
Data sheet E: Assessment & Implementation of the Snap Hosted Solution – Typical Project Plan

ASSESSMENT

Technology Review

Review of SnapComms' technical documentation – this will allow the organization's technology team to assess the architecture, compatibility and functional elements of the Snap solution – additional clarification can be obtained from the SnapComms technical team.

Discussions with the SnapComms' technical team – discussions, which can also include online demonstrations and audio conferences, provide a forum for a more in depth investigation of the architecture, network impact and functionality of the Snap solution.

Preliminary Testing

Install the Snap Client on test users' PCs – a trial instance of the Snap solution is made available to the organization's technology team in order to test the compatibility of the Snap Client on users' PCs and to gauge the network impact of communications delivered using the Snap tools.

Review the operational functionality of Snap – access to the hosted instance of the Snap Content Manager is provided allowing operational testing of the message creation, publication and download processes including integration with Active Directory and management of users and communications targeting groups.

Assess compatibility and network impact – Snap Client deployment into various environments and review of content display statistics will allow assessment of software compatibility.

Solution Definition

Agree the service level agreement (SLA) terms – review and discussion around the terms contained within the Snap Service Level Agreement. The SLA defines Snap's responsibilities in terms of providing ongoing support and service.

Specify the required Snap Client configuration – the Snap Client can be configured to reflect the settings required by the organization. These settings are applied when the Snap Client MSI is created and include Client-Server poll frequency, hiding links on the Message History window and disabling screensaver settings.

Extend testing to a full pilot as required – the organization may wish extend the initial trial to a full pilot across a wider audience to better gauge the impact and benefit of using the Snap tools. Pricing for a pilot can be agreed with the Snap team as required.

IMPLEMENTATION

Snap Client Deployment

Create and configure the Snap Client MSI – Snap will create and configure the Snap Client according to needs and specification of the customer and pass the packaged MSI file onto the organizations technical team for deployment out to the desktop.

Test Snap Client connectivity with Server – test client-server connectivity by installing the Snap Client onto various PCs and ensuring published content is displayed on screen and is visible from the Message History. User registration and connectivity statistics should also be visible from the Snap Content Manager.

Globally deploy Snap Client to all PCs – once installation testing has been satisfactorily completed, the Snap Client can be deployed out to the wider organization user-base using any centrally managed application deployment tool as used by the organization.

ONGOING SUPPORT

Users and Snap Client Software

Single Point of Contact – the technology team, in accordance with the Snap SLA, need to nominate a single point of contact to respond to enquiries or issues than may arise from their internal user audience as well as being the primary technical liaison with Snap as may be required from time to time.

Snap Client Updates – updates to the Snap Client software will be advised by Snap as soon as they are available Snap Client update release cycles occur every 3 - 4 months. Testing of new Snap Client releases should be undertaken before deployment out to the wider organization.

Task Name	Lapse Time (Hours)	Project Phases				
		1	2	3	4	5
Assessment	7					
Technology Review	2					
Review of Snap’s technical documentation	1	█				
Discussions with the Snap technical team	1		█			
Preliminary Testing	3					
Install the Snap Client on test users’ PCs	1		█			
Review operational functionality of Snap	1		█	█		
Assess compatibility and network impact	1			█		
Solution Definition	2					
Agree service level agreement (SLA) terms	1		█			
Specify the required Snap Client configuration	1			█		
Extend testing to a full pilot as required					➔
Implementation	4					
Snap Client Deployment	4					
Create and configure the Snap Client MSI	1				█	
Test Snap Client connectivity with Server	1				█	
Globally deploy Snap Client to all PCs	2					█
Ongoing Support						
Users, Server, Client Software						
Single Point of Contact					➔
Snap Client Updates					➔