



IMPLEMENTATION

Phase One

- BocaVox Implementation Team will immediately schedule a kick off meeting with school leadership and technology team.
- BocaVox Implementation Team will include the BV Project Manager and Support Team and when needed, a member of the BV Software engineering team.
- BV Project Management Team schedules recurring meetings between both parties for the duration of the implementation. These meetings will consist of both fact finding and consultative services by the BocaVox team to ensure every need is met in the most efficient manner possible. In many cases, your Bocavox Project Manager's expertise will devise new ways to tackle previous challenges, bringing to the table solutions and strategic roadmaps that ultimately save time and money.
- BocaVox will deliver SRS (Software Requirement Specifications) documents to client's implementation team, as well as a Gantt chart with a timeline of action items.
- The SRS document will provide a roadmap for weekly or bi-weekly discovery meetings between client implementation Team and BocaVox.
- BocaVox will provide continuous assistance to help the school complete their SRS documentation and gather detailed specifications of any custom requirements needed for the project. Upon completion and approval of the SRS, the first sprint of development will commence.
- Deployment of Maestro SIS in beta release, configured for the client and tested by BocaVox Quality Assurance team in a staging server. This first release will include the majority of the functionalities described in the SRS.
- Client team will conduct testing under direction of school project manager, spending two to four weeks working in the staging environment. Feedback for changes or enhancements will be documented by BocaVox in the SRS documents and the stage environment will be updated accordingly.
- BocaVox provides training on Maestro SIS on Phase 1 of the beta release for school implementation team.

Phase Two

- Deployment of Phase II release configured and customized in a BocaVox staging server.
- Second training session for school admin staff on the Maestro SIS production release.
- Upon formal approval of the staging/test site by client, your site will GO LIVE!
- System Admin will begin using BocaVox trouble ticket system and receive ongoing technical support as needed.

Client Expectations:

- Assign a Project Manager who can communicate the needs of each division of the organization and meet 1-2 times per week with BocaVox implementation team.
- Introduce the BocaVox Integrations team to the representatives of all third party systems requiring integrations, and get firm commitments from each party on due dates.
- Migrate data from former systems into Maestro using bulk import templates provided by BocaVox (BocaVox will help facilitate the data transfer if needed).
- Test configurations and processes in staging environment.