



## Implementation

Implementation means to introduce the designed system into practice or in use. The implementation process covers the following:

- A. Acquisition of hardware and software resources required by the proposed system.
- B. Develop the computer program or perform any modification in the existing programs or the software package purchased.
- C. Train the end user - it involves:
  - (a) Preparing training program and documents that explain how to operate the proposed system. i.e., to make manual of the Information System.
  - (b) Educate and train managers, sales person, computer operators who operate the system.
- D. Test the system and remove errors if any. This process is continued till system is free from errors.
- E. Conversion process i.e. to introduce a new system.

The conversion process has many ways to convert from old system to new system.

1. **Parallel:** When new and old systems are run in parallel for a trial period and a comparison of both is done. If the proposed system gives a satisfactory solution to information need, it is accepted and the old one becomes obsolete.
2. **Pilot:** In this the new system is introduced at one location or site only for trial. If its performance is according to the need, it is introduced in whole of the company or organization.
3. **Phasing:** Introduce the system in phases i.e. the new system is introduced at one site at a time. This method is useful when upgrading of old system is done.
4. **Plunge:** It is also known as an *immediate cut over or change-over*. Introduce the new system as and when it is ready to work and remove the old one directly.

Except for the timing and for obvious variations, the implementation steps for all four methods may be covered together. So, these are the four basic methods of implementing Information System in an organization, after the completion of the design stage.

## Evaluation and Maintenance

After introducing the system for some time usually after a month, the system developer takes feedback from the *manager, sales person, operators and users* of the system that whether the system is achieving its objective or not. This process is known as **evaluation**.

System maintenance is the last or concluding stage of Information System development process. But its importance is not less being the last stage because an effective systems can fail if they are not maintained properly.

**Maintenance** involves *control, evaluation and modification* to make a better system. Maintenance is required, because sometimes operators develop their own private procedure, or make some short cuts, or some unauthorized person introduces some changes in the present system without taking permission.

Maintenance activity is **initiated** by error reports, a user change request, a member of maintenance team, or by the management.

Proper planning is done for maintenance. It involves:

1. Collect all requests for change.
2. Give priority to each request after analyzing their long run benefit and cost effects.

3. Prepare short plans.
4. Document the maintenance as it occurs.

Again review the Information System design manual.

But sometimes there are certain problems or barriers in performing maintenance. They are related to, when there is no proper plan for maintenance; resources are not allocated for this purpose, lack of qualified staff, lack of management and user's support and interest for maintenance.

***Notes:*** It should be pointed out that occasionally design and implementation are carried on *simultaneously*. Such a process provides operational testing of the design on a continuous basis, but it limits consideration of major design alternatives. It is a trial-and-error process. *Completion of conceptual and analytical design in advance of equipment installation offers many advantages besides cost.*

There are some modifications that can be made regarding the maintenance activity, such as:

- Change the policy statement.
- Change forms.
- Change operating system.
- Change procedures, etc.