

# The SPARK Methodology

Regardless of which onboarding package you choose, whether it's a self-install or a fully project managed deployment, the principles of Impero's project framework, SPARK will always be followed. This framework is explained in more detail below, highlighting some of the key considerations at every stage.

## Scope

This stage ensures the aim of the project is clear.

### Key considerations are:

- What are the key deliverables?
- What are the success criteria?
- What skills are required by the project team?
- Who will be involved?
- Does everyone understand their role?
- Can all minimum system requirements be met?
- How is existing data held?
- How will information be communicated to those involved throughout the life cycle of this project?

## Plan

This stage ensures the steps to achieving the project aim are understood.

### Key considerations are:

- How will each step be delivered (e.g. data syncing)?
- Who is responsible for each deliverable?
- What are the timings against each deliverable?
- Are there any known risks and if so, how might they be mitigated?
- What budget is available?

## Act

This stage is about delivering the project plan.

### Key considerations are:

- Changes may come to light – how should these be logged and addressed?
- Issues may arise – do you have the right system access to address these if required?
- What configuration settings are needed?
- How will the system operate?

## Review

This stage is to check everything is in place ahead of Go Live.

### Key considerations are:

- Is the product working as expected?
- Is the data accurate?
- Are all users trained and feeling confident?
- Are all interested parties aware of the intended Go Live date?

## Kick-off

This final stage is to 'go live' with your new solution(s).

### This involves:

- Monitoring the roll-out of the system
- Receiving user feedback and responding to questions
- Accessing Impero's 24x7 Support service to help your users through this critical stage and beyond, into Business as Usual (BAU).

