



Frequently Asked Questions

Installation / Implementation:

Q: What is needed to get started with Game Plan?

A: A space inventory (sites, buildings, floors, rooms) with average square footage and floor types if possible is required.

As a new user of Game Plan, the customer will need to designate an IT program point of contact and a primary contact/operator/champion to manage your role in implementation. The designees should be reasonably computer literate, positive about Game Plan and familiar with cleaning operations.

JohnsonDiversey or the distributor will furnish a spreadsheet template to document the institution's space inventory. Upon return, the information will be uploaded into the Game Plan program.

This is a starting point for final setup work. Migration gets the space inventory in place, but the area types/cleaning schedules must be checked and tweaked and then the work assignments created.

Q: Who will and what is needed to install the software?

A: When the customer uses the software on their own computers, an IT person will be needed to install the program with on-site or remote technical support from the distributor or software developer. This is especially the case, if the institution has set tight security protocols.

Q: How much time is required to upload a customer's space inventory?

A: Migration can be completed quickly, within about a week. Training can be scheduled as soon thereafter as possible.

Security:

Q: Is Game Plan Program protected from unauthorized copying?

A: Game Plan is highly resistant to piracy. Security should not be a concern, unless there is a highly-skilled hacker who is willing to spend hours breaking the unique security and piracy prevention safeguards built into the program.

The software requires a license key when it is first installed – otherwise it will only run for 60 days. The software detects the hard drive serial number and requires a key that interlocks with the code generated. Once a file is “unlocked”, it will work indefinitely on the machine for which it was unlocked.

If the file is moved to a new computer, it will require a new key and in this case will not operate in any way until it gets the key. Once it is unlocked for a second or third computer it can be moved back and forth between computers for which it is unlocked without requiring keys so, for example, it can be put on a laptop for the weekend and then moved back to the network on Monday.

Q. Who can change a user's access to different features of the software?

A: The program administrator(s) designated by the customer establish each user's access level.

Training:

Q: What input is needed prior to training?

A: A customer's space inventory should be in place and the software should be installed and ready to go (when the customer will be managing the program themselves).

When a customer decides to manage the software themselves, we recommend reserving a computer lab with a computer for each trainee with the software previously installed on each hard-drive. A projector is required for the trainer.

Q: Are customers trained on their own space inventory/data?

A: Customer space inventory migration will occur before any training. Actual and sample data is used during training.

Q: How much time is needed for training?

A: Depending on the number of people needing training, we recommend 4–5 days total. Optimally, the training should be broken into two sessions: basic training and advanced training for program administrators 6–8 weeks after initial training. However, we can work with customers based on their needs, skill level, and project time lines, etc. We can also offer online webinar sessions and break the training down into smaller time units if needed.

Q: What is your training process?

A: There are basically three groups we deal with:

- Customer IT: Usually need just a couple (2) hours to go over installation, setup on a network, licensing, etc.
- Inspectors and work assignment creators (supervisor login): Depending on your organizational structure, these people are often first line supervisors. We have two supervisor level logins - with differing capabilities. Some organizations allow them to view work assignments and some allow them to manipulate work assignments. They can also view inspection data and we can train them to do inspections. They are also allowed some functionality in adding personnel action items to employee records. We need about a half a day with this group and usually the next group sits in on this training too.
- Administrators or process engineers: Your “power users” are those who would log on to the software and control all aspects of the data and configuration. We try to adjust the pace of the training to accommodate the group. We spend the most time with them and teach them:
 - Managing the files and space inventory - everything from adding and modifying buildings, floors and rooms, to changing area types of rooms individually and on a mass basis, inserting floor plans, room pictures, etc. This can take the better part of a day. The space inventory is the first building block of work-loading and everything else you do.
 - Working with area types and tasks - this is the second major building block and generally covered in the second day and a half of training. This goes beyond just manipulating the software tool. We try to teach the concepts behind the tool, so you can, in effect, think like a cleaning industry consultant. This training includes thinking realistically about the times behind the

tasks and when to modify them. It also includes training in how to use the tool to analyze and optimize operations.

- We can complete this training in about three days.

Advanced training, generally two days, covers everything else - supply usage calculations, equipment records and analyzing equipment return on investment, employee records (beyond what was covered above), and often review and practice to put all the pieces together.

This is the ideal training scenario we've found. Depending on customer's budgets, time constraints, computer skills and willingness to self-train, we have compressed this into four days.

Pricing:

Q: Is the price of the program based on the level of user access? In other words, is an administrator license more expensive than a supervisor license because it provides access to more features?

A: No. Price is based on the number of seat/computer licenses not user access levels as these can be changed by the program administrator. In the end-user managed model, the first license, or master license as it's called, is based on the square footage of the facility, whereas additional licenses are set at \$360 each.

Q: What does the price for onsite training include?

A: The price for onsite training includes the specified number of training and setup days as well as T&E. There are no additional or undisclosed fees.

Software:

Q: What are the differences between Game Plan and INFORMED LLC/Managewize? Is it just that JohnsonDiversey version has pre-loaded products? Are there other features to Game Plan?

A: There is no difference in the functionality of Game Plan and the software provided by INFORMED, LLC. JohnsonDiversey private labels INFORMED LLC's software and pre-loads products for analysis into the supplies library. However, JohnsonDiversey and our distributor partners recognize that Game Plan is a critical component to a comprehensive solution which includes chemicals and other Jan/San products; and smooth implementation and ongoing support is integral to the relationship with customers who purchase our products.

Q: What platform/application is Game Plan based on?

A: The software is MS Access based and installs its own runtime. It can be installed locally or configured to run from a shared file on a server. Disk storage requirements are minimal and are covered in the Technical Requirements document. No additional software licenses are needed. We distribute an Access runtime with the software and provide an installation routine that ensures the runtime will not conflict with any other Access installations.

References:

- Q: We have a very large institution. Do you have references of users of comparable size? We want to make sure we're not going to out grow the program.
- A: Please refer to the Customer References document. Many large school districts, universities and hospitals have already implemented Game Plan including New Jersey City Schools, California State University - Long Beach, M.I.T., Michigan State University, McMaster just to name a few.