

Tech Readiness Checklist - Deployment

Table of Contents

TECH READINESS CHECKLIST	4
ASTEA PROJECT SUPPORT CONTACTS.....	4

Version	Reason for Change	Date
0.1 – Draft	Created Document	June 2, 2015
0.2 – Draft	Project Team Review & Updates	June 3, 2015
1.0 – Final	Pilot Release	June 10, 2015
1.1 – Draft	Updates	July 16, 2015
2.0 – Final	Pilot Release	July 16, 2015
3.0 – Final	Deployment	September 30, 2015

Tech Readiness Checklist

Congratulations! Your office will transition to the Astea Application on **Monday, October 12th**. In preparation for the transition, we have created the following checklist of items for you in order to prepare for the transition.

Astea Project Support Contacts

For support with Astea or Astea Mobile please contact the following:

- **Phone** – 317-813-9087 (for urgent usability issues and after hours support)
- **Email** – ServiceDispatchSupport@sbdinc.com (the email box is monitored Monday – Friday, 8:00 a.m. to 5:00 p.m. EST).

Technicians	Service & Install Managers
<ul style="list-style-type: none"> ✓ Close all tickets on mobile before EOD EST Friday, October 9th at 10 PM EST for techs on call. 	<ul style="list-style-type: none"> ✓ Confirm with your Techs that they have completed the above information and are ready for deployment
<ul style="list-style-type: none"> ✓ Download the Astea app from the Google Play Store 	<ul style="list-style-type: none"> ✓ Download and install Astea Back Office <ul style="list-style-type: none"> ▪ See “How To” attachment for instructions on how to download and install
<ul style="list-style-type: none"> ✓ Clear Data / Cache in the Astea Application and update URL <ul style="list-style-type: none"> ▪ See “How To” attachment for instructions on how to Clear Data / Cache 	<ul style="list-style-type: none"> ✓ Login to Astea <ul style="list-style-type: none"> ▪ See “Employee List” attachment with Tech user name ▪ Password = Astea123 (case sensitive) ▪ See “How To” attachment for instructions on how to login
<ul style="list-style-type: none"> ✓ Login to Astea <ul style="list-style-type: none"> ▪ See “Employee List” attachment with Tech user name ▪ Password = Astea123 (case sensitive) ▪ See “How To” attachment for instructions on how to login 	<ul style="list-style-type: none"> ✓ Verify all techs have completed the updated training materials
<ul style="list-style-type: none"> ✓ Complete updated training materials 	<ul style="list-style-type: none"> ✓ Notify ServiceDispatchSupport@sbdinc.com of any missing technician credentials or any technician that is no longer with the company
<ul style="list-style-type: none"> ✓ Confirm SBN Tech ID listed <ul style="list-style-type: none"> ▪ See “Employee List” attachment with SBN Tech ID ▪ Notify ServiceDispatchSupport@sbdinc.com of any incorrect SBN Tech ID 	<ul style="list-style-type: none"> ✓ Remind installation technicians to keep a supply of paper tickets, checklists, and inspection forms on hand, in the event that the mobile device is unable to connect.
<ul style="list-style-type: none"> ✓ Have a supply of paper tickets, checklists, and inspection forms on hand, in the event that the mobile device is unable to connect. 	

