff participation in training, as scheduled.

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Training materials
 - a. Lesson Plan / User Guide
 - b. Written Proficiency Examinations

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. Written Proficiency Examination results
3. Revised Training Guides (in MS-Word format)

Step 8: Conduct Go-Live**A. Execute Go-Live**

Overview: With assistance from **New World**, **Customer** goes live on modules and interfaces identified in the **Agreement** and as documented in the Project Plan.

New World responsibilities:

1. **New World** assistance for all applications going live

AEGIS APPLICATIONS
Computer Aided Dispatch
Law Enforcement Records Management
Fire Records Management
Mobile
Field-Based Reporting

2. **New World** assists **Customer** in preparing production server for go-live
 - a. Run SQL go-live script
 - b. Set counters
 - c. Other maintenance tasks
3. Provide final updates, when applicable, to the following:
 - a. Standard software
 - b. Custom software
 - c. Hardware
 - d. Interfaces
 - e. State reporting
 - f. Data conversion
 - g. Geo-files
4. **Customer** turnover to **Customer** Support
5. **New World** on-site staff cleared to depart **Customer** site

Customer responsibilities:

1. **Customer** goes live with appropriate applications identified in the **Agreement**
2. Provide SME team members to assist with go-live for each of the applications going live as first line support

Inputs (prerequisites):

1. Pre-Trip Report
2. Standard software
3. Custom software
4. Interfaces – standard and custom
5. State reporting
6. Data conversion
7. Geo-files
8. Pre go-live preparations
 - a. System preparation
 - b. Team preparation
 - c. Preparatory meeting with **Customer**

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. Updated Project Plan
3. **Customer** support engaged
4. Live Operations

B. Compliance Submission(s)

Overview: As part of normal operations, agencies are required to submit crime statistic reports to the state (IBR, UCR, NIBRS, etc.) on a monthly basis. During the transition to a new system, state agencies will work with local law enforcement agencies to develop a plan to allow the system to adopt the new technology in their environment and submit reports after a period of operation.

During the Construction Phase, **New World** works with the agency to implement state reporting rules. The first full test of these rules occurs 60 to 90 days after go-live to ensure the **Customer** has data for submission to the state. State reporting and editing can be a significant challenge and to assist **Customers** with this event, **New World** schedules and assigns an Application Specialist to assist the **Customer** with their first submission process.

New World Responsibilities: **New World** Application Specialist will provide training services and support to assigned **Customer** staff to submit, edit and correct state-required statistical crime reports.

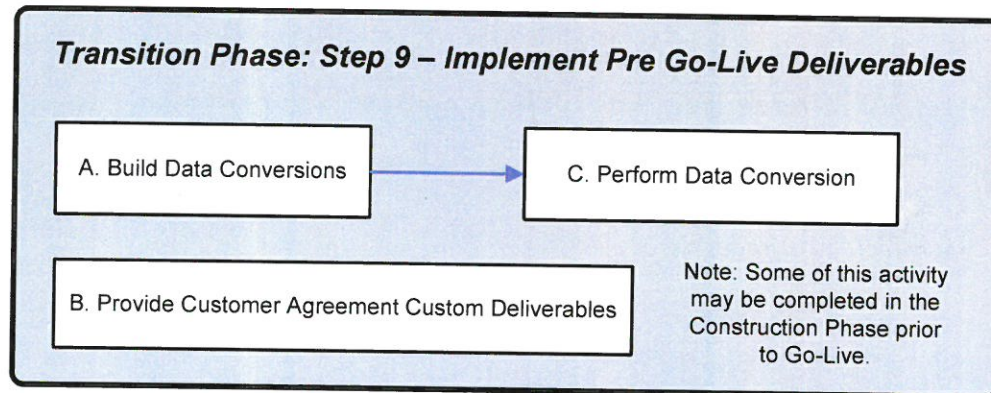
Customer Responsibilities: Identify primary and secondary staff responsible for submission and correction of state reports. Also, identify state contact and state testing procedures to ensure the state is prepared to assist with the analysis and evaluation of report submissions in order to expedite returns and error reporting.

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. State contact for submission management
3. A minimum of 60 days of live operation
4. Documented state submission requirements
5. Training facilities
6. Agency staff identified as primary and secondary parties responsible for state submission

Outputs (completion criteria):

1. Post-Trip Report (if conducted on site)
2. State submission within accepted error rates

Step 9: Implement Pre Go-Live Deliverables**A. Build Data Conversions**

Overview: **New World** will provide the **Customer** requested data conversion as described in the **Agreement**. Depending on the decisions made in the Planning Phase, the data conversion processes may be aligned with the go-live schedule, which means this event would then be included in the initial solution build (Step 5).

New World responsibilities:

1. **New World** will provide the data conversion programs to convert **Customer's** legacy data to the **New World** standard software for the modules specified in the Data Conversion Migration Plan.
2. **New World** will provide **Customer** up to (4) four test sets of converted data. Additional test sets requested will require additional conversion costs.
3. As provided in the approved Project Plan, **New World** will schedule a conversion analysis trip and a separate data conversion test trip to **Customer's** location. The conversion test trip is part of delivering the conversion programs to **Customer**.
4. **New World** will provide **Customer** with a Data Conversion Migration Plan for sign off prior to starting development of data conversion programs. No conversion programming by **New World** will commence until **Customer** signs this document.

Customer responsibilities:

1. Data files from **Customer's** current database are included in this conversion. **Customer** will provide a list of discrete data files with descriptions of fields or data elements in each file.
2. Supply data to be converted.
3. A data dictionary (data descriptors), if available, containing all data elements must be provided to **New World** for each file submitted with the media
4. As provided in the Project Plan, **Customer** will provide a dedicated contact for each application area to focus on conversion mapping and testing tasks. Responsibilities include dedicating a support person(s) whenever members of the **New World** team are on site regarding conversions. Roughly a one-to-one time ratio exists for **Customer** commitment and **New World** commitment.
5. Data Conversion testing. **Customer** understands that thorough and timely testing of converted data by **Customer's** SMEs is a key part of a successful data conversion.

6. **Customer** agrees to promptly review, generally within two weeks, and sign off on the data conversions after the final test run is completed.

Inputs (prerequisites):

1. Approved Data Conversion/Migration Plan
2. Data to be converted

Outputs (completion criteria):

1. Completed data conversion programs
2. Conversion test sign-off



B. Provide Agreement Custom Deliverables

Overview: New World will provide **Customer** requested standard software enhancements and/or custom software (including interfaces and state reporting) as described in the **Agreement**.

New World responsibilities:

1. **New World** will develop and implement custom software and interfaces
2. **New World** will provide training for enhancements and/or custom software

Customer responsibilities:

1. Provide resources to support the installation of software upgrades when enhancements and/or custom software are available, including interfaces and state reporting
2. Attend training as required

Inputs (prerequisites):

1. Completed enhancements and/or custom software / interfaces
2. **Customer** to confirm functionality of software within the scope of the Requirements Document

Outputs (completion criteria):

1. Upgraded application with enhancements and/or custom software
2. Trained personnel

C. Perform Data Conversion

Overview: Using the established guidelines from the contract, execute the data conversion to migrate data from legacy systems to the **New World** application. Depending on Project Plan requirements, this conversion can be completed in one or two phases as part of pre-live, live or post-live operations.

New World responsibilities:

1. Follow established Data Conversion/Migration Plan; the plan will identify data sources to be converted, data sources to be migrated, the database type, database design and any detected data mapping issues or exceptions
2. Execute Data Conversion as outlined in the Project Plan to ensure legacy data can be accessed on production systems as confirmed through previous conversion tasks.

Customer responsibilities:

1. Provide **New World** with access to production server and window of downtime required to execute conversion
2. Analyze data and document any discrepancies or concerns with data conversion
3. Provide dedicated internal contact for support and assistance with data conversion operations

Inputs (prerequisites):

1. Pre-Trip Report (if conducted on site)
2. Data Conversion Packet
3. Approved Data Conversion/Migration Plan

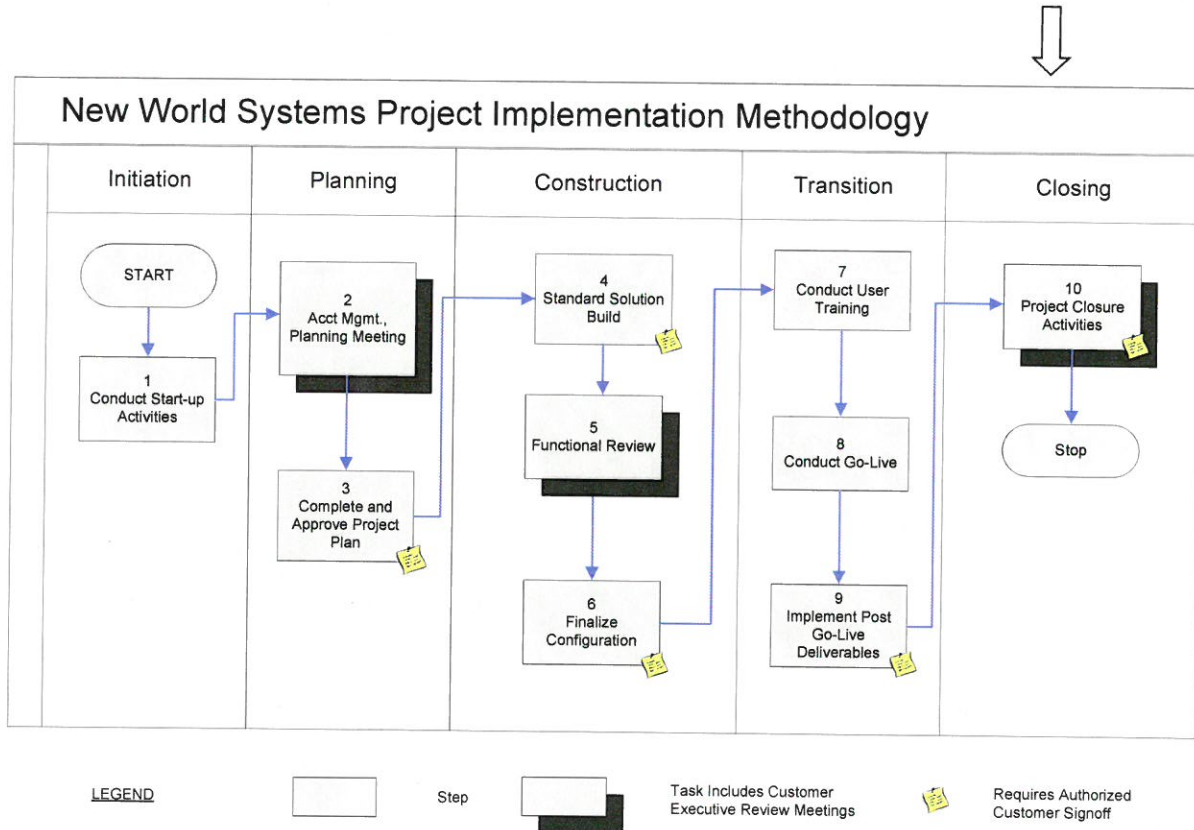
Outputs (completion criteria):

1. **Customer** review and sign off on Acceptance of Data Conversion
2. Post-Trip Report (if conducted on site)

PHASE: Closing

Purpose: Review the project, approve closure, disengage project management and transition **Customer** to the Account Management Team.

Description of Phase: The Closing Phase consists of one step. During this Phase, the **New World** Project Manager reviews the project with Executive Management, closes out all remaining documentation tasks and disengages from the project. The Account Management Team assumes all responsibilities for ongoing support of the system and **Customer**.



Step 10: Project Closure Activities

Transition to Account Management

Overview: At the conclusion of the project, the **New World** applications are fully live and functional in the **Customer's** environment with all required components delivered and operational. During this event, the **New World** Project Manager will schedule a formal turnover of the **Customer** to the **New World** Account Management Team, which includes the Executive Sponsor, **Customer** Support and **Customer** Care. The managers of **Customer** Care and Support introduce their department structure and review the services each team provides.

Many of these individuals will have been part of the project, so this transition should be relatively seamless.

Project closure will also be finalized with the **Customer**, ensuring the **Customer** and the **New World Customer** Support team members are aware of the overall deployment of the **New World** implementation and that all questions have been addressed and exceptions are incorporated into the sign-off document.

New World responsibilities:

1. The **New World** Project Manager will coordinate a meeting, either via teleconference or on site, to review the project status and transition ongoing communications with the **Customer** to the assigned Account Team
2. Managers of **New World Customer** Support create and distribute agenda
3. Prepare the sign-off documentation
4. The Project Manager and PMO will review all project financials to ensure all deliverables for the **Agreement** are delivered, billed and paid

Customer responsibilities:

1. Provide appropriate personnel for the support turnover meeting
2. Provide a location with a conference phone for the support turnover meeting
3. Project Closure sign-off

Inputs (prerequisites):

1. Agenda
2. Schedule the meeting
3. Project Closure sign-off template

Outputs (completion criteria):

1. Account Management engaged to support the **Customer**
2. Project Closure sign-off

ATTACHMENT 1

Preliminary Project Plan

ATTACHMENT 1

Preliminary Project Plan

An updated timeline will be submitted after City Council approval of the contract to coincide with the date of approval.



**City of Norman, Oklahoma
Preliminary Project Plan**

ID	Task Name	Duration	Start	Finish	Resource Names
1	Norman, Oklahoma	338 days	Tue 11/27/12	Mon 3/17/14	
2	Contract Signed	0 days	Tue 11/27/12	Tue 11/27/12	
3	Initiation Phase	3.13 days	Thu 11/29/12	Tue 12/4/12	
4	1 - Conduct Start-up Activities	3.13 days	Thu 11/29/12	Tue 12/4/12	
5	Conduct Initial Customer Phone Call	1 hr	Thu 11/29/12	Thu 11/29/12	Aegis General Mgr, Norman
6	Setup Tactical Governance Forum	1 day	Thu 11/29/12	Fri 11/30/12	Aegis Program Manager
7	Conduct Internal Turnover Meeting	1 day	Fri 11/30/12	Mon 12/3/12	Aegis Project Manager
8	Initiate Project Management Plan	1 day	Mon 12/3/12	Tue 12/4/12	Aegis Project Manager
9	Initiate Internal Project Binder	1 day	Mon 12/3/12	Tue 12/4/12	Aegis Project Manager
10	Step 1 Complete	0 days	Tue 12/4/12	Tue 12/4/12	
11	Planning Phase	26.25 days	Mon 12/17/12	Thu 1/24/13	
12	2 - Account Management Planning Meeting	4 days	Mon 12/17/12	Thu 12/20/12	
13	Conduct Account Management Planning Meeting - Project Manager	3 days	Mon 12/17/12	Wed 12/19/12	Aegis Project Manager
14	Conduct Account Management Planning Meeting - Executive Sponsor	2 hrs	Tue 12/18/12	Tue 12/18/12	Aegis Executive Sponsor
15	Data Collection Kick Off	1 day	Thu 12/20/12	Thu 12/20/12	Aegis Project Manager, Aegis MSP Prof Svc
16	Step 2 Complete	0 days	Thu 12/20/12	Thu 12/20/12	
17	3 - Complete and Approve Project Plan	25 days	Tue 12/18/12	Thu 1/24/13	
18	Initiate Secondary projects related to this contract	0.5 days	Fri 12/21/12	Fri 12/21/12	
19	Initiate Standard Interface Process	2 hrs	Fri 12/21/12	Fri 12/21/12	Aegis Project Manager
20	Internal Custom Interface Contract Review	2 hrs	Fri 12/21/12	Fri 12/21/12	Aegis Project Manager, Aegis Solution Consulting (Custom)
21	Initiate Custom Interface Process	2 hrs	Fri 12/21/12	Fri 12/21/12	Aegis Project Manager
22	Solution Integration Planning (Large or Multi Agency Projects)	25 days	Tue 12/18/12	Thu 1/24/13	
23	Decision-making and collaboration approach	1 day	Tue 12/18/12	Wed 12/19/12	Aegis Tactical Governance Forum
24	Governance and escalation procedures	1 day	Tue 12/18/12	Wed 12/19/12	Aegis Tactical Governance Forum
25	Risks Analysis	1 day	Tue 12/18/12	Wed 12/19/12	Aegis Tactical Governance Forum
26	Mapping of business objectives across all agencies	5 wks	Tue 12/18/12	Thu 1/24/13	Aegis Tactical Governance Forum
27	Solution feasibility and readiness assessment	5 wks	Tue 12/18/12	Thu 1/24/13	Aegis Tactical Governance Forum
28	Network setup, resource and data sharing planning	5 wks	Tue 12/18/12	Thu 1/24/13	Aegis Tactical Governance Forum
29	Solution Integration planning completed and documented	0 days	Thu 1/24/13	Thu 1/24/13	

City of Norman, Oklahoma
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ID	Task Name	Duration	Start	Finish	Resource Names
30	Compliance Submission(s) Planning	0.63 days	Fri 12/21/12	Fri 12/21/12	
31	Contact State Agency for Submission Management	1 hr	Fri 12/21/12	Fri 12/21/12	Norman
32	Develop Plan for Submission	0.5 days	Fri 12/21/12	Fri 12/21/12	Norman
33	Finalize Project Management Plan	1 day	Fri 12/21/12	Mon 12/24/12	Aegis Project Manager
34	Review and Approve Project Plan	4.38 days	Mon 12/24/12	Mon 12/31/12	
35	Project Plan Review Agenda	1 day	Mon 12/24/12	Wed 12/26/12	Aegis Project Manager
36	Project Plan Review Meeting	1 day	Mon 12/31/12	Mon 12/31/12	Aegis Project Manager
37	Step 3 complete	0 days	Mon 12/31/12	Mon 12/31/12	
38	Construction Phase	216.88 days	Tue 12/4/12	Fri 10/4/13	
39	4 - Standard Solution Build	152.88 days	Tue 12/4/12	Mon 7/8/13	
40	Standard Aegis and Mobile System Assurance	152.88 days	Tue 12/4/12	Mon 7/8/13	
41	Aegis Build	152.88 days	Tue 12/4/12	Mon 7/8/13	
42	Initial Database Build Preparation	15.38 days	Tue 12/4/12	Wed 12/26/12	
43	State Compliance	0.5 days	Tue 12/4/12	Tue 12/4/12	
44	Generate State Specific Compliance Spreadsheets (if not already available)	4 hrs	Tue 12/4/12	Tue 12/4/12	Aegis MSP Prof Svc
45	State Statutes	2.5 days	Fri 12/21/12	Wed 12/26/12	
46	Schedule Extraction of State Statute Data from Source Customer	1 day	Fri 12/21/12	Fri 12/21/12	Aegis Project Manager, Aegis System Assurance
47	Generate State Specific Statutes Spreadsheet (if not already available)	1 day	Mon 12/24/12	Mon 12/24/12	Aegis System Assurance
48	Review State Specific Statutes Spreadsheet	4 hrs	Wed 12/26/12	Wed 12/26/12	Aegis MSP Prof Svc
49	Data Conversion	141 days	Thu 12/20/12	Mon 7/8/13	
50	Develop/Test conversion	141 days	Thu 12/20/12	Mon 7/8/13	
51	Data Conversion Analysis	3 days	Thu 12/20/12	Mon 12/24/12	Aegis Conv Lead
52	Initial Data Review - small data sample	5 days	Wed 12/26/12	Wed 1/2/13	Aegis MSP Prof Svc, Norman
53	Develop Conversion programs	60 days	Thu 1/3/13	Wed 3/27/13	Aegis Conv Developer
54	Deliver mapping tool	1 day	Tue 4/30/13	Tue 4/30/13	Aegis Conv Developer
55	First test run of conversion	2 days	Wed 5/1/13	Thu 5/2/13	Aegis Conv Developer
56	Customer tests conversion	12 days	Fri 5/3/13	Mon 5/20/13	Norman
57	Make adjustments as necessary	5 days	Tue 5/21/13	Mon 5/27/13	Aegis Conv Developer
58	Rerun conversion/test as necessary	30 days	Tue 5/28/13	Mon 7/8/13	Aegis Conv Developer, Norman

**City of Norman, Oklahoma
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ID	Task Name	Duration	Start	Finish	Resource Names
59	Conversion ready for go-live	0 days	Mon 7/8/13	Mon 7/8/13	
60	GIS Implementation	66 days	Thu 12/20/12	Mon 3/25/13	
61	GIS Conference Call	1 day	Thu 12/20/12	Thu 12/20/12	Aegis System Assurance (GIS), Norman
62	Provide Required GIS Data to New World	20 days	Fri 12/21/12	Mon 1/21/13	Norman
63	Preliminary Review of GIS Data	1 day	Tue 1/22/13	Tue 1/22/13	Aegis System Assurance (GIS)
64	Update GIS Data	20 days	Wed 1/23/13	Tue 2/19/13	Norman
65	Primary Review of GIS Data	5 days	Wed 2/20/13	Tue 2/26/13	Aegis System Assurance (GIS)
66	Install and Test GIS Data	1 day	Fri 3/22/13	Fri 3/22/13	Aegis System Assurance (GIS)
67	Provide Overview of GIS within MSP and Update Process	1 day	Mon 3/25/13	Mon 3/25/13	Aegis System Assurance (GIS)
68	Geo Implementation Complete	0 days	Mon 3/25/13	Mon 3/25/13	Aegis System Assurance (GIS)
69	ArcEditor Procurement	18 days	Mon 1/7/13	Wed 1/30/13	
70	ArcEditor Downpayment Received	0 days	Mon 1/7/13	Mon 1/7/13	Aegis Project Manager
71	Order ArcEditor	1 day	Mon 1/7/13	Mon 1/7/13	Aegis Project Manager
72	Install ArcEditor	1 day	Wed 1/30/13	Wed 1/30/13	Norman
73	Conduct System Assurance Implementation	65 days	Thu 12/20/12	Fri 3/22/13	
74	SA MSP Conference Call	1 hr	Thu 12/20/12	Thu 12/20/12	Aegis System Assurance
75	Obtain Approval For State Connection	60 days	Thu 12/20/12	Fri 3/15/13	Norman
76	Complete Data Collection Spreadsheet	30 days	Thu 12/20/12	Fri 2/1/13	Norman
77	Complete Customer Specific Set Up	1 day	Mon 2/11/13	Mon 2/11/13	Aegis System Assurance
78	Schedule delivery of new server, other hardware	1 day	Fri 2/15/13	Fri 2/15/13	Norman
79	New Hardware arrives	0 days	Mon 3/11/13	Mon 3/11/13	Aegis System Assurance (PM), Norman
80	Hardware setup complete	5 days	Mon 3/11/13	Fri 3/15/13	Norman
81	MSP Systems Assurance & Software Set Up	4 days	Mon 3/18/13	Thu 3/21/13	Aegis System Assurance
82	Train Users on Server Administration & Maintenance	1 day	Fri 3/22/13	Fri 3/22/13	Aegis System Assurance
83	SA Set Up and Administration Signoff	0 days	Fri 3/22/13	Fri 3/22/13	Aegis System Assurance
84	Complete Mobile SA Implementation	71 days	Thu 12/20/12	Mon 4/1/13	
85	Mobile Preparation	71 days	Thu 12/20/12	Mon 4/1/13	
86	SA Messaging Conference Call	1 hr	Thu 12/20/12	Thu 12/20/12	Norman, Aegis System Assurance
87	Compatibility Testing of AVL Devices	10 days	Mon 3/4/13	Fri 3/15/13	Norman, Aegis Project Manager, Aegis System Assurance
88	Confirm Availability of Shape Files for Mapping	1 day	Mon 3/25/13	Mon 3/25/13	Aegis Project Manager

**City of Norman, Oklahoma
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ID	Task Name	Duration	Start	Finish	Resource Names
89	Mobile Messaging	32 days	Fri 2/15/13	Mon 4/1/13	
90	Hardware Downpayment Received	0 days	Fri 2/15/13	Fri 2/15/13	Aegis System Assurance (PM)
91	Order Message Switch	0 days	Fri 2/15/13	Fri 2/15/13	Aegis System Assurance (PM)
92	Stage Message Switch	3 days	Fri 3/1/13	Tue 3/5/13	Aegis System Assurance
93	Deliver Message Switch to Site	1 day	Wed 3/20/13	Wed 3/20/13	Aegis System Assurance
94	Install and Configure Message Switch	2 days	Mon 3/25/13	Tue 3/26/13	Aegis System Assurance
95	Build Production Mobile Server	2 days	Wed 3/27/13	Thu 3/28/13	Aegis System Assurance
96	Establish State Connection	1 hr	Fri 3/29/13	Fri 3/29/13	Aegis System Assurance
97	Build Test Mobile Server	1 day	Fri 3/29/13	Fri 3/29/13	Aegis System Assurance
98	Optional Mobile Features	2.5 days	Thu 3/28/13	Mon 4/1/13	
99	Install Fire Messaging	0.5 days	Thu 3/28/13	Thu 3/28/13	Aegis System Assurance
100	Install & Configure In Car Mapping (PD and FD)	1 day	Fri 3/29/13	Fri 3/29/13	Aegis System Assurance
101	Install & Configure In Car Routing (PD and FD)	0.5 days	Fri 3/29/13	Fri 3/29/13	Aegis System Assurance
102	Install AVL	0.5 days	Fri 3/29/13	Fri 3/29/13	Aegis System Assurance
103	Install & Configure Mag Strip Reader	0.5 days	Mon 4/1/13	Mon 4/1/13	Aegis System Assurance
104	Intall & Configure Mugshot Download	0.5 days	Mon 4/1/13	Mon 4/1/13	Aegis System Assurance
105	Mobile SA Set Up and Administration Signoff	0 days	Mon 4/1/13	Mon 4/1/13	Aegis System Assurance
106	MSP SA Complete	0 days	Fri 3/22/13	Fri 3/22/13	
107	Mobile SA Complete	0 days	Mon 4/1/13	Mon 4/1/13	
108	Mobile Field Reports Completion	81 days	Thu 12/20/12	Mon 4/15/13	
109	Form Factory Planning Call - Internal NWS	1 hr	Thu 12/20/12	Thu 12/20/12	Aegis Mobile Prof Svc, Aegis System Assurance
110	Tailor FR Forms to Customer db (add on to existing MSP database)	5 days	Tue 2/12/13	Mon 2/18/13	
111	Tailor Incident Supplement form to Customer db	0.5 days	Tue 2/12/13	Tue 2/12/13	Aegis Mobile Prof Svc
112	Tailor State Case & Case Supplement forms to Customer db	3 days	Tue 2/12/13	Fri 2/15/13	Aegis Mobile Prof Svc
113	Tailor State Arrest form to Customer db	1 day	Fri 2/15/13	Mon 2/18/13	Aegis Mobile Prof Svc
114	Tailor Field Investigations form to Customer db	0.5 days	Mon 2/18/13	Mon 2/18/13	Aegis Mobile Prof Svc
115	Mobile Field Report Form Deployment	5 days	Tue 4/2/13	Mon 4/8/13	Aegis Mobile Prof Svc
116	Accident Field Reports Deployment (not first-in-state)	5 days	Tue 4/9/13	Mon 4/15/13	Aegis Mobile Prof Svc
117	Step 4 complete	0 days	Mon 4/15/13	Mon 4/15/13	

**City of Norman, Oklahoma
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ID	Task Name	Duration	Start	Finish	Resource Names
118	5 - Functional Review	15 days	Tue 4/16/13	Mon 5/6/13	
119	Functional Review of Software - Preparation and Meeting	15 days	Tue 4/16/13	Mon 5/6/13	
120	Functional Review - MSP Sr. App Specialist	5 days	Tue 4/16/13	Mon 4/22/13	Aegis MSP Prof Svc, Norman
121	Functional Review - MSP Sr. App Specialist	5 days	Tue 4/16/13	Mon 4/22/13	Aegis MSP Prof Svc, Norman
122	Functional Review - Project Manager	5 days	Tue 4/16/13	Mon 4/22/13	Aegis Project Manager
123	Functional Review of Software - Mobile	5 days	Tue 4/16/13	Mon 4/22/13	Norman, Aegis Mobile Prof Svc
124	Functional Review of Software - Mobile (Project Manager)	5 days	Tue 4/16/13	Mon 4/22/13	Aegis Project Manager
125	Master File System Administrator Training	10 days	Tue 4/23/13	Mon 5/6/13	
126	System Admin Training - MSP Sr. App Specialist	5 days	Tue 4/23/13	Mon 4/29/13	Norman, Aegis MSP Prof Svc
127	System Admin Training & Form Adjust - Mobile	5 days	Tue 4/30/13	Mon 5/6/13	Aegis Mobile Prof Svc, Norman
128	Step 5 Complete	0 days	Mon 5/6/13	Mon 5/6/13	
129	6 - Finalize Configuration	109 days	Tue 5/7/13	Fri 10/4/13	
130	Initiate plan for Optimization	0.25 days	Tue 5/7/13	Tue 5/7/13	Aegis Project Manager
131	Final System Admin Training & Application Test Kickoff	5 days	Tue 5/7/13	Mon 5/13/13	Aegis MSP Prof Svc
132	Application Testing & Complete Application Build - MSP	65 days	Tue 5/14/13	Mon 8/12/13	
133	Application Testing & Complete Build Tasks - CAD	20 days	Tue 5/14/13	Mon 6/10/13	Norman
134	Application Testing & Complete Build Tasks - LERMS	20 days	Tue 5/14/13	Mon 6/10/13	Norman
135	Application Testing & Complete Build Tasks - Fire Records	5 days	Tue 5/14/13	Mon 5/20/13	Norman
136	Extended Master File System Administrator Training	25 days	Tue 6/11/13	Mon 7/15/13	
137	Extended Master File System Administrator Training	5 days	Tue 6/11/13	Mon 6/17/13	Aegis MSP Prof Svc
138	Complete Build Tasks	20 days	Tue 6/18/13	Mon 7/15/13	Norman
139	Final System Configuration Review	5 days	Tue 7/16/13	Mon 7/22/13	Aegis MSP Prof Svc
140	Complete Application Build - Mobile	15 days	Tue 7/23/13	Mon 8/12/13	
141	Adjust Mobile Field Reporting Forms & Pilot Rollout	5 days	Tue 7/23/13	Mon 7/29/13	Aegis Mobile Prof Svc
142	Field Reporting Forms - Customer Pilot	5 days	Tue 7/30/13	Mon 8/5/13	Aegis Mobile Prof Svc, Norman
143	Mobile Field Reporting Form Finalization	5 days	Tue 8/6/13	Mon 8/12/13	Aegis Mobile Prof Svc
144	Deliver and Implement Go-Live Deliverables	69.88 days	Tue 5/7/13	Mon 8/12/13	
145	Standard Interfaces Construction Complete	0 days	Tue 5/7/13	Tue 5/7/13	
146	Go-Live Required Custom Interfaces Construction Complete	0 days	Mon 8/12/13	Mon 8/12/13	
147	Go-Live Required Customizations Complete	0 days	Mon 8/12/13	Mon 8/12/13	
148	Testing	54 days	Tue 7/23/13	Fri 10/4/13	

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ID	Task Name	Duration	Start	Finish	Resource Names
149	Functional Testing	34 days	Tue 7/23/13	Fri 9/6/13	
150	Schedule Functional Test	1 hr	Tue 7/23/13	Tue 7/23/13	Norman, Aegis Project Manager
151	Perform On-site functional testing	5 days	Mon 8/12/13	Fri 8/16/13	Aegis MSP Prof Svc, Aegis Project Manager, I
152	New World address issues as necessary	10 days	Mon 8/19/13	Fri 8/30/13	New World
153	Retest as necessary	5 days	Mon 9/2/13	Fri 9/6/13	Aegis MSP Prof Svc, Aegis Project Manager, I
154	Interface Testing	34 days	Tue 7/23/13	Fri 9/6/13	
155	Schedule Functional Test	1 hr	Tue 7/23/13	Tue 7/23/13	Norman, Aegis Project Manager
156	Perform On-site functional testing	5 days	Mon 8/12/13	Fri 8/16/13	Aegis MSP Prof Svc, Aegis Project Manager, I
157	New World address issues as necessary	10 days	Mon 8/19/13	Fri 8/30/13	New World
158	Retest as necessary	5 days	Mon 9/2/13	Fri 9/6/13	Aegis MSP Prof Svc, Aegis Project Manager, I
159	Performance Testing	54 days	Tue 7/23/13	Fri 10/4/13	
160	Schedule Performance Test	1 hr	Tue 7/23/13	Tue 7/23/13	
161	Customer test performance of sample transactions	5 days	Mon 9/9/13	Fri 9/13/13	Norman, Aegis Project Manager
162	New World address issues as necessary	10 days	Mon 9/16/13	Fri 9/27/13	New World
163	Retest as necessary	5 days	Mon 9/30/13	Fri 10/4/13	Norman, Aegis Project Manager
164	Go-Live Readiness Assessment	0 days	Fri 10/4/13	Fri 10/4/13	Norman, Aegis Technical Architect, Aegis Sys
165	Go-Live Readiness Assessment - Project Manager	0 days	Fri 10/4/13	Fri 10/4/13	Aegis Project Manager
166	Step 6 Complete	0 days	Fri 10/4/13	Fri 10/4/13	
167	Agreement to Go-Live	0 days	Fri 10/4/13	Fri 10/4/13	
168	Transition Phase	213 days	Mon 5/20/13	Wed 3/12/14	
169	Optimization - Preparation for Go-Live	4 days	Mon 10/7/13	Thu 10/10/13	
170	Verify operational readiness - Infrastructure	2 days	Mon 10/7/13	Tue 10/8/13	Aegis System Assurance
171	Verify operational readiness - GIS	1 day	Mon 10/7/13	Mon 10/7/13	Aegis System Assurance (GIS)
172	Verify operational readiness - Application configuration, compliance adherence, custom mods, interfaces	2 days	Mon 10/7/13	Tue 10/8/13	Aegis MSP Prof Svc
173	Verify operational readiness - Standard interfaces	2 days	Mon 10/7/13	Tue 10/8/13	Aegis Solution Consulting (Standard Interface)
174	Verify operational readiness - Custom interfaces	2 days	Mon 10/7/13	Tue 10/8/13	Aegis Solution Consulting (Custom)
175	Verify operational readiness - Mobile - custom forms	2 days	Mon 10/7/13	Tue 10/8/13	Aegis MSP Prof Svc
176	Verify operational readiness - Data Conversion	2 days	Mon 10/7/13	Tue 10/8/13	Aegis Conv Lead
177	Verify operational readiness - Release upgrades	4 days	Mon 10/7/13	Thu 10/10/13	Aegis Project Manager
178	7 - Conduct User Training	145 days	Mon 5/20/13	Fri 12/6/13	

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ID	Task Name	Duration	Start	Finish	Resource Names
179	Trainer Preparation	1 day	Mon 10/7/13	Mon 10/7/13	
180	Prepare MSP Trainers	1 day	Mon 10/7/13	Mon 10/7/13	Aegis MSP Prof Svc
181	User Training	145 days	Mon 5/20/13	Fri 12/6/13	
182	LERMS SME Training (Train the Trainer)	40 days	Mon 10/14/13	Fri 12/6/13	
183	LERMS Training Week 1	5 days	Mon 10/14/13	Fri 10/18/13	Aegis MSP Prof Svc, Norman
184	LERMS Training Week 2	5 days	Mon 10/21/13	Fri 10/25/13	Aegis MSP Prof Svc, Norman
185	LERMS Training (Additional Modules)	10 days	Mon 10/28/13	Fri 11/8/13	Norman, Aegis MSP Prof Svc
186	Customer Trains remaining users	20 days	Mon 11/11/13	Fri 12/6/13	
187	Fire SME Training (Train the Trainer)	10 days	Mon 5/20/13	Fri 5/31/13	
188	Fire Training - Base	5 days	Mon 10/21/13	Fri 10/25/13	Norman, Aegis MSP Prof Svc
189	Fire Training - Add'l Modules	5 days	Mon 10/28/13	Fri 11/1/13	Norman, Aegis MSP Prof Svc
190	Customer Trains remaining users	25 days	Mon 11/4/13	Fri 12/6/13	
191	Mobile SME Training (Train the Trainer)	5 days	Mon 10/28/13	Fri 11/1/13	
192	Mobile Law Enforcement Training + Prep and Solution Assurance	5 days	Mon 10/28/13	Fri 11/1/13	Aegis Mobile Prof Svc, Norman
193	Mobile Fire Training + Prep and Soution Assurance	5 days	Mon 10/28/13	Fri 11/1/13	Norman, Aegis Mobile Prof Svc
194	Mobile User Training	25 days	Mon 11/4/13	Fri 12/6/13	
195	Mobile Law Enforcement Training	10 days	Mon 11/4/13	Fri 11/15/13	Norman
196	Mobile Fire Training	10 days	Mon 11/4/13	Fri 11/15/13	Norman
197	Customer trains remaining users	15 days	Mon 11/18/13	Fri 12/6/13	
198	CAD End User Training	10 days	Mon 11/25/13	Fri 12/6/13	
199	CAD Training 1	5 days	Mon 11/25/13	Fri 11/29/13	Norman, Aegis MSP Prof Svc
200	CAD Training 2	5 days	Mon 12/2/13	Fri 12/6/13	Aegis MSP Prof Svc, Norman
201	Step 7 Complete	0 days	Fri 12/6/13	Fri 12/6/13	
202	8 - Conduct Go-Live	25 days	Mon 11/11/13	Fri 12/13/13	
203	Go-Live Stage One - Planning	5 days	Mon 11/11/13	Fri 11/15/13	
204	Create Go-Live Plan	5 days	Mon 11/11/13	Fri 11/15/13	Aegis Project Manager
205	Go-Live Stage Two - Execution	1 day	Mon 12/9/13	Mon 12/9/13	
206	Execute Go-Live Plan	1 day	Mon 12/9/13	Mon 12/9/13	Aegis Project Manager
207	Customer extracts data for final conversion	4 hrs	Mon 12/9/13	Mon 12/9/13	Norman
208	Run final data conversion	4 hrs	Mon 12/9/13	Mon 12/9/13	Aegis Conv Developer

City of Norman, Oklahoma
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ID	Task Name	Duration	Start	Finish	Resource Names
209	Go-Live Stage Three - Controlling	5 days	Mon 12/9/13	Fri 12/13/13	
210	CAD Live	5 days	Mon 12/9/13	Fri 12/13/13	
211	New World CAD Live Support for Customer - Day Shift	5 days	Mon 12/9/13	Fri 12/13/13	Aegis MSP Prof Svc
212	New World CAD Live Support for Customer - Night Shift	5 days	Mon 12/9/13	Fri 12/13/13	Aegis MSP Prof Svc
213	Go-Live CAD	0 days	Mon 12/9/13	Mon 12/9/13	
214	LERMS Live	5 days	Mon 12/9/13	Fri 12/13/13	
215	New World LERMS Live Support	5 days	Mon 12/9/13	Fri 12/13/13	Aegis MSP Prof Svc
216	Go-Live LERMS	0 days	Mon 12/9/13	Mon 12/9/13	
217	Fire RMS Live	5 days	Mon 12/9/13	Fri 12/13/13	
218	New World FRMS Live Support	5 days	Mon 12/9/13	Fri 12/13/13	Aegis MSP Prof Svc
219	Go-Live Fire RMS	0 days	Mon 12/9/13	Mon 12/9/13	
220	Mobile Live	5 days	Mon 12/9/13	Fri 12/13/13	
221	New World Mobile Live Support	5 days	Mon 12/9/13	Fri 12/13/13	Aegis Mobile Prof Svc
222	Go-Live Mobile Msg	5 days	Mon 12/9/13	Fri 12/13/13	Aegis Mobile Prof Svc
223	Go-Live Mobile FR	5 days	Mon 12/9/13	Fri 12/13/13	Aegis Mobile Prof Svc
224	Go-Live Mobile Fire Msg	5 days	Mon 12/9/13	Fri 12/13/13	Aegis Mobile Prof Svc
225	Go-Live Mobile EMS	5 days	Mon 12/9/13	Fri 12/13/13	Aegis Mobile Prof Svc
226	Team Release	0.13 days	Thu 12/12/13	Thu 12/12/13	
227	Complete Checklist	1 hr	Thu 12/12/13	Thu 12/12/13	Aegis Project Manager
228	Gain Management Approval	0 days	Thu 12/12/13	Thu 12/12/13	Aegis Project Manager
229	Step 8 Complete	0 days	Thu 12/12/13	Thu 12/12/13	
230	9 - Deliver and Implement Remaining Deliverables	67 days	Mon 12/9/13	Wed 3/12/14	
231	Post Go-Live - Operational Optimization	8 days	Thu 12/12/13	Tue 12/24/13	
232	Verify operational optimization - Infrastructure	2 days	Thu 12/12/13	Mon 12/16/13	Aegis System Assurance
233	Verify operational optimization - GIS	2 days	Thu 12/12/13	Mon 12/16/13	Aegis System Assurance
234	Verify operational optimization - Application configuration, compliance adherence, custom mods, interfaces	2 days	Thu 12/12/13	Mon 12/16/13	Aegis MSP Prof Svc
235	Verify operational optimization - Standard interfaces	2 days	Thu 12/12/13	Mon 12/16/13	Aegis Solution Consulting (Standard Interface)
236	Verify operational optimization - Custom interfaces	2 days	Thu 12/12/13	Mon 12/16/13	Aegis Solution Consulting (Custom)
237	Verify operational optimization - Mobile - custom forms	2 days	Thu 12/12/13	Mon 12/16/13	Aegis MSP Prof Svc

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ID	Task Name	Duration	Start	Finish	Resource Names
238	Verify operational optimization - Data Conversion	2 days	Thu 12/12/13	Mon 12/16/13	Aegis Conv Lead
239	Verify operational optimization - Release Pathing / Upgrades planning	8 days	Thu 12/12/13	Tue 12/24/13	Aegis Project Manager
240	Post Go-Live Training, Support, Review	67 days	Mon 12/9/13	Wed 3/12/14	
241	Post Go-live on site support - CAD	5 days	Mon 1/6/14	Fri 1/10/14	Aegis MSP Prof Svc
242	Post Go-live on site support - LERMS, FRMS	5 days	Mon 1/6/14	Fri 1/10/14	Aegis MSP Prof Svc
243	Post Go-live on site support - Mobile	5 days	Mon 1/6/14	Fri 1/10/14	Aegis Mobile Prof Svc
244	Execute Compliance Submission(s) Plan	3 days	Mon 3/10/14	Wed 3/12/14	
245	Post Live UCR Submittal Support	3 days	Mon 3/10/14	Wed 3/12/14	Aegis MSP Prof Svc
246	Agency Ready for Submission	0 days	Wed 3/12/14	Wed 3/12/14	Aegis MSP Prof Svc
247	Reporting and Data Analysis Training	65 days	Mon 12/9/13	Mon 3/10/14	
248	Data Analysis/Crime Mapping/Management Reporting	1 day	Mon 3/10/14	Mon 3/10/14	
249	CAD - DA&M Training	0.5 days	Mon 3/10/14	Mon 3/10/14	Aegis MSP Prof Svc
250	LERMS - DA&M Training	0.5 days	Mon 3/10/14	Mon 3/10/14	Aegis MSP Prof Svc
251	Fire - DA&M Training	0.5 days	Mon 3/10/14	Mon 3/10/14	Aegis MSP Prof Svc
252	CMS - DA&M Training	0.5 days	Mon 3/10/14	Mon 3/10/14	Aegis MSP Prof Svc
253	Go-Live DSS	0 days	Mon 12/9/13	Mon 12/9/13	
254	Step 9 complete	0 days	Wed 3/12/14	Wed 3/12/14	
255	Closing Phase	3 days	Thu 3/13/14	Mon 3/17/14	
256	10 - Transition to Account Team	3 days	Thu 3/13/14	Mon 3/17/14	
257	Agreement to Close	1 day	Thu 3/13/14	Thu 3/13/14	Aegis Project Manager, Norman
258	Schedule Transition to Account Team Meeting	1 day	Fri 3/14/14	Fri 3/14/14	Aegis MSP Prof Svc
259	Conduct Transition Meeting with Account Team	1 day	Mon 3/17/14	Mon 3/17/14	Aegis MSP Prof Svc
260	Step 10 Complete	0 days	Mon 3/17/14	Mon 3/17/14	
261	Project Complete	0 days	Mon 3/17/14	Mon 3/17/14	
262	Standard Interfaces	231 days	Thu 12/20/12	Mon 11/11/13	
263	Aegis/MSP Imaging Software	95.13 days	Fri 12/21/12	Tue 5/7/13	
264	Public Safety Lineups/Mug Shot Interface	95.13 days	Fri 12/21/12	Tue 5/7/13	
265	Configure 3rd Party Software - for Public Safety Lineups/Mug Shots	5 days	Fri 12/21/12	Fri 12/28/12	Norman
266	Install & Configure Mug Shot Interface	3 days	Thu 4/25/13	Mon 4/29/13	Aegis MSP Prof Svc

**City of Norman, Oklahoma
Preliminary Project Plan**

ID	Task Name	Duration	Start	Finish	Resource Names
267	Test Interface	5 days	Tue 4/30/13	Mon 5/6/13	Norman
268	Sign Off that Interface Testing is Complete - Lineups/Mug Shot Interface	1 hr	Tue 5/7/13	Tue 5/7/13	Aegis MSP Prof Svc, Norman
269	Digital Imaging / Electronic Signature Capture Interface	0 days	Mon 4/29/13	Tue 4/30/13	
270	Install, Configure, and Test Digital Imaging / Electronic Signature Capture Interface	1 day	Mon 4/29/13	Tue 4/30/13	Aegis MSP Prof Svc
271	Property Room Bar Code	100 days	Tue 6/25/13	Mon 11/11/13	
272	Authorize Ordering of Property Room Barcode Kit	0 days	Tue 6/25/13	Tue 6/25/13	Aegis System Assurance (PM)
273	Install and Setup Wireless Infrastructure, Handheld Devices - charge & connect to wireless	5 days	Tue 7/9/13	Mon 7/15/13	Norman
274	Install and Configure Property Room Bar Code Software	0.5 days	Mon 7/22/13	Mon 7/22/13	Aegis MSP Prof Svc
275	Property Room Training (may be incorporated in LERMS optional modules SME training)	0.5 days	Fri 11/8/13	Fri 11/8/13	Aegis MSP Prof Svc, Norman
276	Test Property Room Bar Code Interface	1 day	Mon 11/11/13	Mon 11/11/13	Norman
277	Sign Off that Property Room Bar Code Interface Testing is Complete	0 days	Mon 11/11/13	Mon 11/11/13	Norman, Aegis MSP Prof Svc
278	Standard Interfaces	98 days	Thu 12/20/12	Wed 5/8/13	
279	NCIC	98 days	Thu 12/20/12	Wed 5/8/13	
280	Conduct NCIC Install & Training Plan Conference Call	1 hr	Thu 12/20/12	Thu 12/20/12	Aegis Project Manager
281	Confirm dates with Customer for NCIC Interface Install	3 days	Thu 12/20/12	Wed 12/26/12	Aegis Project Manager
282	NCIC Base Interface Install	4 days	Mon 4/29/13	Thu 5/2/13	Aegis Solution Consulting (Standard Interface)
283	On Line CAD Interface Install	1 day	Fri 5/3/13	Fri 5/3/13	Aegis Solution Consulting (Standard Interface)
284	On Site NCIC Interface Training	3 days	Mon 5/6/13	Wed 5/8/13	Aegis Solution Consulting (Standard Interface)
285	NCIC Interface Sign Off	0 days	Wed 5/8/13	Wed 5/8/13	Norman
286	Aegis/MSP Third Party CAD Interface Software	170 days	Thu 12/20/12	Fri 8/16/13	
287	CAD Pager Interface	56 days	Fri 12/21/12	Tue 3/12/13	
288	Determine Paging Protocol To Use	1 day	Fri 12/21/12	Fri 12/21/12	Aegis Project Manager
289	Confirm dates with Customer for Pager Interface & Administrative Training	1 hr	Mon 12/24/12	Mon 12/24/12	Aegis Project Manager
290	Install & Configure Pager Interface & Administrative Training	1 day	Mon 3/11/13	Mon 3/11/13	Aegis Solution Consulting (Standard Interfaces)
291	Sign Off that CAD Pager Interface Testing is Complete	1 day	Tue 3/12/13	Tue 3/12/13	Norman
292	E-911 Interface	30 days	Mon 4/1/13	Fri 5/10/13	

**City of Norman, Oklahoma
Preliminary Project Plan**

ID	Task Name	Duration	Start	Finish	Resource Names
293	Authorize Ordering of LANTRONIX Equipment	0 days	Mon 4/1/13	Mon 4/1/13	Aegis Project Manager
294	LANTRONIX Equipment Installed	0 days	Mon 5/6/13	Mon 5/6/13	Norman, Aegis Project Manager
295	Confirm dates with Customer for Install & Configure E-911 Interface	3 days	Mon 5/6/13	Wed 5/8/13	Aegis Project Manager
296	Install & Configure E-911 Interface	1 day	Thu 5/9/13	Thu 5/9/13	Aegis Solution Consulting (Standard Interface)
297	Sign Off that E-911 Interface Testing is Complete	1 day	Fri 5/10/13	Fri 5/10/13	Aegis Solution Consulting (Standard Interface)
298	ProQA Interface	170 days	Thu 12/20/12	Fri 8/16/13	
299	Determine Number Of ProQA Interface Clients To Install	109 days	Thu 12/20/12	Thu 5/23/13	Aegis Project Manager
300	Validate Compatible Version of ProQA Software is Installed onto Client/Training PCs	1 day	Thu 12/20/12	Thu 12/20/12	Aegis Project Manager, Norman
301	Configure ProQA Software	5 days	Thu 2/14/13	Wed 2/20/13	Norman
302	Confirm dates with Customer for Install & Configure ProQA Interface	3 days	Thu 2/21/13	Mon 2/25/13	Aegis Project Manager
303	Install & Configure ProQA Interface	1 day	Mon 3/18/13	Mon 3/18/13	Aegis Solution Consulting (Standard Interface)
304	Sign Off that ProQA Interface Testing is Complete	109 days	Tue 3/19/13	Fri 8/16/13	Aegis Solution Consulting (Standard Interface)
305	Tom Encoder Interface	7 days	Mon 4/1/13	Tue 4/9/13	
306	Authorize Ordering of LANTRONIX Equipment	0 days	Mon 4/1/13	Mon 4/1/13	Aegis Project Manager
307	Verify Tone Encoder Equipment Brand and Model	0 days	Mon 4/1/13	Mon 4/1/13	Aegis Project Manager
308	Confirm dates with Customer for Install & Configure Tone Encoder Interface	3 days	Mon 4/1/13	Wed 4/3/13	Aegis Project Manager
309	Install & Configure Tone Encoder Interface	3 days	Thu 4/4/13	Mon 4/8/13	Aegis Solution Consulting (Standard Interface)
310	Sign Off that Tone Encoder Interface Testing is Complete	1 day	Tue 4/9/13	Tue 4/9/13	Aegis Solution Consulting (Standard Interface)
311	Aegis/MSP Third Party LE Records Interface Software	55 days	Mon 7/1/13	Fri 9/13/13	
312	APS Ticket Interface	31 days	Mon 7/1/13	Mon 8/12/13	
313	Supply Sample Export File from Ticket Writer to NWS	5 days	Mon 7/1/13	Fri 7/5/13	Norman
314	Sample Ticket File Review & Feedback - Iteration 1	1 wk	Mon 7/8/13	Fri 7/12/13	Aegis Solution Consulting (Standard Interface)
315	Sample Ticket File Submission / Review - additional iterations	3 wks	Mon 7/15/13	Fri 8/2/13	Norman, Aegis 3rd Party Software Vendor, Aegis Solution Consulting
316	Schedule Ticket Writer Interface Installation	1 day	Mon 8/5/13	Mon 8/5/13	Aegis Solution Consulting (Standard Interface)
317	Confirm dates with Customer for Install & Configure Ticket Writer Interface	3 days	Tue 8/6/13	Thu 8/8/13	Aegis Project Manager
318	Install & Configure Ticket Writer Interface	1 day	Fri 8/9/13	Fri 8/9/13	Aegis Solution Consulting (Standard Interface)

**City of Norman, Oklahoma
Preliminary Project Plan**

ID	Task Name	Duration	Start	Finish	Resource Names
319	Sign Off that Ticket Writer Interface Testing is Complete	1 day	Mon 8/12/13	Mon 8/12/13	Norman, Aegis Solution Consulting (Standard
320	CopLogic Citizen Reporting Interface	44 days	Tue 7/16/13	Fri 9/13/13	
321	Provide Master File Data to COPLOGIC	1 day	Tue 7/16/13	Tue 7/16/13	Aegis Solution Consulting (Standard Interface
322	Supply Sample Export File from COPLOGIC to NWS	1 day	Wed 7/17/13	Wed 7/17/13	Norman
323	Sample COPLOGIC File Review & Feedback - Iteration 1	1 wk	Thu 7/18/13	Wed 7/24/13	Aegis Solution Consulting (Standard Interface
324	Sample COPLOGIC File Submission / Review - additional iterations	3 wks	Thu 7/25/13	Wed 8/14/13	Norman, Aegis 3rd Party Software Vendor, Aegis Solution Consulting
325	Schedule COPLOGIC Interface Installation	1 day	Thu 8/15/13	Thu 8/15/13	Aegis Solution Consulting (Standard Interface
326	Confirm dates with Customer for Install & Configure COPLOGIC Citizen Reporting Interface - Test Server	3 days	Fri 8/16/13	Tue 8/20/13	Aegis Project Manager
327	Install & Configure COPLOGIC Citizen Reporting Interface - Test Server	1 day	Wed 8/21/13	Wed 8/21/13	Aegis Solution Consulting (Standard Interfaces)
328	COPLOGIC Interface Adjustments & Retesting	3 wks	Thu 8/22/13	Wed 9/11/13	Aegis 3rd Party Software Vendor
329	Migrate COPLOGIC Interface to Live Server	1 day	Thu 9/12/13	Thu 9/12/13	Aegis Solution Consulting (Standard Interface
330	Sign Off that COPLOGIC Interface Testing is Complete	1 day	Fri 9/13/13	Fri 9/13/13	Aegis Solution Consulting (Standard Interface
331	Web Applications	2 days	Mon 7/8/13	Tue 7/9/13	
332	Web CAD Monitor	1 day	Mon 7/8/13	Mon 7/8/13	
333	Confirm dates with Customer for Install & Configure Web CAD Monitor Interface	0 days	Mon 7/8/13	Mon 7/8/13	Aegis Project Manager
334	Install & Configure Web CAD Monitor Interface	1 day	Mon 7/8/13	Mon 7/8/13	Aegis Solution Consulting (Standard Interface
335	Sign Off that Web CAD Monitor Interface Testing is Complete	0 days	Mon 7/8/13	Mon 7/8/13	Norman
336	Web Briefing Notes (includes BOLOs)	1 day	Mon 7/8/13	Tue 7/9/13	
337	Confirm dates with Customer for Install & Configure Web Briefing Notes Interface	0 days	Mon 7/8/13	Mon 7/8/13	Aegis Project Manager
338	Install & Configure Web Briefing Notes Interface	1 day	Tue 7/9/13	Tue 7/9/13	Aegis Solution Consulting (Standard Interface
339	Sign Off that Web Briefing Notes Interface Testing is Complete	0 days	Tue 7/9/13	Tue 7/9/13	Norman
340	Custom Software	100 days	Mon 2/4/13	Fri 6/21/13	
341	Oklahoma Information Fusion Center	100 days	Mon 2/4/13	Fri 6/21/13	
342	Gather requirements	1 day	Mon 2/4/13	Mon 2/4/13	Aegis Solution Consulting (Custom)
343	Create Requirements Document	3 days	Tue 2/5/13	Thu 2/7/13	Aegis Solution Consulting (Custom)
344	Customer sign-off on Requirements Document	1 day	Fri 2/8/13	Fri 2/8/13	Norman

**City of Norman, Oklahoma
Preliminary Project Plan**

ID	Task Name	Duration	Start	Finish	Resource Names
345	Develop Interface	90 days	Mon 2/11/13	Fri 6/14/13	Aegis Solution Consulting (Custom)
346	Implement/Test Interface	5 days	Mon 6/17/13	Fri 6/21/13	Aegis Solution Consulting (Custom)
347	Sign-off on Interface Completion	0 days	Fri 6/21/13	Fri 6/21/13	Norman
348	Ticket Export for both Traffic and non-Traffic Citations	100 days	Mon 2/4/13	Fri 6/21/13	
349	Gather requirements	1 day	Mon 2/4/13	Mon 2/4/13	Aegis Solution Consulting (Custom)
350	Create Requirements Document	3 days	Tue 2/5/13	Thu 2/7/13	Aegis Solution Consulting (Custom)
351	Customer sign-off on Requirements Document	1 day	Fri 2/8/13	Fri 2/8/13	Norman
352	Develop Interface	90 days	Mon 2/11/13	Fri 6/14/13	Aegis Solution Consulting (Custom)
353	Implement/Test Interface	5 days	Mon 6/17/13	Fri 6/21/13	Aegis Solution Consulting (Custom)
354	Sign-off on Interface Completion	0 days	Fri 6/21/13	Fri 6/21/13	Norman
355	NWS to Sansio ePCR	100 days	Mon 2/4/13	Fri 6/21/13	
356	Gather requirements	1 day	Mon 2/4/13	Mon 2/4/13	Aegis Solution Consulting (Custom)
357	Create Requirements Document	3 days	Tue 2/5/13	Thu 2/7/13	Aegis Solution Consulting (Custom)
358	Customer sign-off on Requirements Document	1 day	Fri 2/8/13	Fri 2/8/13	Norman
359	Develop Interface	90 days	Mon 2/11/13	Fri 6/14/13	Aegis Solution Consulting (Custom)
360	Implement/Test Interface	5 days	Mon 6/17/13	Fri 6/21/13	Aegis Solution Consulting (Custom)
361	Sign-off on Interface Completion	0 days	Fri 6/21/13	Fri 6/21/13	Norman
362	Warrant Import from Sungard Court	100 days	Mon 2/4/13	Fri 6/21/13	
363	Gather requirements	1 day	Mon 2/4/13	Mon 2/4/13	Aegis Solution Consulting (Custom)
364	Create Requirements Document	3 days	Tue 2/5/13	Thu 2/7/13	Aegis Solution Consulting (Custom)
365	Customer sign-off on Requirements Document	1 day	Fri 2/8/13	Fri 2/8/13	Norman
366	Develop Interface	90 days	Mon 2/11/13	Fri 6/14/13	Aegis Solution Consulting (Custom)
367	Implement/Test Interface	5 days	Mon 6/17/13	Fri 6/21/13	Aegis Solution Consulting (Custom)
368	Sign-off on Interface Completion	0 days	Fri 6/21/13	Fri 6/21/13	Norman
369	Two-Way Interface to GeoSafe Mobile	100 days	Mon 2/4/13	Fri 6/21/13	
370	Gather requirements	1 day	Mon 2/4/13	Mon 2/4/13	Aegis Solution Consulting (Custom)
371	Create Requirements Document	3 days	Tue 2/5/13	Thu 2/7/13	Aegis Solution Consulting (Custom)
372	Customer sign-off on Requirements Document	1 day	Fri 2/8/13	Fri 2/8/13	Norman
373	Develop Interface	90 days	Mon 2/11/13	Fri 6/14/13	Aegis Solution Consulting (Custom)
374	Implement/Test Interface	5 days	Mon 6/17/13	Fri 6/21/13	Aegis Solution Consulting (Custom)
375	Sign-off on Interface Completion	0 days	Fri 6/21/13	Fri 6/21/13	Norman

ATTACHMENT 2

Draft Acceptance Test Plan





New World Systems[®]
The Public Sector Software Company

**City of Norman
Oklahoma**

Sample Acceptance Test Plan

Prepared by
New World Systems

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October 21, 2011

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PURPOSE

This Sample Acceptance Test Plan is intended to provide a mutually agreed upon process for the City of Norman (City) to verify that the CAD/RMS/FRMS/Mobile software meets the agreed upon specifications provided for in the contract agreement signed by New World and the City.

This scope of this plan will include:

- Hardware, System Software and Network Connections
- Standard Software
- Standard Software Interfaces
- Custom Software Interfaces (if any)
- Software Enhancements (if any)

As defined in the Project Implementation Plan, four phases of Acceptance Testing may take place. Each test is intended to occur sequentially, unless otherwise agreed upon by both parties:

- Phase 1: Hardware, System Software and Network Connection Testing
- Phase 2: Functional Testing
- Phase 3: Interface Testing
- Phase 4: Reliability and Final Acceptance Testing

Reliability and Final Acceptance Testing shall not proceed until either (a) Phases 1 through 3 (Hardware, System Software and Network Connection, Functional and Interface Testing) are complete, or (b) the City waives in writing the Hardware, System Software and Network Connection, Functional and Interface testing requirements.

ACCEPTANCE TEST PROCESS

By mutual agreement, all Acceptance Testing will be conducted when represented City staff and New World staff are available for testing. The format for testing will also be mutually agreed upon prior to the commencement of any scheduled testing. The City may also wish to conduct certain Acceptance Testing during times when New World staff is not available. Regardless of who is present, a set format for testing must be followed.

The RFP response submitted by New World will be utilized for Acceptance Test documentation to ensure compliance with the functionality described in the detailed section of the RFP response.

An acceptance test checklist will be developed (see sample in Appendix C) indicating the RFP section along with the appropriate New World responses. City personnel will initial in the appropriate column indicating the software passed or failed the acceptance.

Any items not passing the Acceptance Test will be immediately forwarded to the New World Project Manager for response using the **Acceptance Test Documentation Form** (see Appendix A). In most cases, the item will be resolved via system tuning or review of its proper functionality. In some cases, the item will be submitted for a software correction and the resolution will come from New World in the form of a program change.

Items that require modifications and/or interface availability will be tested when they have been completed. Acceptance testing of other modules/functionality shall not be held up awaiting delivery of those modifications and/or interfaces.

Phase 1: Hardware, System Software and Network Connection Testing

Testing hardware, system software and network connections include the testing of the any hardware and system software provided to the City by New World. All hardware and system software will be delivered, installed, configured and tested in the City's test environment. Working with City staff, network connections will be made and tested. All related documentation is delivered and installed as part of this test.

Following successful testing of delivered components, New World shall certify that the hardware and system software performs according to specifications and connects properly to the City's network.

Phase 2: Functional Testing

Following completion of the Master File setup training, and prior to beginning functional testing, New World shall provide a checklist (see sample in Appendix C) for review and approval by the City. The plan shall include a list of all features specified in the RFP.

Upon completion of testing, the City may approve or reject the entire Functional Test or any elements of the Functional Test. If the functional test is rejected by the City, the test may be repeated after corrections are provided by New World. Once started, the Functional Test shall be repeated at intervals not to exceed 30 days. The City and New World, by mutual, written agreement, may elect to proceed with the next phase of testing or Final Acceptance even if all specifications in the Functional Test are not met.

Functional Test Guidelines

All items coded "Yes" (as qualified) in the New World detail response to the City's RFP shall be provided to the City through standard software capabilities, the City's use of third party software and/or custom software provided by New World.

If the City has not licensed the standard or custom software necessary to meet an RFP requirement, then that specification shall not apply in any acceptance test.

Phase 3: Interface Testing

Following completion of the Master File setup training and prior to beginning Interface Testing, New World shall provide a test plan (see sample in Appendix C) for review and approval by the City. On completion of testing, the City may approve or reject the entire Interface Test or any elements of the Interface Test. Once started, the Interface Test shall be repeated at intervals not to exceed 30 days. The City and New World, by mutual, written agreement, may elect to proceed with the next phase of testing or Final Acceptance even if all specifications in the Interface Test are not met.

New World shall develop test plans and provide them to the City for review and approval. Interface Testing shall not begin until written approval of New World's submitted test plan has been accepted by the City. Following approval of the Interface Test Plan, New World will demonstrate to the City that the Standard Interface Software and Custom Interface Software have been installed, are operational and provide the intended functionality as described in the Interface Control Documents (if any).

Phase 4: Reliability and Final Acceptance Testing

Upon placing the Licensed Software into live production use, the software shall undergo a thirty (30) day reliability test. The purpose of this test is to demonstrate that the New World software as delivered can perform under live operational conditions and continue to perform at a level consistent with specifications as set forth in the agreement reached between the City and New World. If, during the first fifteen (15) days of the Reliability Test, the software experiences a Major Failure, then the thirty (30) day period will start over from day one and continue for the full thirty (30) days. A major failure is defined as the inability to perform the function for which the Licensed Software was designed and commissioned. If the software fails on or after day sixteen (16), the City may elect for the test to start over from day sixteen (16) and go for the remaining fifteen (15) day period or start over from day one and continue for the full thirty (30) days.

If the software experiences a major failure because of a deficiency in the City's computing environment (network outage, server failure, operator error, planned downtime, etc.), the Reliability Test will not be restarted but will continue from the point in time that such failure occurs and until the thirty (30) day test is completed.

Software shall be deemed accepted upon the successful completion of the 30-day Reliability Test as defined above. Final Acceptance for each component identified may occur independently after successful completion of the Reliability Test for each component (CAD, RMS, Fire RMS, Mobile and Automated Field Reporting).

Final Acceptance by means of Beneficial Use of the Software

Notwithstanding anything above, the software shall be deemed accepted ninety (90) days after the City has had beneficial use of the software without occurrence of a major failure through its use in a production environment ("live use") that supports City operations. Final Acceptance shall not be withheld due to minor or moderate errors.

APPENDIX A: ACCEPTANCE TEST DOCUMENTATION FORM

Date: _____ Time: _____

Tester: _____

Section & Number of RFP: _____

New World Systems Application & Module Name: _____

O/S Version: _____ New World Version: _____

Explanation of Item Not Functioning as Required:

New World Notes:



APPENDIX B: ACCEPTANCE APPROVAL FORM

1. Acceptance Phase: (✓ appropriate box)

- ☐ Hardware, System Software and Network Connection
- ☐ Functional
- ☐ Interface
- ☐ Reliability and Final Acceptance

2. Name of Application: (CAD, LERMS, FRMS, Mobile, etc.) _____

3. Date/Time: _____

4. Authorized City Signature: _____

5. Authorized New World Signature: _____

6. Additional Comments/Follow-up: _____

New World Notes:

APPENDIX C: SAMPLE ACCEPTANCE TEST CHECKLIST

RFP Item #	CAD General Requirements	PASS	FAIL	INITIALS	DATE
	A toolbar must provide the following tasks: Open, Save, Delete, Cut, Copy, Paste, New and Print.	<input type="checkbox"/>	<input type="checkbox"/>		
	The system must provide the ability to quickly and easily assign default agency-defined status codes.	<input type="checkbox"/>	<input type="checkbox"/>		
	When a Call for Service (CFS) type is defined, the system must provide the ability to identify whether a license plate is checked locally, through State/NCIC or both and attach to said call.	<input type="checkbox"/>	<input type="checkbox"/>		
	The system must provide the ability to dispatch to a call type and create a corresponding call type for all agencies responding, including Law Enforcement, Fire and EMS.	<input type="checkbox"/>	<input type="checkbox"/>		
	The software must utilize self-cleansing windows to allow users to open and use multiple (minimum of 20) child windows simultaneously and be able to tile and/or cascade the child windows.	<input type="checkbox"/>	<input type="checkbox"/>		
	The software must allow authorized user(s) to define the screen layout (e.g., position and size of windows) and save the individual configurations based on the user's login.	<input type="checkbox"/>	<input type="checkbox"/>		



ATTACHMENT 3

Sample Training Plan



New World Systems®
The Public Sector Software Company

Aegis/MSP Public Safety Software Training Plan

Computer Aided Dispatch (CAD)
Law Enforcement Records Management (LE RMS)
Fire Records Management (FRMS)
Mobile Messaging and Field-Based Reporting

Prepared for:

City of Norman, Oklahoma

Prepared by:

New World Systems

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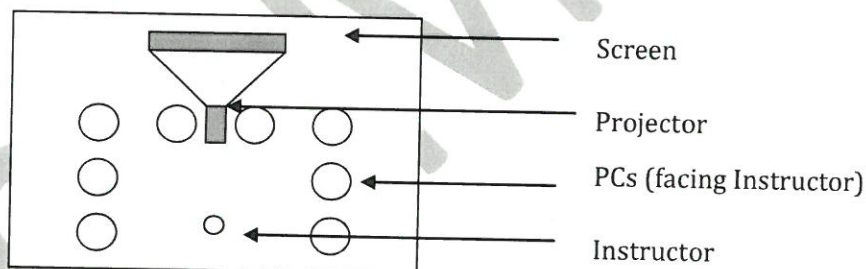


Introduction

New World Systems understands that training is a necessary and critical event in the lifecycle of a software implementation; it is the cornerstone of user acceptance and understanding. In addition, the ease of ongoing support is directly related to a successful and effective training program. Conversely, an ineffectual training program can make for a very tedious implementation and requires extensive support. Therefore, it is critical that every effort be made to ensure a successful training program.

Successful training starts with an environment that is conducive for learning. Experience has taught us that an effective student-teacher ratio is eight to one, respectively. Because of the intensive nature of the instruction, coupled with the highly interactive approach, the class size must be manageable. Eight has proven to be a very manageable size (ten if absolutely necessary). If the classes consist of more than 8-10, a second instructor is needed.

Along with the class size, the room configuration is also important. We have found we can achieve maximum efficiency and effectiveness if the instructor can see what the students are doing at all times and can move freely throughout the room. By having the student seating arranged in a horseshoe configuration (students facing their monitors with their backs to the instructor), the instructor can observe what all students are doing at all times, thus ensuring no student falls behind or wanders off into an area not yet discussed. The diagram below depicts the optimum configuration:



CAD Training Scope

The scope of this plan consists of a two part approach, that is:

1. End User Training
2. Live Support

During the End User Training portion, New World Systems will conduct training courses for the personnel that will be utilizing the Computer Aided Dispatch software.

The final stage is Live Support. A live support schedule will be determined by department management. New World will provide on-site support during the initial phase of go live.

SAMPLE

CAD Schedule

End User Training (Sample)

End User Training will consist of 20 hours – two 8-hour days (with a one hour lunch break) and one 4-hour day. There should be no more than 10 students in a class. Each student must have their own workstation.

Review the chart below for details:

CAD End User Training		
Mon	Group 1	0800-1800
Tues	Group 1	0800-1800
Wed	Group 1	0800-1200
	Group 2	1300-1700
Thurs	Group 2	0800-1800
Fri	Group 2	0800-1800

CAD End User Training	
	Group 1 - Student's Name
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
	Group 2 – Student's Name
11	
12	
13	
14	
15	
16	
17	
18	
18	
20	

CAD Training

End User Training – Classes and Training Courses

End User Training Classes

The following is a list of classes (Lesson Plans) that users may need to take in order to be proficient using New World Systems' Computer Aided Dispatch software. The "Hours" column represents the duration of each of the classes, if being presented in a classroom environment.

Class Number	Title/Topic	Hours
CAD103	CAD Basic Windows Functionality <i>Description: This class provides an overview of basic windows functionality, geo-verification, grid functionality, and basic toolbar functionality.</i> <i>This class is designed as a prerequisite and MUST be taken by anyone planning on using the CAD software.</i> <i>**Refer to New World Systems' detailed CAD Lesson Plan for further details on this topic.</i>	2
CAD104	CAD Basic Call Taking <i>Description: This class provides the necessary tools for a call taker to gather and record information on a call, get the information to the Dispatcher in a timely fashion, and how to message another user, as needed.</i> <i>**Refer to New World Systems' detailed CAD Lesson Plan #CAD104 for further details on this topic.</i>	4
CAD105	CAD Basic Dispatching <i>Description: Designed for the Police Dispatcher, this lesson covers the basic concepts of receiving a call, recognizing recommended units, how to override the recommended unit or add additional units as needed, how to dispatch, en route, and arrive the units, how to change to any other unit status, and how to clear the unit off of the call. In addition, this class covers how to retrieve data from a cleared or cancelled call.</i> <i>**Refer to New World Systems' detailed CAD Lesson Plan #CAD105 for further details on this topic.</i>	4



Class Number	Title/Topic	Hours
CAD106	Advanced Dispatch Functions and Techniques <i>Description: This class continues where lesson plan CAD105 ends. It contains the additional functionality of New World Systems' CAD application, as it applies to various dispatching concepts. In addition, this lesson plan covers Scheduled Activity, Notepads, Hazardous Materials, Contact Cards and locating personnel based on their individual skill set.</i> Prerequisite: CAD105 (CAD Basic Dispatching) <i>**Refer to New World Systems' detailed CAD Lesson Plan #CAD106 for further details on this topic.</i>	4
CAD107	Additional CAD Functionality and Mapping <i>Description: The class focuses on two areas of CAD – additional functionality and creating events and calls for service from the Map Control Panel. Some of the topics covered include inquiring on calls for service from the map, changing unit statuses within the Map Control Panel, creating calls for service from the Map Control Panel and Automatic Vehicle Locator (AVL) if necessary. The E911 Call Queue will also be discussed in detail.</i> <i>**Refer to New World Systems' detailed CAD Lesson Plan #CAD107 for further details on this topic.</i>	4
CAD108	CAD Basic Fire/EMS Dispatch <i>Description: Designed for the Fire/EMS Dispatcher, this lesson covers the basic concepts of receiving a call, recognizing recommended units, how to override or substitute pieces of apparatus or equipment if necessary, how to dispatch, en route, and arrive the apparatus, how to change apparatus assignments, and how to clear the apparatus off of the call. In addition, this class covers how to retrieve data from a cleared or cancelled call.</i> <i>**Refer to New World Systems' detailed CAD Lesson Plan #CAD108 for further details on this topic.</i>	4
CAD109	Global Jackets (A Law Enforcement Records function within the CAD software) <i>Description: If required by the agency, the students will receive instruction on the various Global Jackets within New World Systems' software. The course will include Global Jacket inquiries for subjects, vehicles, businesses and guns. This class also includes creating jackets for each of the jacket types.</i> <i>**Refer to New World Systems' detailed CAD Lesson Plan #CAD109 for further details on this topic.</i>	4



Class Number	Title/Topic	Hours
CAD110	Optional Modules <i>Description: Training on the following modules will depend upon the agencies contract:</i> <ul style="list-style-type: none">▪ BOLOs▪ CAD Pager Interface▪ TDD Interface▪ Pro-QA Interface▪ State Message Switch (NCIC)▪ Service Vehicle Rotation▪ Equipment Module	TBD
CAD150	Data Analysis/Crime Mapping/Management Reporting <i>Description: This class covers the system's ad hoc reporting capability. It includes basic text reports, map reports and exported reports to different file types, such as Excel. This class may be taught at any time, although 4-6 weeks post go live is preferred to ensure the data returned reflects accurate and correct information for the agency.</i> <i>* The 4-hour version is the basic class, but may be extended based on the individual agency's requirements.</i> <i>**Refer to New World Systems' detailed CAD Lesson Plan #CAD150 for further details on this topic.</i>	4-8

CAD End User Training Courses

Course: *Basic Computer Aided Dispatch Course*

Duration: One 20-28 hour course depending on the number of lessons to be included

Audience: Personnel assigned to the Dispatch Center, either in a full or part time capacity

Instructor: New World Systems' Application Specialists

Classes

Included: Class CAD103 / CAD Basic Windows Functionality; Class CAD104 / CAD Basic Call Taking; Class CAD105 / CAD Basic Police Dispatch; Class CAD106 / Advance Dispatch Functions and Techniques, Class CAD107 / Additional CAD Functionality and Mapping; and Class CAD108 / CAD Basic Fire/EMS Dispatch

Description: This course is designed for the end user who will be responsible for taking calls and dispatching units for the dispatch center. It covers all of the basic skills necessary to process a call for service, identify and dispatch the appropriate units or pieces of apparatus, keep track of the status of any units or equipment responding to the call, and researching past calls for service. The class will also cover the additional features of the New World Systems Computer Aided Dispatch software, such as Hazardous Materials Inquiries, Contact Cards, Unit Search by Skills, Notepads, Building Watches, Alerts, BOLO's, 911 Call Queue for creating or updating calls (Including Phase II calls), Map Control Panel, and scheduling activities in advance.

CAD Live Support***Live Support***

New World Systems will have Application Specialists on site to assist the users during their live environment for the first week. Hours will be determined by management's needs.



LE RMS Training Scope

The scope of this plan consists of a three-part approach, that is:

1. Train-the-Trainer
2. End User Training
3. Live Support

During the Train-the-Trainer (TTT) portion, New World will conduct a 70-80 hour training course that will instruct the students in the end user handling of the Records Management System software and prepare them for classroom instruction by virtue of successfully completing the course.

Once the TTT course is complete, the student trainers will train the rest of the department, as well as conduct in-house training for new personnel, as prescribed in the End User section. This training will be driven by the training needs assessment to be conducted by the agency.

During the Subject Matter Expert (SME) training portion, New World will conduct a 40-hour training course that will instruct the students in all aspects of the Records Management System software used by the agency. These students may or may not train other members of their department; however, they will have the knowledge to conduct training if necessary. These students will also be taught some basic problem solving skills.

Once the SME course is complete, the students will assist their department in assuring all members are trained in their specific areas of responsibility. They will also be utilized during go-live support and thereafter as the first level department support for any questions or problems that may arise.

The final stage is Live Support. Part of the responsibility of the student trainers will be to provide actual live support at the agency and/or their bureau assignments. A live support schedule will be determined by department management. Along with the in-house student trainers, New World Systems will provide on-site live support during this transitional phase.

LE RMS Schedule

Train-the-Trainer

Basic Law Enforcement Records Train-the-Trainer

Topic: Law Enforcement Records Train-the-Trainer

Duration: One 70-80 hour class

Audience: The appropriate audience consists of agency personnel who will act as trainers during the End User training and then will be qualified to continue the training as new personnel are hired. The qualified candidates will possess basic computer and communication skills necessary for classroom presentations and one-on-one-training.

Instructor: New World Systems' Application Specialist

Classes

Included: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets; Class RMS206 / Full RMS Entry - Incidents and Cases; Class RMS207 / Property Processing; Class RMS208 / Inquiry and Searches; RMS209 / UCR-IBR Review and Reporting; RMS210 / Standard Reports; RMS212 / Case Management; RMS213 / Impounded Vehicles; RMS225 / Computer Aided Investigations; RMS226 / Wants and Warrants; RMS227 / Tickets and Citation; RMS228 / Personnel; RMS224 / Accidents.

Description: The Train-the-Trainer class is a hands-on course. The students will be required to demonstrate not only proficiency with New World Systems' software, but also teaching techniques and presentation skills. This is a two-week course approximately. During the first week, we will be training in the use of the Law Enforcement Records Management System products. In order to move to the second phase of instruction, the students must demonstrate proficiency using the software. The ideal students will be volunteers who have enthusiasm for the project and are prepared to participate actively in the train-the-trainer process.

Sample Schedule

Records Train-the-Trainer		Week One
Mon	8:00 a.m. – 5:00 p.m.	8
Tue	8:00 a.m. – 5:00 p.m.	8
Wed	8:00 a.m. – 5:00 p.m.	8
Thu	8:00 a.m. – 5:00 p.m.	8
Fri	8:00 a.m. – 5:00 p.m.	8
Records Train-the-Trainer		Week Two
Mon	8:00 a.m. – 5:00 p.m.	8
Tue	8:00 a.m. – 5:00 p.m.	8
Wed	8:00 a.m. – 5:00 p.m.	8
Thu	8:00 a.m. – 5:00 p.m.	8
Fri	8:00 a.m. – 5:00 p.m.	8

Law Enforcement Records and Field-Based Reporting Train-the-Trainer	
	Student's Name
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	



LE RMS Training***End User Training – Classes and Training Courses***

Below is a table that will be used to create a tentative schedule for End User Training. This draft is dependent on approval from upper management of the agency.

Day	Date	Time	Activity
Monday		0800 – 1200	
		1300 – 1700	
Tuesday		0800 – 1200	
		1300 – 1700	
Wednesday		0800 – 1200	
		1300 – 1700	
Thursday		0800 – 1200	
		1300 – 1700	
Friday		0800 – 1200	



LE RMS End User Training Classes

The following is a list of classes that users from the agency may need to take in order to be proficient using New World Systems' software. Class RMS203 – LE RMS Basic Windows Functionality is a prerequisite for any other class.

The "Hours" column represents the duration of each of the classes, if being presented in a classroom environment. If an agency certified trainer was to work with one or two individuals, the actual amount of time may be reduced.

Class Number	Title/Topic	Hours
RMS203	LE RMS Basic Windows Functionality <i>Description: This class provides an overview of basic windows functionality, geo-verification, grid functionality, and base toolbar functionality. This class is designed as a prerequisite and MUST be taken by anyone planning on using the LE RMS software.</i> <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS203 for further details on this topic.</i>	2
RMS204	Jackets <i>Description: This class provides the user with the correct functionality and current procedures for adding or maintaining a global record (individual, business, vehicle and/or gun). Jackets are the foundation of the New World Systems LE RMS software. All names, vehicles, etc are based on this concept.</i> <i>If the user will be entering or modifying any data within the software, this class is a prerequisite to many of the other classes as indicated on this list.</i> <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS204 for further details on this topic.</i>	4
RMS205	Basic RMS Entry / Incidents and Cases <i>Description: This class is designed for personnel who, based on their current job assignment, will need to manage and/or edit cases entered via the merge process to the New World Systems Law Enforcement Records Management System. This class is designed for those agencies who are utilizing the Field-Based Reporting application (either through a mobile client or as a standalone workstation) to enter all case reports.</i> <i>Prerequisite: RMS204 (Global Jackets)</i> <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS205 for further details on this topic.</i>	4



Class Number	Title/Topic	Hours
RMS206	Full RMS Entry / Incident and Cases <i>Description: This class is designed for personnel who, based on their current job assignment, will need to add a full case report into the New World Systems Law Enforcement Records Management System.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS206 for further details on this topic.</i>	8
RMS207	Property Processing <i>Description: This class targets those individuals who have been assigned to one of the various property/evidence units. The class will cover: adding property; using the bar-coding process (if this feature has been included in the contract); tracking the location of all property/evidence; keeping a clear audit trail of when property leaves the control of the property room and when it returns; releasing of property, either by court order or other request; and indicating any property that is either targeted for disposal or has been properly disposed, according to court orders.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS207 for further details on this topic.</i>	4
RMS208	Inquiry / Searches <i>Description: This class is designed for personnel who have limited access to or have no need for any direct input into the software. Students attending are usually assigned to duties that need to retrieve information as requested or by need of a formal inquiry; but are not limited to this function. Any user may want to attend to get an overview of the software and the type of information available</i> <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS208 for further details on this topic.</i>	2
RMS209	UCR/IBR Review and Reporting <i>Description: This class is designed for personnel assigned to complete the monthly statistics required by their state. The student will learn how to build reports and how to read the edit (error) messages; how to correct errors; and after a successful completion, how to submit the report to their state.</i> <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS209 for further details on this topic.</i>	2



Class Number	Title/Topic	Hours
RMS210	Standard Reports <i>Description: This class focuses on the New World Systems standard reports that are provided with the LE RMS software. The student will be introduced to the different reports available; their output; and how to print them.</i> <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS210 for further details on this topic.</i>	2
RMS212	Case Management <i>Description: This class is designed for personnel and supervisors who are responsible for investigating or managing case files. The content will include: Searching for cases assigned to a personnel or bureau/detail; Assignment of cases; Monitoring and creating activity (tasks) by either the supervisor or the assigned officer; and writing any supplements to close or further describe the ongoing investigation. This will also include closing out a case due to an arrest or other authoritative reason.</i> Prerequisite: RMS205 (Basic RMS Entry / Incidents and Cases) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS212 for further details on this topic.</i>	4
RMS213	Impounded Vehicles <i>Description: This class is designed for personnel that maintain information on all impounded vehicles. At the agency's discretion, this may also include information on towed/stored vehicles as well. The content will include Searching for Impounded Vehicles, Entry of Impounded Vehicles (including necessary Global Jackets), and Updating Impounded Vehicles when a vehicle has been released.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS213 for further details on this topic.</i>	1
RMS215	Gun Permits/Registrations <i>Description: This class is designed for personnel that maintain files related to Gun Permits, Gun Registrations, or both. Both topics work similarly, and the student will be shown how to search for existing Gun Permits or Registrations, how to enter the Gun Permits/Registrations, and how to update any existing Gun Permits/Registrations.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed RMS Lesson Plan #RMS215 for further details on this topic.</i>	1



Class Number	Title/Topic	Hours
RMS216	Pawn Shop Processing <i>Description: This class is designed for personnel that will be entering data from Pawn Slips and/or researching information from the received Pawn Slips. The content will include entering Pawn Slips, searching for Pawn Slips, and running Pawn Shop Reports.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS216 for further details on this topic.</i>	1
RMS217	Order of Protection <i>Description: This class is designed for personnel that will need to enter or research information received on Orders of Protection. The content will include how to search for Orders of Protection, Entry of the Orders of Protection, and information pertaining to the software alerts that will generate to the involved parties, and all protected addresses.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS217 for further details on this topic.</i>	1
RMS218	Alarm Management <i>Description: This class is designed specifically for the personnel that are in control of all warning letters and false alarm billings related to false alarm responses. The content will include how the false alarms are generated to the Alarm Management module, how to search for "Unmatched Alarms", how to create Alarm Permits and how to generate warning letters and false alarm invoices. The class will also show how to update records when fines are received, or if a false alarm needs to be voided.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS218 for further details on this topic.</i>	2
RMS219	Gang Tracking <i>Description: This class is specifically designed for the personnel that oversee responsibility in gathering information related to gangs. This class will go over in depth the three aspects of the Gang Tracking module: Gangs, Gang Informants, and Gang Intelligence. The first part of the class will demonstrate how to compile information on a gang, such as lineage, members, colors, weapons of choice, proclaimed areas, members' vehicles, crime patterns, and known associates to the gang members. The second portion of the class will</i>	2



Class Number	Title/Topic	Hours
	<p>discuss how to enter information related to gang informants (informants are given a code to protect their identity outside of the Gang Module) and the third portion will demonstrate how to maintain intelligence that is related to the gangs.</p> <p>Prerequisite: RMS204 (Global Jackets)</p> <p>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS219 for further details on this topic.</p>	
RMS221	<p>Equipment</p> <p><i>Description: This class is designed for personnel that maintain an agency's equipment—such as weapons, radar guns, cameras, tasers, audio and video recorders, etc. The content will include how to enter information into the software, maintain the equipment, and assign it out to the necessary personnel. In addition, the students will be shown how to keep track of all "Activity" related to the equipments, such as repairs, tune-ups, calibration, etc.</i></p> <p>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS221 for further details on this topic.</p>	1
RMS223	<p>Field Investigations</p> <p><i>Description: This class is designed for personnel who will be using the Field Investigations module as a form of Case Management. The students will be shown how to use this module to keep track of all leads related to a case, any contacts that are being made on the case, evaluation of any leads or contacts, as well as information on vehicles that may be related to the field investigation.</i></p> <p><i>*Note—this can be a standalone module for entering FI cards as well.</i></p> <p>Prerequisite: RMS204 (Global Jackets)</p> <p>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS223 for further details on this topic.</p>	1
RMS224	<p>Accidents</p> <p><i>Description: This class is designed for personnel that will be entering accident reports into the New World Systems software. The accident module, in addition to being a record keeping module, will print out on the state specific report form for each agency. The content of the class will cover searching for already entered accidents, accident entry, modifying and printing of the accident report form.</i></p> <p>Prerequisite: RMS204 (Global Jackets)</p> <p>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS224 for further details on this topic.</p>	2



Class Number	Title/Topic	Hours
RMS225	Computer Aided Investigations <i>Description: This class is designed for personnel that will be utilizing the software for investigative research. This very flexible module allows users to tie cases together and/or subjects to cases that may not have had a correlation made otherwise. The content of the class goes through the reports pertaining to Global Jacket information, Cases, and Modus Operandi. The students will be able to search for information that has been entered into the software, to use as an investigative tool. Additionally, Photo Line-Ups will be taught if part of the software package.</i> <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS225 for further details on this topic.</i>	1
RMS226	Wants and Warrants <i>Description: This class is designed for personnel whose duties include managing warrants. The content of the class will include Warrant Searches, Warrant Entry, managing existing Warrants as well as the various reports provided by the Wants and Warrants module.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS226 for further details on this topic.</i>	1
RMS227	Tickets and Citations <i>Description: This class is designed for personnel that will be entering Tickets and Citations into the software. This module can be used for both traffic and criminal related tickets, and will provide IBR/UCR statistics if necessary for each state. The content will include the search capabilities of the Tickets and Citations module, as well as the entry of the various types of Tickets and Citations into the New World Systems software.</i> Prerequisite: RMS204 (Global Jackets) <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS227 for further details on this topic.</i>	1
RMS228	Personnel <i>Description: This class is intended for those that will be maintaining the Personnel records for each agency. The content will include the entry of personnel information into the Personnel module, as well as discussion on what will need to be updated as personnel are promoted, change classification, resign, etc.</i> <i>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS228 for further details on this topic.</i>	1



Class Number	Title/Topic	Hours
RMS229	Training <i>Description: This class is intended for personnel that oversee an agency's training records, including the scheduling of classes and training programs. The content of the class is in three parts—creating courses for each agency (all courses are agency specific), scheduling courses in advance, and creating and maintaining training programs for personnel (such as new hires) that must successfully complete a variety of courses that may be a requirement to pass their training and probationary periods and/or for promotional opportunities.</i> **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS229 for further details on this topic.	2
RMS230	Scheduling and Reporting <i>Description: This class is intended for all personnel that have a necessity to create, maintain, or modify the daily, weekly and monthly schedules. The content will include creating work schedules, and maintaining or modifying them as necessary. Training will also be provided on using the module for employee vacations, sick leaves, shift trades, etc.</i> **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS230 for further details on this topic.	4
RMS232	Career Criminal <i>Description: This class is intended for all personnel that maintain information on "Career Criminals" such as parolees and sex registrants. The content will consist of how to search for Career Criminals, Entry of the Career Criminals, and the various reports that are available within the module, such as seeing who is due for re-registering, or missed their registration deadline.</i> Prerequisite: RMS204 (Global Jackets) **Refer to New World Systems' detailed LE RMS Lesson Plan #RMS232 for further details on this topic.	2



Class Number	Title/Topic	Hours
RMS234	<p>Narcotics Management</p> <p><i>Description: This "specialty" class is intended for all personnel involved in the investigation of narcotics offenses. This module, which is highly secure, covers Narcotic Funds (such as "Buy Money"), Informants, and Intelligence. The class content will include information on maintaining and updating all aspects of the Narcotics Management Module and discuss that the information, including Global Jackets, are restricted to the module only, and not available to any users outside of the module.</i></p> <p>Prerequisite: RMS204 (Global Jackets)</p> <p>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS234 for further details on this topic.</p>	2
RMS250	<p>Data Analysis/Crime Mapping/Management Reporting</p> <p><i>Description: This class covers the New World Systems ad hoc reporting capability. It includes basic text reports, map reports and exported reports to different file types, such as excel. This class may be taught at any time, although 4-6 weeks post go-live is preferred to ensure the data returned reflects accurate and correct information for the agency.</i></p> <p><i>* The 4-hour version is the basic class, but may be extended based on the individual agency's requirements.</i></p> <p>**Refer to New World Systems' detailed LE RMS Lesson Plan #RMS250 for further details on this topic.</p>	4-8



LE RMS End User Training Courses

Course: *Basic Law Enforcement Records Training Course*

Duration: One 24-hour course

Audience: Field Operations Bureau Personnel (including all specialized units such as Traffic, Marine, Tactical, and Mounted Units)

Instructor: Agency Certified New World Systems' RMS Trainers or New World Systems' Application Specialist

Classes

Included: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets; Class RMS206 / Full RMS Entry - Incidents and Cases; Class RMS213 / Impounded Vehicles; Class RMS225 / Computer Aided Investigations; Class RMS226 / Wants and Warrants; Class RMS227 / Tickets and Citation; and Class RMS224 / Accidents.

Description: This course is intended to give the records personnel the necessary skills to perform their duties, including but not limited to: entering cases, retrieving cases, responding to inquiries and distribution of reports.

Course: *UCR/IBR Process Training Course*

Prerequisite: Must take Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets, in that order, before any other class.

Duration: 14 total training hours

Audience: Those personnel responsible for maintaining the state and federally mandated statistical reports

Instructor: Agency Certified New World Systems' RMS Trainers or New World Systems' Application Specialist

Classes

Included: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets; Class RMS206 / Full RMS Entry - Incidents and Cases; Class RMS207 / UCR-IBR Review and Reporting; Class RMS225 / Computer Aided Investigations; Class RMS227 / Tickets and Citation

Description: The student will learn the RMS software, specifically how global jackets are maintained, how case entry, statutes, and arrest records are entered, how to read and interpret the build edit message, and how to make the necessary changes to successfully submit the State and Federal mandated monthly reports.



Course: *Property Control Personnel Training Course*

Prerequisite: Must take Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets, in that order, before any other class.

Duration: 12 total training hours

Audience: Officers and Civilians currently assigned to the Agency's Property Control

Instructor: Agency Certified New World Systems' RMS Trainers or New World Systems' Application Specialist

Classes

Included: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets; Class RMS205 / Basic RMS Entry - Incidents and Cases; Class RMS207 / Property Processing;

Description: This course targets those individuals who have been assigned to a property/evidence unit. The course will cover: adding property; using the bar-coding process (if part of the contract); tracking the location of all property/evidence; keeping a clear audit trail of when property leaves the control of the property room and when it returns; releasing of property, either by court order or other request; and indicating any property that is either targeted for disposal or has been properly disposed, according to court orders.



Course: ***Investigations and Investigations Supervisor Training Course—Includes Case Management***

Prerequisite: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets, in that order, before any other class.

Duration: 20 total training hours

Audience: All personnel responsible for reviewing cases for possible prosecution as well as those assigned to further investigate cases referred by Field Operations.

Instructor: Agency Certified New World Systems' RMS Trainers or New World Systems' Application Specialist

Classes

Included: Class RMS203 / LE RMS Basic Windows Functionality; Class RMS204 / Jackets; Class RMS206 / Full RMS Entry - Incidents and Cases; RMS212 / Case Management; RMS225 / Computer Aided Investigations;

Description: This course is designed for Investigations and Investigations supervisors who are responsible for investigating or managing a case. The content will include, but is not limited to: searching for cases assigned to your bureau/detail; reading and reviewing the case; assignment of cases; monitoring and creating activity (tasks) by either the supervisor or the assigned officer; and writing any supplements to close or further describe the ongoing investigation. This will also include closing out a case due to an arrest or other authoritative reason.

LE RMS Live Support

Live Support

The plan for Live Support is to have the student trainers, as well as members of the RMS Build Team be the Subject Matter Experts (SME) for the software. They will be the first line of problem solvers during go live. New World Systems will have Application Specialists on site to assist the SMEs if there are questions or problems that they cannot resolve.

Fire RMS Training Scope

The scope of this plan consists of a three part approach, that is:

1. Train-the-Trainer
2. End User Training
3. Live Support

During the Train-the-Trainer (TTT) portion, New World will conduct a 70-80 hour training course that will instruct the students in the end user handling of the Fire Records Management software and prepare them for classroom instruction by virtue of successfully completing the course.

Once the TTT course is complete, the student trainers will train the rest of the department, as well as conduct in-house training for new personnel, as prescribed in the End User section. This training will be driven by the training needs assessment to be conducted by the agency.

During the Subject Matter Expert (SME) training portion, New World will conduct a 40-hour training course that will instruct the students in all aspects of the Fire Records Management software used by the agency. These students may or may not train other members of their department; however, they will have the knowledge to conduct training if necessary. These students will also be taught some basic problem solving skills.

Once the SME course is complete, the students will assist their department in assuring all members are trained in their specific areas of responsibility. They will also be utilized during go-live support and thereafter as the first level department support for any questions or problems that may arise.

The final stage is Live Support. Part of the responsibility of the student trainers will be to provide actual live support at the agency and/or their bureau assignments. A live support schedule will be determined by department management. Along with the in-house student trainers, New World Systems will provide on-site live support during this transitional phase.

Fire RMS Schedule

Train-the-Trainer

Basic Fire Records Management System Train-the-Trainer

Topic: Fire Records Management System Train-the-Trainer

Duration: One 70-80 hour class

Audience: The appropriate audience would consist of Fire Captains, Training Officers or other Supervisors (such as Battalion Chiefs), and other specialized personnel, who will act as trainers during the End User training and then will be qualified to continue the training as new personnel are hired. The qualified candidates will possess basic computer and communication skills necessary for classroom presentations, and one-on-one-training.

Instructor: New World Systems' Application Specialist

Classes

Included: Class FIRE403 / FRMS Basic Windows Functionality; Class FIRE404 / Jackets; Class FIRE405 / Scheduling and Reporting; Class FIRE406 Fire Incidents; Class FIRE407 / Investigations; Class FIRE408 / Pre-Plans; Class FIRE409 / Inspections; Class FIRE410 / Equipment Maintenance; Class FIRE4111 / Vehicle Maintenance; Class FIRE412 / Station Activity and Misc. Modules; FIRE413 / Training; Class FIRE414 / Personnel; Class FIRE415 / Inquiry and Searches; Class FIRE416 / Standard Reports; Class FIRE417 / Permits

Description: The Train-the-Trainer class is a hands-on course. The students will be required to demonstrate not only proficiency with New World Systems' software, but also teaching techniques and presentation skills. This is an approximately two-week course. During the first week, we will be training in the use of the Fire Records Management System products. In order to move to the second phase of instruction, the students must demonstrate proficiency using the software. The ideal students will be volunteers who have enthusiasm for the project and are prepared to participate actively in the train-the-trainer process.

Sample Schedule

Day	Date	Time	Activity
Monday		0800 – 1700	Train the Trainer / Week 1 FRMS Software Application
Tuesday		0800 – 1700	Train the Trainer / Week 1 FRMS Software Application
Wednesday		0800 – 1700	Train the Trainer / Week 1 FRMS Software Application
Thursday		0800 – 1700	Train the Trainer / Week 1 FRMS Software Application
Friday		0800 – 1700	Train the Trainer / Week 1 Teaching Assignments / Teaching Techniques
Sat / Sun			
Monday		0800-1700	Train the Trainer / Week 2 Teaching Techniques / Preparation for Training
Tuesday		0800-1700	Train the Trainer / Week 2 Presentation of Assignments
Wednesday		0800-1700	Train the Trainer / Week 2 Presentation of Assignments
Thursday		0800-1700	Train the Trainer / Week 2 Presentation of Assignments
Friday		0800-1700	Train the Trainer / Week 2 Wrap Up and Review

Fire Records Management System Train-the-Trainer	
	Student's Name
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Fire RMS Training***End User Training – Classes and Training Courses***

Below is a table that will be used to create a tentative schedule for End User Training. This draft is dependent on approval from upper management of the agency.

Day	Date	Time	Activity
Monday		0800 – 1200	
		1300 – 1700	
Tuesday		0800 – 1200	
		1300 – 1700	
Wednesday		0800 – 1200	
		1300 – 1700	
Thursday		0800 – 1200	
		1300 – 1700	
Friday		0800 – 1200	



Fire RMS End User Training Classes

The following is a list of classes that users from the Fire Department may need to take in order to be proficient using New World Systems' software. Class FIRE403 – FRMS Basic Windows Functionality is a prerequisite for any other class. The "Hours" column represents the duration of each of the classes, if being presented in a classroom environment. If an agency certified New World Systems trainer was to work with one or two individuals, the actual amount of time may be reduced.

Class Number	Title/Topic	Hours
FIRE403	FRMS Basic Windows Functionality <i>Description: This class provides an overview of basic windows functionality, geo-verification, grid functionality, and base tool bar functionality. This is the first class and MUST be taken by anyone planning on using the software.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE403 for further details on this topic.</i>	2
FIRE404	Jackets <i>Description: This class provides the user with the correct functionality and current procedures for adding or maintaining a global record (individual or, business).</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE404 for further details on this topic.</i>	2
FIRE405	Scheduling and Reporting <i>Description: This class is designed for the Fire Officers responsible for maintaining the correct personnel on the appropriate fire apparatus, and all changes of personnel that may occur during a shift. This has a direct impact on NFIRS reports as the personnel assigned to apparatus from this module are transferred over to the Equipment and Personnel within NFIRS.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE405 for further details on this topic.</i>	2
FIRE406	Fire Incidents <i>Description: This class is designed for personnel who are responsible for writing all fire incident reports in compliance with the NFIRS reporting system. It will cover basic fire incidents, exposure fires, EMS (either BLS or ALS reports), and mutual aid reports.</i> Prerequisite: FIRE404 (Global Jackets) <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE406 for further details on this topic.</i>	6



Class Number	Title/Topic	Hours
FIRE407	Investigations <i>Description: This class is designed for personnel who are responsible for investigating any suspicious fire. Completion of the report and indicating any evidence collected is included in this class.</i> Prerequisite: FIRE404 (Global Jackets) <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE407 for further details on this topic.</i>	2
FIRE408	Pre-Plans <i>Description: This class covers how the Aegis/MSP software collects data needed for Fire Pre-Plans. This covers both building pre-plans and business pre-plans.</i> Prerequisite: FIRE404 (Global Jackets) <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE408 for further details on this topic.</i>	4
FIRE409	Inspections <i>Description: This class provides for both inspections of existing buildings and businesses (Pre-Plan and Safety Inspections) as well as creating inspections for new construction.</i> Prerequisite: FIRE404 (Global Jackets) <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE409 for further details on this topic.</i>	2
FIRE410	Equipment Maintenance <i>Description: This class is designed for those personnel whose responsibilities include keeping track of equipment maintenance. This includes SCBA's, hoses, other general equipment and hydrants.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE410 for further details on this topic.</i>	2
FIRE411	Vehicle Maintenance <i>Description: This class is designed for those personnel whose primary responsibilities include keeping track of all fleet vehicles and apparatus. This will also cover scheduling maintenance in advance and showing how to pull reports to know when a vehicle is needed for maintenance.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE411 for further details on this topic.</i>	1



Class Number	Title/Topic	Hours
FIRE412	Station Activity and Misc. Modules <i>Description: This class is designed for those personnel who currently log all activity associated with a station. This class may include miscellaneous modules, not otherwise covered, such as Inventory or Alerts.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE412 for further details on this topic.</i>	2
FIRE413	Training <i>Description: Since Fire Departments often conduct in-house training on a weekly or daily basis, keeping track of all training records is very important. This class is designed for the Captains that record their company in-house training as well as for members of the department that are required to keep track of all training, both in-house and out of station.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE413 for further details on this topic.</i>	2
FIRE414	Personnel <i>Description: This class is designed for the administrative staff assigned to maintain personnel records of Fire Employees. Regardless if the agency is using another program, personnel are required to be entered, as well as their station and shift assignments maintained, in order for NFIRS and Scheduling and Reporting to work correctly.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE414 for further details on this topic.</i>	2
FIRE415	Inquiry / Searches <i>Description: This class is designed for personnel who have limited access to or have no need for any direct input into the software. Students attending are usually assigned to duties that need to retrieve information as requested or by need of a formal inquiry; but are not limited to this function. Any user may want to attend to get an overview of the software and the amount of information that is available</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE415 for further details on this topic.</i>	2



Class Number	Title/Topic	Hours
FIRE416	Standard Reports <i>Description: This class focuses on the New World Systems standard reports that are provided with the FRMS software. The student will be introduced to the different reports available; their output; and how to print them.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE416 for further details on this topic.</i>	2
FIRE417	Permits <i>Description: This class covers the different types of fire permits (new construction, special use permit, remodeling, etc.) that a fire department may choose to issue.</i> <i>Prerequisite: FIRE404 (Global Jackets)</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE417 for further details on this topic.</i>	1
FIRE450	Data Analysis/Management Reporting <i>Description: This class covers the New World Systems ad hoc reporting capability. It includes basic text reports, map reports and exported reports to different file types, such as excel. This class may be taught at any time, although 4-6 weeks post go-live is preferred to ensure the data returned reflects accurate and correct information for the agency.</i> <i>**Refer to the New World Systems detailed FRMS Lesson Plan #FIRE450 for further details on this topic.</i>	4



Fire RMS End User Training Courses

Note: These are examples of how classes may be combined to create a course based on individual department needs. New World Systems' Application Specialist will work with the agency to create the agency specific courses.

Course: **Basic Fire Officers Course**

Duration: One 25 -hour course

Audience: Captains and Fire Personnel responsible for writing and/or review fire incident reports, completing pre-plans and maintaining equipment maintenance records.

Instructor: Agency Certified New World Systems' Fire Records Trainers or New World Systems' Application Specialist

Classes

Included: Class FIRE403/ FRMS Basic Windows Functionality; Class FIRE404 / Jackets; Class FIRE405 / Scheduling and Reporting; Class FIRE406 / Fire Incidents; Class FIRE408 / Pre-Plans; Class FIRE409 / Inspections; Class FIRE410 / Equipment Maintenance; Class FIRE411 / Vehicle Maintenance; Class FIRE412 / Station Activity; and Class FIRE413 / Training

Description: This course is designed for the end user who will be responsible for the day to day operations of the Fire Station. These responsibilities include: completing and/or reviewing NFIRS fire incident reports; completing pre-plan reports; accounting for personnel throughout the shift; keeping records of training that occurred during the shift; ensuring that all equipment is reviewed and checked for maintenance in a timely manner.

Course: **Basic Fire Records Overview and Introduction Course**

Prerequisite: Must take Class FIRE403 / FRMS Basic Windows Functionality and Class FIRE404 / Jackets, in that order, before any other class.

Duration: 6 total training hours

Audience: Both civilian and fire service members of the Fire Department that will want to view and understand the Fire Records Management Systems software.

Instructor: Agency Certified New World Systems' Fire Records Trainers or New World Systems' Application Specialist

Classes

Included: Class FIRE403 / FRMS Basic Windows Functionality; FIRE404 / Jackets; and Class FIRE415 / Inquiry and Searches.

Description: This course is intended to give the fire personnel and any other group, the necessary skills to view and understand fire incident reports, pre-plan information, inspection information, maintenance information, and station activity.

Course: **Administrative Personnel Training Course**

Prerequisite: Must take Class FIRE403 / FRMS Basic Windows Functionality before any other class.

Duration: 12 total training hours

Audience: All personnel responsible for retrieving data for reports and/or information.

Instructor: Agency Certified New World Systems' Fire Records Trainers or New World Systems' Application Specialist

Classes

Included: Class FIRE403 / FRMS Basic Windows Functionality; FIRE404 / Jackets; and Class FIRE415 / Inquiry and Searches; Class FIRE416 / Standard Reports; and Class FIRE450 / Data Analysis and Mapping*

Description: This course is designed to give a non-entry user the information to navigate through the software, retrieve data as needed, run reports from New World Systems standard reports, as well as create custom text and mapping reports as required by the department.

*New World Systems will provide a trainer for the Data Analysis/Management Reporting class.



Fire RMS Live Support

Live Support

The plan for Live Support is to have the student trainers, as well as members of the Fire RMS Build Team be the Subject Matter Experts (SME) for the software. They will be the first line of problem solvers during go live. New World Systems will have Application Specialists on site to assist the SMEs if there are questions or problems that they cannot resolve.

SAMPLE



Mobile Training Scope

The scope of this plan consists of a three-part approach, that is:

1. Train-the-Trainer
2. End User Training
3. Live Support

During the Train-the-Trainer (TTT) portion, if desired by the agency, New World will conduct a two-week training course that will instruct the students in the end user handling of Law Enforcement Records and Field-Based Reporting Software and prepare them for classroom instruction by virtue of successfully completing the course.

Once the TTT course is complete, the student trainers will be conducting in-house training as prescribed in the End User section. This training will be driven by the training needs assessment to be conducted by the Police Department.

The final stage is Live Support. Part of the responsibility of the student trainers will be to provide actual live support at the agency and/or their bureau assignments. A live support schedule will be determined by department management. Along with the in-house student trainers, New World will provide on-site live support during this transitional phase.

Mobile Schedule

Train-the-Trainer

Basic Law Enforcement Field-Based Reporting Training Course

Duration: One 20 hour course per user

Training

Type: Train-the-Trainer

Students: Maximum number of 10 students per instructor. One computer per student

Audience: Field Operations Bureau Personnel (including all specialized units such as Traffic, Marine, Tactical, and Mounted Units)

Instructor: Certified New World Systems Law Enforcement Records/Field-Based Reporting Student Trainers

Classes

Included: Class 1 / Basic MSP Windows; Class 2 / Jackets; Class 3 / Field-Based Reporting; Class 6 / Inquiry and Searches; Class 4 / Merge Process.

Description: This course is designed for the end user who will be responsible for entering reports or approving reports within the New World Systems Field-Based Reporting System. The student will learn the basics of navigating through the RMS software, conducting searches, and understand how to interpret the information contained in the record. They will also learn how to find their case numbers to enter case reports, submit reports for review, and make corrections as needed or directed from their supervisor. The supervisor will learn how to approve or reject written reports within the software, sending the report over to the merge client for the merge process.



Sample Schedule

Day	Date	Time	Activity
Monday		0800 – 1700	Train the Trainer / Week 1 Mobile Software Application
Tuesday		0800 – 1700	Train the Trainer / Week 1 Mobile Software Application
Wednesday		0800 – 1700	Train the Trainer / Week 1 Mobile Software Application
Thursday		0800 – 1700	Train the Trainer / Week 1 Mobile Software Application
Friday		0800 – 1700	Train the Trainer / Week 1 Teaching Assignments / Teaching Techniques
Sat / Sun			
Monday		0800-1700	Train the Trainer / Week 2 Teaching Techniques
Tuesday		0800-1700	Train the Trainer / Week 2 Preparation for Training
Wednesday		0800-1700	Train the Trainer / Week 2 Presentation of Assignments
Thursday		0800-1700	Train the Trainer / Week 2 Presentation of Assignments
Friday		0800-1700	Train the Trainer / Week 2 Wrap Up and Review

Mobile and Field-Based Reporting Train-the-Trainer	
	Student's Name
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Mobile Training***End User Training – Classes and Training Courses***

Below is a table that will be used to create a tentative schedule for End User Training. This draft is dependent on approval from upper management of the agency.

Day	Date	Time	Activity
Monday		0800 – 1200	
		1300 – 1700	
Tuesday		0800 – 1200	
		1300 – 1700	
Wednesday		0800 – 1200	
		1300 – 1700	
Thursday		0800 – 1200	
		1300 – 1700	
Friday		0800 – 1200	



Mobile End User Training Classes**Mobile Messaging Classes**

The following is a list of classes that users from the agency may need to take in order to be proficient using the New World Systems Mobile Messaging software.

The "Hours" column represents the duration of each of the classes, if being presented in a classroom environment with a maximum of ten students allowed. If there are less than ten students, the hours may possibly be reduced accordingly.

Class Number	Title/Topic	Hours
MM501	Mobile Messaging Administrative Training <i>Description: This class covers the installation, configuration and on-going product/environment maintenance of the Mobile Messaging application.</i> <i>Note: This is not a typical classroom environment. Class size is limited to just those personnel who will be responsible for these functions. The actual class (training) is spread over several weeks of onsite support.</i>	6-8
MM502	Mobile Messaging End User Training <i>Description: This class is designed for those users that will be using the Mobile Messaging to: inquire local RMS/FRMS records; receive dispatched calls and updates; inquire on state/federal message switch; mapping functions; routing functions; unit status monitor; and understanding the AVL functionality as it relates to CAD.</i> <i>*Note: Some of the above training will be dependent on the contracted configuration of Mobile Messaging.</i>	4



Field-Based Reporting Classes

The following is a list of classes that users from the agency may need to take in order to be proficient using the New World Systems Field-Based Reporting software.

The "Hours" column represents the duration of each of the classes, if being presented in a classroom environment with a maximum of ten students allowed. If there are less than ten students, the hours may possibly be reduced accordingly.

Class Number	Title/Topic	Hours
FR601	Field-Based Reporting Administrative Training <i>Description: This class covers the installation, configuration and on-going product/environment maintenance of the Field-Based Reporting application.</i> <i>*Note: This is not a typical class room environment. Class size is limited to just those personnel who will be responsible for these functions. The actual class (training) is spread over several weeks of on-site support.</i>	6-8
FR602	Print Design Class <i>Description: This highly technical class is designed to instruct the student on how to build a printed field report definition. Topics will include understanding the data fields captured by the Field-Based Reporting process and mapping them to the print design form.</i> <i>*Note: Advance skills needed in Word, Excel, or other third party forms design tools, as well as a thorough understanding of form design. Advance computer skills (manipulating files and data) are required.</i>	16
FR603	Field-Based Reporting End User Training <i>Description: Designed for every officer who writes/submits reports for approval in your agency. The current configuration of Field-Based Reporting is done through a stand-alone client at the station and not as a mobile environment in the units. The class covers: starting and/or editing a case report; importing information from New World Systems Records Management Incident module; checking the report for logic errors; submitting the report for approval; checking for rejected reports; completing of any additional reports forms as needed. In addition, supervisors attending this class will learn how to: check for reports ready for review; reject a report due to errors or policy related concerns; approve a report to the next level.</i> <i>**Refer to the New World Systems detailed Field-Based Reporting Lesson Plan #FR603 for further details on this topic.</i>	4-6



Class Number	Title/Topic	Hours
FR604	<p>Merge Process</p> <p><i>Description: The group of personnel assigned to this class should be those have been assigned to the specific task of completing the merge process. At the end of the class, users will be able to recognize a full or partial merge failure; how to correct a partial merge failure; how to print out a report of any failures; learn when to submit the report back to the Field-Based Reporting process for either a re-approval (submitted) or a re-write by the author of the report (rejection).</i></p> <p><i>**Refer to the New World Systems detailed Field-Based Reporting Lesson Plan #FR604 for further details on this topic.</i></p>	4

Mobile End User Training Courses

Course: **Basic Law Enforcement Mobile Messaging**

Duration: One 2-4 hour course per user

Students: Maximum number of 10 students per instructor. Once computer per student

Audience: Field Operations Bureau Personnel (including all patrol and other specialized units such as Traffic, Marine, Tactical, and Mounted Units that would have access to Mobile Messaging).

Instructor: Certified New World Systems Law Enforcement Records/Field-Based Reporting Student Trainers

Classes

Included: Class 1 / Basic MSP Windows; Class 2 / Jackets.

Description: This course is designed for the end user who will be responsible for making State/NCIC and system inquiries. The student will learn the basics of navigating through the Mobile Messaging software, conducting searches, and understand how to interpret the information contained in the record. They will also learn how to inquire upon previous incidents, see other unit statuses (if allowed by permissions).

Course: **Field-Based Reporting Merge Process Training Course**

Prerequisite: Must take Class 1 / Basic MSP Windows and Class 2 / Jackets, in that order, before any other class.

Duration: 19 total training hours

Students: Maximum number of 10 students per instructor. Once computer per student

Audience: Those personnel identified as being responsible for completing the merge process

Instructor: Certified New World Systems Law Enforcement Records/Field-Based Reporting Student Trainers

Classes

Included: Class 1 / Basic MSP Windows; Class 2 / Jackets; Class 3 / Field-Based Reporting; Class 4 / Basic RMS Entry – Incidents and Cases; Class 7 / Merge Process and Class 6 / Inquiry and Searches.

Description: This course will provide the necessary skills to successfully complete the merge process and have case and arrest reports transferred to the RMS software. They will be instructed on how to identify errors, send reports back for corrections, or reconcile the merge errors themselves, to ensure an accurate and complete report is residing on the RMS server.

Mobile Live Support

Live Support

New World Systems will have Application Specialists on site to assist the users during their live environment for the first week. Hours will be determined by management's needs.

SAMPLE

