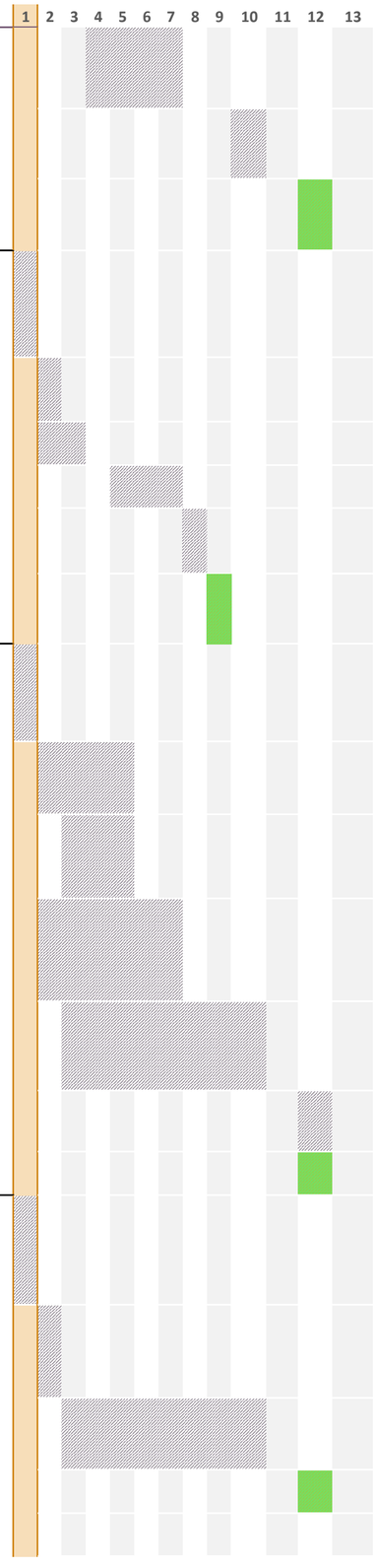
First Due Implementation Project Tracker

NOTE: This is an example Project Implementation that is customized after the Discovery process. Client needs, priorities, and deadlines will be reflected.

1 Weeks | Estimated Duration

Module	Task	Task Description	Milestone	Task Owner	First Due Resources	Effort # Persons from Client	Effort - Skill Set	Effort - Hours	PLAN START	PLAN DURATION	Week Number 1 2 3 4 5 6 7 8 9 10 11 12 13
Fire Prevention	Discovery & Planning	A module focused Planning and Discovery session where priorities, responsibility and project roadmap are agreed upon.	Discovery	First Due & Client	Head of Product, Product Owner, Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	Inspector or equivalent knowledge	1	1	1	
	Data Export to First Due - Account Information	First Due will require general information regarding Occupancy Lists, Checklists, and Codes in order to configure the beginnings of your Inspection module.	Configuration	Client	Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	Inspector or equivalent knowledge	3	1	1	
	Data Migration - Historical Information	First Due will work with the Client to migrate your historical Inspection information into your new Inspection's Module.	Configuration	First Due	Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	Inspector or equivalent knowledge	2	3	4	
	Module Configuration	First Due configures the Inspection Module based on the provided getting started information	Configuration	First Due	Head of Product, Product Owner, Director of Client Success, Client Success Manager, Head of Deployments and Support Team				2	4	
	User Acceptance Testing	First Due will onboard the modules' Test Group early in the process to receive Optimization and Acceptance Testing Feedback.	Testing	Client	Product Owner, Director of Client Success, Client Success Manager, Head of Deployments and Support Team	3	Inspector or equivalent knowledge	10	4	4	
	Training	First Due works with the Client to identify a customized rollout plan specific to the needs of the respective department.	Rollout	First Due	Director of Client Success, Director of Training	1	Inspector or equivalent knowledge	3	10	1	
	Go Live	First Due will prepare the Client and assist with any tasks in preparation of and on the Go Live date.	Rollout	First Due & Client	Director of Client Success, Client Success Managers, Support team	1	System Administrator	3	12	1	
Pre-Plan / Response	Discovery & Planning	A module focused Planning and Discovery session where priorities, responsibility and project roadmap are agreed upon.	Discovery	First Due & Client	Head of Product, Product Owner, Director of Client Success, Client Success Manager, Head of	1	System Administrator	1	1	1	
	Data Export to First Due - Account Information	First Due will require exports of general information need to configure your account including Users, Addresses, Hydrants and the Fire Protection District.	Configuration	Client	Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	System Administrator	1	1	1	
	Data Migration - Historical Records	First Due will require general information regarding Occupancies, Inspections, contacts, Locations, Fire District and any other information the Client would like to include in the Pre-Plan section of the platform.	Configuration	First Due	Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	System Administrator	2	3	4	
	Connect to Dispatch	First Due will coordinate and work with Dispatch to establish a connection for our platform to receive dispatches.	Configuration	First Due	Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	CAD System Administrator	5	2	8	
	Module Configuration	First Due begins configuring the module after the Discovery meeting.	Configuration	First Due	Head of Product, Product Owner, Director of Client Success, Client Success				2	8	
	User Acceptance Testing	First Due will onboard the modules' Test Group early in the process to receive Optimization and Acceptance Testing Feedback.	Testing	Client	Product Owner, Director of Client Success, Client Success Manager, Head of Deployments and Support	5	System Administrator	10	6	4	
	Training	First Due works with the Client to identify a customized rollout plan specific to the needs of the respective department.	Rollout	First Due	Director of Client Success, Director of Training	1	Training Officer	3	12	1	
	Go Live	First Due will prepare the Client and assist with any tasks in preparation of and on the Go Live date.	Rollout	First Due & Client	Director of Client Success, Client Success Managers, Support team	1	System Administrator	3	13	1	
Incident Reporting	Discovery & Planning	A module focused Planning and Discovery session where priorities, responsibility and project roadmap are agreed upon.	Discovery	First Due & Client	Head of Product, Product Owner, Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	System Administrator	1	1	1	
	Configuration Session	First Due will walkthrough our NFIRS Settings with the Client to begin configuring the account.	Configuration	First Due	Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	System Administrator	1	1	1	
	Data Export to First Due - Account Information	First Due will require exports of general information need to configure your account including Personnel, Apparatus, and Incident Type information.	Configuration	Client	Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	System Administrator	1	1	1	
	Data Migration - Historical Records	First Due will require exports of your historical information you wish to migrate to First Due.	Configuration	First Due	Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	System Administrator	1	2	4	
	Module Configuration	First Due begins configuring the module after the Discovery meeting.	Configuration	First Due	Head of Product, Product Owner, Director of Client Success, Client Success Manager, Head of Deployments and Support Team		System Administrator		2	4	

Module	Task	Task Description	Milestone	Task Owner	First Due Resources	Effort # Persons from Client	Effort - Skill Set	Effort - Hours	PLAN START	PLAN DURATION
	User Acceptance Testing	First Due will onboard the modules' Test Group early in the process to receive Optimization and Acceptance Testing Feedback.	Testing	Client	Product Owner, Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	System Administrator	10	4	4
	Training	First Due works with the Client to identify a customized rollout plan specific to the needs of the respective department.	Rollout	First Due	Director of Client Success, Director of Training	1	System Administrator	1	10	1
	Go Live	First Due will prepare the Client and assist with any tasks in preparation of and on the Go Live date.	Rollout	First Due & Client	Director of Client Success, Client Success Managers, Support team	1	System Administrator	3	12	1
Scheduling and Personnel Management	Discovery & Planning	First Due and Client hold a planning meeting to review and confirm priorities, responsibilities and the various details of the Project Framework. First Due' Project Management portal enables both team to collaborate throughout the lifetime of the assignment.	Discovery	First Due & Client	Head of Product, Product Owner, Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	System Administrator	1	1	1
	Data Migration - Account Details	First Due will require general information regarding Schedules, Shifts, Current Assignments, and users permissions, to configure the account.	Configuration	Client	Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	System Administrator	3	2	1
	Module Configuration	First Due configures the Module based on the provided getting started information	Configuration	First Due	Head of Product, Product Owner, Director of Client Success, Client Success	1	System Administrator		2	2
	User Acceptance Testing	First Due will onboard the modules' Test Group early in the process to receive Optimization and Acceptance Testing Feedback.	Testing	Client	Product Owner, Director of Client Success, Client Success Manager, Head of	1	System Administrator	10	5	3
	Training	First Due works with the Client to identify a customized rollout plan specific to the needs of the respective department.	Rollout	First Due	Director of Client Success, Director of Training	1	System Administrator	4	8	1
	Go Live	First Due will prepare the Client and assist with any tasks in preparation of and on the Go Live date.	Rollout	First Due & Client	Director of Client Success, Client Success Managers, Support team	1	System Administrator	3		
Assets & Inventory	Discovery & Planning	First Due and Client hold a planning meeting to review and confirm priorities, responsibilities and the various details of the Project Framework. First Due' Project Management portal enables both team to collaborate throughout the lifetime of the assignment.	Discovery	First Due & Client	Head of Product, Product Owner, Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	Assets & Inventory Control Officer	1	1	1
	Data Migration - Account Details	First Due will require general information regarding Apparatus, Equipment, Checklists and Inventory to configure the module	Configuration	Client	Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	Assets & Inventory Control Officer	2	2	4
	Data Migration - Historical Information	First Due will require historical information on Work Orders, Logs, and Equipment to migrate the legacy information into the platform.	Configuration	First Due	Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	Assets & Inventory Control Officer	3	3	3
	Module Configuration	First Due configures the Module based on the provided getting started information	Configuration	First Due	Head of Product, Product Owner, Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	Assets & Inventory Control Officer		2	6
	User Acceptance Testing	First Due will onboard the modules' Test Group early in the process to receive Optimization and Acceptance Testing Feedback.	Testing	Client	Product Owner, Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	Assets & Inventory Control Officer	10	3	8
	Training	First Due works with the Client to identify a customized rollout plan specific to the needs of the respective department.	Rollout	First Due	Director of Client Success, Director of Training	1	Assets & Inventory Control Officer	6	12	1
	Go Live	First Due will prepare the Client and assist with any tasks in preparation of and on the Go Live date.	Rollout	First Due & Client	Director of Client Success, Client Success Managers, Support team	1	System Administrator	3	12	1
Community Connect	Module Configuration	First Due starts our Community Connect Deployment process with a ready to use account that can be Tested and Reviewed immediately.	Configuration	First Due & Client	Head of Product, Product Owner, Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	Public Information Officer or Chief of CRR	1	1	1
	User Acceptance Testing	First Due will onboard the modules' Test Group early in the process to receive Optimization and Acceptance Testing Feedback.	Testing	First Due	Product Owner, Director of Client Success, Client Success Manager, Head of Deployments and Support Team	1	Public Information Officer or Chief of CRR	2	2	1
	Planning	First Due and Client hold a planning meeting to review the various details involved in managing, and marketing Community Connect to the community.	Rollout	First Due	Director of Client Success	1	Public Information Officer or Chief of CRR	3	3	8
	Go Live	First Due will prepare the Client and assist with any tasks in preparation of and on the Go Live date.	Rollout	First Due & Client	Director of Client Success, Client Success Managers, Support team	1	System Administrator	3	12	1