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# PUMP MAGIC 2.0

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## IMPLEMENTATION OVERVIEW

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COMPANY NAME

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ADDRESS 1

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ADDRESS 2

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CITY

STATE

ZIP

PREPARED BY: TODD BULLIS

# PUMP MAGIC 2.0

## INSTALL & TRAINING

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### INTRODUCTION

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These guidelines have been prepared in order to best server Digital Insight Software Co, LLC clients during the installation of Pump Magic 2.0. This guideline will help to explain the procedures Digital Insight Software Co, LLC will follow to gain a better understand current client operations and prepare an efficient and effective strategy for wide integration of Pump Magic 2.0.

This guideline will not only serve as a tool to best install Pump Magic, but additionally will provide a critical evaluation of the underlying systems and users, which will assist Digital Insight Software Co, LLC in identifying past, currently, and future problems. It is the primary goal of Digital Insight Software Co, LLC to support its client in their endeavor to run a smooth and success business operations by helping to reduce overall cost of establishing and maintaining a reliable Information Technology (IT) for current and future business conditions.

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### IMPLEMENTATION OVERVIEW

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These steps have not only been proven effective, but critical in establishing a key understanding of client operations, determining the methods to improve operational procedures, and best implement Pump Magic 2.0.

#### CONVERT PUMP MAGIC 1.0 DATABASE

Converting a Pump Magic 1.0 database into the new 2.0 database is an extended process that may require large amounts of time. Although it's rare, some database may have an error or some hidden objects that may prevent the database from converting properly. In the event of such case to provide adequate time to resolve the potential problem a test conversion will be established and tested. This will require a copy of the latest Pump Magic 1.0 database prior to start of all other tasks. The actual database conversion that will be used for live operations will not be conducted until proper discovery, analysis, and changes have been implemented. See the below section for details.

#### GATHER INFORMATION

Gathering information is primary tool in better understanding the current operational strategies and mapping steps for Pump Magic 2.0 integration. During this process DIGITAL INSIGHT SOFTWARE CO, LLC will attempt to gather three (3) key groups of information.

1. Systems Overview. Simply put, this is where general "hawk-eye" view of the IT system is gathered. This will provide broad-based information to begin formulating an IT diagram that will be presented after the successful implementation of Pump Magic 2.0.
2. Existing Computer Systems. Knowing as much as we can about the individual computer systems that are running the overall IT infrastructure will assist in outlining any potential software conflicts, in addition to giving Digital Insight Software Co, LLC a valuable tool to better assist future client problems after the initial install and training.

3. Computer System Users. Key information regarding user's experience and current tasks will allow Digital Insight Software Co, LLC to tailor a training program that will provide the maximum learning experience. The user information will additionally be used to help recommend system configuration to meet their need that will minimize complication and erroneous system tampering.

#### CONDUCT CRITICAL SYSTEM EVALUATION

Information gathering would have no purpose without the proper analysis and evaluation. Digital Insight Software Co, LLC will use the latest IT conventions to provide a complete and detailed view of the existing systems. The following analytical strategies will used;

1. System Diagram. In order to simplify the understanding of the "birds-eye-view", a complete system diagram will be drafted outlining all of the major components of the network and computer systems. This diagram will clearly display any problems and potential resolutions.
2. Network Analysis. Most multi-user environment Pump Magic problems have been the result of misconfigurations of the network and the computer systems communicating together. The network analysis will reveal any existing problems, future conflicts, and inefficient configurations.
3. Individual Computer Specific Analysis. Under most circumstances no two computers perform the exact same functions. Based on the information gathered each computer will be evaluated for their specific task. Analyzing the individual systems will determine any specific problems for continued operation after the installation of Pump Magic 2.0.
4. Users Operations Analysis. Lastly understanding user behavioral and usage patterns will reveal any potential misuse or inefficient usage. Temperaments of computer systems are strongly based on surrounding user interactions. User information will assist in configuring specific system settings or providing valuable tips on best usage patterns.
5. Miscellaneous Analysis. This will include analysis of general maintenance, backup procedures, system security, and other key operations to maintain safe and reliable operating conditions for Pump Magic 2.0.

#### PRESENT FINDINGS

It will be important to convey Digital Insight Software Co, LLC's observations and analysis to better inform current client understanding. Better understanding will mean smoother future operations. Additionally client approval and support will be required prior to proceeding.

1. Discovery Information. Any and all information will be consolidated into an IT Information Packet that will include the system overview, existing computer systems, and the users. This process will provide a higher level of awareness for the client while establishing a foundation for required changes and the supported reasoning.
2. Analytical Information. The resulting evaluations and analysis information will be compiled into a report along with the recommended additions or changes. This report will provide the client with an outside view of the existing systems and the reasons for the recommended updates.
3. Client Approval. In order for DIGITAL INSIGHT SOFTWARE CO, LLC to implement the changes, it will not only require client approval on the changes, but also on the

procedures and methods that will be used. Client approval will signify understanding of the changes and their reasons in order to install Pump Magic 2.0 and improve future business operations based on currently available information.

#### PREPARE NETWORK & COMPUTER SYSTEM(S)

Based the analysis of the network, computer systems, and the users all existing components of the systems will be updated to support the new Pump Magic 2.0. This may result in many changes in some instances and in others no changes to the existing systems. If there are any changes they will be implemented using the following standard. Due to the requirement of complete control over the network and computer systems, the below procedures are only recommended after regular business hours.

1. Network Preparation. The first changes that will be implemented will be any network functionality changes, such as integration or removal certain network protocols or any network optimizations, including file share management and print server distribution.
2. Individual Computer System Preparation. If any individual computer system requires any updates or system configuration changes, all modifications will be conducted under strict supervision for its impact on the overall network and existing software installations.
3. Pump Magic 1.0 Database. As per initial database conversion testing. This procedure will be carried out after a successful database conversion or only after all errors and problematic issues have been resolved. In addition the conversion will be conduction after the Pump Magic 1.0 database has been closed for the day and multiple backups are created.

#### INSTALL PUMP MAGIC 2.0

After all of the above procedures have been completed successfully all computer systems requiring Pump Magic will be installed with the 2.0 version, replacing the

#### PROVIDE PUMP MAGIC 2.0 TRAINING ASSIST AND FOLLOW-UP FINAL CLIENT PRESENTATION