# Deployment Approach

*Note. The content of this approach assumes deployment of a fictitious solution. The deployment approach will need to be specific to the solution that is being rolled out.*

## Description of Technical Solution Being Deployed

*Insert description of the technical solution that is being deployed.*

## Deployment Team

*Update the table below to clearly define the roles of the Deployment Team*

|  |  |
| --- | --- |
| Role Title | Description |
| *Project Manager* | *Responsible for defining the deployment approach; overall planning and management of all project resources; managing stakeholder communications and requirements.* |
| *Communications Manager* | *Responsible for implementing the communications plan as defined in the Change Management approach.*  |
| *Scheduling Lead* | *Responsible for managing the pre-scheduling checklist and feeding this data into the schedule; responsible for deployment scheduling.*  |
| *Cutover Team* | *X Deployment Engineers responsible for going to site and deploying the solution; day-1 support; logging of deployment issues and reporting these back to the Business Analyst and Project Manager.*  |
| *Developer* | *Responsible for technical training; updating the solution to address identified issues.*  |

## Training

*Describe what training each member of the Deployment Team needs to effectively fulfil their defined roles e.g. training in the technical solution; issue logging and escalation; issue resolution.*

## Pilot

*Insert details of the pilot including:*

* *Which sites in which region will be deployed when?*
* *Why have these sites been selected for the pilot?*
* *What staff will be onsite and from what point?*
* *What Day-1 Support is there e.g. the day after deployment what support is available on and off site to support with any issue that may arise?*
* *How will identified issues be recorded, resolved and fed back to the project team to ensure that the solution/issues are addressed before mass deployment.*
* *When and who will attend a pilot review to discuss events and identify key issues that need to be resolved?*

## Ramp-Up

*Describe how deployment will be gradually ramped up after the pilot in order to effectively build deployment capabilities.*

## Mass Deployment

*Define the maximum number of sites that will be deployed per night/week due to resource and technical constraints.*

*Describe the team size and structure during this period.*

## Indicative Timelines

*Define high-level indicative timelines for deployment per region. This should be shared with Business Units via the Change Champion Network/Civil Registrar (Site Leads) as a first view of deployment plans.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Phase** | **Region** | **# of Deployment Sites** | **Start** | **End** |
| *PILOT* | *INSERT REGION* | *INSERT NUMBER* | *INSERT START DATE* | *INSERT END DATE* |
| *RAMP-UP* |  |  |  |  |
| *MASS DEPLOYMENT* |  |  |  |  |

# Deployment Planning Activities

## Pre-Scheduling Checklist

*Define a list of criteria that each site needs to fulfil before it is officially given a deployment date, as per the below example. This list should be maintained as the sole source of input into the deployment schedule.*

*This list will be different for different types of deployment e.g. data migration will require a separate checklist.*



## Deployment Schedule

The Deployment Schedule will be updated and maintained by the Business Analyst and approved by the Project Manager. The Business Analyst will schedule sites only when they fulfil all of the criteria in the Pre-Scheduling Checklist as defined above.

*Update the Deployment Plan Template to reflect the specifics of your deployment and solution requirements.*

## Deployment SOE

*Define a sequence of events that every engineer will complete when they go to site for a deployment e.g.:*

***Day before Deployment***

1. *Visit site to confirm that site is fully ready e.g. connectivity checks, hardware ready etc.*
2. *Meet with Change Champion/Civil Registrar (Site Lead) to explain SOE for the next 2 days.*
3. *Answer staff questions.*

***Day of Deployment***

1. *Engineer arrives onsite at 3pm.*
2. *Engineer checks in with Civil Registrar and Change Champion and explains deployment activities.*
3. *Engineer begins deployment at 00:00 by…. (this will be technology/solution specific.) Engineers should be trained in the correct deployment process).*
4. *Engineer tests each machine with defined activities e.g. register test birth.*
5. *Engineer turns off all machines.*
6. *Engineers locks office.*

***Day-1 Support***

1. *Engineer arrives on site at 7am.*
2. *Engineer supports users with first login.*
3. *Engineer records any issues and resolves.*
4. *Issues that the engineer cannot resolve himself will be dealt with by…*
5. *Engineer completes post deployment form noting down all issues resolved and open.*
6. *Engineer debriefs Civil Registrar and Change Champion.*
7. *Engineer leaves site and reports back to PM.*

## Assessing Deployment Success

*Define criteria of a successful deployment e.g. when the site is counted as “Deployed/Complete” e.g.*

* *Solution deployed to all machines*
* *All identified issues resolved*
* *All staff can use the system without any major issues*
* *Civil Registrar (Individual responsible for site) signs off deployment*

*This criteria should be shared with the full Deployment Team and key project stakeholders so that it is tracked assessed after each deployment. Deployment Engineers should confirm that all criteria is fulfilled after deployment and feed this back to the project team.*

*If the above criteria are not met, define what actions will be taken e.g. is rollback an option?*

## Issue Tracking & Resolution

*Create an issue tracking tool (example below) in order to keep track of all solution and deployment issues encountered during deployment. This tool should be updated and maintained throughout the deployment process and should be fed back to the whole Deployment Team, specifically:*

1. *The Communication Manager, to update communications with FAQs that reflect commonly experienced issues and how users can respond to them.*
2. *The Developers, to make permanent solution changes as required.*
3. *The Project Manager, to ensure that major issues are escalate appropriately.*
4. *The Cutover Team to ensure that everyone knows how to resolve each technical issue and to share lessons learned.*



## Define Reporting Requirements

*Update the below table, clearly outlining regular reports that need to be shared with key stakeholders.*

*For each report defined below, create a report template that can be re-used each week.*

|  |  |  |  |
| --- | --- | --- | --- |
| *Report Name* | *Description* | *Audience* | *Frequency* |
| *e.g. Weekly Digitisation Deployment Status* | *Summary of the week’s deployments: # of successful deployment, failed deployments, location of deployments, # of deployments scheduled the next week* | *Senior Stakeholders incl. CRVS Steering Committee* | *Once weekly (end of week)* |
|  |  |  |  |
|  |  |  |  |