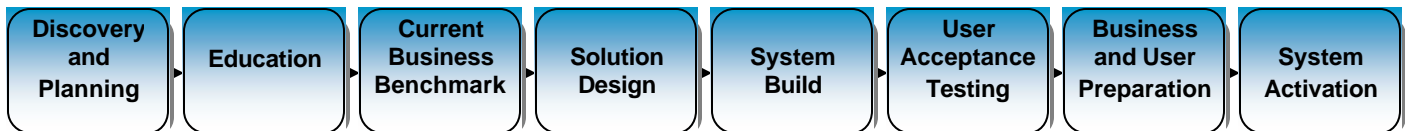


## SAFE STEP IMPLEMENTATION METHODOLOGY

CTE's **Safe Step Methodology** offers a practical approach that is proven to provide substance and flow to complex implementations. This approach emphasizes:

- ✚ **Information Exchange** – Give the Project Team a shared knowledge base. Define your company's system requirements in detail to our participants, and Oracle Applications to yours.
- ✚ **System Construction** – Develop the tools and processes within the system to address business operations. Prepare your business and its employees to benefit from the process of change.
- ✚ **Activation** – Apply the power of a fully integrated system that is tailored to your Company in a manner that supports your business needs.



**Discovery and Planning:** Define business critical needs and assess use of existing systems. Resource needs identified and allocated. Preliminary project plan and scope complete. Define Enterprise, Chart of Accounts and Legal Entities. Project Management Charter established.

**Education:** *Formal Education* early in the implementation for core team. This is done in a classroom setting onsite. It *Prepares* the Project Team for business definition and matching of system capabilities to business needs. This step *Accelerates* and improves the efficiency of Business Process Mapping while destroying semantic barriers (what we call it vs. what Oracle calls it)

**Current Business Benchmark:** Use Business Flow Templates as a baseline, and define the Company's processes in detail by functional area. Revise templates to reflect current practices, and identify legacy system information used. Define all reports and records needed to conduct business.

**Solution Design:** Using the Benchmark documentation, develop the Oracle solution in an iterative process. In this step, the Project Team becomes intimately familiar with Oracle navigation and functionality. The Oracle system "footprint" for initial implementation is finalized. Legacy interfaces and any customizations are specified. At the end of this phase, all Oracle transaction unit testing has been performed, and test scripts needed for later activities have been identified. The Project Team is ready to train the next layer of users - typically, Line Supervisors.

**System Build:** *Implement* customizations, interfaces and test Legacy System data loads. This phase of the project allows an early review of the System Activation process. System initialization steps are developed and tested. Transaction scripts are edited for future use in day-to-day operations, and for regulatory qualification (i.e., S-Ox and/or FDA validation). A final 'TEST' instance of the software and data environment is created for User Acceptance Testing.

**User Acceptance Testing:** *Testing* addresses each module, the data loads, and custom interfaces for each functional area. Interactions between processes are "full cycle" tested, and on completion the user community formally accepts the system Solution Design. After acceptance testing is complete, the Project Team trains supervisory users.

**Business and User Preparation:** *Preparation* for major change is critical in reducing risk and optimizing the positive effects of change. The business and the users have participated in the process and are prepared for System Activation. *End User Training* is conducted using scripts edited and proven during the Acceptance Testing process. If separate regulatory testing is required, it is performed at this time (i.e., validation OQ).

**System Activation:** *Activation and Support* of the "Go-Live" activity is step phased to minimize risk, and to provide appropriate comfort level and assurance that the system is activated properly. *Installation and Audit* includes dynamic data loading used to properly "turn on" the Production System. In FDA validated environments, certain data loads are documented and proofed for completeness and accuracy. The Audit includes a post start-up evaluation and consultant recommendations for moving forward.