How to Plan and Implement Effective Project Deployments

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HP WORLD 2002
Conference & Expo

Presentation Objectives

1. Deployment RFPs and what to look for in a service provider
2. How to efficiently deploy solutions to multiple sites and/or countries
3. How to avoid common deployment pitfalls

RFP Planning

What is a Request for Proposal (RFP)?

> A Request for Proposal (RFP) is a document for helping a prospective purchaser define the needs and requirements of a project.

Deployment services "The RFP step child"

What makes a good deployment RFP and why should I write one?

- Keep it simple and clear (overview/scope/timeframe/deliverables/etc.)
- Detailed roles and responsibilities and the level of service required
- Any special legislative or other governing requirements that might exist
- Explain the project assumptions
- A well written RFP will save you headaches and money

If all else fails, pay someone to write it for you.

> Gartner - The ABCs of RFPs -- Know Them, Use Them (Sep. 2001)

Choosing the Right Deployment Vendor

Selection process
- Formal evaluations (use RFP teams)
- Conduct presentations and use a checklist
- Do your homework (customer references and read appropriate white papers)

What to look for? (list these in your RFP)
- Relationship including the senior executive relationship
- Quality
- Price
- Experience and tools
- Market Share
- Contingency planning

"Show me a perfectly deployed project and I will show you a project you don't know much about."

Selecting the Right Project Manager

Don't forget the Project Manager
- Do I need a project manager just to manage the deployment?
- Clearly identify the role of the vendor project manager
- Should the project manager be certified?

The Seven Deadly Sins
1. Mistaking half-baked ideas for viable projects
2. Dictating unrealistic project deadlines
3. Assigning underskilled project managers to high-complexity projects
4. Not ensuring solid business sponsorship
5. Failing to break projects into manageable "chunks"
6. Failing to institute a robust project process architecture
7. Not establishing a comprehensive project portfolio to track progress of ongoing projects

"The project is only as good as your Project Manager."

Scheduling and Coordinating the Rollout

The costs of poor planning

- Forty percent of IT projects are canceled before completion.
- Thirty-three percent of the remaining projects are "challenged" by cost/time overruns or changes in scope.
- Together, failed and challenged projects cost U.S. companies and government agencies an estimated $145 billion a year.

Points to remember

Set realistic timelines and schedules	Train your users
Use multiple vendors if appropriate	Have a next day support process
Create a project team with the vendor	Dedicate your deployment resources
Clear documented instructions	Review the project reports carefully
Contingency plans	Implement a clear Change Management process
Ramp up your Help Desk	Test the tools (pilots)

Pilots

Pilot, Pilot, Pilot

Many project failures can be traced back to poor, or no, project pilots. Pilots will test the assumptions on which your deployment strategy was built and verify that they are still applicable. A well developed pilot is an invaluable tool for refining your project instructions, installation processes, scripts and user acceptance.

Three easy steps to piloting

1. Develop a pilot strategy and decide what you are trying to test.
2. Rollout the pilot on a limited scale or timeframe to gather the necessary data to justify your deployment plans.
3. Learn from the pilots. Understand what worked and quantify the results.

Integration and Staging

When does it make sense to pre-integrate my systems?
- Multiple site/country deployments
- Must minimize user and/or site disruption
- High need for solution consistency
- Need a controlled staging environment

Typical services available
- Shipping logistics and customs documentation
- Supply chain integration with manufacturing
- Hardware integration and software loads
- System labeling and cabling

Benefits of pre-integration
- Risk reduction
- Faster time to market
- Reduced implementation costs

On-site Installation

Questions you will need to answer
- Should I outsource or use in-house teams?
- Roaming or regional installers?
- What time of day/week should I install?
- How much can the users do?
- How long will each installation take?

Issues to address
- Site preps
- Coordinating the shipment and storage of the new hardware
- Level of qualification of the installers
- Help Desk
- Handling reschedules
- Legacy system disposal

Country/Region Specific Issues

How do I get my systems overseas?

- Select a vendor familiar with international deployments
- Hire a consultant (mistakes can land you in jail)
- Know the tricks of the trade
- Choose a Freight Forwarder experienced with IT equipment
- Understand country restrictions (pre-loaded software)

Patience is a virtue

- Plan for delays
- Customs, VA taxes and tariffs

Best Practice Sharing

Things I have learned

- Every deployment project has problems, so plan for them
- Domino effects can kill your project
- Don't discount the importance of the project manager
- Detail the roles and responsibilities for each vendor
- Listen to vendor suggestions

The CIO Best Practice Exchange

http://www.theciostore.com/premiumservices.pdf

HP services

Information about Hewlett Packard deployment services can be found at:

http://www.hp.com/hps/tech/deploy/gds/

Available Services

- Volume Deployment
- Factory Integration
- Onsite Installation
- Project Management
- Relocation Management

Questions