Webstore Implementation and Maintenance Plan

**Introduction**

This paper will discuss my recommendations for installation, implementation, and maintenance for the Pine Valley Webstore. First, I will be going through different installation strategies and recommending the choice I feel fits best. I will then outline how to train and support users through this process. And finally, I will decide on a plan to test the system to ensure that it functions and meets Pine Valley Furniture standards.

**Installation Strategy for a New Webstore**

For the PVF's furniture web store to become fully functional, there is a need to install the web store. Installation means the setting up of a computer program ready for execution. Pine Valley Furniture would have to choose four different types of installation strategies: "direct installation, parallel, single-location, and phased." Using direct installation has its advantages and disadvantages. It's a more direct and sudden approach to installation, "if the new system fails, delays may occur” (Chew, 2020) as it’s not always easy to bring the old system back into play. It consumes a lot of time during its installation; hence benefits of the company may be delayed in the long run. Though it is one of the least expensive installation methods available, it is sometimes needed based on the needs of the system and organization (Chew, 2020).

Parallel installation means that the current system will continue to run alongside in "parallel" with the new system until the "new system effectively performs its duties." It is a more effective type of installation as errors can be located and do not result in any downtime for the system or organization as they are fixed. But it is a more expensive option, between running two different systems and the staff needed to maintain them, it might not be a logical choice for larger systems. It can also bring confusion to users since they have to use two systems at ago.

Single location Installation tries out the application software at one unit and employing the know-how to choose whether the organization should install a new website. The best thing with this approach is that learning can occur and issues of the system corrected by concentrating on a single department. Thus, reduce potential risks and costs from system failures. However, the disadvantage of this strategy is burdening the information system employees to maintain the earlier and the latest application software, and some departments of the company receive profits early than others (Cohen, 2020).

Phased Installation strategy replaces the old information system with the latest incrementally, beginning with some available packages and extending the installation to cover the entire organization. This strategy reduces potential harm and costs from system error to seal business operations. Each phase of installation is small and manageable. On the other hand, the strategy requires a lot of programming to bridge the old and the new system to communicate on data sharing. As a result, the installation may extend over a long period.

I would recommend a phased installation strategy for the Pine Valley Furniture website from the advantages and disadvantages of the above installation strategies. This is because of several advantages of the approach and minimal downs compared to three other installation methods.

**Outline system and User Documentation.**

When documenting any information system project, one has to document the system and the user. System documentation deals with full info on the application design specifications, functions, and inside operations. In contrast, user documentation deals with the written information on the system, how it operates, and its functionality. In this case, I would prefer External documentation to create both system and user documentation. The reason for selecting the approach is that External Documentation involves documenting structured diagraming methods like data flow and Entity Relationship Diagrams (ERD) that anyone can understand (Cohen, 2020).

**Train and support users**

In the system implementation plan, user support entails providing ongoing educational and problem-solving assistance to them, who are the main system user that will have day-to-day manipulate the system. During system development, support resources and jobs are organized and designed as part of the implementation. For instance, all of the resources and practices necessary to assist the user and adequately use the systems to do their main work should be available. The knowledge that the system user requires to know before start using the application is "general computer," “information system concept," “system management and system installation." User learning can be performed using an "Electronic performance support system (EPSS)." This a software package component in which user training and educational information engrafted. Some of the user training methodologies that the end-user requires are the tutorials one person taught at a time, interactional training combination of manuals of tutorials, and computer-assisted instruction (Prabu A, 2017).

**Outline the system testing plan.**

System Testing will involve testing all the functionalities that are in the project scope. System practices include testing of new functionalities, system modified functionalities, screen level validation, functionality access, workflows, and testing of external and internal interfaces. There are different testing plans; some of them include behavioral testing, structural testing, and static testing. In this case, I would pick on a structural testing strategy. With this testing, the software needs to be tested on a real device, and the system requires to be run wholly to determine the system bugs. It is designed according to the system structure. It can also be referred to as "white-box tests" since it is run by testers with enough knowledge of the application and the systems and the devices it operates on. The test plan is mostly run on a single software package and interfaces to establish localized errors in data flows (Cohen, 2020)

**Activities for the testing plan elements.**

Testing activities include usability testing and functional testing. Usability testing focuses on user interface features, cosmetic presentation, and content are tested for integrity and overall usability of the system. Usability testing aims to ascertain that the user interface is responsible and comfortable manipulating and providing the user with continuous and appropriate access and navigation through the system functions such as consistent tab order, access keys, and readable fonts (Prabu A, 2017).

The main goal of the functional testing activity is to ensure each element of the application meets the functional requirements of the organization as outlined in the organization functional requirements., organization condition or rules, and other functional documents generated during the ongoing project, for instance, issue resolution, request change and feedback. Other activities considered in testing to determine the scope and the risks required to be tested are those not tested—documenting testing strategies and deciding on entry and exit criteria. In activities of planning elements, suspension criteria activity suspends testing if incidents discovered won't permit further system testing. If testing is stopped and modifications are made to the database, it is up to the PVF project manager to monitor the testing to establish if the test plan will be executed or part of it (White, 2019).

**PVF Webstore maintenance needs**

System maintenance is a wide activity that involves improvements of capabilities, correction of errors, removing obsolete activities, and optimization. Hence, any operation done to modify the system after being deployed is considered a maintenance operation. The maintenance is done to preserve or maintain the value of the system. During the system maintenance, it is better to focus on perfective maintenance and improve the processing operation and usability of the interface. Maintenance will modify the system programs to respond to changing needs and users’ additional needs. However, perfective maintenance requires much capital but is the best compared to corrective and adaptive maintenance (Prabu A, 2017).

**Maintenance needs of the PVF website.**

1. **Increase Integrity of the Webstore**

The longer it takes to maintain a website, the more risk the organization will face when making system updates. Conversely, if the website is updated frequently, they will be fewer problems within the PVF system.

1. **Maximize user Experience**

Update of sites comes with new features and functionality of a website. Therefore, the sooner the update of the PVF website is implemented, the sooner the end-user gets that new functionality.

1. **Increase Speed**

For any website to function normally requires maintenance or increase of its speed. In this case, the PVF web store requires a speed increase to maintain website users. If a website takes a long to load, users get impatient and navigate off the site. Hence, each maintenance release comes with specific performance improvements that make the PVF website operate efficiently.

**Alternate organizational structures**

The organizational structure of any company is very important for understanding how businesses operate. With Alternate organization structures, there is minimum control but increased flexibility since responsibility can be shifted for tasks down the company to the levels nearest to work. PVF organization is an alternative structure with departmental units. The basis of the organization is by function, such as the department of ICT, customer service, and marketing. The organization is more flexible since it makes decisions closer to the level of working.

**Quality measurement**

The quality of the PVF website is based on its strategy, usability, style, and content. Its plan backs an effective website. Evaluating the effectiveness of the website's strategy for the website has to answer all the questions and its implementation. The usability of the website is all about the functional condition of what goes into the system. For example, user-friendliness, speed, security, and technical details like sitemaps, if there is. To measure the quality of any system, beauty is a key factor in determining its value. If the website aligns with the organization's brand, then create a good impression for the users. Hence they will complement the content they are communicating. The main consideration concerning content is the usefulness and readability of the system. If the website's content is clear to the users, the system will be perceived as high quality (Prabu A, 2017).

**Request Handling**

The proper way to handle the website requests is the use of Integrify software change management that automates the process. The organization should assign admins Integrify and implement rules of the process and any forms employed to collect information. Integrify, the software automatically sends web and email notifications to the right individuals, to reduce the chances of confusion while preserving the status of the request ("Handling EIR requests," 2019).

**PVF Webstore Configuration management**

Software configuration management is an engineering process in systems that tracks and monitors alterations to a software systems configuration metadata. In the implementation of the PVF system, configuration management should be employed alongside version control. Software configuration management describes the necessity to trace any modification and validate that the rolled-out system contains all the strategic improvements required in the release. The processes need to implemented in the PVF Webstore “configuration management” are, “configuration identification”, “configuration control”, “configuration status accounting” and “configuration audits” (Cohen,2020).

Configuration identification identifies the attributes that describe every element of system configuration. The identified website features are detailed in “configuration documentation” and baselined. Configuration change control approves steps needed to change configuration system attributes and re-baseline them. On the other hand, configuration status accounting records and reports the configuration baseline related to the PVF website. Configuration audits ascertain that the operation and performance of the system attributes are obtained. In contrast, a physical configuration audit certifies that the website is implemented according to design documentation requirements (Chew, 2020).