



MiView™ visual reporting software makes it easy
to manage complex business information

Business Information Review Overview

November 2008



1. Introduction

The MiView™ implementation process developed by Cooper Software has been proven, and there are many examples where this methodical approach to software projects has helped us deliver successfully time and time again. Our solutions are implemented on-time and on-budget whilst meeting the return on investment (ROI) targets set out by our customers. We believe in this method completely and it has resulted in its formalisation and incorporation into the company's ISO-9001:2000 procedures.

The process is based on three key elements, (see Figure 1: MiView™ Implementation Process below) which concentrate on identifying the information gaps that exist in businesses, and defining ways of closing these gaps - all in the context of achieving business goals. This sure footed approach enables us to provide business solutions that pay for themselves quickly.

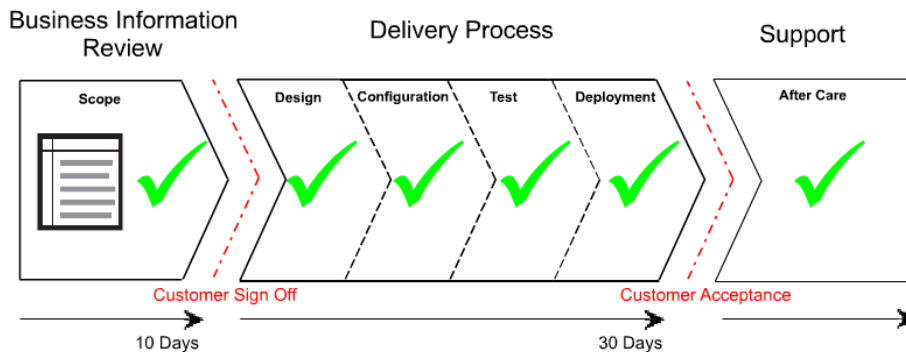


Figure 1: MiView™ Implementation Process

This document has been created to outline the features of the Business Information Review (BIR) specifically, which is the first step of every MiView™ implementation. The output of the BIR is a document which is a comprehensive assessment of what is required and creates a framework for managing the MiView™ implementation process.

The BIR completion is a critical gate point, at which the customer has the option to decide whether or not the MiView™ implementation is the most suitable way to deliver the best solution for them. At this point every customer has the option to continue or halt the implementation.

2. Business Information Review

The Business Information Review (BIR) is at the start of the MiView™ implementation process and is the first step in a successful deployment.

The BIR is a physical document which is delivered to the customer following a short but intense piece of work which lasts approximately 10 days.

The BIR document is structured as follows:

- The BIR defines and sets Business Objectives and Scope, and also sets Success Criteria, by which the project will deliver against, with an emphasis on measurable increases in efficiency and / or profitability targets.
- Customer and / or Market Needs are also recorded, and Risks assessed.
- Assumptions and Dependencies are listed, together with Scope Limitations and Exclusions.
- These are all put in a Business Context, with Stakeholder profiles.
- Project Priorities are set and scheduled alongside the calling out of the Cooper Software and Customer implementation team.
- Finally the Operating Environment is defined.

Following this, a Solution is devised by our project team, and it is described in a vision statement and detailed in a major features section. This identifies in detail the technical solution(s) required to fill the recorded information gaps, the MiView™ configuration details for the solution(s), and the resources required to design, test and implement the solution(s). This allows creation of a detailed implementation plan and cost breakdown for the first identified solution.



Figure 2: BIR Documented Deliverables

It is our objective as part of a BIR to set and define clear achievable objectives, see Figure 2: BIR Documented Deliverables, that are in scope that can be delivered in a short timescale (maximum of 6 weeks), whilst installing the base MiView™ components (Import Adaptors, Control Panel and Presentation Outputs) required to deliver the desired solution. In the event that a customer solution is required that will take more than this six week period then the deliverables will be broken down into separate iterations and will be costed as such.

3. Stakeholders & Customer Acceptance

In the development of the BIR document, and in order to deliver a successful system, it is essential to have the opportunity to clarify the perceived gaps, and talk through the possible solutions with **all** of the customer stakeholders.

Each BIR requires approximately 10 days of Cooper Software time and access to the customer stakeholders of the project is required, which usually does not exceed 3 days of participation, see Figure 3: Typical BIR Customer Participation.

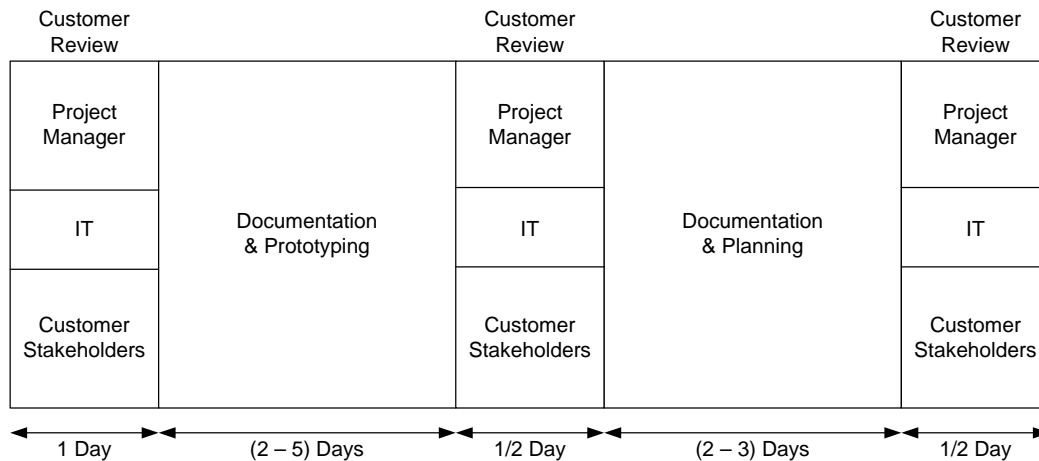


Figure 3: Typical BIR Customer Participation

3.1 Customer Participants

The main participants for the project on the customer side are:

- **Project Manager:** executive customer decision maker and project sign-off, responsible for the co-ordination of internal resources and main liaison with Cooper Software project manager.
- **IT Representative:** Depth of knowledge of existing customer systems infrastructure who will assist the physical implementation of the MiView™ system.
- **Application test and sign off:** Business person(s) who has in-depth knowledge of the issues that are being solved by the MiView™ implementation and who will be responsible for feature/iteration sign-off and acceptance. This may be more than one person if the MiView™ implementation is solving more than one business issue.
- **Solution contributor(s):** Business person(s) who are not directly involved with the MiView™ implementation but who have knowledge of existing processes or systems that will be impacted in some way following the implementation of MiView™.

3.2 Cooper Software Participants

The main participants for the project on the Cooper Software side are:

- Project Manager: Customer liaison who is responsible for keeping the project on track.
- Senior Software Engineer: a technical lead who will head-up the development of any bespoke functionality that is added and/or the migration and interfacing requirements. This individual will also be responsible for the configuration of the reusable adaptors and presentation outputs.
- Software Tester: responsible for the robustness of the delivered solution and ensuring that the customers documented requirements are delivered.
- Implementation Support: Responsible for working closely with customer IT to ensure a smooth installation.