

IMPLEMENTING A FLEET MANAGEMENT INFORMATION SYSTEM

to do and not to do

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MERCURY

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OVERVIEW

- PRE-RFP TASKS
- SELECTION PROCESS
- SUPPORT
- CONTRACTING
- GETTING STARTED
- HARDWARE AND SOFTWARE SELECTION
- DATA CONVERSION
- INTERFACES
- TRAINING

PRE-RFP TASKS

- DESCRIBE YOUR BUSINESS
 - DESCRIBE YOUR WORKFLOW AND INFORMATION NEEDS
- ESTABLISH MEASUREABLE PROJECT GOALS
- REENGINEER BUSINESS PROCESSES
- DESCRIBE YOUR INFORMATION OUTPUTS
- DEFINE YOUR USER GROUPS NEEDS

PRE-RFP TASKS

- PLATFORM OPTIONS (E.G. FAT, THIN, BROWSER, ASP) AND COST BENEFITS
- IDENTIFY YOUR STANDARDS
 - OPERATING SYSTEM
 - DATABASE
 - PROGRAMING LANGUAGE
 - REPORTING
 - INTERFACES
- DEVELOP FUNCTIONAL SPECIFICATIONS
- KNOW YOUR BUDGET

PRE-RFP TASKS

- RESEARCH THE MARKET AND UNDERSTAND THE VENDORS AVAILABLE
- TEST DRIVE THE SOFTWARE THAT YOU KNOW IS AVAILABLE
- REFINE YOUR FUNCTIONAL MATRIX AND RFP TO REFLECT NEW INFORMATION

SELECTION PROCESS

- USE FUNCTIONAL SPECIFICATION AS REPORT CARD
- REQUIRE A SCRIPTED DEMO
 - SHOW ME HOW
- REQUIRE PROJECT TIMELINE BY TASK
- REQUIRE DETAILED DESCRIPTION OF EACH TASK
- KNOW THE VENDOR PROJECT TEAM
 - QUALIFIED PROJECT MANAGER
 - IMPLEMENTATION PERSONNEL

SELECTION PROCESS

- UNDERSTAND YOUR RESPONSIBILITIES IN THE IMPLEMENTATION
- VALIDATE VENDOR REPUTATION AND CAPACITY TO PERFORM
- VALIDATE COMPANY'S FINANCIAL STABILITY
- VISIT CURRENT FMIS CUSTOMERS
 - MATURE SITES
 - USING THE SYSTEM

SUPPORT

- SOURCES
 - FMIS VENDOR
 - 3RD PARTY VENDORS
 - IN-HOUSE RESOURCES
- CAPACITY, EXPERIENCE, QUALIFICATIONS, AND RESPONSE TIME
- FEES AND FEE SCHEDULE (20% MAX)
- AVAILABILITY OF SERVICE AND SUPPORT
- LOCATION OF RESOURCES
- RESPONSIBILITIES (E.G. DATABASE ONLY, DATABASE AND SERVER ENVIRONMENT)
 - SERVICE LEVEL AGREEMENT

CONTRACTING

- MANAGE YOUR RISK
- ONLY PAY % OF SOFTWARE LICENSE UPFRONT
- ESTABLISH PAYMENT MILESTONES
- FINAL PAYMENT BASED ON SYSTEM ACCEPTANCE
- NO MAINTENANCE CHARGES FOR FIRST YEAR

GETTING STARTED

- SELECT YOUR PROJECT MANAGER
 - ORGANIZED
 - UNDERSTANDS PROJECT GOALS AND ORGANIZATION REQUIREMENTS
 - CAPACITY AND TIME TO MANAGE
 - KNOWLEDGE IN FLEET / IT
- SELECT PROJECT TEAM
 - KNOWLEDGE OF KEY BUSINESS FUNCTIONS
 - TIME TO PARTICIPATE

HARDWARE AND SOFTWARE SELECTION

- VENDOR AND INDUSTRY RECOMMENDATIONS
- PROPER SIZING
 - MEMORY, PROCESSING, STORAGE
- COMPATIBILITY WITH INDUSTRY STANDARD MANUFACTURERS AND DEVELOPERS
- COST
- SUPPORT AND SERVICE LEVEL

DATA CONVERSION

- IDENTIFY DATA SOURCES
- WHAT TO MIGRATE AND QUALITY OF EXISTING DATA
- DATA MAPPING
- DATA SCRUBBING / NORMALIZING
- DATA POPULATION (I.E. NEW DATA)
- PERFORM TEST CONVERSION
- VALIDATE CONVERSION INTEGRITY (REPORTING / ON-SCREEN)

INTERFACES

- DEFINE INTERFACE PURPOSE
- DEVELOP SPECIFICATIONS
 - FILE FORMAT
 - DATA FIELDS
- DATA MAPPING
- DEVELOPMENT BY VENDOR
- TESTING (IMPORT AND EXPORT)
- VALIDATION

TRAINING

- SUFFICIENT NUMBER OF DAYS
- NUMBER OF DAYS ON-SITE
- TRAINING LOCATION
- CLASS SIZES
- SESSION DURATIONS AND FOCUS
- SYSTEM USER GROUPS (PARTS, LABOR, MANAGEMENT, CUSTOMERS)
- SYSTEM ADMINISTRATOR TRAINING

QUESTIONS

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