Implementation and Training Policies

There is no more challenging a task than deploying a system, while providing end-user training, backed up with an unequalled support system that is
… Effective…Proven…Efficient

MiChoice Technology Systems provides this form of support by offering Implementation/Training solutions On-site or Remote via the Internet unique to the scope of the project.

A smooth installation requires a dedicated commitment on behalf of everyone involved in the project. The proposed system is a comprehensive school accountability system that requires proper implementation and user training. The investment made in this type of system is considerable and training time should not be compromised, as you will be using the system for years to come. Implementation and Training is similar to an insurance policy guaranteeing the success of the project, and we consider it as one of the most important aspects of implementing the system. The initial costs associated with the deployment and training when amortized over the life cycle of the system almost become insignificant.

Backed by our years of experience and the scope of the proposed software, we propose:

Days of On-Site or Internet Remote Deployment/Installation

(See Enclosed Deployment/Installation Requirements Documentation)
MiChoice Technology Systems is quoting this number of days for system deployment based on the software products proposed. The number of deployment days quoted is based on the IT department fulfilling all the districts responsibilities outlined in the enclosed Deployment/Installation Requirements documentation.

Days of On-Site or Internet Remote Train the Trainer

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(See Enclosed Training Options)

MiChoice Technologies will provide the district a MiChoice Technologies Project Coordinator to assist the key District personnel with all the pre-installation/implementation/user training procedures as outlined below.

Step 1 – Developing System Implementation/Training Schedule

MiChoice Technologies provides a pre-installation workbook and we know that clear communication is essential to a successful implementation. The MiChoice Technologies project coordinator will conduct a session to review in detail, all of the information contained in the pre-installation booklet. During this session, we will develop a project outline, defining the required actions needed to complete the job, designate who is responsible for each task, and schedule a target completion date for each assignment.

The attendees for the session should include:

- MiChoice Technologies Personnel
- Food Service Director and Supervisors
- District's IT Department Representative
- District's Project Director or Key Contact Person

Implementation success requires a District Project Director. The District Project Director will coordinate all decisions and activities pertaining to policies, procedures and schedules and will be part of the deployment and all training sessions.

We have organized a series of pre-installation/implementation steps outlined below:

Step 2 – Covering Pre-Installation Materials

The pre-installation workbook consists of:

eMeal Point of Sale Systems

- Instructional worksheet on defining start-up information.
- Instructional worksheet on defining menu item pricing & descriptors.
- Designation of reimbursable menu items.
- Establish parameters of the system (charges, AccuClaim data, etc.).

EZ-Task Inventory

- Instructional worksheet on setting up supplier information.
- Instructional worksheet on setting up inventory items.

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- Instructional worksheet on inventory item classifications, categories, etc.

ETC Time & Attendance

- Instructional worksheet for employee information.

Wiring & Cabling Diagrams/Network Configuration Specifications
It is the school district's responsibility to install the specified Point of Sale network cable and configure the district's wide-area-network to utilize the proposed software, prior to scheduling training dates.

PC Hardware Specifications
Based on the system being installed. It is the school district's responsibility to provide unboxed, tested and delivered to the appropriate location(s) any/all required PC hardware based on the hardware specifications provided by MiChoice Technologies.

Student Identification Card Specifications (If applicable).
File format required for MiChoice Technologies to create I.D. cards.

Note: If the school district is creating in-house I.D. cards, samples must be furnished to MiChoice Technologies to validate that our scanning devices will read the I.D. card.

Student Information System (Enrollment) Database Import Formats
MiChoice Technologies school food service accountability software products allow for importing the District Enrollment file to minimize manual data entry. MiChoice Technologies requires the extract file from the district's student information system be in our mandatory file format.

- District Enrollment Import File Format
- Direct Certified Import File Format
- Head Start Import File Format

Database Conversion Services
In the event that the District IT department is not able to furnish a file that meets the documented specifications, MiChoice Technologies can convert the file into the required format at a fee of $125.00 per hour. A price quote for a complete database conversion can be provided once the database is sent to our Technical Support Department for evaluation.

Note: The school district is responsible for submitting a sample enrollment file format, which meets our specifications, to our Technical Support Department for file validation before training can be scheduled.

Area of Responsibility Outline for School District IT Personnel

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Outlined in the enclosed Deployment/Installation Requirements Documentation

Step 3 – Assigning Deployment Dates
The assigned MiChoice Project Coordinator will contact the Districts Project Manager to schedule deployment dates for the MiChoice installation specialist and the districts IT department for software installation. (See the enclosed Deployment/Installation Requirements Documentation)

Step 4 - Verification of District Assigned Projects and Schedule Training Dates
The assigned MiChoice Technologies Project Coordinator will call to schedule training dates and to verify compliance with the prescribed project time lines and completion of all assigned district responsibilities.

Note: To avoid extra training and implementation charges it is critical that all the school district assigned projects be completed prior to the MiChoice Technologies trainer arriving on-site. Failure to have the assigned projects completed will result in additional implementation charges.

Step 5 - User Training
User Training will commence as outlined in the enclosed "Train the Trainer" documentation.

Step 6 – Follow Up Internet Training
Train the users how to use "eBLVD" for follow up Internet training and support.

Our goal throughout the entire implementation/training process is to create a Team Work atmosphere. Through collective efforts of our staff and the school district personnel, we can make the system implementation process a pleasant experience from start to finish.