RMS Attachment 7 - Project Plan Niche Technology

Note: This RMS Attachment 7, Project Plan provides the response provided as part of the Contractor's technical proposal for the New York State Police Records Management System project used as the benchmark to establish this Aggregate Agreement. The Contractor, Niche Technology Inc, and the Products offered under this Aggregate Agreement are required to adhere to the functionality contained in this response. An Authorized User should review the functionality described by the Contractor in this Attachment and should use this information as a baseline for the Statement of Work. Authorized Users should also determine if any changes are necessary to meet the specific project requirements when working with the Contractor to develop the Authorized User Agreement. Please see Attachment D, How to Use the Aggregate Agreement 18-02, for additional information when working with the Contractor to develop the Authorized User Agreement.

Contractor's Name: Niche Technology Inc.

Requirement Type - Project Plan

Instructions:

- For each requirement contained within this document a response is required.
- If additional space is needed the Contractor should clearly label their response with the requirement identifier.
- NYS reserves the right to allow the Contractor to correct obvious errors of omission.

As part of the Technical Proposal, each Contractor shall deliver a comprehensive Project Plan that clearly articulates a roadmap for success in implementing its solution. Contractors should refer to the Project Management Body of Knowledge (PMBOK) in formulating their response.

The purpose of the Project Plan response is to allow each Contractor to clearly articulate its methodology and process for the delivery and deployment of the proposed records management system. Proposed timeframes, staffing requirements and other management tools, (e.g., risk management and quality management) shall be included.

Onsite requirements for Contractor Key Project Staff

It is expected that the Contractor will locate Key Project Staff at customer site as is necessary to:

- Coordinate work activities,
- Provide project communications,
- Interact with NYS SME's, and
- Develop business expertise with the goal of a successful and timely project completion.

The New York State Police believes that onsite contractor resources reduce risk and increase the communication and success of the project. However, the New York State Police is interested in learning about the contractor's approach to implementation and availability/location of key project staff. Based on best practices and successful multiple, large scale implementations, please provide your recommendation of onsite requirements for key project staff. **Key project staff hours will be agreed to prior to project start in order to support the project objectives**

Contractor shall clearly articulate all Contractor staff assumptions made in the formulation of their proposal. Refer to the Statement of Work and Authorized User Terms and Conditions sections of the RMS-Complex RFQ for additional information on staffing requirements.

Each Contractor's proposed Project Plan shall include the following elements:

Project Scope Description

Rqmt. No.	Requirement Description
PP1	The Project Scope Description shall be a narrative which defines all work to be performed by the Contractor to meet the project deliverables and requirements of the RMS as stated within the content of this RFQ.
	Contractor's PP1 Response: see our response material immediately following this table.

Niche Project Methodology

Niche has a standard project methodology for configuring and delivering our COTS police RMS product. It includes all key elements for planning, configuring, testing and implementing NicheRMS. Our approach has been developed and fine-tuned based on our experience with successful implementation of other large police RMS projects over the past 18+ years.

A COTS software project differs from a custom software development project in ways that significantly affect development and implementation. In custom software development, none of the software exists at the start of the project. A lot of time and effort is spent analyzing requirements and discussing what to develop, how to develop it and what business processes must change as a result. All functionality must be planned, developed, tested and implemented. The COTS process is less complicated than designing a completely new system, but it is not a matter of simply buying a product and plugging it in.

With a COTS product like NicheRMS, the software already exists at the start of the project. The majority of the development work is already done, and the application is in production. A project methodology is required, but the methodologies commonly used for custom software development are not efficient or effective for a COTS software project. Because we specialize in RMS for large police agencies, we understand the challenges and risks involved in such a project.

NicheRMS is designed to be implemented in a phased and modular way, and we can recommend strategies for spreading the impact of change over several cut-over events. For example, many customers choose to start with an initial release of a subset of application functionality, with further releases over time that add more functionality. This dramatically reduces the risk to of any one deployment. We will help you to ensure that each phase of your project is delivered and managed in a controlled way that allows for smooth, successful transitions. Niche can provide more information on approaches to production rollouts on request, and discuss best methods for your project.

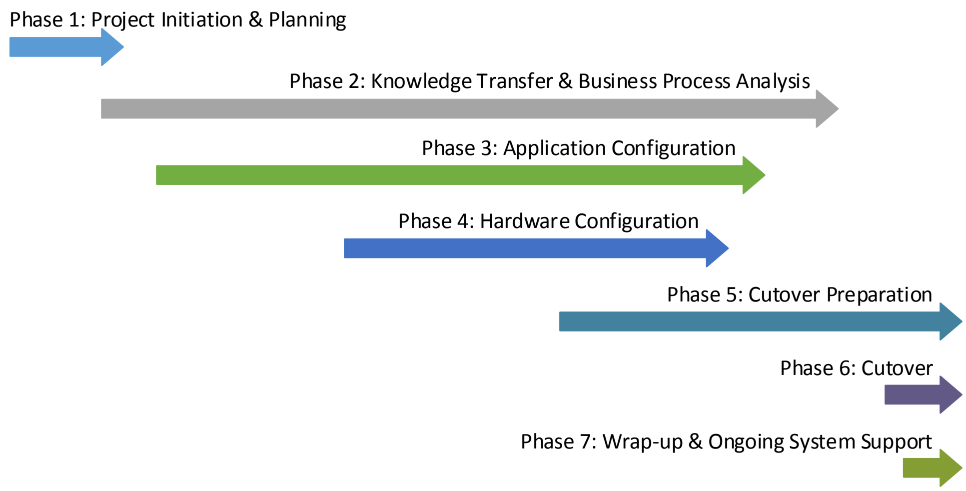
Overview of the methodology

Typical project duration: A typical NicheRMS implementation project takes 9 – 14 months, from project initiation to initial release. The Niche team works in close partnership with the customer project team before, during and after the project. Project timelines are affected by:

- the size of the organization,
- the resourcing of the customer's project team,
- the amount of process change required,
- the amount of application configuration and enhancements needed,
- the complexity of data migration,

- the rollout options chosen by the customer, and
- the number of interfaces involved.

The following diagram illustrates the main phases of a NicheRMS project:



Overview of project phases

Phase 1: Project Initiation and Planning *(45 days)*

- Negotiate and sign contract
- Determine payment milestones
- Assess project team training requirements
- Create project administration and reporting procedures
- Create project organization/structure
- Provide initial project plan
- Police security checks of Niche staff
- Prepare for kick-off meeting
- Conduct kick-off meeting

Phase 2: Knowledge Transfer and Business Process Analysis *(9 months)*

- Configure environments (configuration, testing, etc.)
- Provide Niche documentation
- Project group training
- Carry out business process analysis
- Develop end user training material

Phase 3: Application Configuration *(7 months)*

- Plan and test data migration
- Configuration – Rounds #1 & 2
- Develop interfaces
- Develop reports and report templates
- Test mobile features
- Configuration - Round #3 (last build for enhancements)
- Configuration - Round #4 (final)

Phase 4: Hardware Configuration *(3.5 months)*

- Commission production hardware
- Commission peripheral hardware

Phase 5: Cutover Preparation *(5.5 months)*

- Plan cutover(s)
- Prepare releases
- Rollout client software

- Test releases
- Conduct training
- Technical preparations for production cutover
- Pre-cutover testing

Phase 6: Cutover *(1–3 days)*

- Close legacy system
- Run final data migration
- Turn on the CAD interface
- Turn on other external interfaces
- Activate the new system
- Test/check to make sure application is ready for users
- Announce that system is live

Phase 7: Project Wrap-up and Ongoing System Support *(10 days)*

- Agree on cutover/maintenance date for start of maintenance period
- Discuss outstanding contract deliverables remaining
- Discuss future releases/expectations
- Discuss of user group processes
- Finalize service level agreement

Phase I Project initiation and planning

Typical Duration: 45 days

The Niche Technology and police agency teams review the details of the project, and make clarifications and adjustments where necessary. At a minimum, the two teams review:

(1) Niche Technology's proposal, which serves as a statement of work (SOW)
(2) Contract deliverables/milestones
(3) Overall contract
(4) Project Plan
(5) Project team structure for both the police agency and Niche Technology
(6) Project administration, communication and reporting procedures

The goal is for both teams to achieve a complete and detailed understanding of activities required to make the project succeed. The two teams review the requirements and may make changes to the milestone schedule, project team organization, or to other contractual documents as negotiated. On-site time for the Niche Project Manager is negotiated at this stage as part of the overall project plan. There is also a technical review to ensure that the police agency and Niche Technology arrive at a mutual understanding of the proposed system and the items being supplied by both parties.

Activities	Responsibility	Comments
Review of the following: • SOW and project plan • Contract deliverables/milestones • Overall contract • Project team structure for both Customer and Niche • Project administration, communication and reporting procedures • Project charter/governance • Change/ticket management	Customer/Niche	There is a review to ensure that the customer and Niche arrive at a mutual understanding of the proposed system and the items being supplied by both parties. The goal is for both teams to come out of this process with a complete, detailed understanding of activities required to make the project succeed.

Phase II Knowledge transfer / business process analysis (gap analysis)

Typical Duration: 9 months (runs parallel to all other subsequent phases).

During this phase, Niche helps you to install a base version of the NicheRMS at a police agency site. We provide standard system documentation for this initial installation, and on-site classroom training for the police project team covering end-to-end NicheRMS functionality.

Once initial training is complete, the police project team can begin to review all of their relevant existing business processes and document “will be” business processes using NicheRMS (*i.e.*, “after implementation, our new business process will be…”). This review may result in additional requirements being added to the SOW, via change request. End user training planned, training materials are prepared, and end-user training is scheduled and run.

Activities	Responsibility	Comments
Deliver and install base system	Customer/Niche	Niche helps the agency to install a base version of NicheRMS at an agency site. Performed by Niche and an agency technical team member.
Standard system documentation provided	Niche	Niche provides standard system documentation.
Onsite, classroom style training for agency project team.	Customer/Niche	Niche provides training on end-to-end system functionality for the customer project team.
Technical training – additional training delivered as needed	Niche	Performed remotely by Niche.
Project team reviews existing business processes and documents new business processes	Customer with Niche support	Customer project team members begin to review existing business processes and document "will be" business processes using the system.
Identify issues and functional gaps and decide how to deal with them	Customer/Niche	Project team review of business processes may result in additional requirements being added via change order.
Define end user training and prepare/test training materials	Customer with Niche support	End user training structure is defined and training materials are prepared and tested. End user training is scheduled and performed.

Business process re-engineering

Every large systems project inevitably means that business processes will need to change. This is because:

- The new application provides new ways of working; business processes will need to be updated, clarified and streamlined to make effective use of the new systems.
- The project gives your agency the opportunity to perform an organization-wide review as part of the implementation, so that you can identify and correct long existing, inefficient business processes.

Niche supports the police project team in performing a complete review and analysis of their existing business processes. During this phase, the police must assess and document what the current and new business processes should be, and plan how to smoothly transition to the new business processes.

Successful change management requires careful assessment and clear documentation of the business processes, an understanding of risk management, both identifying risks and pursuing solutions to them, and clear ongoing communication. Niche Technology has a great deal of experience in this area. We have seen first-hand what works and what doesn't. We would be happy to discuss this area in more detail, at your convenience.

Our project methodology will allow your agency to match NicheRMS features to your business processes. During the implementation project, NicheRMS will be configured (with no custom programming) to support your desired business processes. At the same time, as a police project team and end-users become more familiar with NicheRMS, police agency business processes can be clarified, documented and streamlined.

All NicheRMS implementations result in business processes being re-engineered using general NicheRMS system capability as a tool in that process. All business process re-engineering must be considered within the context of overall management of risk. This can be supported by using the embedded workflow tools in NicheRMS to standardize business processes across a policing organization.

Phase III Application configuration

Typical Duration: 7 months (runs parallel to other phases, especially Phase II).

Niche Technology uses standard configuration procedures to configure NicheRMS based on the results of the business process analysis performed in Phase II. At a minimum, this includes:

- Setting up your agency's preferred picklist options and UI terminology for fields, labels, menus, buttons, error messages, and so on (application-wide);
- Defining business validation rules, ID number formats and other system defaults;
- Creating end user roles specific to your specifications;
- Creating system name/branding/restricted use warnings.
- Many other configurable options. Some features are configured by Niche in response to customer requirements; others are created and maintained by your own system administrators. See page 10 for a detailed summary of configurable options for NicheRMS.

This phase delivers configured versions of the software in a series of iterations. This continues until the complete system is in place, as defined in the contract. In most projects, the configured application is provided to the customer in up to three iterations. In a phased implementation, this project phase may remain open as additional pieces are put in place during the project. Niche continues with configuring the system, developing items from the SOW, developing interfaces in preparation for installing the configured application at customer sites. All enhancement requests are prioritized.

Interfaces are developed during this phase and must be clearly specified to ensure accurate coding. For each external system at the other end of an interface, the police agency must provide system definitions, documentation and, where needed, access to allow Niche Technology to communicate with the external system in the manner proposed.

Data migration is also performed at this time, if required. The police agency assesses legacy data, provides sample data to Niche and assists with mapping legacy data to NicheRMS. Niche develops Data migration scripts which are tested against the legacy data.

Activities	Responsibility	Comments
Define picklist options and terminology on all application windows, labels, fields, buttons, menus, error messages, *etc*.	Customer with Niche support	

Define business/validation rules, mandatory fields, ID # formats and system defaults.	Customer with Niche support	
Build end-user roles based on police agency specifications.	Customer with Niche support	
Configure reports.	Customer with Niche support	
Define Access Control Lists.	Customer with Niche support	
Define and load organization hierarchy and unit members.	Customer with Niche support	
Determine security, and creating system name/ branding/ restricted use warnings.	Customer with Niche support	
Technical configuration	Niche	Niche configures the system, develops SOW items and interfaces to prepare for installing the configured application at a customer site. This continues until the complete system is in place.
Implement customer picklists, label changes, application branding, business/validation rules.	Niche	Application configuration is usually provided in three iterations as agreed by both parties. This project phase may stay open as additional pieces are put in place during the project. All enhancements are prioritized.
Develop or configure existing interfaces, for example CAD, GIS.	Customer/Niche	Interfaces are developed during this phase and must be clearly specified to ensure accurate coding.
Data migration	Customer/Niche	Data migration is performed if required. Customers must assess and prioritize the legacy data, provide sample data, cleanse legacy data and assist with mapping legacy data to the system. Niche develops data migration scripts which are tested against the legacy data. The customer must text the converted data and document issues to be corrected by Niche.
Niche technical testing for stress/penetration, volume, functionality, security: • Developer testing performed during development. • Developer cross-testing — other developers verify the work done. • Testing by Niche project staff prior to delivery to customer.	Niche	Any discrepancies found in testing will result in generating a new ticket or reopening the original ticket, depending on the problem.
Customer technical testing for stress/penetration, volume, security	Customer	Any discrepancies found in testing will result in generating a new ticket or

and functionality. Customer prototype and acceptance testing.		reopening the original ticket, depending on the problem.

Change requests during and after the project

Niche breaks all work to be performed into a series of unique tickets. Tickets range from small application improvements and bug fixes to large customer-specific configuration changes and enhancements. Customers prioritize the tickets based on their business impact, customer scheduling requirements, and the availability of the most suitable Niche developer for each job.

Testing

Testing is usually done in six stages:

1. Niche developers perform testing as a standard, controlled phase of the development process.
2. Server component tests are added to our automated Regression Test System for automatic continuous testing.
3. Developers perform cross-testing on each other's work to verify the work that was done.
4. Niche project personnel test the software prior to delivery to the customer.
5. For major new features, customer prototype and acceptance testing is done either by a single customer or cooperatively through the user group.
6. Beta testing may be carried out. This involves having a single customer or group of customers put new functionality into production use prior to widespread installation.

Any problems found during these test stages will result in generating a new ticket or reopening the original ticket, depending on the type of problem.

Phase IV Hardware configuration

Typical Duration: 3.5 months.

Niche and the police agency work together to generate a detailed hardware specification for production, including server and client workstations and mobile devices. Once this specification is complete, the agency orders, installs and configures the hardware, with assistance from Niche.

Activities	Responsibility	Comments
Develop hardware specification	Customer/Niche	Niche and the customer technical lead work together to generate a production hardware specification including server and client workstations.
Order, install, configure and test hardware	Customer/Niche	When the specification is complete, the customer orders, installs and configures the hardware, with assistance as necessary from Niche.

Phase V Cutover preparation

Typical Duration: 5.5 months

Niche and the police agency develop and finalize a **Cutover Plan** to plan a closure to system implementation. This plan explains how the system will be placed into live operation and must be mutually approved. There are several different approaches to implementing the software into live production—each customer must assess their own business needs and workflow, and select an implementation style that works best for them.

The **Acceptance Test Plan (ATP)** is created at this stage. It defines the functional testing methodology for the project. The ATP must be developed and exercised, and the documented test results must be accepted by the police agency after a successful test. Our recommended ATP provides a set of scenarios that cover major operational functions. Other types of testing can be used, if appropriate and jointly agreed to. We have provided a sample ATP with our response to *RMS Attachment 5 - Quality Management & Acceptance Testing*.

Release preparation is done to ensure the agency is ready to used NicheRMS in production. NicheRMS is rolled out to all workstations and user devices. Other technical preparations, such as disaster recovery, are completed. Support levels are put in place and tested. Trainers are identified and training plans are written. Training materials developed to match business processes and training environments are also prepared and configured in this stage.

Activities	Responsibility	Comments
Develop and finalize Cutover (go-live) plan	Customer with Niche support	Niche and the customer develop and finalize a mutually approved cutover plan to map a closure to system implementation. It details how the system will be placed into live operation.
Develop and execute the Customer Acceptance Test Plan (ATP)	Customer with Niche support	The ATP is developed and exercised. For an example, see our response to *RMS Attachment 5 - Quality Management & Acceptance Testing*. The recommended ATP uses a set of scenarios that cover major operational system functions. Other types of testing can be used, if appropriate and jointly agreed to by the customer and Niche. The documented test results must be accepted by the customer after successful testing has occurred.
Training preparation, readiness and delivery	Customer	Customer prepares and delivers end user training.
Release preparation	Customer	Release preparation to ready the agency for production use of the system. The system is rolled out to all workstations and other technical preparations are set up, *e.g.*, disaster recovery. Support levels are tested.

Phase VI Cutover

Typical Duration: 1-3 days, depending on the data migration process.

NicheRMS is put into production at the police agency.

Activities	Responsibility	Comments
Go-live	Customer / Niche	The system is put into production at customer sites.

Phase VII Project finalization and ongoing system support

Project finalization takes place following acceptance testing and cutover. Typical activities:

- Resolving system issues identified by ATP Testing prior to cutover (minor issues that did not prevent go-live but that need to be fixed).
- Resolving outstanding invoices or credits associated with project implementation.
- Initiating warranty/maintenance.

The Niche Project Manager reviews the planned system support procedures with the police agency team. Contracted warranty and maintenance begins after the system goes into live operation. With large systems, this may occur in a phased approach to better enable a police agency to manage the changes taking place. Warranty and maintenance begins for each portion as major portions of the contract go into service. Tier 3 calls for system support go to the Niche Technology help line, or to the on-call personnel, as appropriate. Niche is responsible for ensuring prompt resolution as outlined in the Service Level Agreement (SLA) – see *RMS Attachment 6 – Support Plan* requirement number SR1.

Activities	Responsibility	Comments
Finalize project and review planned ongoing system support	Customer/Niche	The Niche Project Manager reviews planned system support procedures with the agency.
Resolve any remaining system issues identified as a result of acceptance testing prior to cutover.	Customer/Niche	These may be minor issues that did not halt go-live but that need to be resolved after go-live and should be done in a timely way.
Resolve outstanding invoices or credits associated with project implementation.	Customer/Niche	
Initiate warranty/maintenance.	Niche	Contracted maintenance begins after the system goes into live operation. With large systems, this may occur in a phased approach to better enable the customer to manage the changes taking place.

Project management conclusion

From the beginning to the end of each project, Niche Project Managers use our standard project management methodology that forms a partnership between Niche Technology and the police agency. This partnership ensures mutual understanding and agreement about the schedule and the tasks to be completed. Our methodology also requires us to work with the police agency to establish the correct organizational structure for the project, identify and commit the proper resources for the project, and establish the proper authority and accountability for the project.

Our methodology will help the project avoid false starts and wasted effort. The Implementation plan and Project schedule are maintained throughout the project; these provide the baseline against which project direction and status can be judged. The plan is also an outline for future work and can be used to minimize the impact of future changes. Niche Project Managers employ project control methods that synchronize the project with the contract. For example, they hold regular management reviews to ensure that the project is properly focused on providing the proposed functionality and delivering a quality system. Project monitoring, status reports, and project material form a complete record of the project’s history. Good management control, deliverable product control, and technical reviews are all key to successful project control.

Configurable features in NicheRMS

NicheRMS is highly configurable, designed so that most of it can be configured to meet customer requirements without requiring any code changes. Some of this configuration must be carried out by Niche (*e.g.*, switching functions on or off), but much of it can be carried out and maintained by New York State system administrator(s). NicheRMS provides access to system administrator functions based on user roles and permissions.

The Niche project team carries out an ongoing program of knowledge transfer during every NicheRMS project. Customer system administrators and other project staff are trained to maintain and update many system features by adjusting system parameters, report definitions and business rules. Ideally, we aim for our customers to become self-sufficient in the everyday running and administration of the software. Having said this, Niche project staff are there to support, guide and train customers through the necessary configuration tasks during the implementation project, and they remain available to customers following go-live.

NicheRMS provides a large number of configurable features, the most important of which are described below. There are two streams of configuration: *Application configuration* and *Database configuration*.

Application configuration

Application configuration refers to options for modifying NicheRMS application functionality without having to access or alter the source code.

Niche uses the same NicheRMS source code for all customers; we manage individual customer configurations using metadata “mods” to enable or disable specific options. Each customer’s mods are maintained in a metadata configuration file that is separate from the system source code. It is this metadata configuration file that make each customer’s NicheRMS version unique, while still based on a single set of source code.

If a customer changes or updates their business processes after go-live, these mods can be changed. This process is extremely flexible, repeatable and safe. Niche can make configuration changes very easily. Each version that we deliver contains all of the customer’s previously requested mods.

This is a process that is unique to Niche and important—this is how the New York State benefits from 18+ years of production use by existing customers. It reduces the risk of implementing a new NicheRMS system, guarantees that the New York State can have a unique configuration, and ensures that customers never lose configuration settings during upgrades or end up with NicheRMS software that cannot be upgraded.

Niche Technology configures the following application options based on customer requirements:

- Mods used to enable or disable entire blocks of functionality, such as Property management and Jail management.
- Mods used to configure the user interface, including UI and field labels, ID number names and formats, activation/deactivation of specific data entry forms, *etc*.
- Picklist values—NicheRMS provides standard picklists (picklists) throughout the application. The version initially installed will provide a set of values from an existing customer that we think is a good match. The New York State can then identify which picklist values they want to add, remove or modify, and Niche will implement the changes. Niche usually manages all picklist changes on an ongoing basis because they affect interfaces, forms, output reports and app triggers. Niche can implement a process for the New York State to manage these picklists themselves if needed. However, our existing customers have not done this. Niche includes this type of work in our standard Warranty and Maintenance plan, and we can provide updates within 48 hours.
- Business rules—Business rules define mandatory fields and end user error messages. New York State can decide whether to manage these themselves or have Niche manage them.
- Application branding, including the use of the Police agency’s crest, the name of the application, the desktop icon and the restricted use warning.
- Application authentication options.
- CAD interface configuration.
- NAV load scripts (for address validation).
- Data quality management settings and repeat calculation settings.
- Grace periods for modifying or deleting reports.

Database configuration

Database configuration refers to options for modifying features that are managed in the database rather than in the NicheRMS source code.

At the beginning of the project Niche provides customers with a database that contains a basic configuration. It is a skeleton database that is meant to serve as a starting point to which all additional customer database configuration can be added. The configured database is later used for training, conversion testing, acceptance testing and finally, production go-live.

During the project, the customer project team works through database configuration steps that typically include the items listed below. These features are initially set up with assistance from the Niche team, but customer system administrators are trained to configure and maintain them. Niche provides a quick-loading mechanism for many of the configurable items listed below.

NicheRMS Database configuration—System administrator-configurable features

Organizational structure (unit structure and hierarchy)	Organizational structure is important in NicheRMS because it affects security (through ACLs) and Workflow/Tasks related to supervisor assignments, unit membership, *etc*. System administrators can add or remove users from units, create or delete units and configure unit hierarchy. Some customers use a Niche-supplied interface to automatically maintain the organizational structure based on output from an HR system.
User management	Users can be added, removed and modified as required.
Security and Roles	Role definitions, standard ACL definitions and the assignment of users to the domains, roles and data classifications (ACLs used in a particular way) can be changed as required.
Filing package assembly templates	These are sets of document templates used to (1) define and organize the documents required for a particular type of court case, and (2) generate a filing packages based on reports already prepared in relation to an incident.
Form templates	This refers to forms that can be filled with NicheRMS data, printed and then stored as attachments to database records. System administrators manage these.
Output reports	NicheRMS has 350+ standard output reports. The New York State can create and add additional reports as needed.
Arrest offense/ reason codes	Definitions of arrest offense/reason codes required for arrest and custody reporting.
Charges and charge wordings	Definitions of statutes and charges. See the section following this table for an example.
Log entry templates	Standard template definitions for action log entries and jail management log entries.
Standard code tables	Function for creating custom, agency-defined picklists for text fields.
Standard incident types	Standard incident type definitions for Incident records in the database. Definitions include incident type details, stats codes and retention rules.
Property storage locations	Storage locations recorded in NicheRMS represent physical locations where property items are stored. Administrators can create and

	maintain these storage locations in the system. As users tag and add property items to the system, they can check them into and out of particular storage locations.
NIBRS/UCR Statistical codes	Stats classifications for Incident records can be managed by system administrators. The options provided are specific to the legal and statistical reporting requirements required for each installation.
Task workflow	Functionality for defining and maintaining task workflow templates to automate the workflow and generate tasks in areas where a specific sequence of tasks must be performed by a number of different people.
Business rules	Business rules define how the system interprets and validates the data being entered, *e.g.*, mandatory fields and data validation rules. Niche works with customers to develop a complete set of business rules during the installation project. Agency administrators can view and edit business rules.
Standard field help	Functionality for defining and modifying HTML field help that can be added to any field on any window in the application.
System parameters	System parameters are used to control application behavior.
Assistant	Interactive context-sensitive help information displayed for users.
Custom Searches	System administrators can configure custom searches to extend NicheRMS search functions, for example, to create queries for extracting data from the database.

Other configurable functions that the New York State can manage include:

- Client INI files for managing workstation configuration
- Audit log setup and loading
- Full text searching
- Property inventory software
- Peripheral hardware setup
- Bulk document loader utility (for rapid loading of files into the database)
- Report runner utility for automating production of specified reports
- Niche Address Verification (NAV)
- Automatic update service and source files

Project Schedule

Rqmt. No.	Requirement Description
PP2	The comprehensive Project Schedule shall include a detailed list of the tasks and the resources (e.g., Contractor and NYS), timeframes, all deliverables and dependencies for each task It is **<u>desirable</u>** that a **fully functional** records management system is implemented by the Contractor no later than 18 – 24 months following approval of the Contract; regardless, the Project Plan shall reflect the timing of the proposed implementation schedule For the purpose of this RFQ, fully functional means the following: • Containing the functionality as outlined in the contractor's response to RMS Attachments 1, 2, 3, 4; • The mechanism to access legacy data for the Records Management System has been successfully implemented and the software has been delivered, installed and accepted for the test and production systems; • Acceptance and performance testing have been completed to successful resolution, with all requirements proven, and agreed upon features and interfaces have been implemented; and • The production system has been implemented and all Day 1 agreed-upon RMS functionality have been transitioned to the new RMS. Day 1 functionality will be negotiated and agreed upon with the tentative awardee. All critical milestones, deliverables, tasks, timeframes, dependencies and the schedules' critical path shall be clearly delineated within the Project Schedule and the defined milestones and delivery dates. Each Contractor shall provide a comprehensive Project Schedule in Microsoft Project format. The Project Schedule shall identify the items mentioned previously for all phases of the project. The plan shall also include an MS Project view which clearly depicts a) critical path and b) major deliverables.
	Contractor's PP2 Response: We have provided a comprehensive project schedule on a USB drive in Microsoft Project format, as requested (**NYSP - Attachment G Project Plan Niche RMS 2018.08.17.mpp**). For full details, see the Microsoft Project plan. Note we have also provided an Excel spreadsheet (**NYSP - Attachment G Project Plan Niche RMS 2018.08.17.xlsx**) with detailed notes on the tasks in the project plan. For convenience, we have replicated the crucial columns in a table in Appendix A on page 38.

Narrative Description of Project Plan

Rqmt. No.	Requirement Description
PP3	Each Contractor must provide a narrative description of the Project Plan for implementation that includes: • Tasks, resources, timeframes, deliverables and dependencies • Expected date of completion of the preparation of hardware by NYS for all environments proposed by the Contractor, • The delivery and deployment of the proposed RMS application including interfaces
	Contractor's PP3 Response: Please see our response to PP1 above for a detailed description of our project methodology, including a description of the different project phases. We have provided a comprehensive project schedule on a USB drive in Microsoft Project format, as requested (**NYSP - Attachment G Project Plan Niche RMS 2018.08.17.mpp**). It includes tasks, resources, timelines, deliverables and dependences, as well as dates. For full details, see the Microsoft Project plan we have provided. Note we have also provided an Excel spreadsheet (**NYSP - Attachment G Project Plan Niche RMS 2018.08.17.xlsx**) with detailed notes on the tasks in the project plan. For the narrative descriptions, please see column J, "Narrative description", in the Task_Table tab of the spreadsheet. For convenience, we have replicated the crucial columns in a table in Appendix A on page 38.

Staffing Management Plan

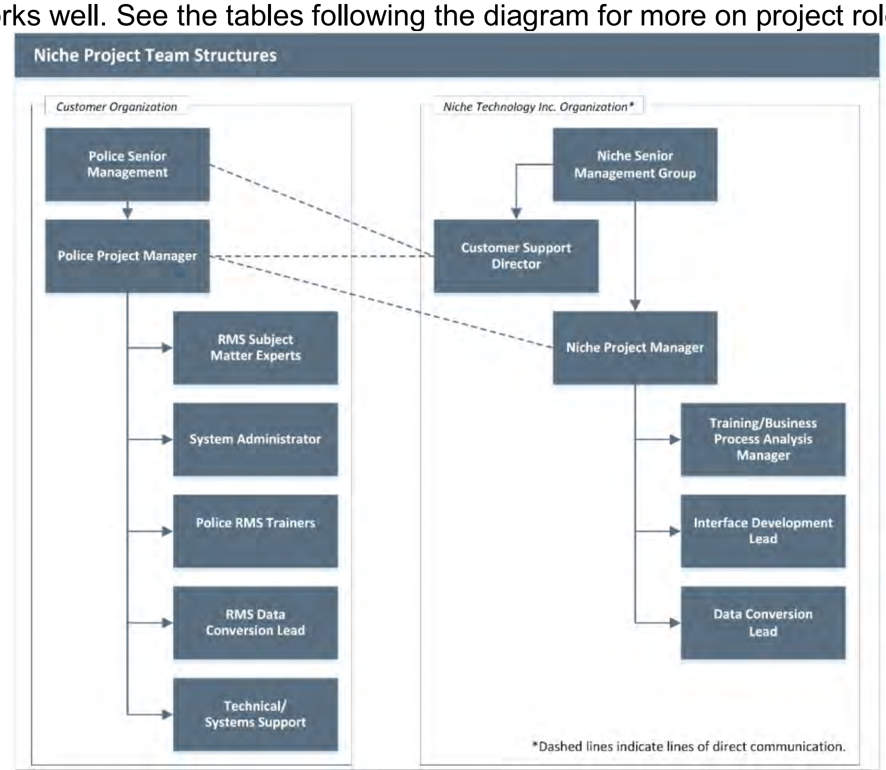
Rqmt. No.	Requirement Description
PP4	Each Contractor shall describe their Staffing Management Plan: a. Clearly delineated roles and responsibilities of both the Contractor and NYS organizations for all phases of the project i. Staff requirements for both Contractor staff and corresponding NYS staff required to implement the RMS solution shall be identified, including category of skill, skill set expectation, number of people by skill set and number of hours for each skill. The Contractors shall clearly articulate the number and type of staff for the entire project and differentiate the roster between their implementation team and their post-implementation support/maintenance team. b. The names and resumes of the Contractor Key Project Staff assigned to the project that will work directly with the NYS designated representative. If a specific individual cannot be named at the time of bid, Contractor may include a sample resume with the qualifications its Project Manager (PM) will have. After award, the resume for the appointed Project Manager shall be provided with the first deliverable listed in **Section B.1. – Deliverables** of the RFQ. At a minimum the Contractor Key Project Staff must include a Project Manager who must meet the following criteria and responsibilities:

	i. The Contractor shall provide a full-time Project Manager (PM). Project staff hours will be agreed to prior to project start. The proposed schedule for the Project Manager will be approved by the NY State Police Portfolio Management Office. ii. The proposed Project Manager shall have experience within the last five (5) years managing projects involving the implementation of large scale law enforcement records management systems. Two (2) of those years must be with the Contractor's COTS RMS application. iii. The proposed Project Manager shall be responsible for directing the Contractor resources, coordinating and communicating with the NY State Police Portfolio Management Office Project Manager and ensuring the project deliverables are met according to the approved project plan. Refer to RMS-Complex RFQ for additional information on staffing requirements.
	Contractor's PP4 Response: see our response material immediately following this table.

Recommended Staffing Management Plan

NicheRMS Project Team Structures and Roles

The diagram and tables below shows our project organization and typical relationship with customer organizations. Niche Project Managers report directly to senior management and have full control over all resources required to implement a project. Our proposed project team structure and approach to project staffing are based on our experience with successful implementations for all our NicheRMS projects, and it is one that we know works well. See the tables following the diagram for more on project roles.



Niche Technology project team roles

Niche Senior Management group	Niche's senior managers have complete and extensive knowledge of the entire system. They provide direction and advice to Niche team members and deal with project or development issues requiring escalation above the level of Project Manager.
Customer Support Manager	Acts as liaison between Niche and Niche customers to make sure customer concerns are being met in a timely fashion. A Customer Support Manager maintains a long-term relationship with customers, both during and after the project, and also works with Niche User Groups and sub-groups.
Niche Project Manager	Niche assigns an experienced Project Manager to each customer; the same Project Manager remains available to customers on a long-term basis. All Niche Project Managers have a thorough knowledge of the NicheRMS system and extensive experience in managing NicheRMS implementation projects. Specific duties: • Directs the project as the customer's primary contact with Niche. • Responsible for all Niche project team performance from initiation to closure, including planning, organizing, managing, and controlling all aspects of the project to ensure project tasks are performed according to the approved project schedule. • Reviews the proposal and final contract internally and with the Customer Project Manager. • Coordinates project kick-off meeting and reviews initial project schedule. • Identifies any known issues that may impact the availability of resources during the project lifecycle. • Reviews requirements for interfaces and data migration. • Reviews and schedules training requirements. • Resolves any discrepancies or conflicts. • Initiates project reporting and filing systems. • Establishes project change order procedures. • Responds to customer inquiries and performs status reporting. • Obtains written clarification of customer change requests for interfaces and other custom development before establishing a development schedule. • Monitors critical schedules such as project-specific development. • Initiates and processes requests for quotes. • Processes contract change orders. • Coordinates logistics for Niche on-site activities. • Researches alternatives and sources for any contract changes.
Training/Business Process Analysis Manager	These personnel provide Niche technical and functional training to customer project teams, and support ongoing knowledge transfer. They are very experienced in assisting customers through the business analysis and product configuration process, where customers must specify what changes need to be made to the Niche software to ensure that it meets their needs. Specific duties: • Provides knowledge transfer of the functional aspects of the NicheRMS application to the customer project team.

	• Provides ongoing functional support to the customer project team as business processes are being re-defined. • Assists with developing training plans and materials. • Responsible for developing and implementing functional enhancements. Functional enhancements are driven from the content of the SOW. • Implements application configuration changes for the customer. All senior Niche project staff have experience in both roles – as Project Manager and as Training/Business Process Analysis Manager.
Interface Development Lead	A Niche developer responsible for developing interface software related to system interfaces including design, development, testing, installation, and support when needed.
Data Migration Lead	A Niche developer responsible for developing data migration procedures, working with the customer Data Migration Lead to extract data and provide advice.

Niche on-site resources

Niche Technology provides the following on-site resources:

A Project Manager available to the Customer project team for consultation, support, and activity coordination through the course of the project. The Niche Project Manager supports the project in the following specific areas:

- Initiation planning
- Product subject matter expertise
- Development
- Data migration
- Business process re-engineering
- Change management
- Configuration management
- Implementation

A Trainer/Business Fit Analyst who will:

- Train Customer project team staff on the use of the new RMS solution and provide sufficient training resources and time to facilitate a Train-the-Trainer approach.
- Facilitate the business fit process, where the project teams must analyze the NicheRMS COTS software and assess which requirements can be met by configuring the existing application, and which requirements will require application enhancements.

The Niche Project Manager serves as the primary point of contact between Niche Technology and the customer project team. The Niche Project Manager will participate in weekly project meetings and conference calls as required.

Niche's Project Manager is responsible for the core project management functions. On-site time is negotiated on an as-needed basis. Based on our experience with similar projects we expect the intensity of this activity to vary over time, where typically the Niche Project Manager will spend the most time on site during the initial phases of the project. The Niche Project Manager remains available to the customer project team at all times for the life of the project, whether on-site or not.

Related Niche roles outside of the project team structure

Niche Product Manager

The Niche Product Manager coordinates and sets priorities for the work that needs to be done for multiple customers, and provides direction to the software developers. The Niche Product Manager works closely with all levels of management and all project teams to organize and prioritize the development work that needs to be done to improve the NicheRMS software, configure it for a particular customer, and to deliver updates and enhancements to customers.

The Niche development & technical support team

Niche employs a core team of experienced software developers who work closely with the Niche Product Manager to develop and configure NicheRMS. Related to the Niche project team, the Interface development lead and Data Migration lead are drawn from this group.

Niche staff qualifications

All software development and support for the NicheRMS software, including business analysis, design, data design, programming, and project management, is undertaken by full-time, experienced Niche employees. Niche Technology does not employ subcontractor firms or short-term contractors for any development work on the core NicheRMS software or for project management. See below for typical staff qualifications.

Project Management expertise

Our project staff all have years of experience in helping police agencies to:

- Assess their own business needs regarding police records management.
- Configure the COTS NicheRMS product to meet those needs.
- Assess what business processes must change in order to maximize benefits of the new system.
- Develop training and change management programs to ensure successful implementation of the new system.

An expanding customer base and the delivery of NicheRMS in over 50 projects has inevitably led to continuous improvement in the Niche project approach and the support provided to customers throughout the implementation process. This organizational learning has led to improvements, for example:

- In the choice of initial versions delivered to customers to initiate the configuration and enhancement process,
- In the advice and guidance Niche offers on configuration options based on best practices from other customers, and
- In the advice and guidance on data migration and interface development and options for system roll-out.

As part of our approach to continuous improvement, Niche runs regular internal project management planning workshops for all project staff, aimed at:

- Reviewing and revising project support material,
- Identifying and promulgating best practice,
- Identifying and adopting common standards,
- Securing improvements to configuration and enhancement documentation and
- Improving customer, internal project support and developer communication and feedback.

This continuous improvement process in relation to implementation activities translates into improved effectiveness in project delivery, on both the supplier side and the customer side, and reduced risk. It may accelerate the decommissioning of legacy systems and reduce the effort in some project activities, resulting in better value for money in the overall implementation effort.

Development staff qualifications

Development staff are principally recruited from the top graduating university students (all with honors degrees in computer science) or are selected after a careful evaluation of their ability to work on complex enterprise software. Niche has experienced low turnover of our development staff, which is both indicative of the quality of the staff originally selected and of their individual commitment to the company and its products, which is a well-understood company philosophy. The quality of the staff, their longevity in the company, the absence of reliance on other resources and the quality of the leadership are the foundations of the internal cultural focus on quality and by implication, given the continuously evolving nature of the product, continuous improvement.

Most of our developers have five years or more of experience in the area of relational database design and database programming specific to the different versions of SQL Server. All of our developers have minimum of a BSc. degree in Computer Science, and most are honors graduates.

They also have a broad range of experience with all the technologies and development tools used in NicheRMS, including all versions of Windows desktop and server operating systems, all versions of Microsoft SQL Server, Microsoft Visual Studio (especially the C++, Managed C++ and C# .NET programming languages) Web technologies such as HTML, XML and XSLT. A number of our developers also have specialized knowledge in areas like PKI and Kerberos security, TLS, encryption, integration with tools like Microsoft Word and Outlook and Adobe Acrobat.

We have provided an overview of typical development staff roles and experience.

Project/Product Design Consultant

- PhD, MSc, and BSc in Electrical Engineering.
- 20+ years of experience with Niche Technology.
- Over 30 completed projects.

Technical/Infrastructure Architect

- Computer Science degree.
- 15+ years of experience with Niche Technology.
- Lead developer on multiple projects.
- Provided technical and infrastructure planning for over 15 projects.

Product Configurator

- 5+ years of experience with Niche Technology.
- 25 years of policing experience, including 4 years as Niche systems specialist.
- Over 10 completed projects.

Security/Compliance consultant

- Computer Science degree.
- 12+ years of experience with Niche Technology.
- Security/Compliance consultant for all current projects.

Developer (integration support)

- Computer Science degree.
- 5+ years of experience with Niche Technology.
- Developer (integration support) for all current projects.

Test Lead

- 5+ years of experience with Niche Technology.

- Test lead on 3 projects.
- Tester on 15+ projects

Test Engineer

- 5+ years of experience with Niche Technology.
- Tester on 10+ projects.

Support Manager

- Computer Science degree.
- 15+ years of experience with Niche Technology.
- Lead developer on multiple projects.
- Technical contact for all current projects except RCMP.

Support Engineer

- Computer Science degree.
- 10+ years of experience with Niche Technology.
- Support Engineer for all current projects.

Recommended New York State project team roles

Police Senior Management	The Police Senior Management group must ensure high-level organizational commitment to the project and should be populated with the appropriate internal appointments. It should be chaired by a Project Sponsor who will be the most senior person in the organization responsible for delivering the complete program. • This group is highly visible; it demonstrates the importance of the project to the rest of the organization, and the commitment of the most senior staff to a successful outcome. • Must be committed to the project and prepared to make project delivery decisions that do not require ratification or referral to other groups. • Meets every 4-to-6 weeks throughout the project lifecycle.
Police Project Manager	This is the agency's single point of contact with Niche and it is a full-time role. This person must have the authority, knowledge and responsibility to make day-to-day project-related decisions. Responsibilities: • Co-ordinate activities of agency personnel and resources. • Provide sufficient resources to implement operational use of the system. • Secure contract change approvals as required. • Manage communications strategy. • Manage program office. • Planning, monitoring progress of delivery, risk identification and risk mitigation / control, sign off, acceptance and hand over to post implementation support structures.
RMS Subject Matter Experts	These are personnel who can provide agency-specific information related to specifications, business processes, and data definitions. Their role is to understand existing business process, become functional experts in the new system, define new business process and work in conjunction with Niche to describe how the new RMS functionality should be used / configured, or enhanced to meet operational needs. • Should include: Records and Statistical Business Expert, Investigation Business Expert, Custody Business Expert, and Case Business Expert. • Must be available to support design discussions and answer questions about interfaces, data migration/data fields and workflows. • Responsible for adapting existing police business processes and defining new business processes to be followed on the Niche system. Supported by the Niche Business Process Analysis Support Lead.
Technical Project Manager	The Technical Project Manager oversees testing, data migration, interface development, and systems and hardware teams. Key responsibilities: • Developing detailed plans in each of the areas described above. • Develop a close and effective working relationship with the Business project leads, because the teams who are working on functional system fit will be defining system configuration and system enhancements, and working with Niche to review versions that will be installed as the business fit progresses.
System Administrator	This person collaborates with the Niche team to carry out system-specific training and activities, and implement backup, recovery and archive procedures. Key responsibilities:

	• Monitor / configure servers, workstations and other interfaced systems. • Design and run reports as needed. • Maintain and upgrade all system configuration and forms. • Install software upgrades. • Monitor databases and troubleshoot system problems. • Act as main point for contact for user questions/problems. • Provide knowledge base for system and interface information to aid end users.
Police RMS Trainers	Trainers need to have practical policing knowledge, be drawn from a range of functional areas, and have a good understanding of business processes in their own agency. • Agency should have designated trainers to support ongoing training. • These people become system experts. They provide on-going training for new personnel, and refresher training as needed. • Trainers provide final training or a refresher immediately prior to live production use of the system by staff.
Police RMS Documentation Writer	Documentation provided by Niche Technology describes how the software operates, but contains no police procedural information. This person is responsible for combining materials provided by Niche with agency-specific procedures and business processes to produce a final set of end-user documents customized for the installation. • This person usually works with the RMS trainers. • The writer can be agency staff or contract staff, depending upon the model the agency wishes to use.
Police Data Migration Lead	Works with the Niche Technology Data Migration Lead to carry out the Data Migration plan. • Cleans up data in legacy systems before converting it to the new system. • Requires knowledge of legacy systems and the requisite professional knowledge to make decisions on record merging for conversion.
Technical/ Systems Support	This person is a liaison between the project team and the agency IT staff, and guides project IT integration, network configuration, firewall, and security policies, *etc.* according to agency policies.

Recommended customer resource skill Sets

While Niche will provide support for both data migration and interface development, we recommend that the customer team provide one or more staff with the following qualifications/ skill sets:

Data migration

- SQL knowledge
- Understanding of existing system and its data model
- Develop an understanding of NicheRMS and its data model

Interface development between Niche and external systems

Here are the developer skills for that Niche would suggest for the customer interface development using the NicheRMS Interface toolkit:

- C++ and/or C#
- SQL knowledge

- Microsoft .Net tool familiarity including Visual Studio 2008/2010
- For interfaces using XML, XSLT for transformations

In addition, the developer will need to be well briefed on the NicheRMS Data model and the Niche tools.

XSLT Report development

For the XSLT report and data window definition training, here is the list of skills that are required:

- Good knowledge of XML
- Good knowledge of XSL/XSLT
- Good knowledge of HTML/XHTML, including CSS (Cascading Style Sheets)
- Understanding of SQL
- Understanding of NicheRMS application and data model (to be learned)

Niche will supply a variety of documentation and sample reports to assist customers in the process of developing reports. Niche will also provide telephone and e-mail support to customer and third-party developers.

XAML reports (X-forms)

- Knowledge of XAML
- Understanding of NicheRMS application and data model (to be learned)

Niche Technology project manager resumes

Niche Technology draws from a group of project managers who are full-time employees of NicheRMS, and who all have previous experience in managing NicheRMS implementation projects. We have provided representative resumes below. Niche Technology tries to minimize personnel substitution or replacement, as this helps to reduce risk and support continuity. Replacement of any key Niche project personnel, should it become necessary, would only be done after consultation with the customer, and with customer approval of the replacement. (RESUMES REDACTED)

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Overview of technical staff qualifications

Development staff is principally recruited from the top graduating students from the University of Manitoba (typically with honors degrees in computer science) or are selected after a careful evaluation of their ability to work on complex enterprise software. Niche experiences very low turnover of development staff, which is both indicative of the quality of the staff originally selected and of their individual commitment to the company and its products, which is a well-understood company philosophy. The quality of the staff, their longevity in the company, the absence of reliance on other resources and the quality of the leadership are the foundations of the internal cultural focus on quality and by implication, given the continuously evolving nature of the product, continuous improvement.

Most of our developers have five years or more of experience in the area of relational database design and database programming specific to the different versions of SQL Server. All of our developers have a minimum of a BSc. degree in Computer Science, and most are honors graduates. They also have a broad range of experience with all the technologies and development tools used in NicheRMS, including all versions of Windows desktop and server operating systems, all versions of Microsoft SQL Server, Microsoft Visual Studio (especially the C++, Managed C++ and C# .NET programming languages) Web technologies such as HTML, XML and XSLT. A number of our developers also have specialized knowledge in areas like PKI and Kerberos security, TLS, encryption, integration with tools like Microsoft Word and Outlook and Adobe Acrobat.

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- Technical contact for all current projects except RCMP.

Support Engineer

- Computer Science degree.
- 10+ years of experience with Niche Technology.
- Support Engineer for all current projects.

Risk Management Plan

Rqmt. No.	Requirement Description
PP5	Mission critical projects demand management of risk, and a plan for mitigating actions to be deployed to manage risk before it impacts the project schedule or project success. Each Contractor is required to submit a Risk Management Plan to demonstrate its capacity to anticipate and minimize risk. The Plan shall clearly articulate the methods to be utilized in the identification of potential risks; the procedures utilized to predict the likelihood that a risk will occur; the methods for quantifying the potential impact to the project; and, the methods for development of action plans to mitigate the impact of that risk occurrence. The Contractor shall include information regarding best practices and, if applicable, lessons learned during the implementation of other complex RMS solutions that have been incorporated into the proposed Risk Management Plan.
	Contractor's PP5 Response: see our response material immediately following this table.

Risk management for a NicheRMS project

Risk is inherent to all projects and, if not carefully monitored and addressed throughout an implementation, can easily cause a project to be delayed, or to fail to meet its goals. It is important for both the customer and Niche Technology to identify, understand, monitor, and appropriately resolve risk during the project to achieve optimal project results.

Risk management planning uses the probability of the occurrence of a risk and the probable consequences of that risk to establish key project milestones and review procedures through which we identify, monitor, and address the risks. Projects of this nature are always a cooperative effort. Niche relies on customers to communicate what they need to achieve with our product and to advise us of the impact of proposed solutions throughout the project lifecycle.

The risk of implementation is significantly reduced by selecting Niche Technology because all the software already exists, because it has been implemented more than 50 major projects globally, and because Niche Technology have a very successful track record based on a proven implementation methodology that we outlined previously.

Business processes and configuration

Because the software already exists, the main work of the implementation is to define business processes that need to be adapted and configure the system accordingly. Risk can be minimized if there is a continual prioritization on getting the most important processes right, and that there is a project team that understands what information needs to flow from, say, a CAD event into NicheRMS for the purpose of an investigation.

Risk identification

The primary focus for Niche is to keep the project on schedule and advise the customer of any possible delays. This is achieved using tools such as monthly status reports and weekly project meetings/teleconferences. Additionally, Niche uses the questions below as another tool for monitoring and addressing risk. The following questions can be presented and updated as part of the normal project reporting cycle:

- Have any key milestones been seriously missed?
- Has work taken considerably more effort than planned?

- Has the scope changed?
- Are there any overdue approvals?
- Are there any unresolved client issues that impact the project?
- Have staff been working significant overtime to maintain progress?
- Has the project experienced unplanned staffing changes
- Are there problems with the short-term resource plan?
- Are there systems assurance issues on the configuration?
- Are we relying on unconfirmed subcontractor commitments?
- Are we encountering unexpected or chronic technical problems?
- Is our documentation, approach, or methodology causing a problem?

Risk analysis

Risks associated with project tasks are identified during each stage of the project. All project team members are tasked with identifying risks and passing them on to the Project Manager. Risks are tracked and reported on during progress review meetings. Risks that have been identified, evaluated, quantified, and found to be of potential significant consequence to the delivery schedule or budget will be formally tracked by the project team, which includes both the Customer and the Niche Project Managers.

Project risks are not standalone situations. They are affected by many factors and have subsequent decisions and actions that depend upon them. Each risk must be evaluated in terms of where the risk lies within the interdependent actions and activities that are required for project completion. Risks that have a realistic probability of measurable impact upon the critical path of the project will be addressed first. If possible, these risk areas will be moved off the critical path so their outcomes do not directly impact the project development. In any event, the most critical risks will have mitigation efforts scheduled for front-end analysis, prototyping or other actions to support early resolution to minimize their impact upon the overall project.

Risk mitigation

Depending on the risk, Niche Technology will employ the following techniques as appropriate to reduce risk throughout the project:

- Managing project scope – increases in project scope typically have risks associated. This must always be discussed openly when changes in scope are being considered.
- Managing the project schedule to ensure that timings are realistic and can be met.
- Managing Niche resources to ensure risks are minimized.
- Using specialized technical experts and external or internal consultants, as required.
- Using specialized tools (performance modelling, design tools, issue tracking, *etc*.).
- Minimizing personnel substitution or replacement (only with prior approval).
- Applying Niche Technology QA policies and procedures throughout the project.
- Providing customer visibility into development activities.
- Ensuring that all necessary police staff are appropriately trained and have a clear understanding of what is required of the them, and when, and why.
- Others, as applicable to the risk.

Managing requirements for enhancements

When development of an enhancement is scheduled, the technical development instructions are given a ticket number. This ticket number is used universally within Niche Technology for tracking the enhancement. If the enhancement can be broken into smaller pieces of work, each smaller piece of work will be given its own ticket number.

A ticket number will be assigned to a developer. The developer reviews the technical development instructions and clarifies them as needed. When the developer has completed the work, any notes regarding the details of the development work, required system configuration and other notes are inserted into the technical development instructions. The developer also tags the ticket with their initials and the date the development was completed.

The ticket is then cross tested by another developer. If the testing is successful, it is tagged appropriately. If there are issues, the cross tester will document the issues and direct the ticket back to the developer, who then deals with the testing issues. When all of the enhancement development work is completed for a build, the technical development instructions are returned to the customer.

Quality control on requirements definition

Enhancement requirements go through a number of review stages in order to ensure the quality of the requirements. The first stage of review is completed by customer project team. This results in a document outlining the details of the enhancements. This document is provided to the Niche project team. The Niche project team reviews the document and clarifies issues with the customer to ensure that their understanding is correct.

The Niche project team uses the requirements as the basis for technical development instructions for the developer. Where the enhancement requirements extend the functionality of the RMS in a substantial way, these instructions are reviewed by the Niche Product manager. Again, any part of the requirement needing clarification is taken back to the customer for discussion and the technical development instructions are updated. Once the technical development instructions are finalized, they are provided back to customer for sign-off. Once sign off is completed, the enhancement is scheduled for development.

Managing change requests (during and after the project)

As we have said, all work to be performed on the NicheRMS application is broken down into *tickets*, each of which is assigned a unique reference number. The tickets range from small application improvements and bug fixes to large customer-specific configuration changes and enhancements. Tickets are prioritized based on their customer business impact, customer scheduling requirements and the availability of the most suitable Niche development staff for each job.

When the changes resulting from a ticket are committed to the source code control system, the commit comments include the ticket number, allowing each change to be tracked back to the original ticket that generated it and to the related customer and business requirement. The work done is also summarized in the ticket and is used to produce release notes for the change.

One benefit of this approach is that the ticket numbers make it possible to identify the areas of the system that require specific testing to ensure that any source code merges have not introduced bugs or unexpected behavior. This also allows us to inform customers of any additional changes that will be introduced into the system as the result of installing a patch.

Issues management

During the NicheRMS project, issues related to the project implementation, contract management, the NicheRMS application or any other facet of the project, are identified and tracked by the customer in an Issue register. Issues can range from small application improvements and bug fixes to large customer-specific configuration changes and enhancements. Very large projects are always broken down into smaller items of work so that they can be handled by single developers or developer teams of not more than three. Tickets are prioritized based on their customer business impact, the customer's scheduling requirements and the availability of the most suitable Niche development staff for each job.

Items are only added to the issue register after the customer determines that the issue cannot be internally resolved. The issue register tracks the following details for each issue:

- Unique ID for the issue
- Reported Date
- Issue Date
- Reported by and contact details for the reporting person
- Details of the issue
- Priority of the issue
- Discussion and decisions related to the issue
- Targeted closure date
- Actual closure date

The customer is responsible for managing the Issue register. On a weekly basis, a report containing all open issues and their details will be provided to Niche.

Niche reviews the list of issues. There will be a weekly meeting between Niche and the customer to discuss the open issues and their priority, clarify any details, and decide on a course of action and schedule. Details of these discussions are tracked by the customer in the Issue register.

When the changes resulting from a ticket are committed to the source code control system, the commit comments include the ticket number, allowing each change to be tracked back to the original ticket that generated it and to the related customer and business requirement. The work done is also summarized in the ticket and is used to produce release notes for the change.

Change Management Plan

Rqmt. No.	Requirement Description
PP6	A standard change management procedure will help mitigate risk and ensure that changes are handled efficiently and timely during the project. Any change request outside the scope of the requirements of this RFQ will require preapproval of the NYSP Project Manager and the Project Governance Team. The Contractor shall provide a Change Management plan that will describe the process for making any adjustment to any aspect of the project plan or to any already approved deliverable(s). This includes anything formally documented in the project plan, or any deliverable produced during the project. The Change Management Plan for the project should include: a. Definition of change for this project, b. Standard template for change requests, c. Description of change request process flow d. Identification of roles and responsibilities of both NYS and the contractor project team members within the change process, e. Timeframe (number of business days) allowed for a change request to be approved or rejected, f. Process to follow if no timely decision on approval or rejection of a change request is made.
	Contractor's PP6 Response: see our response material immediately following this table.

Business process re-engineering

Every large systems project inevitably means that business processes will need to change. This is because:

- The new application provides new ways of working; business processes will need to be updated, clarified and streamlined to make effective use of the new systems.
- The project gives your agency the opportunity to perform an organization-wide review as part of the implementation, so that you can identify and correct long existing, inefficient business processes.

Niche supports the police project team in performing a complete review and analysis of their existing business processes. During this phase, the police must assess and document what the current and new business processes should be, and plan how to smoothly transition to the new business processes.

Successful change management requires careful assessment and clear documentation of the business processes, an understanding of risk management, both identifying risks and pursuing solutions to them, and clear ongoing communication. Niche Technology has a great deal of experience in this area. We have seen first-hand what works and what doesn't. We would be happy to discuss this area in more detail, at your convenience.

Our project methodology will allow your agency to match NicheRMS features to your business processes. During the implementation project, NicheRMS will be configured (with no custom programming) to support your desired business processes. At the same time, as a police project team and end-users become more familiar with NicheRMS, police agency business processes can be clarified, documented and streamlined.

All NicheRMS implementations result in business processes being re-engineered using general NicheRMS system capability as a tool in that process. All business process re-engineering must be considered within the context of overall management of risk. This can be supported by using the embedded workflow tools in NicheRMS to standardize business processes across a policing organization.

Niche's role in change management within a NicheRMS implementation

To support the New York State in their change management process, Niche Technology:

- Provides the training and knowledge transfer so that the customer project team can fully understand NicheRMS, including the details of what can and should be configured in order to make the system match their requirements.
- Guides customers thorough a gap/fit analysis process and assists them with setting priorities and goals for meeting the project deadlines. The teams work together to manage change by communicating regularly, maintaining the project plan, updating status and managing risk.
- Provides advice on best practices from other NicheRMS customers. This can include providing business process documentation from other NicheRMS customers. We can also set up direct contact between NicheRMS customers so that they can confer.
- Helps customers manage the configuration process to support their change. For configuration that can and should be carried out by the customer team, Niche ensures that customer personnel are trained in what they need to know. For configuration that must be carried out by Niche, the Niche team ensures that the work is done accurately and on time according to customer requirements and schedules.
- Where enhancements involving software updates are required, we work with your project team to ensure that they understand the impact on the schedule. This will allow your project manager to make informed decisions.

Change requests during and after the project

All work to be performed on the NicheRMS application is broken down into a series of tickets, each of which is assigned a unique reference number. The tickets range from small application improvements and bug fixes to large customer-specific configuration changes and enhancements. The tickets are prioritized by the customer based on their business impact, the customer's scheduling requirements and the availability of the most suitable Niche development staff for each job.

When changes resulting from a ticket are committed to Niche's source code control system, the commit comments include the ticket number, allowing each change to be tracked back to the original ticket that generated it and to the related customer and business requirement. The work done is also summarized in the ticket and is used to produce release notes for the change. One of the benefits of this approach is that the ticket numbers in the commit comments make it possible to identify areas of the system that require specific testing to ensure that the changes did not introduce bugs or unexpected behavior. As well, they make it possible to inform customers of any additional changes that will be introduced into the system as the result of installing a patch.

Key areas where change management will be critical to project success

Based on our experience with other NicheRMS customers, these areas are key to success:

- Defining and documenting the end-to-end business process. We will use our experience from other agencies and our understanding of the capabilities of the NicheRMS to support the New York State with defining and documenting the business processes.
- Defining and configuring the NicheRMS workflow to support the end-to-end process.

- Defining, building and testing interfaces.
- Defining the local processes and configuring the NicheRMS to support the process.
- Management of resources: making sure the right personnel are available when they are needed; minimizing substitution of key personnel; ensuring all of your team members are appropriately trained and have a clear understanding of what is required of them, when, and why.
- Managing expectations of the agency's users.
- Providing relevant and well-tailored training.

Communications Plan

Rqmt. No.	Requirement Description
PP7	The Contractor shall provide a communications plan that describes how communications will be managed on the project including: a. Identification of all stakeholder roles and channels for communication, b. Project information collection and storage procedures, c. Project information dissemination procedures, d. The distribution structure, specifically detailing what, how, and when information will be shared with stakeholders, e. The method by which information will be accessed if it is needed between regularly scheduled communications.
	Contractor's PP7 Response: During the implementation project, the Niche Project Manager is responsible for all project-related reporting, as required by the customer project team, and as agreed at the start of the project. Setting up a communication strategy is an essential part of defining the project structure, and our standard project plan includes specific steps for defining how communications will be managed both within and between the project teams. For example, our standard project plan includes the following specific tasks: • Create Project Organization/Structure • Discussion item - IT Database and application support group must be in the same group • Discussion item - Police representative in charge of overall project • Assign personnel to project team • Define Roles and Responsibilities for Project • Document the roles and responsibilities for project members • Acquire Team Work Location • Niche outlines their project structure to the customer • Assess Project Team Training Requirement for Non-RMS applications • Schedule and provide this training • Create Project Administration and Reporting Procedures • Bi-weekly progress reports - format of and due date • Action list - format of and who is responsible for it • Communication plan This takes place early in the project, as we have described above in our response to PP3. For more information, including more detailed descriptions of the tasks involved, see our responses to PP2 and PP3 above.

Appendix A NicheRMS Project Plan

The table below provides a summary of project plan details as provided in the **NYSP - Attachment G Project Plan Niche RMS 2018.08.17.mpp** and **NYSP - Attachment G Project Plan Niche RMS 2018.08.17.xlsx** files included on the USB for this bid.

Task Name	Duration	Start	Finish	Narrative description
New York State Police - ALL DURATIONS ARE CURRENTLY ESTIMATES	379.5 days	January 2, 2019 8:00 AM	June 16, 2020 12:00 PM	
Phase I - Project Initiation and Planning	45 days	January 2, 2019 8:00 AM	March 5, 2019 5:00 PM	Niche Technology and the police agency review the details of the project, and make clarifications where necessary. The two teams review, at a minimum: (1) Niche Technology's proposal, which serves as a statement of work (SOW), (2) Contract deliverables/milestones, (3) Overall contract, (4) Project Plan, (5) Project team structure for both the agency and Niche Technology, and (6) Project administration, communication and reporting procedures. At this stage, the two teams review all requirements, and changes may be made to the milestone schedule, project team organization, or to other contractual documents as negotiated. On-site time for the Niche project manager is negotiated at this stage as part of the overall project plan. There is also a technical review to ensure that the police agency and Niche Technology arrive at a mutual understanding of the proposed system and the items being supplied by both parties. The goal is for both teams to come out of this process with a complete and detailed understanding of what needs to happen to make the project succeed.
Contract signing	20 days	January 2, 2019 8:00 AM	January 29, 2019 5:00 PM	Contract is signed.

Provide initial project plan	0.5 days	January 30, 2019 8:00 AM	January 30, 2019 12:00 PM	The initial project plan is provided. This is based on the project plan included with the RFP response with updated dates and update tasking as required. Both parties review this project plan in preparation for the kick off meeting.
Agency security checks completed on Niche staff	20 days	January 30, 2019 1:00 PM	February 27, 2019 12:00 PM	The Niche project team is provided with Customer's security clearance documents to complete and return to the Customer. The Customer runs security checks and provides clearance. This step is only necessary if the customer requires it.
Determination of Payment Milestones	2 days	January 7, 2019 8:00 AM	January 8, 2019 5:00 PM	Payment milestones and deliverables need to be finalized.
Clarification/definition of payment milestones	0 days	January 2, 2019 8:00 AM	January 2, 2019 8:00 AM	This task represents the discussion and clarification of the payment milestones. They are clearly defined and tied to delivery tasks in the project schedule.
Generation of payment schedule/milestone spreadsheet for reference by both parties	2 days	January 2, 2019 8:00 AM	January 7, 2019 12:00 PM	This task is the documentation of the payment milestones in a spreadsheet for both parties to track.
Create Project Organization/Structure	42 days	January 3, 2019 8:00 AM	March 1, 2019 5:00 PM	Niche and the customer formalize the project teams and structures.
Assign personnel to project team	10 days	January 3, 2019 8:00 AM	January 16, 2019 5:00 PM	The personnel assigned to the project need to cover the broad base of skills needed for the project. Typically personnel that are assigned to the project are given areas of responsibility, such as data conversion, interfaces, business processes re-engineering.
Define and document roles and responsibilities for project	4 days	January 31, 2019 1:00 PM	February 19, 2019 12:00 PM	The roles and responsibilities for the project personnel are defined.
Acquire team work location	5 days	February 19, 2019 1:00 PM	February 26, 2019 12:00 PM	The work location for the customer project team is setup. Ideally, the project team has a room that can be routinely used for meetings, etc.
Niche outlines their project structure to the customer	0 days	January 29, 2019 5:00 PM	January 29, 2019 5:00 PM	Niche provides a document outlining the vendor project members, their responsibilities and escalation pathways.
Assess Project Team Training Requirement for Non-RMS Applications	5 days	January 28, 2019 8:00 AM	February 1, 2019 5:00 PM	The third party application skills of the customer project team are assessed against the pre-requisites.

Schedule and provide this training	5 days	January 28, 2019 8:00 AM	February 1, 2019 5:00 PM	If training is required, the training is arranged and completed.
Create Project Administration and Reporting Procedures	3 days	February 4, 2019 8:00 AM	February 6, 2019 5:00 PM	Administration and reporting procedures internally to the agency, as well, as those procedures that the Agency requires from Niche. The format of the Niche progress reports is reviewed and the progress report delivery dates are scheduled. Tracking process for action items is defined.
Communication plan (progress reports & action Items)	1.5 days	February 4, 2019 8:00 AM	February 5, 2019 12:00 PM	Communication plan and scheduled is agreed on.
Kickoff Meeting Preparation	1 day	February 7, 2019 8:00 AM	February 7, 2019 5:00 PM	A kick off meeting is used to orient the Niche project team and the customer project team.
Determine agenda for kick off meeting	1 day	February 7, 2019 8:00 AM	February 7, 2019 5:00 PM	Niche provides a draft agenda - The agenda for the kick off meeting is discussed and updated and finalized.
Schedule date and location	0.5 days	February 7, 2019 8:00 AM	February 7, 2019 12:00 PM	The date, location and attendees are scheduled.
Conduct Kickoff Meeting	7 days	February 7, 2019 5:00 PM	February 18, 2019 5:00 PM	Kick off meeting is completed.
Define initial list of project deliverables/timelines	2 days	February 8, 2019 8:00 AM	February 11, 2019 5:00 PM	The list of deliverables from the RFP and the statement of work are described, documented, reviewed, finalized.
Review/refine initial project plan	3 days	February 8, 2019 8:00 AM	February 12, 2019 5:00 PM	The initial project plan is reviewed. New tasks are added and the dates are firmed up. Agreement on who is managing the plan.
Standard Kick Off Meeting Topics	7 days	February 7, 2019 5:00 PM	February 18, 2019 5:00 PM	This is the list of the standard kick off meeting topics that need to be covered.
Define Scope Management Process	0 days	February 7, 2019 5:00 PM	February 7, 2019 5:00 PM	This discussion is to agree to how the scope of the overall project will be managed.
Change request process - for both additions to scope and removals from scope	0 days	February 7, 2019 5:00 PM	February 7, 2019 5:00 PM	Discussion and definition of the change request process and required documentation.

Establish procedures for transferring sensitive material	0 days	February 7, 2019 5:00 PM	February 7, 2019 5:00 PM	Sensitive material is defined. Access to the Niche FTPS site is discussed and confirmation of customer procedures for handling "sensitive" material.
Establish Remote Connectivity/Remote Support Procedures	0 days	February 7, 2019 5:00 PM	February 7, 2019 5:00 PM	Remote connectivity is a key part of NicheRMS support.
Test remote connectivity to agency	0 days	February 7, 2019 5:00 PM	February 7, 2019 5:00 PM	Remote connection for approved Niche staff is setup by the customer and tested by Niche. The procedure is documented.
Provision of Niche emergency contact protocols and telephone numbers	0 days	February 7, 2019 5:00 PM	February 7, 2019 5:00 PM	Niche provides documentation on the contact protocols and telephone numbers for office hours contact and after office hours contact.
Establish Agency Process for Receiving New Versions and New Versions of the Documentation	1 day	February 7, 2019 5:00 PM	February 8, 2019 5:00 PM	Niche describes how Niche RMS software is delivered to the customer. The details are in the next steps.
Download version from FTPS	0 days	February 7, 2019 5:00 PM	February 7, 2019 5:00 PM	The FTPS download process is discussed. The initial Niche RMS version is put on the Niche FTPS site by Niche. Customer IT staff connect and download it from there.
Install version on test server	1 day	February 8, 2019 8:00 AM	February 8, 2019 5:00 PM	The Installation process is discussed. Customer personnel install the initial Niche RMS version on a small test environment following the Niche documentation and with Niche's assistance.
Establish Agency Process for Tracking Functional Issues and Bugs	0.5 days	February 7, 2019 5:00 PM	February 8, 2019 12:00 PM	This is the session in the kick off meeting to discuss the change request process and have the customer structure reflect the process.
Develop methodology for recording requirements and issues	0.5 days	February 8, 2019 8:00 AM	February 8, 2019 12:00 PM	The process for recording the change requests and issues is discussed to ensure that all customer project team personnel understand how the Change request process will work.
Change requests for new functionality	0.5 days	February 8, 2019 8:00 AM	February 8, 2019 12:00 PM	Niche describes the change request process described in the RFP response. This process is documented and the customer adds their change request review process into the overall process.
Issue tracking	0.5 days	February 8, 2019 8:00 AM	February 8, 2019 12:00 PM	Decision on how issues are going to be tracking, how the severity will be assessed and assigned.

Reviewed by the project person who is knowledgeable in the RMS application	0 days	February 7, 2019 5:00 PM	February 7, 2019 5:00 PM	Change requests and issues are to be reviewed by customer personnel prior to being forwarded to Niche. This is to confirm the severity ranking and to ensure the change request is consistent with other project activities.
Discussion on configuration Niche vs. Agency	0 days	February 7, 2019 5:00 PM	February 7, 2019 5:00 PM	PowerPoint presentation provided by Niche to review the configuration options in the Niche RMS.
Discuss the concept of the skeleton database	0 days	February 7, 2019 5:00 PM	February 7, 2019 5:00 PM	Niche provides a skeleton database as the baseline for the customer's database configuration process. This process is described here in the kick off meeting.
Issues are assessed and prioritized	0 days	February 7, 2019 5:00 PM	February 7, 2019 5:00 PM	The entire list of change requests and issues are assessed and prioritized again to ensure that issues/change requests coming from all parts of the project are consistent and prioritized correctly.
Schedule weekly functional conference call	0 days	February 7, 2019 5:00 PM	February 7, 2019 5:00 PM	A weekly functional conference call is scheduled to review the issues and change requests identified by the customer project team.
Provided in a single document to Niche at agreed on intervals	0 days	February 7, 2019 5:00 PM	February 7, 2019 5:00 PM	A single change request/issues document is used to track all of the requests and their priority. It is provided to Niche at agreed upon intervals.
Schedule weekly project conference call	0.5 days	February 8, 2019 8:00 AM	February 8, 2019 12:00 PM	The weekly meeting is scheduled to discuss any project or contract issues.
Identify process on identifying "As Is" and "To Be" processes	4 days	February 8, 2019 8:00 AM	February 13, 2019 5:00 PM	Kick off meeting discussion on the business process analysis and documentation of the existing and the "to be" business processes.
Finalize project plan	3 days	February 14, 2019 8:00 AM	February 18, 2019 5:00 PM	During the kick off meeting, the project plan dates and content are finalized.

Phase II - Knowledge transfer and business process analysis	**165 days**	**February 4, 2019 8:00 AM**	**September 20, 2019 5:00 PM**	**Typical Duration: 165 days (runs parallel to all other subsequent phases).** **During this phase, Niche helps the police agency to install an initial version of the Niche RMS at a customer site. Niche provides standard system documentation for this initial installation version, including installation, administration and user guides. Niche provides on-site classroom training for the police project team, covering end-to-end Niche RMS functionality.** **Once this training is complete, the police project team must review all relevant existing business processes and document "to be" business processes using Niche RMS (i.e., "after implementation, the new business process will be…"). This review may result in additional requirements being added to the SOW, via change request. The end user training process is defined, training materials are prepared and tested, and end user training is scheduled and run.**
Training Plan - Milestones extracted from overall Project Plan	0.5 days	March 19, 2015 8:00 AM	March 19, 2015 12:00 PM	The milestones are extracted from the larger project plan in order to make them manageable to both teams.
Training Plan - Milestones extracted from overall Project Plan	0.5 days	March 19, 2015 8:00 AM	March 19, 2015 12:00 PM	The milestones are extracted from the larger project plan in order to make them manageable to both teams.
Configure training environment for initial training	5 days	February 4, 2019 8:00 AM	February 8, 2019 5:00 PM	The initial training for the project team requires a training environment and workstations to be configured.
Determine Infrastructure requirements and hardware specs	3 days	February 4, 2019 8:00 AM	February 6, 2019 5:00 PM	Niche and the customer personnel discuss the environment requirements
Discussion of infrastructure requirements	1 day	February 4, 2019 8:00 AM	February 4, 2019 5:00 PM	Niche and customer personnel discuss the workstation hardware requirements
Discussion of minimum client work station requirements (Software and Hardware)	3 days	February 4, 2019 8:00 AM	February 6, 2019 5:00 PM	Niche and the customer review the minimum client workstation requirements. This includes the additional software and operating system requirements such as .Net Framework versioning.
Procurement and installation of Server hardware	5 days	February 4, 2019 8:00 AM	February 8, 2019 5:00 PM	The customer procures the hardware, it is delivered and then installed.

Procurement and Installation of Server software	2 days	February 4, 2019 8:00 AM	February 5, 2019 5:00 PM	The customer procures the server software, it is delivered and then installed.
Setup and test of remote access for support from Niche	3 days	February 4, 2019 8:00 AM	February 6, 2019 5:00 PM	Remote access to the various environments is setup and tested.
Installation of appropriate version of the Niche Server software with Niche's demonstration database	1 day	February 4, 2019 8:00 AM	February 4, 2019 5:00 PM	The Niche RMS initial version of the Niche data server and database is installed in the server environment.
Installation of generic Niche RMS client on workstations	1 day	February 4, 2019 8:00 AM	February 4, 2019 5:00 PM	The Niche RMS initial version of the client apps are installed in the workstations and other client hardware.
Configure Environments (configuration, testing, etc.)	1 day	February 4, 2019 8:00 AM	February 4, 2019 5:00 PM	Additional environments will be needed for all areas of the project such as training, development, data conversion.
Provision of Niche Documentation	18 days	February 4, 2019 8:00 AM	February 27, 2019 5:00 PM	Niche hosts all of the standard documentation on the Niche SharePoint site. The customer can download the documentation from there as needed.
Provide business requirements specification sample	0 days	February 21, 2019 8:00 AM	February 21, 2019 8:00 AM	Provide business requirements specification sample
Provide sample tickets document	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Provide sample tickets document
Provide sample data conversion mapping document	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Provide sample data conversion mapping document
Provide sample interface questionnaire document	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Provide sample interface questionnaire document
Provide sample picklist spreadsheet	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Provide sample picklist spreadsheet
Provide data loaders and documentation on how to use them	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Provide data loaders and documentation on how to use them
Provide configuration manual	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Provide configuration manual

Provide user guides	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Provide user guides
Provide roles spreadsheet	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Provide roles spreadsheet
Provide performance monitoring documentation	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Provide performance monitoring documentation
Provide Interface installation documentation	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Provide Interface installation documentation
Provide software installation and maintenance doc	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Provide software installation and maintenance doc
Provide masterfiling rules for the incoming CAD data - have agency sign off on understanding them	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Provide masterfiling rules for the incoming CAD data - have agency sign off on understanding them
Provide documentation on Audit facility	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Provide documentation on Audit facility
Provide spreadsheet outlining the contents of the audit files that the application generates	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Provide spreadsheet outlining the contents of the audit files that the application generates
Documentation on use of audit facility and loading of the files	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Documentation on use of audit facility and loading of the files
Provide spreadsheet outlining the contents of the audit files that the application generates	0 days	February 4, 2019 8:00 AM	February 4, 2019 8:00 AM	Provide spreadsheet outlining the contents of the audit files that the application generates
Documentation on use of audit facility and loading of the files	0 days	February 4, 2019 8:00 AM	February 4, 2019 8:00 AM	Documentation on use of audit facility and loading of the files
Provide data model concepts document	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Provide data model concepts document

Provide API, documentation and samples	0 days	February 27, 2019 5:00 PM	February 27, 2019 5:00 PM	Provide API, documentation and samples
Project Group Training	8 days	March 4, 2019 8:00 AM	March 13, 2019 5:00 PM	Niche provides training to the customer project team to provide the knowledge to commence the project work.
Project team receives intensive functional training	5 days	March 4, 2019 8:00 AM	March 8, 2019 5:00 PM	Initial system training covers the entire breadth and scope of the Niche RMS system for the customer project team. The goal is to give them a full understanding of the Niche RMS in order to make process and configuration decisions.
Project team - refresher - to be scheduled	3 days	March 19, 2019 8:00 AM	March 21, 2019 5:00 PM	This is a refresher of the Initial system training. It is provided as needed and is usually related to the customer project team working on new areas of functionality.
Training - software installation and updating - performed online over duration of project	20 days	January 28, 2019 8:00 AM	February 22, 2019 5:00 PM	Customer support personnel will learn how to install the NicheRMS application and it supporting components.
Client Installation	0.5 days	February 11, 2019 8:00 AM	February 11, 2019 12:00 PM	The customer support personnel will become familiar with how to install the NicheRMS client app.
Server Installation	1.5 days	February 11, 2019 8:00 AM	February 12, 2019 12:00 PM	The customer support personnel will become familiar with how to install the NicheRMS Server app.
Interfaces	1.5 days	February 11, 2019 8:00 AM	February 12, 2019 12:00 PM	The customer support personnel will become familiar with how to install the NicheRMS COTS interfaces.
Bulk Document Loader	1 day	February 11, 2019 8:00 AM	February 11, 2019 5:00 PM	The customer support personnel will become familiar with how to install the NicheRMS Bulk document loader.
Client Auto Updater and UpdateManager	1.5 days	February 11, 2019 8:00 AM	February 12, 2019 12:00 PM	The customer support personnel will become familiar with how to install the NicheRMS Updater services.
Business administration training - combination of self learning (Paper) and remote sessions	3 days	March 11, 2019 8:00 AM	March 14, 2019 8:00 AM	This is the business administration team member training. It is provided remotely and with self learning (paper). Details are in the Training plan.
Add/update/delete lists	0.5 days	March 11, 2019 8:00 AM	March 11, 2019 12:00 PM	Customer system administrators are trained on how to manage NicheRMS lists such as charges.

Print management report	0.25 days	March 11, 2019 8:00 AM	March 11, 2019 10:00 AM	Customer system administrators are trained on how to print report.
Manage ACLS and NAC roles	3 days	March 11, 2019 8:00 AM	March 13, 2019 5:00 PM	Customer system administrators are trained on how to manage access permissions and access control lists.
Manage Users, roles, logins and passwords	0.25 days	March 11, 2019 8:00 AM	March 11, 2019 10:00 AM	Customer system administrators are trained on how to create new users, assign passwords and access permissions to new users.
Manage Units and sections	0.25 days	March 11, 2019 8:00 AM	March 11, 2019 10:00 AM	Customer system administrators are trained on how to create and manage the agency unit hierarchy within the NicheRMS.
Add printer profiles to workstations	0.25 days	March 11, 2019 8:00 AM	March 11, 2019 10:00 AM	Customer system administrators are trained on how to add printer profiles to workstations.
Desktop and Mobile Auto Updater	1 day	March 11, 2019 8:00 AM	March 11, 2019 5:00 PM	Customer system administrators are trained on how to install, uninstall and update the NicheRMS Client app.
Template/report building training - performed remotely	0 days	March 14, 2019 8:00 AM	March 14, 2019 8:00 AM	Customer system administrators are trained on how to create and manage external document templates.
Bulk Document Loader	0.25 days	March 11, 2019 8:00 AM	March 11, 2019 10:00 AM	Customer system administrators are trained on how to install and configure the Niche Bulk Document loader.
Manage system parameters and other agency-specific system administration.	0.5 days	March 11, 2019 8:00 AM	March 11, 2019 12:00 PM	Customer system administrators are trained on how to create and manage system parameters.
Building of custom searches	0.5 days	March 11, 2019 8:00 AM	March 11, 2019 12:00 PM	Customer system administrators are trained on how to build and manage custom searches.
Configuring and maintaining the Niche Civil process functionality.	0.5 days	March 11, 2019 8:00 AM	March 11, 2019 12:00 PM	Customer system administrators are trained on how to configure the Civil process functionality in NicheRMS.
Configuring and maintaining the Investigative Funds functionality.	0.5 days	March 11, 2019 8:00 AM	March 11, 2019 12:00 PM	Customer system administrators are trained on how to configure and manage the IF functionality in NicheRMS.
Audit Functionality - Application	0.5 days	March 11, 2019 8:00 AM	March 11, 2019 12:00 PM	Customer system administrators are trained on how to use the NicheRMS audit functionality.

Documentation of system administration processes - ongoing over life of business administration training	0.5 days	March 11, 2019 8:00 AM	March 11, 2019 12:00 PM	Customer system administrators need to document their administration processes so that they can be knowledge transferred to new customer administrators as needed.
System (Database) Administration training combination of self learning (Paper) and remote sessions	5 days	March 11, 2019 8:00 AM	March 15, 2019 5:00 PM	Customer database administrators are trained on managing the NicheRMS.
Data Model - NML Viewer - for all system administration and technical personnel	0.75 days	March 11, 2019 8:00 AM	March 11, 2019 3:00 PM	This is training on the Niche data model viewing tool and the data model itself. This is a necessary baseline for the customer technical project teams members.
Writing queries against the application and physical data models.	5 days	March 11, 2019 8:00 AM	March 15, 2019 5:00 PM	Customer database administrators are trained on how to create and run queries on the NicheRMS.
How to update the database when application enhancements take place	1 day	March 11, 2019 8:00 AM	March 11, 2019 5:00 PM	Customer database administrators are trained on how to update the NicheRMS database schema when new versions or updates are provided.
Audit functionality - technical	1 day	March 11, 2019 8:00 AM	March 11, 2019 5:00 PM	Customer database administrators are trained on how to manage the NicheRMS audit logs from the server environment.
Use of server performance monitoring tools	2 days	March 11, 2019 8:00 AM	March 12, 2019 5:00 PM	Customer database administrators are trained on how to use and manage the PerfMon tools.
Installing the Niche RMS data server app	0.5 days	March 11, 2019 8:00 AM	March 11, 2019 12:00 PM	Customer database administrators are trained on how to install the NicheRMS Data Server (NDS).
Managing year end processes.	0.5 days	March 11, 2019 8:00 AM	March 11, 2019 12:00 PM	Customer database administrators are trained on how to run the scripting process when a new year begins such as updating counters that include a year.
Backup and Maintenance	2 days	March 11, 2019 8:00 AM	March 12, 2019 5:00 PM	Customer database administrators are trained on how the Backup and maintenance procedures occur.
Documentation of database administration processes	0.5 days	March 11, 2019 8:00 AM	March 11, 2019 12:00 PM	Customer database administrators document the procedures that they follow in order to knowledge transfer to new support team members.

Technical Configuration training - performed remotely	10 days	March 11, 2019 1:00 PM	March 25, 2019 12:00 PM	There are some configuration aspects of the NicheRMS that are technical in nature and require a customer technical resource. The following training tasks apply to those resources.
Writing technical development specifications	0.5 days	March 11, 2019 1:00 PM	March 11, 2019 5:00 PM	In every project, there are interfaces or other technical development required. The customer should develop a specification standard for these in order to produce quality development.
Template/report building training - performed remotely	3 days	March 11, 2019 1:00 PM	March 14, 2019 12:00 PM	Customer technical resources will learn how to create and manage NicheRMS report writing.
Development of data conversion processes including data mapping and running of end to end data conversion processes.	5 days	March 11, 2019 1:00 PM	March 18, 2019 12:00 PM	Customer technical resources will learn how to perform data mapping for data conversion processes. They are also will learn how to run the end to end data conversion process.
Development of interface specifications and development of interfaces using the Niche Software development toolkit.	10 days	March 11, 2019 1:00 PM	March 25, 2019 12:00 PM	Customer technical resources will learn how to create, develop and manage interfaces using the Niche API toolkit.
Development of Application plugins	2.5 days	March 11, 2019 1:00 PM	March 13, 2019 5:00 PM	Customer technical resources will learn how to develop NicheRMS application plugins.
Generation of XSLT output reports, loading and modification of existing XSLT Reports, using the Niche RMS XSLT report editor	3 days	March 11, 2019 1:00 PM	March 14, 2019 12:00 PM	Customer technical resources will learn how to generate XSLT output reports, loading and modification of existing XSLT Reports, using the Niche RMS XSLT report editor
Building of Niche RMS Data window definitions, XML ini generators and external document templates.	1.5 days	March 11, 2019 1:00 PM	March 12, 2019 5:00 PM	Customer technical resources will learn how to build Niche RMS Data window definitions, XML ini generators and external document templates.
Ability to run queries against the Niche RMS database.	1 day	March 11, 2019 1:00 PM	March 12, 2019 12:00 PM	Customer technical resources will learn how to run queries against the Niche RMS database.
Understanding Niche Application SQL	1 day	March 11, 2019 1:00 PM	March 12, 2019 12:00 PM	Customer technical resources will build an understanding Niche Application SQL

Audit Functionality - Technical	0.5 days	March 11, 2019 1:00 PM	March 11, 2019 5:00 PM	Customer technical resources will learn how to configure the server side of the NicheRMS audit functionality.
Business Process Analysis	160 days	February 4, 2019 8:00 AM	September 13, 2019 5:00 PM	This is the start of the business process analysis work to look at the customer's existing business processes and translate them into use in the Niche RMS.
Review expected standard documentation format	1 day	March 22, 2019 8:00 AM	March 22, 2019 5:00 PM	Niche provides a standard documentation format for this review.
SME's work with generic version of the NicheRMS	10 days	March 25, 2019 8:00 AM	April 5, 2019 5:00 PM	Customer subject matter experts, who have taken the Initial system training, work with the initial Niche RMS version.
Priorities the business processes to be reviewed	1 day	April 8, 2019 8:00 AM	April 8, 2019 5:00 PM	A list of the business areas to be reviewed is made and then the list is prioritized.
Analysis of existing business processes	50 days	April 9, 2019 8:00 AM	June 17, 2019 5:00 PM	The existing business processes are analyzed.
Review of existing current policy and procedures	5 days	April 9, 2019 8:00 AM	April 15, 2019 5:00 PM	The existing policy and procedures are reviewed.
Document "As Is" processes	127 days	February 4, 2019 8:00 AM	July 30, 2019 5:00 PM	The existing business processes are documented.
Review of existing current policy and procedures	15 days	February 4, 2019 8:00 AM	February 22, 2019 5:00 PM	The existing business are reviewed against current agency policy and procedure.
Review "As is" processes with the team	10 days	February 25, 2019 8:00 AM	March 8, 2019 5:00 PM	The existing business processes are reviewed with the NicheRMS Project team
Review/Approve "As is" with Executive Steering Committee	30 days	March 11, 2019 8:00 AM	April 19, 2019 5:00 PM	The existing business processes are reviewed with the Executive Steering Committee
Gather use cases for all business processes	5 days	April 30, 2019 8:00 AM	May 6, 2019 5:00 PM	Material to support the use cases is gathered.
Practice entering the use cases into the NicheRMS	61 days	May 7, 2019 8:00 AM	July 30, 2019 5:00 PM	Project team members enter the use cases into the NicheRMS to become familiar with how the application operates.

Document "To Be" processes	114 days	April 8, 2019 5:00 PM	September 13, 2019 5:00 PM	The "to be" business processes are documented.
Areas for close examination	114 days	April 8, 2019 5:00 PM	September 13, 2019 5:00 PM	The list below is areas that typically need close examination during the business process review.
CAD interface rules	0 days	April 8, 2019 5:00 PM	April 8, 2019 5:00 PM	The processing of the incoming CAD data has implications for business processes and needs reviewed in-depth.
Interfaces	0 days	April 8, 2019 5:00 PM	April 8, 2019 5:00 PM	Interfaces have business process and schedule impacts that must be considered.
Arrest Processing	0 days	April 8, 2019 5:00 PM	April 8, 2019 5:00 PM	Arrest processing is a complicated process and must be looked at in-depth.
Case File assembly templates	0 days	April 8, 2019 5:00 PM	April 8, 2019 5:00 PM	The assembly of case files for prosecution needs carefully considered.
Use of tasking and workflow	0 days	April 8, 2019 5:00 PM	April 8, 2019 5:00 PM	Tasking and workflow is a fundamental function of the NicheRMS and needs to be well understood by the business process team so they can make accurate assessments.
Security and roles	0 days	April 8, 2019 5:00 PM	April 8, 2019 5:00 PM	Security and access permissions have security implications and must be considered
Organization structure	0 days	April 8, 2019 5:00 PM	April 8, 2019 5:00 PM	The agency organization hierarchy has implications for all business processes and must be considered.
Review Word Document Templates and output reports	0 days	April 8, 2019 5:00 PM	April 8, 2019 5:00 PM	Output reports are a project activity that takes a long time and is a key to the overall project schedule.
Review "To be" processes with the team	10 days	April 9, 2019 8:00 AM	April 22, 2019 5:00 PM	The "to be" business processes are reviewed with the NicheRMS Project team
Review/Approve "To be" with Steering Committee	5 days	April 23, 2019 8:00 AM	April 29, 2019 5:00 PM	The "to be" business processes are reviewed with the Executive Steering Committee
Define/document issues between existing NicheRMS functionality and the Agency's business processes	10 days	May 13, 2019 8:00 AM	May 24, 2019 5:00 PM	This needs to be done between the agency and Niche. Expectations need to be managed. Items should be evaluated in terms of value (and to whom), and prioritized.

Create a detailed document (including priority) to describe the gaps	10 days	May 27, 2019 8:00 AM	June 7, 2019 5:00 PM	When business processes do not align with the NicheRMS COTs functionality, the specification for a change needs to be written clearly.
Discussion with Niche regarding the defined gaps	2 days	June 10, 2019 8:00 AM	June 11, 2019 5:00 PM	The gap is discussed with Niche and the customer to clarify the issues and add any needed documentation.
Decision on how defined gaps will be dealt with - either with a process change or an application enhancement	2 days	June 12, 2019 8:00 AM	June 13, 2019 5:00 PM	Niche and the customer review how the gaps could be dealt with - process change, application configuration, application development.
Gather use cases for all business processes	5 days	June 14, 2019 8:00 AM	June 20, 2019 5:00 PM	Agency gathers material to support the use cases.
Practice entering the use cases into the NicheRMS	61 days	June 21, 2019 8:00 AM	September 13, 2019 5:00 PM	Project team members enter the use cases into the NicheRMS to become familiar with how the application operates.

PHASE III - Application configuration	**147 days**	**June 24, 2019 8:00 AM**	**January 14, 2020 5:00 PM**	**Typical Duration: 147 days (runs parallel to other phases, especially Phase II). Niche Technology configures the RMS application based on the results of the business process analysis performed in Phase II, using standard Niche configuration procedures. At a minimum, Niche RMS configuration typically includes: • Defining pick-list options and terminology for windows, fields, labels, menus, buttons, error messages, etc. • Defining business rules, ID number formats and other system defaults. • Building end user security roles based on police agency specifications. • Creating system name/branding/restricted use warnings. • There are many configurable options. Some are configured by Niche in response to customer requirements; others can be set up and maintained by customer system administrators. We can provide detailed information on configurable options on request. This phase continues with other software deliveries until the complete system is in place, as defined in the contract. This phase may remain open as additional pieces are put in place during the project. Typically, the application configuration is provided to the customer in up to three iterations. Interfaces are developed during this phase. Each interface definition must be fully specified before work can begin. For each external system at the other end of an interface, the police agency must provide system definitions, documentation and, where needed, access to a test system to allow Niche to verify the interface.**
Data Conversion (parallel activity) 6-9 months	**166 days**	**June 25, 2019 8:00 AM**	**February 11, 2020 5:00 PM**	**Data conversion is also performed at this time, if required. The police agency assesses legacy data, provides sample data to Niche and assists with mapping legacy data to Niche RMS. Niche or the police agency develops data conversion scripts which are tested against the legacy data. Niche has a well-developed data conversion process that can be used by customers or third-party contractors to assist with data conversion.**

Determine data conversion requirements, including data integrity	15 days	June 24, 2019 8:00 AM	July 12, 2019 5:00 PM	A discussion about data quality and want needs to be converted must happen at this point. The customer and Niche need to discuss all the different options for the converted data (for example, placed in production environment or in a 'legacy' domain?)
Provide data conversion mapping document to Niche	20 days	July 8, 2019 8:00 AM	August 2, 2019 5:00 PM	The data elements in the existing system are mapped to the data elements in the Niche RMS. Niche provides the tools for this. This is mainly a customer activity as the customer personnel are familiar with the legacy systems.
Provide conversion detailed specification	20 days	August 5, 2019 8:00 AM	August 30, 2019 5:00 PM	Any other conversion details are documented and provided to Niche, such as determining if there is any data that should get converted that should be protected, etc.
Provide sample legacy/additional system data extract to Niche	5 days	August 26, 2019 8:00 AM	August 30, 2019 5:00 PM	A sample of the legacy data is provided to Niche
Assignment of server ids	0.5 days	August 23, 2019 8:00 AM	August 23, 2019 12:00 PM	Niche assigns serverids to the agency.
Develop initial data conversion scripts at Niche HQ	60 days	September 2, 2019 8:00 AM	November 22, 2019 5:00 PM	Niche develops the first set of conversion scripts.
Determine data that could get converted that should not be seen by project group	2 days	November 25, 2019 8:00 AM	November 26, 2019 5:00 PM	In the sample data, sometimes there is data that is sensitive and needs to be handled in a specific way.
Run first conversion at agency	4 days	November 19, 2019 8:00 AM	November 22, 2019 5:00 PM	This is the first test conversion. It is run at the agency location. These steps are documented and become part of the cutover plan.
Agency preps legacy data	2 days	November 25, 2019 8:00 AM	November 26, 2019 5:00 PM	The first step is that the customer preps the legacy data for this conversion process. These steps are documented and become part of the cutover plan.
Data conversion run on agency hardware	4 days	November 27, 2019 8:00 AM	December 2, 2019 5:00 PM	The data conversion process is run. These steps are documented and become part of the cutover plan.
Intermediate conversion databases should be backed up	0.5 days	December 3, 2019 8:00 AM	December 3, 2019 12:00 PM	The databases created by the interim steps are kept and backed up. This helps with rollback and troubleshooting.

Test converted data	**0 days**	**November 25, 2019 8:00 AM**	**November 25, 2019 8:00 AM**	
Test converted data using test plans	15 days	December 3, 2019 8:00 AM	December 23, 2019 5:00 PM	The converted data is tested using the test plans to see if there are any issues.
Search and deal with address/person/telephone number records that have more than 400 links	0 days	December 23, 2019 8:00 AM	December 23, 2019 8:00 AM	Highly linked records are identified and dealt with.
Ensure sensitive data is protected	1.5 days	December 30, 2019 8:00 AM	December 31, 2019 12:00 PM	Sensitive data needs to be protected.
Document conversion issues	5 days	January 2, 2020 8:00 AM	January 8, 2020 5:00 PM	The converted data issues are documented and prioritized.
Discussion of conversion issues with Niche	1 day	January 8, 2020 8:00 AM	January 8, 2020 5:00 PM	The issue documentation is provided to Niche and discussed if needed.
Iterate testing, data conversion fixes and validation process	15 days	January 9, 2020 8:00 AM	January 29, 2020 5:00 PM	Niche fixes the conversion issues and the customer retests. This process is done twice.
Test complete conversion process on customer hardware	3 days	January 30, 2020 8:00 AM	February 3, 2020 5:00 PM	The conversion process is run again as a final test. Necessary changes are made to the cutover steps.
Final Fix Iteration and tests on customer hardware	5 days	February 4, 2020 8:00 AM	February 10, 2020 5:00 PM	Final fixes are made.
Data conversion accepted	0 days	February 10, 2020 5:00 PM	February 10, 2020 5:00 PM	The conversion process is complete, accepted and ready for cutover.
Configuration - Round #1	**46 days**	**June 3, 2019 8:00 AM**	**August 5, 2019 5:00 PM**	Niche configures the Niche RMS application as per the documentation provided out of the business process analysis. This is done in three rounds of delivery. This is the first round.
Agency branding	0.5 days	June 3, 2019 8:00 AM	June 3, 2019 12:00 PM	The customer's branding is put into the application.

Discuss Domain Structure	2 days	June 3, 2019 8:00 AM	June 4, 2019 5:00 PM	The domain structure for the skeleton database is discussed. This relies on decisions on data-sharing within the agencies.
First round of ticket work	10 days	June 10, 2019 8:00 AM	June 21, 2019 5:00 PM	Niche completes the first round of development work.
Installation first agency configured build	2 days	June 24, 2019 8:00 AM	June 25, 2019 5:00 PM	The build is delivered to the customer and is installed in the environment for testing.
Project team tests build	14 days	June 24, 2019 8:00 AM	July 11, 2019 5:00 PM	The project team tests the build.
Create a detailed document (including priority) to describe the gaps	10 days	July 12, 2019 8:00 AM	July 25, 2019 5:00 PM	When business processes do not align with the NicheRMS COTs functionality, the specification for a change needs to be written clearly.
Decision on how defined gaps will be dealt with - either with a process change or an application enhancement	2 days	July 29, 2019 8:00 AM	July 30, 2019 5:00 PM	The gap is discussed with Niche and the customer to clarify the issues and add any needed documentation.
Tickets are triaged and prioritized	0 days	July 30, 2019 5:00 PM	July 30, 2019 5:00 PM	Niche and the customer review how the gaps could be dealt with - process change, application configuration, application development.
Discussion with Niche regarding the defined gaps	2 days	July 31, 2019 8:00 AM	August 1, 2019 5:00 PM	Niche and the customer discuss and clarify the issues.
Tickets are clarified by Niche with Customer	1 day	August 2, 2019 8:00 AM	August 2, 2019 5:00 PM	Additional support material is gathered as needed.
CAD Interface	**31 days**	**June 24, 2019 8:00 AM**	**August 5, 2019 5:00 PM**	The CAD interface is a standard part of the Niche RMS. Minor configuration work is usually needed to ensure that it is running properly.
Determine and Analyze CAD data to be transferred to the RMS	5 days	June 3, 2019 8:00 AM	June 7, 2019 5:00 PM	The Customer reviews the XML data being provided by the CAD vendor.
Configure CAD synchronization rules and configuration requirements	10 days	June 10, 2019 8:00 AM	June 21, 2019 5:00 PM	The customer documents their rules for the processing of the CAD data. Niche assists with this process. The CAD vendor is also involved.

Testing of Interface	8 days	June 26, 2019 8:00 AM	July 5, 2019 5:00 PM	Niche delivers any configuration changes needed to process the incoming CAD data in configuration Build #1. The customer tests this.
Documentation of issues from CAD interface testing	2 days	July 8, 2019 8:00 AM	July 9, 2019 5:00 PM	Any issues from testing are documented and prioritized.
Provision of CAD issues to Niche	1 day	July 10, 2019 8:00 AM	July 10, 2019 5:00 PM	The issue documentation is provided to Niche and discussed if needed.
CAD interface issues fixed in Configuration Round 2	5 days	July 11, 2019 8:00 AM	July 17, 2019 5:00 PM	Niche provides any needed fixes in Build #2.
Configuration - Round #2	**85 days**	**August 6, 2019 8:00 AM**	**December 2, 2019 5:00 PM**	Niche configures the Niche RMS application as per the documentation provided out of the business process analysis. This is done in three rounds of delivery. This is the second round.
Configuration round 2 tickets worked on by Niche	40 days	August 6, 2019 8:00 AM	September 30, 2019 5:00 PM	Niche develops and delivers the application.
RMS Build #2 of configured system	20 days	September 10, 2019 8:00 AM	October 7, 2019 5:00 PM	Niche delivers version.
Installation of Build #2	1 day	October 8, 2019 8:00 AM	October 8, 2019 5:00 PM	The customer installs this version in their test environment.
Install CAD interface	0.5 days	October 9, 2019 8:00 AM	October 9, 2019 12:00 PM	The CAD Interface is setup by the customer.
Version distributed using Niche Updater Service - to ensure that there are no issues	0.25 days	October 9, 2019 1:00 PM	October 9, 2019 3:00 PM	The new version is automatically updated on the workstations.
Load agency roles and test them to ensure they provide access to the correct functionality	0.25 days	October 9, 2019 3:00 PM	October 9, 2019 5:00 PM	Customer loads the agency roles that were provided with the version.
Provision of agency specific release notes	1 day	October 9, 2019 1:00 PM	October 10, 2019 12:00 PM	Niche provides release notes with the build. The Customer project staff read them. Niche provides an online walk through if needed.

Provide unsolicited change release notes (2 weeks after delivery of build)	0 days	October 28, 2019 5:00 PM	October 28, 2019 5:00 PM	Niche provides release notes for any unsolicited changes.
Review of RMS functionality in Build #2 with release notes	3 days	October 9, 2019 3:00 PM	October 14, 2019 3:00 PM	Customer reviews the build against the release notes.
Project team tests build	20 days	October 14, 2019 3:00 PM	November 11, 2019 3:00 PM	Customer performs testing on the version.
Create a detailed document (including priority) to describe the gaps	10 days	November 11, 2019 3:00 PM	November 25, 2019 3:00 PM	When business processes do not align with the NicheRMS COTs functionality, the specification for a change needs to be written clearly.
Decision on how defined gaps will be dealt with - either with a process change or an application enhancement	2 days	November 26, 2019 8:00 AM	November 27, 2019 5:00 PM	The gap is discussed with Niche and the customer to clarify the issues and add any needed documentation.
Tickets are triaged and prioritized	0 days	November 27, 2019 5:00 PM	November 27, 2019 5:00 PM	Niche and the customer review how the gaps could be dealt with - process change, application configuration, application development.
Discussion with Niche regarding the defined gaps	2 days	November 28, 2019 8:00 AM	November 29, 2019 5:00 PM	Niche and the customer discuss and clarify the issues.
Tickets are clarified by Niche with Customer	1 day	December 2, 2019 8:00 AM	December 2, 2019 5:00 PM	Additional support material is gathered as needed.
NY Incident Based Reporting (IBR)	**145 days**	**August 6, 2019 8:00 AM**	**February 24, 2020 5:00 PM**	**NIBRS reporting is part of the NicheRMS. These are the steps to configure it.**
Analysis of additional reporting values for NYS	20 days	August 6, 2019 8:00 AM	September 2, 2019 5:00 PM	NicheRMS is NIBRS compliant. The NY State level additions to NIBRS are clarified at this point.
Configuration of additional requirements within NicheRMS application	30 days	December 2, 2019 8:00 AM	January 10, 2020 5:00 PM	The NY State level additions can be dealt with in two ways - extensions to the existing NIBRS code library or as application enhancements. The specification for this is written during this task.

Database Configuration - load offenses into database	10 days	September 3, 2019 8:00 AM	September 16, 2019 5:00 PM	The NicheRMS NIBRS code table is configured and bulk loaded.
Documentation of issues from NY IBR reporting	10 days	January 13, 2020 8:00 AM	January 24, 2020 5:00 PM	The NY IBR functionality and output is tested and the issues documented.
Provision of issues provided to Niche	1 day	January 27, 2020 8:00 AM	January 27, 2020 5:00 PM	The issues are provided to Niche and clarified.
NY IBR issues fixed in Configuration Round 3	20 days	January 28, 2020 8:00 AM	February 24, 2020 5:00 PM	The issues that require NicheRMS enhancement are delivered with Build #3.
Database Configuration	**186 days**	**March 4, 2019 8:00 AM**	**November 18, 2019 5:00 PM**	**Preparation of the database for production**
Skeleton Database	**17.5 days**	**March 11, 2019 8:00 AM**	**April 3, 2019 12:00 PM**	**A Skeleton database is an empty database that Niche delivers to the agency as a database configuration starting point.**
Niche provides skeleton database	2 days	March 11, 2019 8:00 AM	March 12, 2019 5:00 PM	Niche provides the skeleton database.
Skeleton database installed in Configuration environment	0.5 days	April 3, 2019 8:00 AM	April 3, 2019 12:00 PM	The skeleton database is installed in a configuration environment for the configuration team to access.
NicheRMS List Configuration	**186 days**	**March 4, 2019 8:00 AM**	**November 18, 2019 5:00 PM**	**All of the NicheRMS lists are configured and loaded. This section contains all of the lists.**
Charges	29.5 days	March 4, 2019 8:00 AM	April 12, 2019 12:00 PM	Statutes, violations and charges are loaded.
Consult with external sources regarding the charge list.	5 days	March 4, 2019 8:00 AM	March 8, 2019 5:00 PM	Typically external sources like City Attorneys and the court are contacted to provide or advise on a list of the charges.
Document, build and load charges/violations	10 days	March 18, 2019 8:00 AM	March 29, 2019 5:00 PM	The list of charges and violations are captured in an Excel loader and loaded into the skeleton database.
Review the violations loaded into Sandbox	2 days	April 10, 2019 1:00 PM	April 12, 2019 12:00 PM	The list of violations are reviewed and accepted.

Bulk Data Loaders	**181 days**	**March 11, 2019 8:00 AM**	**November 18, 2019 5:00 PM**	**NicheRMS has Excel loaders for loading all long lists into the skeleton database.**
Incident types				**NicheRMS Incident types have many characteristics that triggered downstream processes.**
Document, review standard incident types and load into Sandbox	2 days	March 11, 2019 8:00 AM	March 12, 2019 5:00 PM	NicheRMS incident types are inserted into the Excel loader.
Review the incident types loaded into Sandbox	2 days	April 1, 2019 8:00 AM	April 2, 2019 5:00 PM	NicheRMS incident types are loaded into the Sandbox (testing) environment to be reviewed. The Incident types are tested and accepted.
Prep the incident type loader for transfer to production	1 day	November 18, 2019 8:00 AM	November 18, 2019 5:00 PM	NicheRMS incident types are prepped for production loading.
All other lists				**This is the loading of all the other NicheRMS lists.**
Load courts	2 days	April 3, 2019 8:00 AM	April 4, 2019 5:00 PM	Courts are loaded.
Document, review and load NIBRS codes	10 days	April 15, 2019 8:00 AM	April 26, 2019 5:00 PM	NIBRS codes are reviewed, documented and loaded.
Load organization structure, units, employees	2 days	April 8, 2019 8:00 AM	April 9, 2019 5:00 PM	The agency organization hierarchy has implications for all business processes. It must be defined and loaded.
Document, review and load system parameters	5 days	April 15, 2019 8:00 AM	April 19, 2019 5:00 PM	System parameters control NicheRMS functions. These are documented and loaded here.
Document, review and load standard code tables	5 days	April 15, 2019 8:00 AM	April 19, 2019 5:00 PM	All other NicheRMS lists are configured and loaded.
Accept List configurations	0 days	April 19, 2019 8:00 AM	April 19, 2019 8:00 AM	These lists are tested and accepted
Prep lists for loading into production	1 day	June 24, 2019 8:00 AM	June 24, 2019 5:00 PM	These lists are prepped for loading into production.
Action log templates	**38 days**	**June 3, 2019 8:00 AM**	**July 24, 2019 5:00 PM**	**Action logs are used to track investigative and other activities in a case. Templates for these entries can be configured.**

Add sample Action log templates to the Sandbox	1 day	June 3, 2019 8:00 AM	June 3, 2019 5:00 PM	Sample Action log templates are added to production for the project team to see and use.
WebEx on configuring Action log templates	1 day	June 4, 2019 8:00 AM	June 4, 2019 5:00 PM	Niche provides online training for the project team.
Define the Action log template requirements	10 days	June 5, 2019 8:00 AM	June 18, 2019 5:00 PM	The project team defines the business processes and the requirements for action log templates.
Build the Action log templates	10 days	June 24, 2019 8:00 AM	July 5, 2019 5:00 PM	The project team builds the action log templates in Sandbox (testing).
Test the Action log templates	5 days	July 8, 2019 8:00 AM	July 12, 2019 5:00 PM	The Action log templates are tested by the project team.
Refine the Action log templates	5 days	July 15, 2019 8:00 AM	July 19, 2019 5:00 PM	The Action log templates are refined and tested again.
Accept the Action log templates	3 days	July 22, 2019 8:00 AM	July 24, 2019 5:00 PM	The Action log templates are accepted.
Load Action logs in production	1 day	July 23, 2019 8:00 AM	July 23, 2019 5:00 PM	The Action log templates are loaded into production.
Access Permissions	**21 days**	**March 25, 2019 8:00 AM**	**April 22, 2019 5:00 PM**	**Access Permissions (NAC) are the access roles that are assigned to various users to control the actions they can perform within NicheRMS.**
Define Niche Access Control (NAC) roles	1 day	March 26, 2019 8:00 AM	March 26, 2019 5:00 PM	The project team defines the access control categories that will be needed.
Build NAC roles	10 days	March 27, 2019 8:00 AM	April 9, 2019 5:00 PM	The NAC roles are configured in Sandbox.
Test NAC roles	5 days	April 10, 2019 8:00 AM	April 16, 2019 5:00 PM	The Project team tests the NAC roles.
Adjust NAC roles as per testing results	1 day	April 17, 2019 8:00 AM	April 17, 2019 5:00 PM	The NAC roles are adjusted to deal with the testing issues.

Accept NAC roles	1 day	April 18, 2019 8:00 AM	April 18, 2019 5:00 PM	The Project team accepts the NAC roles.
Build corresponding access control in customer HR System	1 day	April 19, 2019 8:00 AM	April 19, 2019 5:00 PM	If the customer has a HR system that will feed the NicheRMS, the corresponding roles need to be inserted into the HR system.
Load NAC roles in production	1 day	April 22, 2019 8:00 AM	April 22, 2019 5:00 PM	The NAC roles are loaded into production.
Access control list	**17 days**	**April 15, 2019 8:00 AM**	**May 7, 2019 5:00 PM**	**Access control lists (ACLS) are used to control access to specific instances of data, like sensitive cases.**
Review NicheRMS ACL functionality	1 day	April 15, 2019 8:00 AM	April 15, 2019 5:00 PM	Niche staff reviews the ACL functionality with the project team.
Define ACL requirements	10 days	April 15, 2019 8:00 AM	April 26, 2019 5:00 PM	The project team defines the ACL requirements.
Build ACL's on the testing database	5 days	April 26, 2019 8:00 AM	May 2, 2019 5:00 PM	The ACLS are built in Sandbox.
Test ACL's	3 days	May 2, 2019 8:00 AM	May 6, 2019 5:00 PM	The ACLS are tested, adjusted and tested again.
Accept ACL's	1 day	May 6, 2019 8:00 AM	May 6, 2019 5:00 PM	The ACLS are accepted.
Build ACL's in production	2 days	May 6, 2019 8:00 AM	May 7, 2019 5:00 PM	The ACLS are built in production.
Workflow	**6 days**	**June 24, 2019 8:00 AM**	**July 1, 2019 5:00 PM**	**Workflow is used to direct NicheRMS work.**
Define workflow	10 days	April 15, 2019 8:00 AM	April 26, 2019 5:00 PM	The workflow requirement is defined.
Build workflows in Sandbox	5 days	April 29, 2019 8:00 AM	May 3, 2019 5:00 PM	The workflows are built in Sandbox (testing).

Test workflows	5 days	May 6, 2019 8:00 AM	May 10, 2019 5:00 PM	Need to test the workflow and the approval process. Need to review the management of the task queue and the supervisor. The workflows are tested and adjusted as needed.
Accept and document workflows	5 days	May 13, 2019 8:00 AM	May 17, 2019 5:00 PM	The workflows are accepted.
Build workflows in production	3 days	May 20, 2019 8:00 AM	May 22, 2019 5:00 PM	The workflows are built in production.
Report/Template Development	**34 days**	**May 6, 2019 8:00 AM**	**June 20, 2019 5:00 PM**	The Niche RMS external documents and output reports are prepared in this set of steps.
Conduct report inventory, analysis and consolidation for business areas	10 days?	May 6, 2019 8:00 AM	May 17, 2019 5:00 PM	The customer conducts an inventory of their existing reports. They consolidate them as needed and document the list of reports needed for implementation.
Review/update report requirements	10 days	May 20, 2019 8:00 AM	May 31, 2019 5:00 PM	The list is prioritized.
Determine form design/development strategy - prioritize the forms	3 days	June 3, 2019 8:00 AM	June 5, 2019 5:00 PM	The prioritized list is review and a strategy for designing all of the reports is decided on.
Development of new forms	**11 days**	**June 6, 2019 8:00 AM**	**June 20, 2019 5:00 PM**	**The development of the forms has a process and management of it.**
Build reports	6 days	June 6, 2019 8:00 AM	June 13, 2019 5:00 PM	The reports are built.
Test reports	3 days	June 14, 2019 8:00 AM	June 18, 2019 5:00 PM	As each report is built, it is tested. Once accepted it is loaded into the skeleton database which is in the configuration environment.
Accept reports	1 day	June 19, 2019 8:00 AM	June 19, 2019 5:00 PM	The reports are accepted.
Load reports into Production	1 day	June 20, 2019 8:00 AM	June 20, 2019 5:00 PM	The reports are loaded in production.

Retention	**11 days**	**May 6, 2019 8:00 AM**	**May 20, 2019 5:00 PM**	**NicheRMS incident retention is defined.**
Define sealing, purging and expungement rules and policies for citation and traffic collision as they apply to NicheRMS data	5 days	May 6, 2019 8:00 AM	May 10, 2019 5:00 PM	Define sealing, purging and expungement rules and policies for citation and traffic collision as they apply to NicheRMS data
Review the retention schedule findings	1 day	May 13, 2019 8:00 AM	May 13, 2019 5:00 PM	The retention schedule needs reviewed for consistency.
Construct retention rules in Sandbox	1 day	May 14, 2019 8:00 AM	May 14, 2019 5:00 PM	The retention rules are constructed in Sandbox.
Test retention rules	1 day	May 15, 2019 8:00 AM	May 15, 2019 5:00 PM	The retention rules are tested.
Adjust retention rules	1 day	May 16, 2019 8:00 AM	May 16, 2019 5:00 PM	The retention rules are adjusted with the issues found during testing.
Accept retention rules	1 day	May 17, 2019 8:00 AM	May 17, 2019 5:00 PM	The retention rules are accepted.
Prep retention rules for loading into production	1 day	May 20, 2019 8:00 AM	May 20, 2019 5:00 PM	The retention rules are loaded into production
Filing Package configuration	**40 days**	**June 21, 2019 8:00 AM**	**August 15, 2019 5:00 PM**	**NicheRMS case files are configured to match the format of the court.**
Define current contents	10 days	June 21, 2019 8:00 AM	July 4, 2019 5:00 PM	The project team defines and documents the current case file contents.
Confirm requirements from DA	5 days	July 8, 2019 8:00 AM	July 12, 2019 5:00 PM	This is reviewed with legal resources.
Map requirements to NicheRMS reports	10 days	July 15, 2019 8:00 AM	July 26, 2019 5:00 PM	The current case file contents are mapped to the NicheRMS reports.

Configure filing package definitions in NicheRMS	5 days	July 29, 2019 8:00 AM	August 2, 2019 5:00 PM	The case file templates are configured.
Test filing package creation and report generation	3 days	August 5, 2019 8:00 AM	August 7, 2019 5:00 PM	The case file templates are tested and adjusted in iterations.
Accept filing package configuration	1 day	August 8, 2019 8:00 AM	August 8, 2019 5:00 PM	The case file templates are accepted.
Build filing package definitions in production	4 days	August 12, 2019 8:00 AM	August 15, 2019 5:00 PM	The case file templates are built in production.
Configure Auditing	**21 days**	**June 24, 2019 8:00 AM**	**July 22, 2019 5:00 PM**	**NicheRMS auditing is a key piece of security.**
Deliver the "Audit Log Documentation" package	0 days	June 24, 2019 8:00 AM	June 24, 2019 8:00 AM	Niche provides the standard documentation.
Agency reviews the content of the package - with special attention to: - Niche RMS - Audit Logs.wmv - 02.03.02 Tech Niche Audit Log (setup) - 02.03.03 Tech Viewing and extracting audit data	1 day	June 24, 2019 8:00 AM	June 24, 2019 5:00 PM	The project security personnel reviews the documentation.
Production environment - Determine the location that the Niche NDS Audit log files are to be written. Determine the security procedure for access to this folder and document the procedure.	5 days	June 25, 2019 8:00 AM	July 1, 2019 5:00 PM	A decision is made on the environment settings.
Production environment - Determine the long term storage size requirements for the raw Niche RMS Audit files.	2 days	July 2, 2019 8:00 AM	July 3, 2019 5:00 PM	A decision is made on the environment settings.

Production environment - Determine the NDS Audit Log files archive location. Determine the security procedure for access to this folder and document the procedure.	1 day	July 4, 2019 8:00 AM	July 4, 2019 5:00 PM	A decision is made on the environment settings.
Production environment - Determine the Niche RMS NDS registry settings for the generation of the Niche RMS Audit Log files. Set these up in the test environment and document them.	2 days	July 5, 2019 8:00 AM	July 8, 2019 5:00 PM	A decision is made on the environment settings.
Production environment - Determine the production log cutover frequency	1 day	July 9, 2019 8:00 AM	July 9, 2019 5:00 PM	A decision is made on the environment settings.
In the test environment, setup and test the NDS Audit file cutover stored procedure. Document the procedure.	1 day	July 10, 2019 8:00 AM	July 10, 2019 5:00 PM	The test environment is configured for agency security personnel to interact with.
Niche to provide details of the process for dealing with a corrupt audit file.	1 day	July 11, 2019 8:00 AM	July 11, 2019 5:00 PM	Standard documentation is provided.
Production environment - Determine the agency policy for the loading of the Audit data into the audit database. This determines the sizing requirement and the process.	1 day	July 12, 2019 8:00 AM	July 12, 2019 5:00 PM	A decision is made on the environment settings.

Production environment - Determine the Audit database sizing requirements and setup the environment for the Audit database.	1 day	July 15, 2019 8:00 AM	July 15, 2019 5:00 PM	A decision is made on the environment settings.
Test environment - Create and configure the Audit database using the Niche provided script. Document the procedure.	1 day	July 16, 2019 8:00 AM	July 16, 2019 5:00 PM	The process is tested and documented.
Production environment - Determine the Niche RMS NDS registry settings for accessing the Niche Audit Data via the Niche RMS Desktop app. Set these up in the test environment and document them.	1 day	July 17, 2019 8:00 AM	July 17, 2019 5:00 PM	A decision is made on the environment settings.
Setup, configure and test the AuditLogLoader Utility. Document the procedure for production use.	1 day	July 18, 2019 8:00 AM	July 18, 2019 5:00 PM	The process is tested and documented.
Setup the BCP load process for the output from the AuditLogLoader Utility. Test and document the procedure for production.	1 day	July 19, 2019 8:00 AM	July 19, 2019 5:00 PM	The process is tested and documented.
Test environment - Test the end to end Audit log creation, archive and load process. Update documentation as needed.	1 day	July 22, 2019 8:00 AM	July 22, 2019 5:00 PM	The process is tested and documented.
Test environment - Load the Audit XSLT reports.	2 days	June 24, 2019 8:00 AM	June 25, 2019 5:00 PM	The environment is configured.

Review the "Reason for access" functionality and determine the configuration for production.	1 day	June 26, 2019 8:00 AM	June 26, 2019 5:00 PM	Review the "Reason for access" functionality and determine the configuration for production.
Test environment - Create logins for the Auditors to learn/test the access to audit process.	0.5 days	June 27, 2019 8:00 AM	June 27, 2019 12:00 PM	The test environment is configured for agency security personnel to interact with.
Test environment - Auditors test and train on the Niche RMS Desktop audit function. Refer to the document "02.03.03 Tech Viewing and extracting audit data".	3 days	June 27, 2019 1:00 PM	July 2, 2019 12:00 PM	Agency security personnel test and train on the audit functionality.
Document the procedure for upgrading the Audit database after the delivery of a new NicheRMS build.	2 days	July 2, 2019 1:00 PM	July 4, 2019 12:00 PM	The process is tested and documented.
Niche address validation (NAV) setup	**45 days**	**July 1, 2019 8:00 AM**	**August 30, 2019 5:00 PM**	Niche RMS contains address validation tables (NAV). These are the steps for loading these tables.
Agency to provide Niche with information on type of address verification i.e. Point addresses, street in suburbs, etc. so that scripts can be provided.	10 days	July 1, 2019 8:00 AM	July 12, 2019 5:00 PM	Niche provides the documentation.
Agency to provide sample MAP files to Niche. (shp, shx)	5 days	July 15, 2019 8:00 AM	July 19, 2019 5:00 PM	Niche reviews the source data files, tests them using the standard loading procedure, makes any necessary changes and then the NAV data is loaded by the customer.
Niche to provide the NAV Scripts specific to agency.	10 days	July 18, 2019 8:00 AM	July 31, 2019 5:00 PM	Niche aligns the NAV load scripts to work with the customer's source data files.
Deliver the "NAV documentation" to agency	2 days	August 1, 2019 8:00 AM	August 2, 2019 5:00 PM	Niche delivers the NAV documentation to the customer.

Agency reviews the content of the package - with special attention to: - Niche Address verification Setup. - NAV Quick install guide - Registry settings (in documentation) - Using polygons, logical entities (in documentation) - System parameters (in documentation)	4 days	August 2, 2019 8:00 AM	August 7, 2019 5:00 PM	Project technical personnel review the documentation.
Test environment - Determine the location for the NAV scripts.	1 day	August 8, 2019 8:00 AM	August 8, 2019 5:00 PM	Project technical personnel determine where the NAV loading will be tested.
In the test environment, setup and test the NAV scripts. Document the procedure.	10 days	August 9, 2019 8:00 AM	August 22, 2019 5:00 PM	The NAV process is run, tested and documented.
Test environment - test NAV use	1 day	August 23, 2019 8:00 AM	August 27, 2019 1:48 PM	The NAV content is tested.
Update the procedure document as needed.	1 day	August 28, 2019 1:48 PM	August 29, 2019 1:48 PM	The procedure is documented for knowledge transfer to new customer support personnel.
Accept NAV	1 day	August 29, 2019 1:48 PM	August 30, 2019 1:48 PM	NAV is accepted.
Production environment - setup and execute the scripts to load the NAV data - ready for production	1 day	August 27, 2019 1:48 PM	August 28, 2019 1:48 PM	NAV is loaded into production.
Setup of automatic update service and source files	**10 days**	**August 5, 2019 8:00 AM**	**August 16, 2019 5:00 PM**	**NicheRMS comes with an automated update process. These are the steps to configure this.**
Deliver the "Updater2 documentation" to Customer	1 day	August 5, 2019 8:00 AM	August 5, 2019 5:00 PM	Niche provides standard documentation.

Customer reviews the content of the package - with special attention to: - 02.01.04 Tech NicheRMS Updater Version 2 - Updatesourcebuilder.ini	1 day	August 6, 2019 8:00 AM	August 6, 2019 5:00 PM	Customer technical personnel review the standard documentation.
Test environment - Determine the location that the Updater2 files should be written	1 day	August 7, 2019 8:00 AM	August 7, 2019 5:00 PM	A decision is made on the environment settings.
Update the ini files as per documentation to reflect locations of the files.	1 day	August 8, 2019 8:00 AM	August 8, 2019 5:00 PM	Customer technical personnel update the settings file to match their configuration requirements.
Test environment - setup and test the Updater2 procedure. Document the procedure.	1 day	August 9, 2019 8:00 AM	August 9, 2019 5:00 PM	The function is configured in the test environment. The procedure is documented.
Production environment - Determine the location that the Updater2 files should be written	1 day	August 12, 2019 8:00 AM	August 12, 2019 5:00 PM	A decision is made on the environment settings.
Production environment - setup the ini files to point to the proper updater package	0.45 days	August 13, 2019 8:00 AM	August 13, 2019 11:36 AM	The function is configured in the production environment. The procedure is documented.
Production environment - setup and release Updater2 version using documented steps from test.	1 day	August 15, 2019 8:00 AM	August 15, 2019 5:00 PM	The function is configured in the production environment. The procedure is documented.
Update the documented procedure as needed.	1 day	August 16, 2019 8:00 AM	August 16, 2019 5:00 PM	The process is documented and ready for production.
Active Directory configuration	**35.5 days**	**June 24, 2019 8:00 AM**	**August 12, 2019 12:00 PM**	**If the customer has decided to use Active Directory or some other authentication process, these are the steps to configure it.**
Setup on Pre-prod	5 days	June 24, 2019 8:00 AM	June 28, 2019 5:00 PM	This is setup in a pre-production environment for testing.

Test on Pre-prod	1 day	June 24, 2019 8:00 AM	June 24, 2019 5:00 PM	This is tested in the pre-production environment.
Configuration - Round #3 - last build for enhancements	52 days	January 13, 2020 8:00 AM	March 24, 2020 5:00 PM	Any NicheRMS app changes needed are delivered in Build #3.
RMS Build #3 of configured system	**20 days**	**January 13, 2020 8:00 AM**	**February 7, 2020 5:00 PM**	**This is the third delivery round of the NicheRMS software in order to deal with any issues.**
Installation of Build #3 on customer hardware	1 day	February 10, 2020 8:00 AM	February 10, 2020 5:00 PM	Niche delivers the software and it is installed on the customer hardware.
Provision of release notes	1 day	February 11, 2020 8:00 AM	February 11, 2020 5:00 PM	Niche provides release notes
Provision of unsolicited change release notes (2 weeks after delivery of build)	1 day	February 28, 2020 8:00 AM	February 28, 2020 5:00 PM	Niche provides release notes for any unsolicited changes.
Review of RMS functionality in Build #3 with release notes	3 days	March 2, 2020 8:00 AM	March 4, 2020 5:00 PM	Customer reviews the build against the release notes.
Testing of Build #3	10 days	March 5, 2020 8:00 AM	March 18, 2020 5:00 PM	Customer performs testing on the version.
Provide documentation of Gaps/Bugs/Issues	3 days	March 19, 2020 8:00 AM	March 23, 2020 5:00 PM	Customer tests the build and documents any issues.
Review of Gaps/Bugs/Issues & Agreement on Priorities	1 day	March 24, 2020 8:00 AM	March 24, 2020 5:00 PM	The gap is discussed with Niche and the customer to clarify the issues and add any needed documentation.
Configuration - Round #4 (Final)	**606 days?**	**January 2, 2018 8:00 AM**	**April 28, 2020 5:00 PM**	**This is the fourth delivery round of the NicheRMS software in order to deal with any issues.**
Delivery to customer of final configuration and installation of the build	1 day	April 1, 2020 8:00 AM	April 1, 2020 5:00 PM	Niche delivers the software and it is installed on the customer hardware.

Provision of release notes	1 day	April 2, 2020 8:00 AM	April 2, 2020 5:00 PM	Niche provides release notes
Review of Final Build with release notes	3 days	April 6, 2020 8:00 AM	April 8, 2020 5:00 PM	Customer reviews the build against the release notes.
Testing of Final Build	10 days	April 9, 2020 8:00 AM	April 22, 2020 5:00 PM	Customer performs testing on the version.
Provide documentation of issues	3 days	April 23, 2020 8:00 AM	April 27, 2020 5:00 PM	Customer tests the build and documents any issues.
Review of issues & agreement on priorities	1 day	April 28, 2020 8:00 AM	April 28, 2020 5:00 PM	The gap is discussed with Niche and the customer to clarify the issues and add any needed documentation.
Interface development - to be placed appropriately within the project go live phases - dates not assigned until then				**Interfaces usually are aligned with the go live phases of the project.**
Livescan Interface				**Niche Lead**
Determine and Analyze data to be transferred				The LiveScan interface is a standard part of the Niche RMS. In some instances, additional development work is needed on this interface to match the customer's specification.
Configure rules and configuration requirements				Customer configures their network to receive the packets from Niche RMS and deliver the packets to the Livescan.
Testing of Interface				Customer tests the interface.
Documentation of issues from interface testing				Customer documents any issues from their testing.
Provision of issues to Niche				Applicable configuration work is done by Niche and by the customer.
Interface issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.
Traffic and Criminal Software (TraCS) import and query				**Niche Lead**

Determine and Analyze data to be transferred				This has been identified as an Interface needed for Phase 1 implementation. The durations here are estimates.
Configure rules and configuration requirements				Customer configures rules and requirements of this interface. The interface requirements are documented. The mapping of the data between Niche RMS and the third party system is completed. A detailed interface specification is written. This is finalized and signed off on by the customer.
Testing of Interface				Customer tests the interface.
Documentation of issues from interface testing				Customer documents any issues from their testing.
Provision of issues to Niche				Test results are provided to Niche.
Interface issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.
Laboratory Information Management System (LIMS)				
Determine and Analyze data to be transferred				The interface requirements are documented. The mapping of the data between Niche RMS and the third party system is completed.
Configure rules and configuration requirements				Customer configures rules and requirements of this interface. A detailed interface specification is written. This is finalized and signed off on by the customer.
Testing of Interface				Customer tests the interface.
Documentation of issues from interface testing				Customer documents any issues from their testing.
Provision of issues to Niche				Test results are provided to Niche.
Interface issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.
eJusticeNY Integrated Justice Portal (IJ Portal) Inquiry and Responses				**Niche and Datamaxx Lead**
Determine and Analyze data to be transferred				The interface requirements are documented. The mapping of the data between Niche RMS and the third party system is completed.

Configure rules and configuration requirements				Customer configures rules and requirements of this interface. A detailed interface specification is written. This is finalized and signed off on by the customer.
Testing of Interface				Customer tests the interface.
Documentation of issues from interface testing				Customer documents any issues from their testing.
Provision of issues to Niche				Test results are provided to Niche.
Interface issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.
Mug Shot Viewing Plugin				**Datamaxx Lead**
Determine and Analyze data to be transferred				The interface requirements are documented. The mapping of the data between Niche RMS and the third party system is completed.
Configure rules and configuration requirements				Customer configures rules and requirements of this interface. A detailed interface specification is written. This is finalized and signed off on by the customer.
Testing of plugin				Customer tests the interface.
Documentation of issues from plugin testing				Customer documents any issues from their testing.
Provision of issues to Niche				Test results are provided to Niche.
Plugin issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.
Personnel Data System (PDS) Interface				**Niche Lead**
Determine and Analyze data to be transferred				The interface requirements are documented. The mapping of the data between Niche RMS and the third party system is completed.
Configure rules and configuration requirements				Customer configures rules and requirements of this interface. A detailed interface specification is written. This is finalized and signed off on by the customer.
Testing of interface				Customer tests the interface.
Documentation of issues from interface testing				Customer documents any issues from their testing.
Provision of issues to Niche				Test results are provided to Niche.

Interface issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.
Public Information Office (PIO) Newsroom Website Interface				**Datamaxx Lead**
Determine and Analyze data to be transferred				The interface requirements are documented. The mapping of the data between Niche RMS and the third party system is completed.
Configure rules and configuration requirements				Customer configures rules and requirements of this interface. A detailed interface specification is written. This is finalized and signed off on by the customer.
Testing of interface				Customer tests the interface.
Documentation of issues from interface testing				Customer documents any issues from their testing.
Provision of issues to Niche				Test results are provided to Niche.
Interface issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.
New York Data Exchange (NY-Dex) Interface				**Datamaxx Lead**
Determine and Analyze data to be transferred				The interface requirements are documented. The mapping of the data between Niche RMS and the third party system is completed.
Configure rules and configuration requirements				Customer configures rules and requirements of this interface. A detailed interface specification is written. This is finalized and signed off on by the customer.
Testing of interface				Customer tests the interface.
Documentation of issues from interface testing				Customer documents any issues from their testing.
Provision of issues to Niche				Test results are provided to Niche.
Interface issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.
New York Prosecutors Training Institute (NYPTI) Interface				**Datamaxx Lead**

Determine and Analyze data to be transferred				The interface requirements are documented. The mapping of the data between Niche RMS and the third party system is completed.
Configure rules and configuration requirements				Customer configures rules and requirements of this interface. A detailed interface specification is written. This is finalized and signed off on by the customer.
Testing of interface				Customer tests the interface.
Documentation of issues from interface testing				Customer documents any issues from their testing.
Provision of issues to Niche				Test results are provided to Niche.
Interface issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.
Criminal Intelligence & Analysis System (CIAS) Interface				**Datamaxx Lead**
Determine and Analyze data to be transferred				The interface requirements are documented. The mapping of the data between Niche RMS and the third party system is completed.
Configure rules and configuration requirements				Customer configures rules and requirements of this interface. A detailed interface specification is written. This is finalized and signed off on by the customer.
Testing of interface				Customer tests the interface.
Documentation of issues from interface testing				Customer documents any issues from their testing.
Provision of issues to Niche				Test results are provided to Niche.
Interface issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.
Digital Information Gateway (DIG) Interface				**Datamaxx Lead**
Determine and Analyze data to be transferred				The interface requirements are documented. The mapping of the data between Niche RMS and the third party system is completed.
Configure rules and configuration requirements				Customer configures rules and requirements of this interface. A detailed interface specification is written. This is finalized and signed off on by the customer.

Testing of interface				Customer tests the interface.
Documentation of issues from interface testing				Customer documents any issues from their testing.
Provision of issues to Niche				Test results are provided to Niche.
Interface issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.
Operation Safeguard Interface				**Niche Lead**
Determine and Analyze data to be transferred				The interface requirements are documented. The mapping of the data between Niche RMS and the third party system is completed.
Configure rules and configuration requirements				Customer configures rules and requirements of this interface. A detailed interface specification is written. This is finalized and signed off on by the customer.
Testing of interface				Customer tests the interface.
Documentation of issues from interface testing				Customer documents any issues from their testing.
Provision of issues to Niche				Test results are provided to Niche.
Interface issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.
Statewide Police Integrated Data Exchange Router (SPIDER)				**Datamaxx Lead**
Determine and Analyze data to be transferred				The interface requirements are documented. The mapping of the data between Niche RMS and the third party system is completed.
Configure rules and configuration requirements				Customer configures rules and requirements of this interface. A detailed interface specification is written. This is finalized and signed off on by the customer.
Testing of interface				Customer tests the interface.
Documentation of issues from interface testing				Customer documents any issues from their testing.
Provision of issues to Niche				Test results are provided to Niche.
Interface issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.

Interstate Compact Offender Tracking Systems (ICOTS) Interface				**Niche Lead**
Determine and Analyze data to be transferred				The interface requirements are documented. The mapping of the data between Niche RMS and the third party system is completed.
Configure rules and configuration requirements				Customer configures rules and requirements of this interface. A detailed interface specification is written. This is finalized and signed off on by the customer.
Testing of interface				Customer tests the interface.
Documentation of issues from interface testing				Customer documents any issues from their testing.
Provision of issues to Niche				Test results are provided to Niche.
Interface issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.
Regional Information Sharing Systems (RISS) Interface				**Datamaxx Lead**
Determine and Analyze data to be transferred				The interface requirements are documented. The mapping of the data between Niche RMS and the third party system is completed.
Configure rules and configuration requirements				Customer configures rules and requirements of this interface. A detailed interface specification is written. This is finalized and signed off on by the customer.
Testing of interface				Customer tests the interface.
Documentation of issues from interface testing				Customer documents any issues from their testing.
Provision of issues to Niche				Test results are provided to Niche.
Interface issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.
Domestic Incident Report (DIR) Repository Interface				**Datamaxx Lead**
Determine and Analyze data to be transferred				The interface requirements are documented. The mapping of the data between Niche RMS and the third party system is completed.

Configure rules and configuration requirements				Customer configures rules and requirements of this interface. A detailed interface specification is written. This is finalized and signed off on by the customer.
Testing of interface				Customer tests the interface.
Documentation of issues from interface testing				Customer documents any issues from their testing.
Provision of issues to Niche				Test results are provided to Niche.
Interface issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.
Breath Test Instrument Interface				**Datamaxx Lead**
Determine and Analyze data to be transferred				The interface requirements are documented. The mapping of the data between Niche RMS and the third party system is completed.
Configure rules and configuration requirements				Customer configures rules and requirements of this interface. A detailed interface specification is written. This is finalized and signed off on by the customer.
Testing of interface				Customer tests the interface.
Documentation of issues from interface testing				Customer documents any issues from their testing.
Provision of issues to Niche				Test results are provided to Niche.
Interface issues fixed in appropriate build				Niche delivers any necessary changes in appropriate Configuration build.
End User Training Material Development	**46 days**	**November 25, 2019 8:00 AM**	**January 27, 2020 5:00 PM**	Once the business process analysis is underway, the end user training material development can commence.
Setup Training Environment - workstations and servers	2 days	February 10, 2020 8:00 AM	February 11, 2020 5:00 PM	The training environment is constructed.
Determine training content	15 days	February 12, 2020 8:00 AM	March 3, 2020 5:00 PM	The training content is determined based on the documentation out of the business process analysis.
Discussion on strategy for maintaining database content	2 days	March 4, 2020 8:00 AM	March 5, 2020 5:00 PM	This is for allowing one part of the project to continue configuring the database and the training part to put together the data for their training. The preferred approach is to have the training group maintain all their data into loaders which can be...

Decision on delivery method - class room versus e-learning or some combination	2 days	March 6, 2020 8:00 AM	March 9, 2020 5:00 PM	The end user training delivery method is made.
Development of Training Materials	20 days	March 10, 2020 8:00 AM	April 6, 2020 5:00 PM	The materials are created, including database content.
Testing of Training Materials against pilot group	4 days	April 6, 2020 8:00 AM	April 9, 2020 5:00 PM	The training materials are piloted against a test group.
Adjustment of Training Material	5 days	April 10, 2020 8:00 AM	April 16, 2020 5:00 PM	The training materials are adjusted with the feedback from the training pilot.
Create detailed training plan based on implementation schedule	3 days	April 16, 2020 8:00 AM	April 20, 2020 5:00 PM	The end user training plan is created based on the cutover plan.
Phase IV Hardware configuration	**109 days**	**January 6, 2020 8:00 AM**	**June 4, 2020 5:00 PM**	Typical Duration: 69 days Niche and the police agency work together to generate a hardware specification for production, including server and client workstations. Once this specification is complete, the police agency orders, installs and configures the hardware, with assistance as necessary from Niche.
Production Hardware commissioning	**69 days**	**March 2, 2020 8:00 AM**	**June 4, 2020 5:00 PM**	**Niche and the police agency work together to generate a hardware specification for production, including server and client workstations.**
Specification of production hardware	5 days	March 2, 2020 8:00 AM	March 6, 2020 5:00 PM	Niche and the customer specify the environment requirements.
Procurement of hardware	30 days	March 9, 2020 8:00 AM	April 17, 2020 5:00 PM	The customer procures and installs the hardware.
Install operating system and Database software	1.5 days	April 20, 2020 8:00 AM	April 21, 2020 12:00 PM	The customer installs the operating system and database software.
Install Configured version	1 day	April 21, 2020 1:00 PM	April 22, 2020 12:00 PM	The customer installs the Niche RMS data server software and the configured production database.

Niche to provide performance monitoring documentation	31.5 days	April 22, 2020 1:00 PM	June 4, 2020 5:00 PM	Niche and the customer review the Niche RMS performance monitoring documentation and applications.
Conference call to discuss the performance monitoring process	1 day	April 22, 2020 1:00 PM	April 23, 2020 12:00 PM	The customer identifies and documents their performance monitoring support procedure.
Conference call to discuss who is responsible at the agency for the performance monitoring	1 day	April 23, 2020 1:00 PM	April 24, 2020 12:00 PM	Network performance testing is completed. Any issues are resolved.
Network performance testing	0.5 days	April 24, 2020 1:00 PM	April 24, 2020 5:00 PM	Niche connects and performs their server setup check.
Agency deals with items found from this checkup	1.5 days	April 27, 2020 8:00 AM	April 28, 2020 12:00 PM	Issues from this check are resolved.
Validate storage capacity	2.5 days	April 28, 2020 1:00 PM	April 30, 2020 5:00 PM	Storage capacity is validated.
Create Database Environments	2.5 days	May 1, 2020 8:00 AM	May 5, 2020 12:00 PM	Database environments are prepared.
Test Failover	2.5 days	May 5, 2020 1:00 PM	May 7, 2020 5:00 PM	Failover testing is completed and any issues are resolved.
Install Load testing environment	5 days	May 8, 2020 8:00 AM	May 14, 2020 5:00 PM	Load testing application is installed and configured.
Run Load test-Agency should follow our DB I/O config and testing instructions per the NicheRMS Administration, Best Practices, and Troubleshooting package on SharePoint.	5 days	May 15, 2020 8:00 AM	May 21, 2020 5:00 PM	Load test is run.
Review load test results	2.5 days	May 22, 2020 8:00 AM	May 26, 2020 12:00 PM	Load test results are reviewed and issues are resolved.

Test and document disaster recovery plan	**2.5 days**	**May 26, 2020 1:00 PM**	**May 28, 2020 5:00 PM**	**These are the steps for managing disaster recovery.**
Develop disaster recovery procedures	2.5 days	May 29, 2020 8:00 AM	June 2, 2020 12:00 PM	Disaster recovery procedures are developed and documented.
Test disaster recovery procedures	2.5 days	June 2, 2020 1:00 PM	June 4, 2020 5:00 PM	The disaster recovery procedures are tested, issues resolved and documentation updated.
RMS Production Environment ready	0 days	June 4, 2020 5:00 PM	June 4, 2020 5:00 PM	The production environment is ready.
Peripheral Hardware commissioning	**34 days**	**January 6, 2020 8:00 AM**	**February 20, 2020 5:00 PM**	This set of task is related to the preparation of any peripheral devices that may be part of Phase 1 implementation.
Determine end user technology required based on "To Be" processes	10 days	January 6, 2020 8:00 AM	January 17, 2020 5:00 PM	Determine from the business process analysis which devices are needed.
Property/DL swiper hardware specified	1 day	January 20, 2020 8:00 AM	January 20, 2020 5:00 PM	Niche and customer agree on the peripheral hardware specification.
Property/DL swiper hardware purchased	10 days	January 21, 2020 8:00 AM	February 3, 2020 5:00 PM	The hardware is purchased
Property/DL swiper hardware installed	1 day	February 4, 2020 8:00 AM	February 4, 2020 5:00 PM	The hardware is installed
Property/DL swiper hardware tested	1 day	February 5, 2020 8:00 AM	February 5, 2020 5:00 PM	The hardware is tested and any issues resolved
Mug shot/Custody hardware specified	1 day	February 4, 2020 8:00 AM	February 4, 2020 5:00 PM	Niche and customer agree on the peripheral hardware specification.
Mug shot/Custody hardware purchased	10 days	February 5, 2020 8:00 AM	February 18, 2020 5:00 PM	The hardware is purchased
Mug shot/Custody hardware installed	1 day	February 19, 2020 8:00 AM	February 19, 2020 5:00 PM	The hardware is installed

Mug shot/Custody hardware tested	1 day	February 20, 2020 8:00 AM	February 20, 2020 5:00 PM	The hardware is tested and any issues resolved
Phase V - Cutover preparation	**82 days**	**February 10, 2020 8:00 AM**	**June 2, 2020 5:00 PM**	Typical Duration: 82 days Niche and the Customer develop and finalize a cutover plan. This plan explains how the system will be placed into live operation. This plan must be mutually approved. Niche can recommend a number of approaches to implementation – the customer must assess their own business needs and workflow, and select an implementation style that will work best for them. The Acceptance Test Plan (ATP), which defines the functional testing methodology for the project, is also created at this stage. It is important that the ATP be developed and exercised, and that the documented test results are accepted by the police agency after a successful test. The recommended ATP uses a set of scenarios that cover major operational RMS functions. Other means of testing can be used, if appropriate and jointly agreed to by the police agency and Niche. Release preparation is undertaken to ready the agency for use of Niche RMS in production. The Niche RMS client application is rolled out to all workstations and all other technical preparations, such as disaster recovery, are completed. Support levels are put in place and tested.
Cutover Planning	**5 days**	**February 10, 2020 5:00 PM**	**February 17, 2020 5:00 PM**	**These are the typical steps for cutover planning.**
Create implementation schedule	10 days	April 29, 2020 8:00 AM	May 12, 2020 5:00 PM	The implementation schedule is written.
Release Preparation	**20 days**	**July 17, 2020 8:00 AM**	**August 13, 2020 5:00 PM**	This should be an ongoing process of communication - educating the end user on the goals of the project.
Document and Communicate Management of Change Risks and Issues	20 days	July 17, 2020 8:00 AM	August 13, 2020 5:00 PM	Any changes to the customer's existing work processes needs to be documented and communicated.

Document and Communicate New Policies and Procedures	20 days	July 17, 2020 8:00 AM	August 13, 2020 5:00 PM	**Any new procedure and policy change coming out of the business process analysis needs documented and updated and communicated.**
Document and Communicate New Workflow	20 days	July 17, 2020 8:00 AM	August 13, 2020 5:00 PM	**Any new workflow processes coming out of the business process analysis needs documented and updated and communicated.**
Update System Help Files	20 days	July 17, 2020 8:00 AM	August 13, 2020 5:00 PM	Any help file changes need to be done.
Create and Communicate User Feedback/support procedures and tools	20 days	July 17, 2020 8:00 AM	August 13, 2020 5:00 PM	Develop and document user feedback procedures. Communicate these procedures to the end user and ensure that any feedback is acted upon.
Communicate Release and Training Schedules	20 days	July 17, 2020 8:00 AM	August 13, 2020 5:00 PM	Training schedules are documented, posted and communicated.
Build Primary – Secondary – Third Level Support Model	10 days	July 17, 2020 8:00 AM	July 30, 2020 5:00 PM	Build Primary – Secondary – Third Level Support Models are developed and documented. They should be tested where possible.
Create and document a sustainability plan for post go live RMS support and growth	1 day	July 17, 2020 8:00 AM	July 17, 2020 5:00 PM	Create and document a sustainability plan for post go live RMS support and growth so that new features can be accepted, reviewed, implemented and communicated.
Create and develop a change management strategy	1 day	July 17, 2020 8:00 AM	July 17, 2020 5:00 PM	A change management strategy is needed to ensure that all levels of management are supportive and to ensure that change is accepted by the end user.
Create and document a contingency plan for RMS interruption	1 day	July 17, 2020 8:00 AM	July 17, 2020 5:00 PM	Create and document a contingency plan for RMS interruption during the cutover process and also for post-production.
Document Lessons Learned	2.5 days	July 17, 2020 8:00 AM	July 21, 2020 12:00 PM	Lessons learned through the project phase should be documented and any lesson that can be implemented is implemented.
Test Release	**30 days**	**June 5, 2020 8:00 AM**	**July 16, 2020 5:00 PM**	**Testing requirements are determined on a project by project basis. The Tasks related to testing in this version are based upon those used by the RCMP....**
Conduct System Performance and Stress Tests	30 days	June 5, 2020 8:00 AM	July 16, 2020 5:00 PM	Conduct system performance and stress tests.

Review/Update Test Scripts	15 days	June 5, 2020 8:00 AM	June 25, 2020 5:00 PM	Review/Update Test Scripts
Identify and Train Users to Participate in System Test	5 days	June 26, 2020 8:00 AM	July 2, 2020 5:00 PM	Identify and Train Users to Participate in System Test
Perform System Performance and Stress Testing	5 days	July 3, 2020 8:00 AM	July 9, 2020 5:00 PM	Perform System Performance and Stress Testing
Resolve System Performance and Stress Test Issues	5 days	July 10, 2020 8:00 AM	July 16, 2020 5:00 PM	Resolve System Performance and Stress Test Issues
Conduct Systems Interface Tests	30 days	June 5, 2020 8:00 AM	July 16, 2020 5:00 PM	Conduct Systems Interface Tests
Review/Update Test Scripts	15 days	June 5, 2020 8:00 AM	June 25, 2020 5:00 PM	Review/Update Test Scripts
Identify and Train Users to Participate in System Test	5 days	June 26, 2020 8:00 AM	July 2, 2020 5:00 PM	Identify and Train Users to Participate in System Test
Perform System Interface Testing	5 days	July 3, 2020 8:00 AM	July 9, 2020 5:00 PM	Perform System Interface Testing
Resolve System Integration Test Issues	5 days	July 10, 2020 8:00 AM	July 16, 2020 5:00 PM	Resolve System Integration Test Issues
Perform User Acceptance Test	11 days	June 5, 2020 8:00 AM	June 19, 2020 5:00 PM	Perform User Acceptance Test
Review/Update Test Scripts	1 day	June 5, 2020 8:00 AM	June 5, 2020 5:00 PM	Review/Update Test Scripts
Identify and Train Users to Participate in User Test	5 days	June 8, 2020 8:00 AM	June 12, 2020 5:00 PM	Identify and Train Users to Participate in User Test
Execute User Test	5 days	June 15, 2020 8:00 AM	June 19, 2020 5:00 PM	This should be end-to-end testing including interfaces and functionality.

Document Consolidated Test Results	5 days	June 22, 2020 8:00 AM	June 26, 2020 5:00 PM	Test results are consolidated and documented.
Compile Test Results and Identify System Anomalies	2.5 days	June 22, 2020 8:00 AM	June 24, 2020 12:00 PM	Compile Test Results and Identify System Anomalies
Create Detailed Test Report	2.5 days	June 24, 2020 1:00 PM	June 26, 2020 5:00 PM	Create Detailed Test Report
Conduct Training	**69 days**	**April 21, 2020 8:00 AM**	**July 24, 2020 5:00 PM**	**These are the steps for the end user training.**
Train Trainers	10 days	April 21, 2020 8:00 AM	May 4, 2020 5:00 PM	Typically, Niche would train the project group who is making business process decisions. These business process decisions are documented and then become the basis for the training material. Typically, the agency's project group would train the trainers...
Train Power Users	1 day	May 5, 2020 8:00 AM	May 5, 2020 5:00 PM	Power users are trained. These users are used as resources on each shift.
Train/Certify Users	50 days	May 6, 2020 8:00 AM	July 14, 2020 5:00 PM	End users are trained and certified.
Train Helpdesk	15 days	May 6, 2020 8:00 AM	May 26, 2020 5:00 PM	Help desk users are trained.
Provide documentation of issues and configuration issues resulting from end user training	5 days	July 15, 2020 8:00 AM	July 21, 2020 5:00 PM	Any issues coming out of the training are documented and the training material updated as needed.
Review of Issues & Agreement on Priorities	3 days	July 22, 2020 8:00 AM	July 24, 2020 5:00 PM	Any issues coming out of training are prioritized and scheduled for fixing.
Client Software Rollout	**10 days**	**July 22, 2020 8:00 AM**	**August 4, 2020 5:00 PM**	**These are the steps for rolling out the NicheRMS applications.**
Install Configured version on all workstations	10 days	July 22, 2020 8:00 AM	August 4, 2020 5:00 PM	**The Niche RMS apps are installed on the workstations and mobile devices.**

Setup production update source	2 days	July 22, 2020 8:00 AM	July 23, 2020 5:00 PM	The automated update process is prepared.
Build and Push updates as they become available	0.5 days	July 24, 2020 8:00 AM	July 24, 2020 12:00 PM	Any updates are built and pushed as they become available.
Client Software Rolled out	0 days	July 24, 2020 12:00 PM	July 24, 2020 12:00 PM	Client software is rolled out and ready.
Production cutover technical preparation	**2 days**	**June 22, 2020 8:00 AM**	**June 23, 2020 5:00 PM**	**These are the steps for the technical preparation of NicheRMS.**
Move skeleton database onto production hardware	1 day	June 22, 2020 8:00 AM	June 22, 2020 5:00 PM	Configured skeleton database is inserted into the production environment.
Prepare data from legacy system for data conversion	1 day	June 23, 2020 8:00 AM	June 23, 2020 5:00 PM	Legacy data systems are readied and data is prepared for conversion.
Pre-Cutover	22 days	June 24, 2020 8:00 AM	July 23, 2020 5:00 PM	These are the pre-cutover steps.
Niche to connect and run through 2nd production server setup check	2 days	July 17, 2020 8:00 AM	July 20, 2020 5:00 PM	Niche does a double check on the production environment.
Agency deals with items found from this checkup	2 days	July 21, 2020 8:00 AM	July 22, 2020 5:00 PM	Issues from this check are resolved.
Agency supplies copy of production skeleton to Niche	1 day	July 23, 2020 8:00 AM	July 23, 2020 5:00 PM	Agency supplies copy of production skeleton to Niche for Niche to provide support.
Agency notifies external interface partners of cutover date/time	2 days	June 24, 2020 8:00 AM	June 25, 2020 5:00 PM	Agency notifies external interface partners of cutover date/time so that they can prepare and provide support as needed.
Agency performs a data conversion dry run	3 days	June 24, 2020 8:00 AM	June 26, 2020 5:00 PM	Agency performs a data conversion dry run, documents and fixes any issues. Updates the cut over plan as needed.

Phase VI - Cutover	**1.5 days**	**July 24, 2020 1:00 PM**	**July 27, 2020 5:00 PM**	**Typical Duration: 1-3 days, depending on the data conversion process. The Niche RMS is put into production at the police agency. These are the cutover steps. The steps here are high level. These steps will be fleshed out during the earlier steps of the project.**
Close legacy system	0.5 days	July 24, 2020 1:00 PM	July 24, 2020 5:00 PM	The legacy system is made read only and the data is extracted for data conversion.
Run final data conversion	1 day	July 27, 2020 8:00 AM	July 27, 2020 5:00 PM	The final data conversion is run and the data is loaded into the Niche RMS production environment.
Turn on the CAD interface	0.25 days	July 27, 2020 8:00 AM	July 27, 2020 10:00 AM	The CAD interface is enabled.
Turn on other external interfaces	0.25 days	July 27, 2020 8:00 AM	July 27, 2020 10:00 AM	All other Phase 1 interfaces are turned on.
Activate the new system	0 days	July 27, 2020 10:00 AM	July 27, 2020 10:00 AM	Niche RMS is started.
Test/check to make sure application is ready for users	0.13 days	July 27, 2020 10:00 AM	July 27, 2020 11:00 AM	Test/checks are run to make sure application is ready for users. Any issues are dealt with and resolved.
Announce to users that system is ready for use	0 days	July 27, 2020 11:00 AM	July 27, 2020 11:00 AM	Announcement to users that system is ready for use.
Phase VII - Project wrap-up and ongoing system support	**30 days**	**July 28, 2020 8:00 AM**	**September 7, 2020 5:00 PM**	**Project wrap-up activities take place after acceptance and cutover. Typical activities include the following steps.**
Post Cutover support	30 days	July 28, 2020 8:00 AM	September 7, 2020 5:00 PM	Niche and the customer agree on how any outstanding issues or deliverables will be resolved and a plan is documented for this.
Agreement on cutover/maintenance date for commencement of maintenance period	5 days	July 28, 2020 8:00 AM	August 3, 2020 5:00 PM	Niche and the customer formally agree on the warranty/maintenance commencement date.

Discussion/decision on outstanding Contract deliverables	5 days	July 28, 2020 8:00 AM	August 3, 2020 5:00 PM	Resolving any outstanding invoices or credits associated with the project implementation.
Discussion of maintenance procedures	3 days	July 28, 2020 8:00 AM	July 30, 2020 5:00 PM	Tier 3 calls for system support go to the Niche Technology technical support line, or to the on-call personnel, as appropriate. Niche is responsible for ensuring prompt resolution as outlined in the Service Level Agreement
Processes for dealing with application issues during maintenance period	3 days	July 28, 2020 8:00 AM	July 30, 2020 5:00 PM	The Niche Technology Project Manager reviews the subsequent system support procedures with the police agency. Contracted maintenance begins after the system goes into live operation. With large systems, this may occur in a phased approach to better enable a police agency to manage the changes taking place. Maintenance begins for each portion as major portions of the contract go into service.
Discussion of future releases and expectations	1 day	July 28, 2020 8:00 AM	July 28, 2020 5:00 PM	Niche describes the future release process and expectations so that the customer can staff appropriately.
Discussion of NUG (User group) processes	1 day	July 28, 2020 8:00 AM	July 28, 2020 5:00 PM	Niche describes the user group process and the benefits of participation
Finalization of Service Level Agreement	3 days	July 28, 2020 8:00 AM	July 30, 2020 5:00 PM	The SLA is signed by the customer and Niche.