Software Implementation 101

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Presenters

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What I’ve Learned

• How to utilize project management, HR and marketing skills
• How to incorporate Software Development Life Cycle (SDLC) concepts
• Placing a high emphasis on education
PLANNING
Discovery

- Identify roles to determine security and UI
- Identify points of integration
- Find reporting needs and predict reporting needs
- Identify gaps in consistency
- Identify risks
- Get your champion on board
Documentation

- Re-declare current and future states
- High-level and detail design documents
- Schedule
  - Make sure to include two rounds of testing
  - Include training
  - Don’t try to do it all at once
- Use case scenarios
Education

- Send out an email blast
- Start a road show
- Watch for naysayers
- Reassure individuals
- Make sure the whole company knows
DEVELOPMENT & TESTING
Integrations

• Identify “one offs”
• Look for outdated systems
• Follow the data downstream
• Make sure to include a business analyst
• Start documentation
Development Testing

• Interface mockups
• Beginning of User Acceptance Testing
• Make sure to include different divisions/business units
• Make sure a business analyst is present
• Use this time to reassure teams
Testing

- Launch portions to select individuals (iterative)
- Train your users on how to beta test
- Start involving the trainer
- Capture lessons learned to review
- Prep IT
ROLLOUT
Communication

• Precede rollout with a PR blast
• Make sure people know their importance
• Delineate what to expect and set realistic expectations
• Provide a clear and easy route to support
• Keep upper management apprised
Training

• Make materials with familiar data
• Create role-based training
• Have one super-user class
• Make sure upper-level management is present
• Allow a larger gap between 1st and 2nd training session
• Be kind to your trainer!
Extra Preparation

- Have a backup trainer
- Supply your helpdesk with a specialist
CLOSE OUT
Final Documentation

• Maintenance schedule/upgrade cycle
• Administrator support and manual
• Formal final review report
• Make sure company procedures are updated
Questions?
Thank you for attending!
To contact today’s presenters:

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Visit [constructionbusinessowner.com](http://constructionbusinessowner.com) in the coming days to access a recording of the webinar or download the presentation.