



## Restoring Customer Confidence in GenWeb Application

### ■ ■ ■ ■ INTRODUCTION

The GenWeb application was developed to provide management through an online database of real-time power generation data, including a method for generation sites to enter requests for near-term unit downtime and longer-term unit outages.

The latest version of the application was deployed in September 2008. However, post-implementation issues continued to plague the application and negatively impacted client confidence in the data. The users also described the application as very slow at times, even to the point of timing on report options. In addition, users also described the screen navigation as unfriendly.

### ■ ■ ■ ■ CHALLENGE

The client hired NouVEON to address issues with the application to boost data accuracy and to increase user confidence. The project focused on stabilizing the deployed application by first addressing the most significant issues and performance problems, and then completing the transition of Carolinas Regulated Generation to the GenWeb application.

Significant issues included:

- Data quality issues
- Outage scheduler entry and update screens unable to accept updates
- System performance problems
- Some functionality not working
- Training gaps
- Business requirements for lacking additional functionality
- Interface not user-friendly

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### SOLUTION

The project team assessed and prioritized issues in order of what could be resolved and delivered most efficiently to restore client confidence in the application.

First, interface monitors were deployed to provide the support team with early warnings of interface problems because the GenWeb application was reliant on more than a dozen interface sources than the dashboard displayed. Next, the NouvEON team addressed issues by holding code reviews of the lowest performing modules followed by DBA's perform diagnostics on the database and server connections. These efforts resulted in some code updates and process changes, which greatly improved the user experience. An immediate boost in user acceptance and positive feedback followed the initial production release.

The next releases consisted of introducing new and improved functionality to the application; these changes addressed issues with screen navigation and workflow as well as enhancement requests to existing functionality. The releases were managed by capturing requirements from the business in a requirements document, a process that was not completely followed in the initial project. These requirements were then translated to test plans and test scripts using the Mercury Test Director tool, so testing could be formally documented, repeated, and defects tracked by written requirement. This process, along with a new release mitigation and deployment planning process, reduced the incidence of post-deployment issues to zero functional issues and again boosted customer confidence and acceptance of the application.

The final phase was the rollout of a special set of functionality to the Southeast user group, termed the GenGuide report. By following the established pattern of requirements capture, test planning, code review, and business acceptance testing, the new functionality successfully rolled out to the user group with minimal post-deployment issues.

### RESULTS

As a result of NouvEON's involvement in the project, client confidence in the GenWeb application with the client's Midwest user group, the application's first adopters, has been restored. In addition, the GenWeb application has also been successfully deployed with the Southeast user group with very high user acceptance.

In addition, GenWeb has also garnered increased exposure with the executive audience, with the Director of Generation IT and the business' senior VP level learning about the application and requesting their own screen presentations of the fleet generation data.

#### NouvEON Services Provided:

- Project Management