

Optimum Configuration Options

Version 5.x

Introduction

A. Overview.

Version 5.x is characterized as a Visual Basic program using an Access Database foundation and may be configured by the user to optimally interact over the user-defined network. Five potential configurations are possible:

- 1. Stand alone.** All programs and files are located on a single computer.
- 2. Shared Central Files.** The highly changeable central files are located on a centrally accessible Peer Computer or Network File Server for all users to access.
- 3. Shared Central Files and CORE Data.** The highly changeable central files and voluminous CORE Data files are located on a centrally accessible Peer Computer or Network Server for all users to access.
- 4. Shared Central Files, CORE, and Site Data.** The highly changeable central files and voluminous CORE and Site-specific Data files are located on a centrally accessible Peer Computer or Network File Server for all users to access.
- 5. Central Access System.** All programs and files are located on a centrally accessible Peer Computer or Network File Server. Requires a separate site license.

The limitation of this system at optimal configuration is that support beyond 25 simultaneous users is not possible. Even with this limitation, however, the system can have strong influence over large systems as the primary change management tool with careful software placement.

As improved optimization options are implemented, files are copied to centrally located Peer Computers or Network Servers and deleted from stand-alone computers.

Note that this "extract" is partial "adoption" guidance lifted from Tab 8 - Adoption Regimen, CapacityWare™ Installation Manual and does not contain all adoption information.

B. Optimum Configuration Benefits.

Optimum configuration yields the following client/user benefits:

- 1. Simultaneous Use.** Dramatically reduces or eliminates the likelihood of an incident wherein more than 25 simultaneous users engage the system at one time.

2. Access Limitation. Limits access to data that would otherwise require password protection.

3. Reduces Hard Drive Space Requirements. Placing certain data files thoughtfully on a network for joint use reduces or eliminates the need for the data to be resident on each computer.

4. Eliminates Data Set Confusion. Because the single-source for data is updated for all users at one time, the potential for confusion over which data set is in use is eliminated.

5. Availability of Upgraded and Updated Files. As programs are upgraded and data files are updated central availability allows for more one-time updates/upgrades to many concurrent users instantly.

a. CapacityWare™ Application. Features are being programmed into *CapacityWare™* continuously. As new features become available, those features can be automatically (unnoticed by users) distributed when the system is optimized. This virtually eliminates the potential for users in different parts of the organization to be using different versions of the software with differing features.

b. Central Database Files. The Central Database Files contain a wide range of information that is particularly useful for multi-user configurations where one user may need or be interested in information provided by another user in the same client system. Below are three prime examples:

- ? **Best Practice Records.** Each month best practice lessons are learned and advances made based on learnings. These files are updated, but not distributed to already-installed versions of *CapacityWare™* because updating is cumbersome and expensive when the configuration is less than optimized.
- ? **Event Boilerplate Cache.** Each "event" has a boilerplate track for facilitators and teams to follow to be successful. The Event Boilerplate Cache is often updated as specific learnings occur in a specific client organization. Updates are cumbersome and expensive in a sub-optimized software configuration, however.
- ? **Event Records.** Event Records change and are updated day-by-day as events transpire at each location. Changes are normally posted by a single or small group of internal facilitators. Leaders, managers, and supervisors have a continuing interest in progress being made (or not being made) within their organization and in comparison to other organizations with similar initiatives underway. The event

module allows comparisons to be made and change programs to be monitored and managed centrally for optimum results. It has been the absence of this monitoring and management mechanism that has prevented progress in past change efforts.

c. Client Data Files. Client Data Files come in several varieties. CORE Client Data crosses client system boundaries - the same items are on multiple surveys. For comparative purposes, all members of the client organization need access to these items. As new data is added or updated, all members of the system require access to this data concurrently. Non-CORE survey results do not have to be available to all system-wide users.

d. CapacityWare™ Literature. Literature takes the form of documents and presentations (MS Word®, Adobe Acrobat®, and MS PowerPoint®). The rationale for having literature available at a single source is obvious: changes/additions/deletions can be made centrally and are immediately available to everyone on the system instantly. In addition, the amount of space being used for this information is unnecessarily duplicated when it resides on individual computers.

C. Locations and Files Defined.

Configuration relies on positioning files (to include the application) at locations where appropriate access is available.

1. Locations. Three primary locations are of concern in any potential configuration. Positioning the right file(s) at the right location along the client network allows optimization of the system for a variety of reasons that will be covered in detail as each option is described.

a. An Individual Computer. All programs and information are contained on a single computer regardless of whether or not the computer is on a network.

b. An Accessible Peer Computer. Some networks allow the use of another computer as a Peer Computer to act as a "server." This substitute may allow the emulation of a Network Server without using the resources of a "Network Server."

c. An Accessible Server. A Network Server.

d. The LTI/QWLC Internet Location. These web addresses contain information about *CapacityWare*™ and client activity that can be used to manage the change process in a complex client organization.

2. Files.

a. The CapacityWare™ Application. The software program.

b. The Path Organizer. This is a small file located in the same directory as the application that remembers key paths to appropriate data files.

c. The Central Database. This file contains client-systemic information that can be used by multiple users as a single-source accessible repository for change management information.

d. The Client Data Files. These files contain information about the client-specific results of workforce surveys, annual and project metrics, peer feedback assessments, and work style preference inventories. The data in these files are used to create a "status" of the organization capacity.

e. CapacityWare™ Literature. These documents are used before, during, and after events to help participants understand the condition of their organization, and the change management process they will use to implement change.

f. Current Version Cache. This Cache contains information about the current version of CapacityWare™ that will enable users' software to recognize if their software and files need updating and to automatically perform those functions on demand.

D. Keeping the CapacityWare™ Application Current.

The date of the current version is embedded in the status bar of the Main CapacityWare™ Menu. More current version dates are posted in either of the following sources to determine if the current version is installed:

www.LTODI.com/version.htm - this site lists both current and expected revisions to the software and allows on-line ordering.

or

Consult the client C.H.A.R.T. address, Paragraph M for current version availability information.

Part 1 - Stand Alone

A. Overview.

All files are located on a single computer. Where a network is present, but the integrity of the network is in question with the presence of *CapacityWare*[™], it may be desirable to install everything needed on computers without using the network.

If multiple users will be supplying information or extracting information that is subject to change, this is a sub-optimal configuration. To optimize the use of *CapacityWare*[™] client Information Technology resources will normally have to engage in testing the software to assure that it is compatible with existing IT resources before optimization can continue.

If multiple users will NOT be supplying information or extracting information that is subject to change, this is an optimal configuration. See Section B - Optimum Configuration Benefits, of the Introduction.

B. Installation Instructions.

CapacityWare[™] is normally installed by CD. The installation program creates a directory structure within C:/Program Files/CapacityWare/ and copies all files to that directory. To further enhance installation, the installer may also:

- 1. Create a shortcut.** Use the Operating System to create a shortcut on the desktop.
- 2. Pointing the software.** When first engaged, the software will ask for the whereabouts of the Central Database. Browse to C:/Program Files/CapacityWare/ and double click on centraldb.mdb. This is a one-time requirement.
- 3. Register the software.** Call (757) 591-0807 or e-mail Registration @QWLCI.com. Provide the Registration ID behind "About" on the *CapacityWare*[™] Main Menu AND the computer ID, as well as name of the user and e-mail address.
- 4. OPTIONAL - Full-use Registration.** If the user intends to register as a full-service package, the user will be provided with a registration number that will be required by the software to be fully functional. This may also require payment by purchase order or credit card.

C. Keeping Current.

Both the software and data are upgraded and updated manually using a CD as the primary media.

Part 2 - Shared Central Files

A. Overview.

All files except the Central Database are located on a stand alone computer. The Central Database is located on an accessible Peer Computer or on a Network Server.

If multiple users will be supplying information or extracting information that is subject to change, this is an enhanced configuration over "stand alone." To further optimize the use of *CapacityWare*TM client Information Technology resources will normally have to engage in testing the software to assure that it is compatible with existing IT resources before optimization can continue.

If multiple users will NOT be supplying information or extracting information that is subject to change, this is an unnecessary configuration. See Section B - Optimum Configuration Benefits, of the Introduction.

B. Installation Instructions.

At this enhanced option, the Central Database is installed (copied to) an accessible Peer Computer or Server prior to user installations or reconfigurations.

At the user level *CapacityWare*TM is normally installed by CD. The installation program creates a directory structure within C:/Program Files/CapacityWare/ and copies all files except the Central Database to that directory. To further enhance installation, the installer may also:

- 1. Create a shortcut.** Use the Operating System to create a shortcut on the desktop.
- 2. Pointing the software.** When first engaged, the software will ask for the whereabouts of the Central Database. Browse to the location of the Centradb.mdb file on a Peer Computer or Network Server and double click on centraldb.mdb. This is a one-time requirement. If this process needs for any reason to be repeated (for example the relocation of the centraldb.mdb file) the installer must delete the "Eventpath.*" file that resides in the C:/Program Files/CapacityWare/ directory. This will permit a "browse" to occur.
- 3. Register the software.** Call (757) 591-0807 or e-mail Registration @QWLCI.com. Provide the Registration ID behind "About" on the *CapacityWare*TM Main Menu AND the computer ID, as well as name of the user and e-mail address.
- 4. OPTIONAL - Full-use Registration.** If the user intends to register as a full-service package, the user will be provided with a registration number that will be required by the software to be fully functional. This may also require payment by purchase order or credit card.

C. Keeping Current.

Both the software and data are upgraded and updated manually using a CD except that the Central Database is updated, when necessary, at the central location by a system administrator. Otherwise, multi-users continuously provide updated information.

Part 3 - Shared Central Files and Core Data

A. Overview.

All files except the Central Database and CORE files are located on a stand alone computer. The Central Database and CORE files are located on an accessible Peer Computer or on a Network Server.

If multiple users will be supplying information or extracting information that is subject to change, this is an enhanced configuration over "stand alone." To further optimize the use of *CapacityWare*TM client Information Technology resources will normally have to engage in testing the software to assure that it is compatible with existing IT resources before optimization can continue.

If multiple users will NOT be supplying information or extracting information that is subject to change, this is an unnecessary configuration. See Section B - Optimum Configuration Benefits, of the Introduction.

B. Installation Instructions.

At this enhanced option, the Central Database is installed (copied to) an accessible Peer Computer or Server prior to user installations or reconfigurations.

At the user level *CapacityWare*TM is normally installed by CD. The installation program creates a directory structure within C:/Program Files/CapacityWare/ and copies all files except the Central Database to that directory. To further enhance installation, the installer may also:

- 1. Create a shortcut.** Use the Operating System to create a shortcut on the desktop.
- 2. Pointing the software.** When first engaged, the software will ask for the whereabouts of the Central Database. Browse to the location of the Centradb.mdb file on a Peer Computer or Network Server and double click on centradb.mdb. This is a one-time requirement. If this process needs for any reason to be repeated (for example the relocation of the centradb.mdb file) the installer must delete the "Eventpath.*" file that resides in the C:/Program Files/CapacityWare/ directory. This will permit a "browse" to occur. In addition, the first use of the software will "Browse" to the ltdata.mdb files located on the Peer Computer or Network Server location. *CapacityWare*TM will remember this location unless it is changed. The system will always remember the last location in use when looking for ltdata.mdb (survey and inventory results).
- 3. Register the software.** Call (757) 591-0807 or e-mail Registration @QWLCI.com. Provide the Registration ID behind "About" on the *CapacityWare*TM Main Menu AND the computer ID, as well as name of the user and e-mail address.

4. OPTIONAL - Full-use Registration. If the user intends to register as a full-service package, the user will be provided with a registration number that is required by the software to be fully functional. This may also require payment by purchase order or credit card.

C. Keeping Current.

Both the software and data are upgraded and updated manually using a CD except that the Central Database and CORE data is updated, when necessary, at the central location by a system administrator. Otherwise, multi-users continuously provide updated information.

Part 4 - Shared Central Files, CORE, and Site Data

A. Overview.

Only the application (software) is located on a stand alone computer. All other files are located on an accessible Peer Computer or on a Network Server.

If multiple users will be supplying information or extracting information that is subject to change, this is an enhanced configuration over previous options. To further optimize the use of *CapacityWare*TM client Information Technology resources will normally have to engage in testing the software to assure that it is compatible with existing IT resources before optimization can continue.

If multiple users will NOT be supplying information or extracting information that is subject to change, this is an unnecessary configuration. See Section B - Optimum Configuration Benefits, of the Introduction.

B. Installation Instructions.

At this enhanced option, the Central Database is installed (copied to) an accessible Peer Computer or Server prior to user installations or reconfigurations.

At the user level *CapacityWare*TM is normally installed by CD. The installation program creates a directory structure within C:/Program Files/CapacityWare/ and copies all files except the Central Database to that directory. To further enhance installation, the installer may also:

- 1. Create a shortcut.** Use the Operating System to create a shortcut on the desktop.
- 2. Pointing the software.** When first engaged, the software will ask for the whereabouts of the Central Database. Browse to the location of the Centradb.mdb file on a Peer Computer or Network Server and double click on centraldb.mdb. This is a one-time requirement. If this process needs for any reason to be repeated (for example the relocation of the centraldb.mdb file) the installer must delete the "Eventpath.*" file that resides in the C:/Program Files/CapacityWare/ directory. This will permit a "browse" to occur.
- 3. Register the software.** Call (757) 591-0807 or e-mail Registration @QWLCI.com. Provide the Registration ID behind "About" on the *CapacityWare*TM Main Menu AND the computer ID, as well as name of the user and e-mail address.
- 4. OPTIONAL - Full-use Registration.** If the user intends to register as a full-service package, the user will be provided with a registration number that is required by the software to be fully functional. This may also require payment by purchase order or credit card.

C. Keeping Current.

Both the software and data are upgraded and updated manually using a CD except that the Central Database is updated, when necessary, at the central location by a system administrator. Otherwise, multi-users continuously provide updated information.

Part 5 - Accessible System

A. Overview.

All files are located on an accessible Peer Computer or on a Network File Server.

The installation of the software at this level of optimization requires a separate site license.

This is an optimized system. It will require client Information Technology resources to engage in testing the software to assure that it is compatible with existing IT resources before optimization can continue.

B. Installation Instructions.

This optimized option points a desktop shortcut to an accessible Peer Computer or Server.

At the user level a *CapacityWare*TM shortcut is created by an installer or user. Use the Operating System to create a shortcut on the desktop to the software location. All other configuration decisions are made and implemented centrally.

C. Keeping Current.

Both the software and data are upgraded and updated automatically.

Appendix A

*CapacityWare*TM

Minimum Technical Requirements

(on an internal (or dial-in) network)

A. STAND ALONE OR NETWORK - with Full Service Version:

1. **Network Server Hardware Requirements:** PC-based, Intel Pentium based (200 Mhz or higher recommended), Network Interface Board(s), with at least 64 Mb RAM. Does not include server storage capacity requirements.
2. **Network Software.** Microsoft Network (Windows 95 or higher) environment.
3. **Printers.** Windows Compatible Color Printers.
4. **Optional Equipment.** CD-ROM, Adequate tape storage is recommended for data backup.
5. **Disk Storage.**
 - a. **Central Data Base.** 15 Mb.
 - b. **Client Data Files.** 3 Mb per 1,000 respondents per Survey with average use.
 - c. ***CapacityWare*TM Application.** 8 Mb.

B. WORKSTATIONS - Reader Version:

1. **Minimum Hardware and Memory Requirement.** PC-based, Intel Pentium based (200 Mhz or higher recommended), Network Interface Board, with at least 16 Mb RAM (Internet connectivity recommended).
2. **Operating System.** Windows 95 or higher, NT, or XP.
3. **Applications Software - *CapacityWare*TM.** 4Mb.
4. **Mouse.** A compatible mouse is required for *CapacityWare*TM applications.

C. COACHING LAB ENVIRONMENT (OPTIONAL):

1. **Optional Hardware Configuration.** PC-based, Intel Pentium based (200 Mhz or higher recommended), Network Interface Board, with at least 48 Mb RAM, (4 to 8 Display Boards with Monitors, and Internet connectivity recommended) .
2. **Optional Equipment.** Connectivity to television monitors and teleconferencing hardware, if desired.

D. Cost:

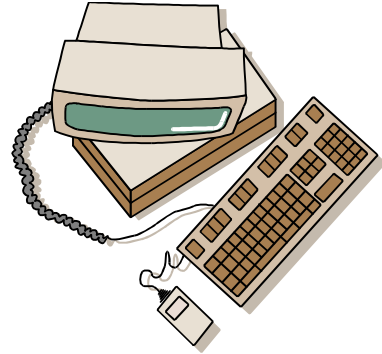
1. **Full Service Version.** From \$1,500 to \$15K each, depending on quantity.
2. **Reader Version.** From \$49 each to \$350 each, depending on quantity.
3. **Site License.** Negotiable.

Appendix B

Configuration Options

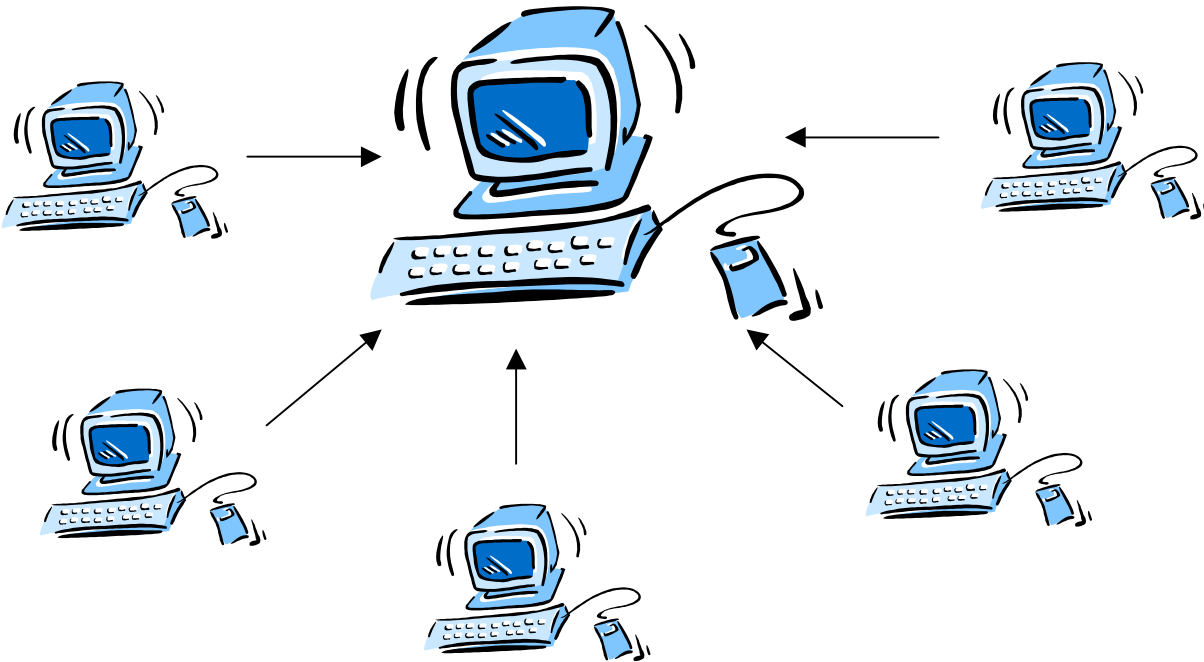
A. Stand-alone.

*Capacity'Ware*TM can be installed on a non-LAN/Ethernet, stand-alone computer system. Interaction with other computers is not possible. Installation on a portable computer, for example, that is then shared allows for total control and access to the system and data.



B. Simple Connectivity.

Within an office, or LAN/Ethernet configuration, *CapacityWare*TM can be linked so the several computers share information about change efforts where all the data is available to everyone on the "net." The number of computers that will simultaneously share information is the limiting factor. MS Access is normally limited to 25 simultaneous users. The "main" computer stores the Central Data Base and Survey Data files for access by all users. We recommend one full service version at each location.

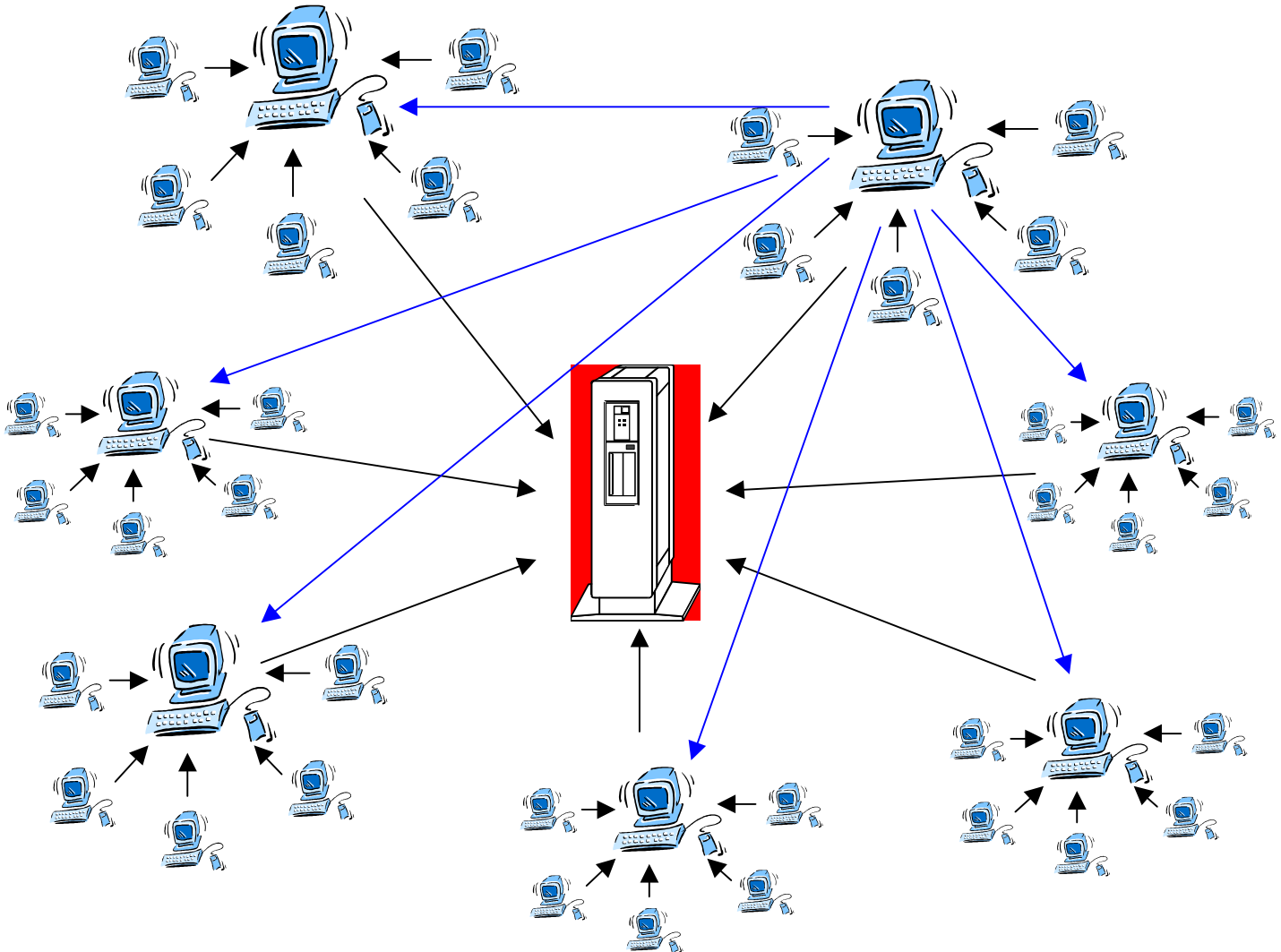


C. Complex Connectivity.

In more complex configurations, *CapacityWare*TM may be deployed so that users can engage in a variety of connectivity simultaneously. Such configurations may involve a combination of the above configuration and variables of it.

For example, a full service version might be at each of six locations and have access to the Central Data Base, while each of the five locations represented below would only have access to survey data files pertaining to their location.

Individual options at each location might include a system that would "deliver" the *CapacityWare*TM application over the net to minimize the space requirements on each computer.



Appendix C

Installation Instructions

Overview

DO NOT install *CapacityWare*TM unless an IT representative is present. Always engage the user in conversation about the use of this system so that they are confident in its preliminary use in reading their data. BE INTERACTIVE! This client contact is about more than just software installation – it's about being confident in our data, our software, and YOU – as their helper! If they have concerns that we can respond to, put them in the Event Record – PRE and POST EVENT folder.

Install once the user has logged in. The IT rep can log in using their ID and that will suffice. The user need not be there.

Special Instructions for IT Representative: If the machine is new (Windows 2000 or higher) it may require an Mdac 2.6 update. This will be accomplished by the IT person. The Mdac update is also on our CD in the Support folder. They will double click and follow the instructions. The machine will have to be restarted after the Mdac has run. New log on etc.

Installation Instructions

1. Inset into CD and allow Autorun to detect the CD OR Explore to the CD.
2. Install by clicking on “Setup.”
3. Follow the on-screen instructions.
4. If you are asked if you want to keep a file that is new on the computer – respond YES.
5. If you are cautioned that a file is missing or needed – respond IGNORE.
6. Occasionally the system will get confused because *CapacityWare*TM requires Office but it is not resident on the machine (they pull it down off the net as needed. Respond so that we do not alter their system. CW will work just fine.
7. Once the installation is complete, make an ICON for the desktop for *CapacityWare*TM.
8. Double click the Icon. It will ask you for the Centraldb – “OK” then double click the Central DB file.
9. The system launch – wallpaper first.

10. A prompt will ask if you want to register for more licenses. Respond – NO. This will take you to the main menu.
11. Verify that the top menu bar has a current date and the abbreviation of the organization for which the installation is being installed.
12. Verify that the system works properly by selecting an appropriate survey (installed with the software). And select any view to assure you get the right picture.
13. Pull down “About” and make note of the Registration Number. Let the user know that features can be “turned on” by placing a call to the number on that screen and providing this registration number. They will be instructed when to do this by the HR representative – won’t happen this year.
14. Looking on the machine or in the Network Identification also make note of the machine name. Note the users name. Note the IT Representatives Name.
15. If the system asks to locate the ltdata file – it is resident in Program Files, CapacityWare, – browse to it and click on it.
16. Provide the user with a brief orientation on the menus, answer any questions about the system they may have. Be sure they know to call their HR rep for more orientation if needed. They can also call our office at any time.
17. Call if you have questions – 591-0807! Cell is 880-9430. On return complete an Event Record and Client CHART.
18. Special Instructions: