

Department of Information Resources
Products and Related Services Descriptions
DIR-TSO-3857

Ziegner provides a range of professional consulting and/or development services to support implementation of the MIP Fund Accounting and related products. The following provides a list of services offered as part of our DIR Contract DIR-TSO-3857

Installation

Assistance with installation of products on-site or remotely for both test and production environments on the client's servers. Service includes software is connected database servers and software functionality is operating as appropriate.

Maintenance & Support

Annual Maintenance to the software publisher includes upgrades, new releases, and patches to the applications.

Technical Services

Product Training

Core Team Training: Training for the client's core team on how to use and configure products.

This training provides the client with an initial understanding of the functions of products to provide a basis for making key business and project decisions.

End User Training: Training of end-users may be on-site, in our Austin training facility or via remote web sessions, based on agreement with client.

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Project Management:

Project Set-Up: Conference calls with Ziegner and client team members to finalize the project plan and project timeline.

Requirements Review: Conducted during project set-up, this is a review of the RFP requirements to develop the final software acceptance checklist. Final deliverables will be determined.

Project Management: Management of the Ziegner implementation effort, documented project signoffs, meeting summary notes, monthly status reports.

Application Exploration and Business Process Consulting:

Application Exploration: Documentation of products settings and configurations necessary to support the client's operations, of any client business process changes, and any requested modifications to products.

General Design and Project Plan Acceptance: Sign-off by client on finalized project plan and system design (including core business decisions and system modifications) based on the results of Application Exploration.

Business Configuration: Client personnel will set-up and configure data within products to support go-live (e.g., department/locations, users, approval paths, etc.). Ziegner will provide support and guidance to client personnel.

Go-Live Support: Onsite or offsite dedicated support provided to the client at go-live. Location of support will be based on agreement with the client.

Software Deployment and Modification:

Installation and Verification: Baseline products is installed remotely for both test and production on the client's servers, it is connected to the mail and database servers, and functionality is operating as described.

Interface Development: Design: Documentation of requirements and technical specifications of in-scope interfaces between products and client systems.

Interface Development: Programming and Testing: Development of products interface programs in accordance with approved technical specifications, coordination with client/third party development of target systems interface programs, and testing of resulting interfaces.

Custom Modification Development: Design: Documentation of requirements and technical specifications of in-scope modifications to products.

Custom Modification Development: Programming and Testing: Development of products modifications in accordance with approved technical specifications, and testing of resulting functionality.

Department of Information Resources

Augmenting Software Products and Related Services

Request for Offer DIR-SDD-TMP-126

Services Description and Pricing

Interface/Modification Acceptance: Client personnel in partnership with Ziegner staff will execute acceptance testing of the system. The functionality to be tested will follow the checklist developed during the RFP review phase (and amended if modifications were added as part of Application Exploration).

Go-Live Preparation: Technical and configuration set-up of products in preparation for go-live. The following activities will be included:

Technical Configuration: Ziegner will work with client IT personnel to set-up and configure production software environment.

Data Migration: If applicable, Ziegner will work with client personnel to document data requirements and migrate data from legacy sources into products.

Production Migration: Ziegner will migrate the tested products application into Production and will certify the production environment (including working with client to certify interfaces).

Training:

Core Team Training: Training for the client's core team on how to use and configure baseline products. This training provides the client with an initial understanding of the functions of products to provide a basis for making key business and project decisions during Application Exploration.

End User Training: Training of end-users, based on agreed-upon scope (e.g., all users, Basic Purchasing users, train-the-trainer). Training may be on-site or via web sessions, based on agreement with client.

End-User Documentation:

Documentation: Development of documentation to support implementation of products at the client, including custom user manuals, quick reference guides, etc.