

Project Outline - Newired implementation to WFP

Bearing in mind that PACE will be rolled out on 1 April, we propose the following activities and timeframe:

1st week of March

Activity #1 - IT meeting

WFP's and Newired's IT

Definition of solutions architecture and deployment, installation or delivery of WFP's dedicated Newired environment. Environment ready to be used for the next activities.

Activity #2- Coordination meetings

WFP's team and Newired's Customer Success Manager

Understand Newired personas and roles and attribute them to WFP's team.
Define user profiles, guidance goals and processes to be digitalized, user issues based on past experience and new issues to be anticipated in the rollout.

Activity #3 - PACE profiling

By Newired's Customer Success Manager

Defining technical profile of PACE in order to configure Newired's technical settings accordingly.

Activity #4 - Basic training to WFP

By Newired's Customer Success Manager to WFP's team

A 4-hour session with WFP'd guidance creators to go through the basics of guidance creation.

Activity #5 - Creation of simplest processes

By Newired's Customer Success Manager and WFP's Team

The amount and duration of the sessions will depend on the number, length and complexity of the processes to be digitalized.

2nd week of March

Activity #6 - Advanced Training to WFP

By Newired's Customer Success Manager to WFP's team

A 4-hour session with WFP'd guidance creators to go through the more advanced features of guidance creation - for example, how to detect errors and lead the user to repeat the process from the step where they made a mistake.

Activity #7 - Creation of advanced processes

By Newired's Customer Success Manager and WFP's Team

The amount and duration of the sessions will depend on the number, length and complexity of the processes to be digitalized.

3rd week of March

Activity #8 - Review sessions

By Newired's Customer Success Manager and WFP's Team

All the guidance created will be reviewed and tested, to guarantee their correct functioning.

Activity #9 - User acceptance tests on test environment

By Newired's Customer Success Manager and WFP's Team

A restricted number of PACE users will test and Newired's Customer Success manager will collect feedback on the guidance.

4th week of March

Activity #10 - Final Review

By Newired's Customer Success Manager and WFP's Team

Feedback from activity #9 will be considered and implemented. Guidance will be modified accordingly.

Activity # 11 - Live Deployment

By Newired's IT and WFP's IT

All the guidance will be deployed to the live environment

Activity #12 - Newired and PACE Kickoff

By Newired's Customer Success Manager and WFP's Team

Announcement and kickoff activities/materials to introduce Newired on PACE.

Post-implementation activities: review sessions to assess guidance usage and quality and to implement user suggestions, plan to deploy on other applications.