

Deployment Checklists

Reviewing Windows 95 Features

Task	Team	Start week	Duration
1: Read <i>Introducing Microsoft Windows 95</i> (available from Microsoft Press; ISBN 1-55615-860-2), or the <i>Windows 95 Reviewer's Guide</i> (available from WinNews forums on the Internet and other online services).	Executive, Planning	Week 1	7 days
2: For information about business justifications for deploying Windows 95, review total cost of ownership, migration, and productivity studies published by analysts such as Gartner Group, Inc. Use these studies to assess the impact of Windows 95 on the bottom line of your business.	Executive, Planning	Week 1	14 days
3: Acquire additional copies of the <i>Windows 95 Resource Kit</i> for review during the deployment process.	Planning	Week 2	1 day

Preparing the Teams

Task	Team	Start week	Duration
1: Assign the project manager, if appropriate (usually this is the head of the Information Systems department).	Planning	Week 2	—
2: Select key Planning and Installation team members, if appropriate. Make sure to include an applications specialist for evaluating 32-bit applications.	Planning, Installation	Week 2	5 days
3: Acquire Windows 95 (the compact disc version is preferred because it contains system administration tools).	Planning	Week 2	1 day
4: Identify your client and server hardware and software configurations on the network.	Planning	Week 3	5 days
5: Set up a testing lab.	Planning	Week 2	1 day
6: Acquire test computers for use as the network server and clients. Choose computer models that are typical of those used in your organization.	Planning	Week 2	5 days
7: Install the applications software and line-of-business tools in the lab to simulate the network environment. Also identify the mission-critical and noncritical business and other applications typically used in your organization. Create a checklist for evaluating the compatibility and performance of these applications during testing.	Planning	Week 3	3 days
8: To prepare for configuration planning, review detailed discussions of product features in the <i>Windows 95 Resource Kit</i> ; study Chapter 2, "Deployment Strategy and Details," in the Resource Kit.	Planning, Installation	Week 3	3 days
9: To prepare for supporting Windows 95, study the entire <i>Windows 95 Resource Kit</i> . As an option, obtain Windows 95 TrainCast instructional videotapes from Microsoft. As another option, arrange for the team and	Support	Week 3	10 days

other individuals, as appropriate, to attend training at a Microsoft Authorized Technical Education Center and participate in the Microsoft Certified Professional program.

10: As an option, read <i>Inside Windows 95</i> from Microsoft Press for technical details on the internal operation of Windows 95.	Planning, Installation, Support	Week 2	10 days
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Performing the Lab Test

Task	Team	Start week	Duration
1: Before running Windows 95 Setup, make sure that the computer meets your company's standards and the Windows 95 minimum standards for operation -- at least a 4-MB 386DX or better. If not, perform the hardware upgrades now.	Installation	Week 4	0.1 day
2: Defragment the hard disk and scan it for viruses.	Installation	Week 4	0.1 day
3: Back up and verify key data and configuration files, such as INI, AUTOEXEC.BAT, and CONFIG.SYS files. Also back up the Windows and DOS directories, and all files in the root directory. Make a system startup disk containing SYS.COM, COMMAND.COM, and FDISK.EXE.	Installation	Week 4	0.1 day
4: Ensure that the current network client software is functioning properly and, referring to the checklist of inventoried applications, make sure that all important applications operate correctly.	Installation	Week 4	1 day
5: Install Windows 95 on the test computer in the lab, using the preferred client configuration identified in the previous phase.	Planning, Installation	Week 4	1 day
6: Test the installation: <ul style="list-style-type: none"> • Can you connect to and browse the network? • Can you print both locally and across the network? • Can you perform the core operations of each application locally and on the network (including opening, closing, and printing)? • Can you shut down successfully? 	Planning, Installation	Week 4	2 days
7: Optionally, if you have several test computers, compare your old client configuration under Windows 3.x and your new preferred configuration. How do the two compare in terms of the following: <ul style="list-style-type: none"> • Functionality for administering the computer? • Performance for local disk and network actions? • Ease of use for performing common tasks? • Stability of the computer under stress? • Compatibility with applications and hardware? 	Installation, Planning	Week 5	2 days
8: If the specified client configuration did not work as expected, modify and document the differences until a working preferred client configuration is installed.	Planning, Installation	Week 5	As required
9: Perform a complete restoration of operating system files	Installation	Week 5	1 day

and system capabilities for your old client configuration on the computer running Windows 95.

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| 10: Evaluate the restoration process for problems. Document the process and the modifications made. | Installation,
Planning | Week 5 | 0.5 day |
| 11: Have all team members participate in installing the preferred configuration on a variety of hardware. | Installation,
Planning | Week 5 | 3 days |

Planning the Pilot Rollout

Task	Team	Start week	Duration
<p>1: Use Server-based Setup to install Windows 95 source files on a server. Make setup choices based on your client configuration, including whether you will run a shared copy of Windows 95 from the server, or run Windows 95 locally on the client computer. Perform the following steps:</p> <ul style="list-style-type: none"> • Set up the distribution server • Set up the client from the network <p>See Chapter 4, "Server-Based Setup for Windows 95," in the <i>Windows 95 Resource Kit</i> for step-by-step instructions. Document any changes to this process.</p>	Planning, Installation	Week 6	1 day
2: Create and test an automated installation by creating a setup script to predefine settings for Setup. Document the key parts of the setup script that vary by installation.	Planning, Installation	Week 6	2 days
<p>3: Determine and test how you will push the installation from the server without having to touch the client computers. (See Chapter 5, "Custom, Automated, and Push Installations," in the <i>Windows 95 Resource Kit</i>.)</p> <p>Options:</p> <ul style="list-style-type: none"> • Modify login scripts on the server. • Use system management software. • Send a setup script (batch file) that runs Windows 95 Setup as an embedded link in an electronic mail message. <p>Document the process for the rest of the Installation team.</p>	Planning, Installation	Week 6	3 days
4: Evaluate the Windows 95 installation process for opportunities to upgrade or improve your organization's existing technology infrastructure. For example, a system management software tool can help you administer computers on the network more easily, and it can help with the push installation process.	Planning, Executive	Week 7	2 days
5: Document in checklist form the logistics of the pilot installation, such as the total time for installation, the new software or tools to be purchased, the group selected as the pilot users, and the scheduling of specific installations. Use this before the rollout to make sure you are completely prepared. Document goals for the pilot rollout to be used as evaluation criteria for rating the success of the rollout.	Installation, Planning	Week 7	3 days
6: Send a memo to your users to clearly explain how the installation process will affect their daily work schedule	Planning	Week 7	1 day

and describe the differences they will see after the installation is completed.

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| 7: Develop a user training course (or hire a training vendor to prepare one). Use the Windows 95 Help and <i>Introducing Microsoft Windows 95</i> (supplied with the Windows 95 distribution disks) to "jump start" your training efforts. | Planning, Support, Training | Week 6 | 5 days |
| 8: Establish a support plan for the pilot user group. This includes the names and phone numbers of people to contact for assistance, a short list of the top questions and answers, and troubleshooting tips. | Planning, Support | Week 7 | 5 days |
| 9: Set up the lab or classroom with computers for training. | Training | Week 7 | 2 days |
| 10: Edit the Windows 95 Help file (if appropriate) to include any company-specific information. Repeat this after the pilot rollout is completed. | Planning, Support | Week 8 | 4 days |

Conducting the Pilot Rollout

Task	Team	Start week	Duration
1: Select a pilot user group that is willing and able (particularly in terms of their workload) to handle the installation process.	Planning	Week 8	2 days
2: Train the users.	Training	Week 8	5 days
3: Back up the Windows and DOS directories and the files on the root directory of the test computers.	Installation	Week 9	5 days
4: Following the logistics checklist prepared in the previous phase, perform the installation in the same manner that you expect to install Windows 95 throughout the company. Compare your results against goals and evaluation criteria (developed in the previous task) for this process.	Installation	Week 9	10 days
5: Have your technicians on site for the initial installations to document the process and problems, and to support the users. Have other technicians monitor time and all measurable factors in the installation process. Record these measurements for later evaluation.	Support	Week 9	15 days
6: Ensure that all computers are "up and running" as expected. Make note of possible improvements to the installation, training, or support, where appropriate.	Planning, Installation, Support	Week 11	3 days
7: Survey members of the pilot user group about their satisfaction with the installation process and take feedback on what could have been done better.	Planning	Week 12	3 days
8: Continue to monitor the pilot installation for a week to make sure that everything continues to run smoothly.	Support, Planning	Week 11	5 days
9: Prepare a checklist of issues to resolve for the final rollout. Include in this checklist the areas identified in step 6 as needing improvement, comments from the user survey,	Support, Planning	Week 11	5 days

and the results of comparing your rollout goals and evaluation criteria against actual performance.

10: If the pilot program did not run smoothly or user feedback was poor, conduct additional pilot installations until the process works well.	Planning, Installation	Week 12	See "Plan the Pilot Rollout"
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Finalize the Rollout Plan

Task	Team	Start week	Duration
1: Determine your rollout goals — specifically the number of computers on which you will install Windows 95 and the time expected for completion. During preparation for final rollout, check off items on this list as they are resolved.	Planning, Executive	Week 12	5 days
2: Budget the resources, in terms of personnel and tools, required to meet your goals.	Planning	Week 12	3 days
3: If necessary, present the budget and obtain approval for the resources and the rollout process.	Executive, Planning	Week 13	2 days
4: Hire and train the extended Installation team and purchase the additional software or tools needed.	Training, Installation	Week 13	10 days
5: Update the company's hardware and software standards lists.	Planning	Week 13	2 days
6: Update the company's policies and practices manuals or guidelines for use of computers and the network.	Planning	Week 13	2 days
7: Notify your users that company standards and policies for computer use will be enforced prior to the installation and that they must bring their computers into compliance.	Planning	Week 13	1 day
8: If appropriate, edit the Windows 95 Help file to add company-specific Help for line-of-business applications.	Planning, Support	Week 14	3 days
9: For each computer, create a template as a database for documenting and tracking any system problems or deficiencies that require further attention.	Installation	Week 13	2 days
10: Post the updated template to a central network location.	Installation	Week 13	2 days

Rolling Out Windows 95

Task	Team	Start week	Duration
1: Set up the distribution servers by using Server-based Setup and configuring the system policy files.	Installation	Week 15	1 day
2: Customize the server installation by adding or removing the appropriate files, including the MSBATCH.INF file.	Installation	Week 15	2 days
3: Notify the users of the upcoming installation.	Planning	Week 15	1 day
4: Train the users on Windows 95.	Training	Week 16	As required

5: If needed, upgrade the hardware on the client computers and remove any software not complying with company policy.	Installation	Week 16	As required
6: If needed, back up critical data and configuration files on the client computers.	Installation	Week 16	As required
7: If needed, defragment the client hard disks.	Installation	Week 16	As required
8: Optionally, you can temporarily reset the user password and ID for each computer, to allow your technicians easy access to the client computer and to make sure that the login scripts and environment operate correctly.	Planning	Week 17	As required
9: Ensure that the client computers are fully operational and the real-mode network, if present, is running.	Installation	Week 17	As required
10: Prepare the client computers for the push installation process: edit the login scripts; run the management software; or send the setup script, by electronic mail, to the user.	Installation	Week 18	As required
11: Initiate the installation by having the user log on, double-click the setup script file, and so on.	Installation	Week 18	As required