Process Overview

BUSINESS CASE

determine the business context of the software system to be developed, i.e. the business model and strategy of the venture to be supported by the platform and/or the business process to be served by the software tool

identify business needs to be satisfied and business objectives to be achieved

INITIAL SCOPE & GUESSTIMATE

establish the Initial Scope of the project

develop a Guesstimate, i.e. a rough estimation of workload, expected cost and timeframe necessary to implement the project

TERMS OF COLLABORATION

sign a Non-Disclosure Agreement

clarify the terms of collaboration, including approach & methodology, process, team architecture - roles & responsibilities involved, business and technical environment, acceptance criteria, project change, charges & payment terms, intellectual property rights and the like

PROJECT IMPLEMENTATION STRATEGY

clarify / adopt a Project Implementation Strategy, i.e. guidelines which help to resolve the inevitable trade-offs between Functionality/Performance, Budget, Schedule, and Support & Maintenance Costs

PRELIMINARY PROJECT PLAN

develop the Preliminary Project Plan; in particular, divide the Initial Scope into Milestones and agree on a milestone implementation sequence taking into account both market and technological constraints involved

CONTRACT FOR CONSULTING SERVICES

if needed, sign a contract for providing services to develop the technical specification,including user stories, wireframes/mock-ups, navigation maps and the like

we charge an hourly rate for consulting services

MILESTONE TECHNICAL SPECIFICATION

the milestone technical specification is provided by the client or developed jointly with the client

it contains at least: (1) a set of unambiguous user story titles - grouped into functional modules and (2) a complete set of wireframes / mock-ups

on small and well defined projects, tech specs can be developed for more than one milestone

MILESTONE BUDGET & IMPLEMENTATION SCHEDULE

based on the technical specification, agree on the cost and verify the deadlines for milestone implementation

in principle, specific work orders, deliverables and their costs as well as implementation schedules are agreed upon a periodic basis for each successive project milestone

a milestone is structured so that it may be implemented in no more than one month

CONTRACT FOR IMPLEMENTATION

sign a contract for system implementation

specific work orders, deliverables and their costs as well as implementation schedules for successive milestones are listed in Appendices attached to the contract

we use milestone budgets if there is a detailed enough technical specification available; otherwise, we charge an hourly rate

project budget can be used on small projects, i.e. implementable in fewer than 3 milestones

the amount due for a milestone is paid in two installments: 50% up front and 50% after the milestone has been delivered

MILESTONE IMPLEMENTATION

ALPHA / BETA RELEASE

PROJECT COMPLETION

SERVICE LEVEL AGREEMENT (SLA)

sign an SLA, which specifies the terms and conditions for managing the application after the project has been completed

the SLA specifies (1) the scope of service (e.g. server administration, data back-ups, etc) and (2) when and how fast we have to respond to issues as they arise

we charge a quarterly fee, based on (1) the complexity of the application to be supported, (2) the scope of service and (3) the response times

SYSTEM SUPPORT AND MAINTENANCE

when the project has been completed, we can maintain the application as well as provide technical support for it, i.e. remove defects and correct deficiencies

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