

## Process Scenarios

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Category: Cathy's Miscellaneous

### **(Design Scenario) 1. A client has a database that someone else designed. For whatever reason, they have come to me with new design requests.**

I will hold a quick meeting to determine the amount of changes and the client's timeframe. After the meeting, I do an initial review of the design to become familiar with it. Based on the types of changes and my schedule, the changes can be accomplished within 1 day to a couple weeks, including any time a graphic designer is needed for navigators. Also, if the database is on a single server, I must have designer access to make the changes. For a multi-server database, an additional week must be added for the request to go to the Meadowlands to refresh the design. Requests must be processed with the Meadowlands to acknowledge me as the new designer.

**The process should be: one week for minimum for my design changes plus any Meadowlands time.**

### **(Admin Scenario) 2. A client has a database that someone else administered. For whatever reason, they have come to me for administration help.**

I will hold a quick meeting with the client to determine the current access and the changes that need to occur. For me to take over the administration, I must start by requesting the administration be handed over to me. This request is done through the Meadowlands and approved by the client. Typically, the client is requesting I maintain access groups and adding names to the groups. Once the groups established and any new groups are owned by me, it takes a matter of minutes to make the requested updates and a day to two days for the updates to replicate to the servers.

**The process should be: one week minimum to start for the requests to process with the Meadowlands plus two days for each request to be processed.**

**(Design Scenario) 3. A client has a database that I designed. They have come to me with new design requests.**

(pretty much same as #1) I will hold a quick meeting to determine the amount of changes and the client's timeframe. After the meeting, I do an initial review of the design to become familiar with it. Based on the types of changes and my schedule, the changes can be accomplished within 1 day to a couple weeks, including any time a graphic designer is needed for navigators. Also, if the database is on a single server, I must have designer access to make the changes. For a multi-server database, an additional week must be added for the request to go to the Meadowlands to refresh the design.

**The process should be: one week for minimum for my design changes plus any Meadowlands time.**

**(Admin Scenario) 4. A client has a database that I administer. They have come to me with new administration requests.**

I will hold a quick meeting with the client to determine the current access and the changes that need to occur (if necessary). Typically, the client is requesting I maintain access groups and adding names to the groups. Once the groups established and any new groups are owned by me, it takes a matter of minutes to make the requested updates and a day to two days for the updates to replicate to the servers.

**The process should be: one week minimum for new group requests to process with the Meadowlands plus two days for each request to be processed.**

**(Design Scenario) 5. A client has been referred to me with a brand new database request.**

I will hold a meeting with the client to determine: goals of db, who will access the db, main components. From that meeting, I will build a prototype database, with generic navigators (when needed). A second meeting is arranged to demo the prototype. Suggestions are made and the final version is developed. At this time, a graphic designer is brought in for navigators and any graphics used in the database. The database is tested and requested for deployment to the Meadowlands. Based on how early the client comes to me, the database is built very quickly (within a week), and up to a couple months.

**The process should be: minimum of three weeks to build a database, which includes the prototype, graphics, testing, access control, and final design/development, plus one to two weeks for the request and deployment through the Meadowlands.**

**(Training Scenario) 6. A client has a database that has been designed either by another party or me. For whatever reason, they have come to me with help/training requests.**

I will hold a meeting with the client to determine: what type of help they are looking for and if it requires technical writing and/or hands-on training. If any design needs to take place, I typically refer to #1 or 3 above. Often times, clients are looking for written instructions on how to use a database, piece of database, views, and forms. I will write up instructions, with screen captures, for a step-by-step follow-through. A few times, I have been requested to join a team after the instructions have been written up and hold a hands-on training class where the team uses their own machines and I walk through the instructions with them.

**The process should be: follow #1 or #3 for any design modifications plus a week minimum for writing up instructions and a half day to day for hands-on training.**

**(Data Maintenance Request) 7. A client either has a database or requests a new database. They have come to me with a data maintenance request.**

Many times, a client will come to me with a design request. Coupled with that request comes a request to help re-categorize the data or help maintain new data. I typically try to stay out of the data maintenance area, however, help the client in the direction they are looking to go and get them started with the maintenance.

**The process should be: based on any design projects, this should be low priority and is ongoing time-wise.**