

Data sheet F: Assessment & Implementation of a Locally Hosted Solution

Technology Review

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

Discussions with the Snap 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 Manger 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. Optimally configuring file upload sizes and content staggering rates via the Content Manager serves to minimizing network bandwidth utilization and impact.

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

Server Environment Provisioning

Create implementation project plan – a high level implementation project plan maybe required and will detail the solutions design, systems requirements and all process, resources and personnel required to implement and support the Snap solution.

Obtain necessary hardware and software – provision the hardware and associated software required for installing the Snap Server software (refer Systems Requirements documents).

Configure the server environment – configure the server(s) according to the specifications contained in the Snap installation guidelines. If servers are virtualized, this step can be executed in the minimum of time.

Snap Server Installation

Obtain latest Server software package – Snap adopts a progressive development program so it is advantageous to install the latest software release thereby ensuring access to the latest features and functionality.

Install Server software using Snap Installer – install the Snap Server software using the Snap installer wizard – alternatively Snap can perform the installation of the Snap Server software as requested.

Test the Snap Server application – a series of output functionality tests need to be performed to ensure the installation was successful and the correct configurations are adopted.

Snap Client Deployment

Create and configure the Snap Client MSI – the Snap Client is created during the Snap Server software installation process and imprinted with the URL path to the Snap Server – the standard Snap Client build can be edited to apply the desired configuration settings.

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 in the users Message History window. User registration, connectivity statistics and content display results are all available from the Snap Content Manager and also serve to validate successful Snap Client deployment and Snap Server connectivity.

Globally deploy Snap Client to all PCs – once Snap Server and Snap Client installation tests have 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, Server and 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 Server Maintenance – periodic backup and deletion of transaction logs needs to be scheduled as a regular maintenance routine. Updates to the Snap Server software will be supplied by Snap approximately every 3 - 6 months which can be applied to the current server installation using the Snap Installer.

Snap Client Updates – updates to the Snap Client software will be advised by Snap when the Snap Server upgrades are supplied – initial testing of subsequent Snap Client versions should be undertaken before full deployment out to the wider organization.

Task Name

Project Phases

1 2 3 4 5 6 7 8

Assessment

Technology Review

- Review of Snap's technical documentation
- Discussions with the Snap technical team

Preliminary Testing

- Install the Snap Client on test users' PCs
- Review operational functionality of Snap
- Assess compatibility and network impact

Solution Definition

- Agree service level agreement (SLA) terms
- Specify the required Snap Client configuration
- Extend testing to a full pilot as required

Implementation

Provision Server Environment

- Create implementation project plan
- Obtain necessary hardware and software
- Configure the server environment

Snap Server Installation

- Obtain latest Server software package
- Install Server software using Snap Installer
- Test the Snap Server application

Snap Client Deployment

- Create and configure the Snap Client MSI
- Test Snap Client connectivity with Server
- Globally deploy Snap Client to all PCs

Ongoing Support

Users, Server, Client Software

- Single Point of Contact
- Snap Server Maintenance
- Snap Client Updates

These activities relate to ongoing business as usual tasks and should be agreed and documented during review and sign off of the service level agreement

