

**Systems  
Development  
Life  
Cycle  
(SDLC)**



**Baltimore County  
Office of Information Technology**

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## Version Control

This is a “living” document that will change over time. This section of the document records the various versions or releases of this document.

<b>Version</b>	<b>Details/Description</b>	<b>Distribution</b>	<b>Date</b>	<b>Author / Organization</b>
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1.2	First Draft – Senior Management	Whole Document	3/7/01	SDLC Project Group
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3.0	Word removed from heading	Pg. 9 - 3.7.4 Business Process Model	6/2005	SDLC Revision Committee / OIT
3.0	Added new header and paragraph	Pg. 17 – 6.7.2.3 12-Month Evaluation	6/2005	SDLC Revision Committee / OIT
3.0	Appendix S – Turnover Package added	Appendix	6/2005	SDLC Revision Committee / OIT
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3.0	Added 15 definitions	Glossary	6/2005	SDLC Revision Committee / OIT
3.0	12 Month Evaluation added	Appendix T	6/2005	SDLC Revision Committee / OIT
3.0	Senior Management Kickoff Meeting	Appendix C, Communications Plan	6/2005	SDLC Revision Committee / OIT
3.0	Senior Management Kickoff Meeting Template	Templates and Tools	6/2005	SDLC Revision Committee / OIT
3.0	Added Types of Systems Development Methodologies	Page iv	6/2005	SDLC Revision Committee / OIT

## Types of Systems Development Methodologies

### *Introduction*

Software development, out of which the SDLC was born, has been a process of synthesizing methods for managing and designing new systems. The following methodologies are the outgrowth of the experiences of developers over the years. While no one method is better or worse, each methodology has presented advantages and disadvantages depending on the type of project, the constraints of the project, and the project goals that have been defined. The following information should be used as a guide to selecting a methodology that works best for your project.

### **1. Structured Design**

- From 1980s
- Formal step-by-step approach, moving logically from one phase to the next

Waterfall Development - deliverables from current phase receive approval before moving on to the next phase.

#### *Advantages*

- Identifies requirements early in the process
- Minimizes changes to the requirements as the project progresses

#### *Disadvantages*

- Long lag time between start and finish
- If change to business during time rework may be required
- Very paper intensive

Parallel Development – general design performed, then project divided into a series of distinct subprojects that can be designed and implemented in parallel.

#### *Advantages*

- Reduces delay between design and implementation

#### *Disadvantages*

- Assumes subprojects are completely independent – decisions in one may affect the others

### **2. Rapid Application Development**

- From 1990s
- Gets some part of system developed and into the users hands quickly

Phased Development – system is broken into a series of versions that are developed sequentially with the most important, highest priority requirements implemented first.

*Advantages*

- Quickly gets a useful system into the users hands
- Additional requirements can be defined sooner than with the structured methodology

*Disadvantages*

- System is intentionally incomplete

Prototyping – performs analysis, design and implementation phases concurrently and repeatedly until the system is complete.

*Advantages*

- Very quickly provides system that can be used for a small group of people
- Shows the users that the information technology team is making progress
- Helps to quickly refine requirements

*Disadvantages*

- Fundamental issues and problems are not recognized until well into the development process
- May undergo such significant changes that many initial design decisions become poor ones

Throwaway Prototyping – uses several design prototypes during the analysis and design phases with help to resolve areas that are not well understood before the real system is built.

*Advantages*

- Balances the benefits of well-thought-out analysis and design phases with advantages of refining issues before the system is built
- Usually produces more stable and reliable systems

*Disadvantages*

- May take longer to deliver

### **3. Agile Application Development**

Includes a cross functional team of IT and business that are co-located and working together on a daily basis. Emphasis is on new releases being delivered in one month or less. Requirements, Design, Development and Quality Control are done in parallel in small increments. The team is a small group, experienced, able to react to changes late in the process and to deliver product in one month or less. It was developed to work best for small to medium sized projects.

*Advantages*

- Fast delivery of results
- Works well in projects with undefined or changing requirements

*Disadvantages*

- Requires discipline
- Requires lots of user input
- Not good for large projects

### **Criteria for Selecting the Appropriate Methodology**

- Clear user requirements
- Familiarity with technology
- Complexity of system
- Reliability of system
- Time schedule
- Schedule visibility

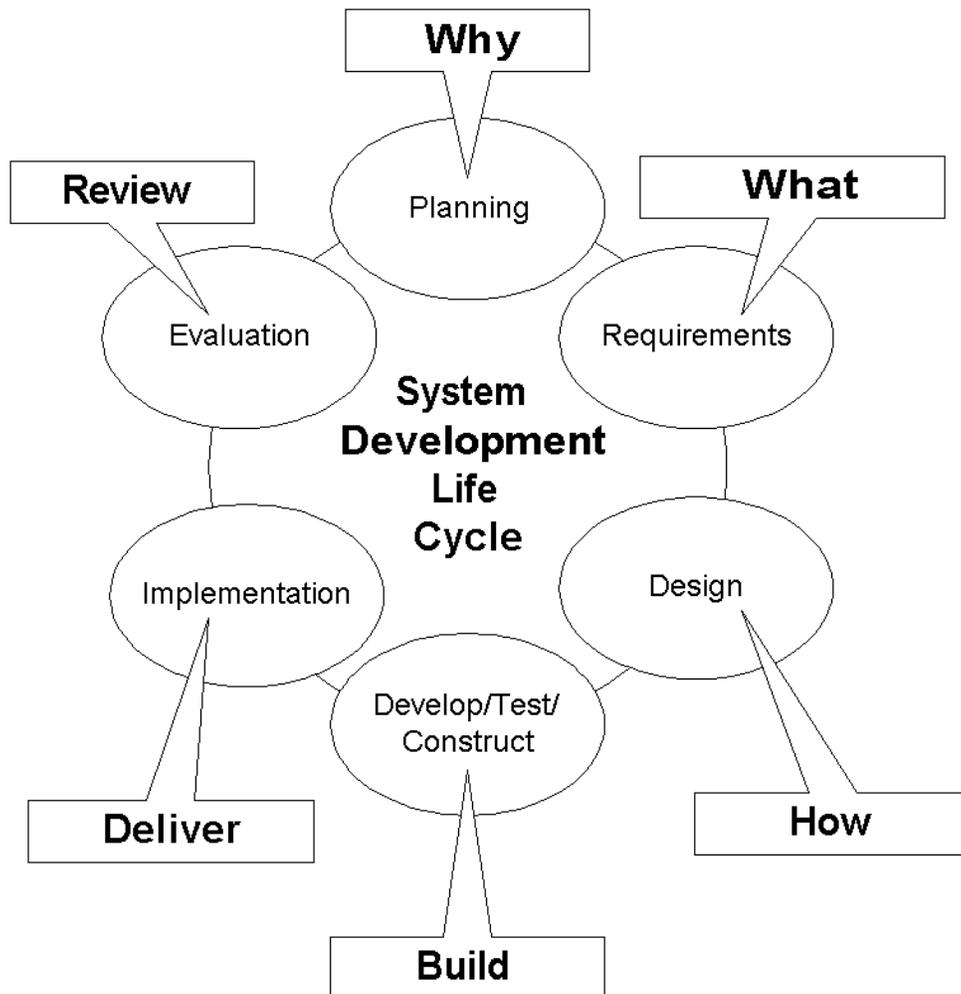
Ability to Develop Systems	Structured Methodologies		RAD Methodologies		Agile	
	Waterfall	Parallel	Phased	Prototyping	Throwaway Prototyping	
With unclear user requirements	Poor	Poor	Good	Excellent	Excellent	Excellent
With unfamiliar technology	Poor	Poor	Good	Poor	Excellent	Poor
That are complex	Good	Good	Good	Poor	Excellent	Poor
That are reliable	Good	Good	Good	Poor	Excellent	Good
With a short time schedule	Poor	Good	Excellent	Excellent	Good	Excellent
With schedule visibility	Poor	Poor	Excellent	Excellent	Good	Good
RAD = Rapid Application Development						

## Overview

Systems Development Life Cycle (SDLC) is a methodology that provides a framework from which to identify, analyze, document and develop a project. Objectives of the SDLC process are to:

- Increase control, effectiveness and reliability,
- Promote consistency in the work process and deliverables,
- Promote project planning,
- Identify responsibility in the project,
- Identify the responsibilities of the project team,
- Identify high level roles, and
- Provide a tool for reaching the project goals.

This SDLC document is a living document that will change over time. Users are encouraged to offer suggestions to improve the content of this document.



## **Project Review Process**

The first component to the SDLC is the Project Feasibility Report. There are two (2) types of projects, those that will follow the process for new system/major enhancement projects, and those that will follow the process for maintenance projects.

All projects that are required to proceed through the Project Review Process will follow the appropriate phases/tasks within the SDLC. Those projects that are maintenance projects will follow the SDLC when appropriate. The decision to follow this process is at the discretion of the Business Analyst.

## **Supplemental Documents**

Projects developed using SDLC include the requirement to produce supplemental documents. This list below defines documents associated with projects. The list is not necessarily inclusive and should be considered a guide. Many of these documents will begin in one phase and be completed in a subsequent phase. Formats and examples of the documents can be found in appendices. The Supplemental Documents Matrix correlates the documents with the associated SDLC Phases where start, continue and finish.

**Business Process Model** – The business process model describes activities or functions that are performed for a specific business reason. Processes can be manual or computerized. Every process should have a unique identification number, a name and a description. Descriptions should be clear and precise when defining steps in the process. See Use Case for additional information.

**Communications Plan** – The communications plan details the roles and responsibilities of the Project Team. It provides guidance for scheduling, conducting and documenting meetings. Included in the Communications Plan is the process and form for controlling the Project Change Request.

**End-User Document(s)** - End-user documents (also known as end-user documentation) consist of any information in electronic or paper form given to those individuals who will be using the completed project. The nature of this documentation and its presentation will vary depending on the project. This documentation might include on-line help with frequently asked questions, paper copies of the screens, and/or step-by-step instructions presented in either media. The end-user documentation may include those documents created during the project training phase.

**Logical Data Model** -This will serve as an introduction to database structures that will be designed to represent user data in a form easily understood by both users and Office of Information Technology professionals without regard for physical implementation. It is a description of what business information is significant, and how business information is interrelated for a particular business area or process. The Logical Data Model focuses only on what data is needed. Business terminology is used consistently throughout the Model. It should also reflect any business rules.

**Migration Plan Worksheet** – Assists in identifying the activities that will be performed as part of the Migration. It identifies when and by whom and includes both technical aspects (such as

installing hardware and software and converting data from the existing system to the new system) and organizational aspects (such as training and motivating the users to embrace the new system). Migration activities will be identified as tasks in the project plan.

**Operational Procedures** - Information/instructions provided to assist in the completion of a task/job. At a minimum, it should include information such as: schedule or frequency, input and output specifications, error recovery procedures, estimated completion time, requesting agency, production support contacts and any report distribution.

**Physical Data Model and Data Dictionary** - The Physical Data Model, must contain the detailed specifications for the physical database and its implementation environment. The physical data model should predict the storage requirements by estimating the number of records for each file based on the current data requirements and new data being created over time. This model should also address the backup and recovery strategies as well. The Data Dictionary names, defines and describes each data entity and its attributes (format, type, usage) using business terms.

**Project Evaluation Report** – A report that details the evaluation of the entire project. The report should include comparison to past performance, cost, duration, expectations, all levels of feedback including lessons learned and future improvements. (Ranking system based on a scale of 1 to 5, with 1 being the lowest possible score.)

**Project Feasibility Report** - A Project Feasibility Report is an analysis of the viability of a project. The report expands the information contained on the Project Request Form. A Project Review Team consisting of representatives from the sponsoring agency, OIT and Budget develop the report. The report includes sections on: problem/objectives, potential vendors/products, risk assessment, cost estimates, cost benefits, issues and assumptions. Project Feasibility Reports are developed for projects estimated to cost greater than \$50,000.

**Project Plan** - The Project Plan is a project management tool that you can use to control simple or complex projects. It helps you schedule and track all your activities so you can stay on top of their progress. It calculates and creates a working schedule based on information you provide about the tasks to be done, the people who work on them, the equipment and supplies used to accomplish them, and the costs involved. A project plan identifies tasks, resources, effort, milestones, and portrays the current status of the project. The project plan should include tasks for all deliverables.

**Project Request** -The Project Request Form is generated by the requesting organization. The form contains general information such as project name, request date, and information on the requesting organization such as the project sponsor, phone number, e-mail address, approver, required date and agency priority. The business need, functionality, expected value, any special issues or constraints are also introduced in the Project Request Form.

**Project Sign-Off** - The Project Sign-off ends a project. This document represents the concurrence of the project board that all phases, activities, and requirements necessary for this project have been completed and or met. A meeting must be scheduled by the project manager with the project board to review any documentation that will allow the board to comfortably consider this project complete. Depending on the project persons other than the project board may be invited to this project if their input will assist in the acceptance process. The acceptance meeting, as well as, the actual acceptance document must appear on the project plan.

**Prototype** – A prototype or mock-up represents the appearance and functionality of the proposed solution, as it will be presented to the user. The prototype should demonstrate how the users will navigate the system and insure that all requirements are being met. It should also identify any update actions and data validation required.

**Technical Document(s) or Procedures** – Document(s) or procedures that define in a complete, precise, verifiable manner the requirements, design, behavior, other characteristics of a system or system component not described in any other document. Examples include software documentation, vendor specifications, conversion procedures, and coding specifications.

**Test Plans** - Test Plans are designed to test each component as well as the integrated operational system. These plans must test for accuracy as well as system/network load and response times. In all cases the projected dates, times, required support staff and participants must be included. Guidelines should be set to determine what data is going to be collected and how it will be analyzed. Also, the criteria must be established to determine when the tests are complete and whether the tests were successful.

Unit Tests focus on one unit; a program or a program module that performs a specific function that can be tested and ensures that the module or program performs its function as defined in the program specification. Unit tests are often conducted by the systems analyst or by the programmer who developed the unit. Unit testing focuses on the performance of one specific part of the application system. Unit testing is performed only after the programmer believes the unit to be error free.

Integration Tests assess whether a set of modules or programs that must work together do so without error. They ensure that the interfaces and linkages between different parts of the system work properly. At this point, the modules have passed their individual unit test, so the focus now is on the flow of control among modules, and on the data exchanged between them. The tester develops a test plan that has a series of tests that in turn have tests. Integration testing is often performed by a set of programmers and/or system analysts.

System Tests are usually conducted by the systems analysts to ensure that all modules and programs work together without error. System testing is similar to integration testing but is much broader in scope. System tests examine how well the system meets business requirements and its usability, security, and performance under heavy load. It also tests the system's documentation.

Acceptance Tests are primarily performed by the users with support from the project team. The goal is to confirm the system is complete, meets the business needs that

prompted the system to be developed, and is acceptable to the users. Acceptance testing is done in two stages: Alpha testing in which the users test the system using made-up data, and beta testing, in which users begin to use the system with real data but are carefully monitored for errors.

Training Document(s) – Training Document(s) are created to deliver and instruct end-user training for agency staff.

Training Plan – The Training Plan is a document that defines the training information required for each phase of the project. The training plan must coincide with implementation schedule. The document must contain on-site/off-site training facilities, technical requirements, vendor or County instructor information, training documents, and post follow-up with the agency.

Use Case - A Use Case is a set of activities that are performed to produce some output result. Each use case describes the major steps needed to process the inputs and produce the outputs. Use cases can be used to assist in the creation of the business process model. Each use case has a name, number and description. When creating use cases, the project team must work closely with the users to gather the information needed.

### Supplemental Documents Matrix

Supplemental Document Name	Appendix	Planning	Requirements	Design	Develop/ Construct/Test	Implementation	Evaluation
Project Request	A	S F					
Project Feasibility Report	B	S F					
Communication Plan	C	S	C	C	C	F	
Project Plan	D	S	C	C	C	C	F
Migration Plan Worksheet	E		SF				
Logical Data Model	F		S	F			
Use Case Worksheet	G		S	F			
Business Process Model	H		S	C	F		
Training Plan	I		S	C	C	F	
Physical Data Model and Data Dictionary	J			S	F		
Prototype	K			S	F		
Technical Document(s) or Procedures	L			S	F		
Test Plans	M			S	F		
Operational Procedures	N			S	C	F	
End-User Document(s)	O				S	F	
Training Document(s)	P				S	F	
Project Sign-off	Q						S F
Project Evaluation Report	R						S F
Turnover Package	S					SF	
12-Month Evaluation	T	S					C *

\* Will not be completed until 12 months after a project's implementation date.

S=Start C=Continue F=Finish

**SDLC at a Glance**

<b>Phase</b>	<b>Incoming Documents</b>	<b>Deliverables</b>	<b>Tools</b>
Planning	Project Request Project Feasibility Report	Planning Document Communications Plan Project Plan(s)	AutoCad Mapsource MS Excel MS Power Point MS Project MS Word Netviz PRTS Sniffer System Architect Gane & Sarson TRELOS Visio Risk Assessment forms
Requirements	Planning Document Communications Plan Project Plan	Requirements Document Business Process Model (existing) Logical Data Model Migration Plan Project Plan Training Plan	MS Excel MS Power Point MS Project MS Word PRTS Risk Assessment forms System Architect Gane & Sarson Use Case Use Case Worksheet Visio (Windows GUI Stencil)
Design	Requirements Document Business Process Model (existing) Communications Plan Logical Data Model Migration Plan Project Plan Training Plan	Design Document Business Process Model (proposed) Migration Plan Operational Procedures Physical Data Model and Data Dictionary Prototype Project Plan Technical Document(s) or Procedures Test Plans Training Plan	Acrobat Writer AutoCad Dreamweaver Mapsource MS Excel MS Power Point MS Project MS Word Netviz Photoshop PRTS Sniffer System Architect Gane & Sarson Use Case Worksheet Visio (Windows GUI Stencil)

<b>Phase</b>	<b>Incoming Documents</b>	<b>Deliverables</b>	<b>Tools</b>
Develop/Construct/Test	Design Document Business Process Model (proposed) Migration Plan Operational Procedures Physical Data Model and Data Dictionary Prototype Project Plan Technical Document(s) or Procedures Test Plans Training Plan	Develop/Construct/Test Document Operational System Business Process Model (proposed) Communications Plan End-User Document(s) Migration Plan Operational Procedures Project Plan Technical Document(s) or Procedures Test Plans Training Document(s) Training Plan	MS Excel MS Power Point MS Project MS Word PRTS
Implementation	Develop/Construct/Test Document Business Process Model (proposed) Communications Plan End-User Document(s) Migration Plan Operational Procedures Project Plan Technical Document(s) or Procedures Training Document(s) Training Plan Turnover Package	Implementation Document Production Operational System End-User Document(s) Operational Procedures Project Plan Technical Document(s) or Procedures Training Training Document(s)	Acrobat Writer AutoCad Coldfusion Mapsource MS Excel MS Power Point MS Project MS Publisher MS Word NeoTrace Netviz Photoshop PRTS Sniffer Tivoli
Evaluation	None	Project Sign-Off Project Evaluation Report	MS Excel MS Power Point MS Project MS Word PRTS

## **Audience**

This document will be used by Baltimore County's Office of Information Technology for projects. The process set forth in this document can be customized to meet the needs of any project. Customization is at the discretion of the user and Senior Management. Additionally, Information Technology contractors performing work are expected to follow these guidelines.

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## **1 Project Planning**

### **1.1 Purpose**

To evaluate in greater detail the project proposed on the project request form and/or in the feasibility study.

### **1.2 Objectives**

This phase should:

- State the problem,
- Define the objective,
- Describe the current environment,
- Identify the scope, and
- Identify basic functionality,
- Plan and begin collecting data for the 12-month evaluation.

### **1.3 Incoming Documents**

- Project Request
- Project Feasibility Report

### **1.4 Deliverables**

- Planning Document
- Communications Plan
- Project Plan(s)

### **1.5 Milestones**

- Walk-through of the Planning Document
- Approval

### **1.6 General Comments**

- Appendices as necessary
- Reference supporting documents as required

### **1.7 Planning Document**

#### **1.7.1 Overview**

The overview should explain the project request in non-technical terms. Identify agencies that are impacted. Provide a general description of the project including the high level goals, expected duration, and the life cycle of the solution. The business need, functionality, expected value, special issues, and constraints should be brought forward from the project request. The overview should also include the summary of results from the project feasibility report, if applicable.

### **1.7.2 Problem/Objective Statement**

The problem/objective statement should be brought forward from the Project Feasibility Report and refined if necessary.

### **1.7.3 Scope**

This should identify the user's expectations and business requirements of the project at a high level and provide a description of the desired outcomes.

### **1.7.4 Basic Functionality**

Identify the functionality required by the agency(s). Based on user input, prioritize each requirement as high, medium, or low. The analysis should include inputs, outputs, processes, access, special issues, compatibility, and interfaces.

### **1.7.5 Current Architecture**

Provide a general description of the current environment and/or manual process to include hardware, software, and infrastructure.

### **1.7.6 Recommended Solution**

The recommended solution should be identified or brought forward from the Project Feasibility Report and revised as needed. Provide supporting information for the recommended solution and alternative solutions.

Potential solutions could include custom development and COTS with or without RFP.

The Communications Plan and Project Plan(s) must be produced as supporting documents to accompany the Planning Document.

### **1.7.7 Cost/Benefit**

The cost/benefit should be identified or brought forward from the Project Feasibility Report and revised as needed. Provide documentation on direct/indirect benefits, development costs, and operational costs.

### **1.7.8 Plan for 12-Month Evaluation**

12 months after a project is completed, the Director of Information Technology evaluates how well a project met its objectives and planned benefits. Begin collecting data and planning for the 12-Month Evaluation. Use Appendix T of this document to prepare the evaluation.

### **1.7.9 Issues and Assumptions**

Identify any limitations that may impact the successful implementation of the project. (Note: All the limitations may not be known at this time.)

### **1.7.10 Risk Assessment**

The risk assessment should be identified or brought forward from the Project Feasibility Report and revised as needed.

### **1.7.11 Approval**

The Project Board must approve the planning document.

## **2 Requirements**

### **2.1 Purpose**

To build upon the analysis completed during the planning phase.

### **2.2 Objectives**

This phase should identify and define:

- Functional requirements,
- Communications and infrastructure,
- Auditing and security,
- Software,
- Service level,
- Data retention,
- Backup/recovery and disaster recovery, and
- Proposed architecture.

### **2.3 Incoming Documents**

- Planning Document
- Communications Plan
- Project Plan

### **2.4 Deliverables**

- Requirements Document
- Business Process Model (existing)
- Logical Data Model
- Migration Plan Worksheet
- Project Plan
- Training Plan
- Use Case Worksheet(s)

### **2.5 Milestones**

- Walk-through of the Requirements Document
- Approval

### **2.6 General Comments**

- Appendices as necessary
- Reference supporting documents as required

### **2.7 Requirements Document**

#### **2.7.1 Overview**

Bring forward the overview from the Planning Document and add additional details supported by the requirements phase.

## **2.7.2 Current Architectural Model**

### **2.7.2.1 Business Process Model (existing)**

Provide a detailed description of the current business process environment. This should include narrative and diagrams that define data flow, workflow, and other affected business processes. Processes described should include interfaces, activities that create input for other systems as well as manual procedures. The existing business inputs and outputs should be described with samples of each included. (Use Cases can be used to assist in the creation of the existing business process model.)

### **2.7.2.2 Hardware**

Provide a detailed description of the current hardware environment. This should include a diagram illustrating servers, workstations (terminals), and peripherals. Narrative should be included that describes hardware specifications.

### **2.7.2.3 Software**

Provide a detailed description of the current software environment. This should include narrative on COTS packages including any custom modifications, operating systems, utility programs; license, maintenance, and source code escrow agreements. Identify whether the current application software was written in house, the language it was written in, whether it is client server application, and uses any emulation software.

### **2.7.2.4 Infrastructure**

Provide a diagram detailing connectivity (e.g. Dial-up, LAN, WAN, SNA) and topology (e.g. Ethernet, Token Ring, Coax, Twinax) for all affected locations.

## **2.7.3 Functional Requirements**

The detailed functionality should define the requirements for business process automation, improvement, and/or redesign. Describe the existing systems or business functions both internal and external that must interface with this solution. Describe and diagram the new workflow and business processes.

## **2.7.4 System Requirements**

Describe the following system controls: data retention, backup and recovery, security, system audit, service level agreements, disaster recovery, and contingency plan.

## **2.7.5 Scope**

Build on the scope as defined in the planning document. Provide more detailed information on data flow, manual and automated interfaces, data conversions, data, and identified constraints. Identify related items determined to be outside the scope of this project that may impact the project results/outcome. Additional documentation for these items should be noted on a Project Change Request.

## **2.7.6 Issues and Assumptions**

Issues and assumptions should come forward from the Planning Document, Cost Benefit section. These should be revised and updated as required.

### **2.7.7 Proposed Architecture Model**

Provide a generalized overview of the proposed hardware, software, and infrastructure. The proposed model should be reviewed with the Director of OIT and the Network Services Senior Manager.

### **2.7.8 Risk Assessments**

Update the risk assessment to reflect the detailed study of the requirements.

### **2.7.9 Approvals**

The Project Board must approve the Requirements Document. No commitments or allocation of resources should proceed without this approval.

## **3 Design**

### **3.1 Purpose**

To translate the business requirements into the functional solution

### **3.2 Objectives**

This phase should define or identify:

- Proposed architectural model,
- Alternative architectural models (if required),
- Operations and system support,
- Conversion and interfaces,
- Data requirements, and
- Prototypes.

### **3.3 Incoming Documents**

- Requirements Document
- Business Process Model (existing)
- Communications Plan
- Logical Data Model
- Migration Plan Worksheet
- Project Plan
- Training Plan
- Use Case Worksheet(s)

### **3.4 Deliverables**

- Design Document
- Business Process Model (proposed)
- Logical Data Model
- Migration Plan Worksheet
- Operational Procedures
- Physical Data Model and Data Dictionary
- Prototype
- Project Plan
- Technical Document(s) or Procedures
- Test Plans
- Training Plan
- Use Case Worksheet(s)

### **3.5 Milestones**

- Walk-through of the Design Document
- Walk-through of the Prototype
- Approval

### **3.6 General Comments**

- Appendices as necessary
- Reference supporting documents as required

### **3.7 Design Document**

#### **3.7.1 Overview**

Bring forward the overview from the Requirements Document and add additional details supported by the design phase.

#### **3.7.2 Proposed Architectural Model**

The proposed Architectural Model should describe the production and test hardware/software, infrastructure, interfaces, operations, and communications. Provide detailed information on the following system controls: data retention, backup and recovery, security, system audit, service level agreements, disaster recovery, and contingency plan. Identify the physical location of system components.

Provide a minimum and preferred configuration for the workstation, server, and peripheral system requirements.

Provide detailed descriptions of the type of system support required from the vendor or from county agencies.

The information in this section should be replicated for each alternative Architectural Models. (If required by the project)

The proposed model should be reviewed with the Director of OIT and the Network Services Sr. Manager before proceeding with any configurations or purchases.

#### **3.7.3 Physical Data Model**

Should contain the detailed specifications for the physical data structures and the implementation environment. It should predict the storage requirements and address the backup and recovery strategies as well. A data dictionary must be developed that names, defines, and describes each data entity and its attributes.

#### **3.7.4 Business Process Model**

Provide a detailed description of the proposed business process environment. This should include narrative and diagrams that define data flow, workflow, and other effected business processes. Processes described should include interfaces, processes that create input for other systems as well as manual processes. The proposed business inputs and outputs should be described with samples of each included.

### **3.7.5 Prototype Non-functional**

Develop a prototype or mock-up that represents the appearance and functionality of the proposed solution, as it will be presented to the user. The prototype should demonstrate how the users will navigate the system and insure that all requirements are being met. It should also identify any update actions and data validation required.

### **3.7.6 Scope**

Finalize the scope as introduced in previous phases. Provide more detailed information on data flow, manual and automated interfaces, data conversions, data, and identified constraints. Identify related items determined to be outside the scope of this project that may impact the project results/outcome. Additional documentation for these items should be noted on a Project Change Request.

### **3.7.7 Issues and Assumptions**

Issues and assumptions should come forward from the Requirements Document. These should be revised and updated as required.

### **3.7.8 Risk Assessments**

Update the risk assessment to reflect any risks uncovered during this phase.

### **3.7.9 Approval**

The Project Board must approve the Design Document. No commitments or allocation of resources should proceed without this approval.

## **4 Develop/Construct/Test**

### **4.1 Purpose**

To secure products and/or services to ensure that the solution meets or exceeds the requirements set forth in the previous phases.

### **4.2 Objectives**

This phase should deliver:

- Operational System,
- Test Plans, and
- Final Training Document(s).

### **4.3 Incoming Documents**

- Design Document
- Business Process Model (proposed)
- Communications Plan
- Migration Plan Worksheet
- Operational Procedures
- Physical Data Model and Data Dictionary
- Prototype
- Project Plan
- Technical Document(s) or Procedures
- Test Plans
- Training Plan

### **4.4 Deliverables**

- Develop/Construct/Test Document
  - Operational System\*
  - Business Process Model (proposed)
  - Communications Plan
  - End-User Document(s)
  - Migration Plan Worksheet
  - Operational Procedures
  - Physical Data Model and Data Dictionary
  - Prototype
  - Project Plan
  - Technical Document(s) or Procedures
  - Test Plans
  - Training Document(s)
  - Training Plan
- \* Not a Document

#### **4.5 Milestones**

- Walk-through of the Develop/Construct/Test Document
- Walk-through of entire solution
- Peer code walk-through
- Approval

#### **4.6 General Comments**

- Appendices as necessary
- Reference supporting documents as required

#### **4.7 Develop/Construct/Test Phase Document**

##### **4.7.1 Overview**

Bring forward the overview from the Design Document and add additional details supported by the develop/construct/test phase that do not impact the scope of the project.

##### **4.7.2 Operational System**

The Operational System, whether purchased and/or custom developed, must include: development, test, training and production environments, infrastructure, libraries and/or databases; modules and/or programs, any required objects, shared routines, common modules and interfaces.

If modifications are applied to the approved design of the system the changes must be presented to and approved by the users and documented in this phase.

Review the following items for completeness and accuracy:

Backup and Recovery  
Contingency Plan  
Conversion  
Disaster Recovery  
Physical Location  
Security  
System Requirements  
System Support

Provide any supporting detailed information as to the results of the review.

##### **4.7.3 Issues and Assumptions**

Issues and assumptions should come forward from the Design Document. These should be revised and updated as required.

##### **4.7.4 Risk Assessments**

Update the risk assessment to reflect any risks uncovered during this phase.

#### **4.7.5 Approval**

The Project Board must approve the Develop/Construct/Test Document. No commitments or allocation of resources should proceed without this approval.

## **5 Implementation**

### **5.1 Purpose**

To successfully implement the new solution.

### **5.2 Objectives**

This phase should:

- Review system requirements,
- Conduct a final system integration test,
- Provide training, and
- Implement the solution.

### **5.3 Incoming Documents**

- Develop/Construct/Test Document
- Communications Plan
- End-User Document(s)
- Migration Plan Worksheet
- Operational Procedures
- Project Plan
- Training Document(s)
- Training Plan

### **5.4 Deliverables**

- Implementation Document
- Production Operational System\*
- End-User Document(s)
- Migration Plan Worksheet
- Operational Procedures
- Project Plan
- Training\*
- Training Document(s)
- Turnover Package

\* Not a Document

### **5.5 Milestones**

- Training Completion
- Implementation
- Turnover to Support
- Acceptance

### **5.6 General Comments**

- Appendices as necessary
- Reference supporting documents as required

## **5.7 Implementation Document**

### **5.7.1 Overview**

Bring forward the overview from the Develop/Construct/Test Document and add additional details supported by the implementation phase that does not impact the scope of the project.

### **5.7.2 Implementation**

Document the results of the implementation. Identify any problems or issues and their resolution. If the issue remains unresolved, it should be included in the issues and assumptions section below. Any future changes required to the system must be submitted through the formal Project Change Request process.

Review the following items for completeness and accuracy:

- Backup and Recovery
- Contingency Plan
- Conversion
- Disaster Recovery
- Physical Location
- Security
- System Requirements
- System Support

Provide any supporting detailed information as to the results of the review.

#### **5.7.2.1 Final Systems Test**

Conduct a Final Systems test in the production environment and document the findings. Provide details on any issues that arise prior to final implementation.

#### **5.7.2.2 Pilot**

Conduct a Pilot of the operational system if applicable and document the findings. Provide details on any issues that arise prior to final implementation.

### **5.7.3 Issues and Assumptions**

Issues and assumptions should come forward from the Develop/Construct/Test Document. These should be revised and updated as required.

### **5.7.4 Risk Assessments**

Update the risk assessment to reflect any risks uncovered during this phase.

### **5.7.5 Acceptance**

The Project Board must accept the system.

## **6 Evaluation Phase**

### **6.1 Purpose**

The purpose of this phase is to evaluate all completed processes as well as the entire project.

### **6.2 Objectives**

This phase should:

- Evaluate the project.
- Continue working on planning the 12-month evaluation.

### **6.3 Incoming Documents**

- None

### **6.4 Deliverables**

- Project Sign-Off
- Project Evaluation Report

### **6.5 Milestones**

- Internal Project Evaluation Meeting
- Customer Evaluation Meeting

### **6.6 General Comments**

- Appendices as necessary
- Reference supporting documents as required

### **6.7 Evaluation Document**

#### **6.7.1 Overview**

Bring forward the overview from the Implementation Document and add additional details supported by the completion of the project.

#### **6.7.2 Evaluation**

##### **6.7.2.1 Internal Project Evaluation**

Conduct an evaluation meeting with the OIT project team to discuss “lessons learned”. The “lessons learned” should be fully documented in the Evaluation Report. This report should be shared within the department. Document the results of the meeting in this document.

##### **6.7.2.2 Customer Evaluation Meeting**

Conduct an evaluation meeting based on the Project Evaluation Form with the entire project team and a facilitator. The evaluation should take place approximately three months after project has been implemented. Document the results of the meeting in this document.

## Glossary of Terms

**Access** – The level of privileges an individual or group of users has to view, change, or delete information.

**Application Portfolio** – Document in the turnover package that lists and briefly describes all active applications supported by the Business Applications Unit of the Office of Information Technology.

**Approval** – The approval document signifies that the project board agrees that the all required activity has been completed in the phase identified and that the project should continue through the next phase.

**Architecture** – Architecture is the hardware, software, and communications infrastructure of the system.

**Archiving** - The process of removing data from an overloaded relational database and keeping it active in an archive where it can be easily and quickly retrieved when needed.

**Attribute** – An attribute is some type of information that is captured about an entity. For example, date of birth, home address, and last name are all attributes of an employee.

**Backup and Recovery** – To copy files to a second medium as a precaution in case the first medium fails using the second medium to retrieve data and return system to pre-failure state.

**BAU Applications On-Call List** – Spreadsheet that lists Primary and Backup support personnel assigned to the applications supported by the Business Applications Unit of the Office of Information Technology.

**BAU Applications Summary** – Provides the basic information about the application that will be required by the support personnel, such as system architecture, physical location, vendor maintenance support information and key contacts.

**CASE Tools** – (Computer-Aided Systems Engineering) Software programs that automate or support the drawing and analysis of system modules and business processes that provide for the translation of system models into application programs.

**CBT** – (Computer Based Training) Self-paced, independent training method delivered via a CD-ROM or the Internet/Intranet.

**Compatibility** - The capability of multiple products to interface with one another and work harmoniously together. Examples are compatibility between two hardware or software products, or compatibility between two different version levels of the same product.

Constraint – Something that limits flexibility in defining or providing a solution to the objectives and cannot be changed.

Contract, Maintenance and Escrow Summary –Provides information about the county’s contract with the application vendor, the vendor maintenance agreement and the escrow arrangements for the application or system

Contingency Plan – a plan developed by the using agency to request assistance and to include steps to conduct business on a short term or long term basis in the event that their system or application becomes unavailable.

Conversion – Changing data from one file or database format to another.

COTS – (Commercial-Off-The-Shelf) The collection of commercially available software packages that are obtainable for use off-the-shelf with or without additional modification to meet the stated requirements.

Critical Function / Business Impact Questionnaire - Questionnaire that informs the Network and System Management team of the criticality of the new system or application, and the business impact of the system or application being unavailable for different lengths of time. It is used to design and establish appropriate backup plans for the system/application, and to include appropriate actions and steps for this system/application in the Countywide Disaster Recovery Plan.

Data Retention – The length of time data is available to the operational system before it is deleted or archived (moved to alternate storage).

Deliverable – Tangible items or products to be provided during performance of the project.

Disaster Recovery – A Countywide plan for business continuity in the event of a disaster that destroys part of all of an agency’s or multiple agencies resources.

Entity –The basic building block for a data model. It is a person, place, event, or thing about which data is collected (e.g. an employee, an order, or a product).

Environment – See Architecture.

Feasibility Study - A study to determine if the project is capable of being accomplished successfully.

Hardware – A computer and its peripherals directly involved in the performance of communications or data-processing functions.

Help Desk Facts Sheet – Provides the basic information required by the OIT Help Desk to support the application and respond appropriately to calls to the Help Desk by the application’s users

**Infrastructure** – An underlying base or foundation for a network system. The basic facilities, equipment, and installation needed for the functioning of a network system. Also see Architecture.

**Inputs** – The mechanism(s) that identify the way in which the system captures information (e.g., forms, scanning, voice recognition, data entry, and interfaces from other systems).

**Interfaces** - Define how the system will interact with external entities (e.g. customers, suppliers, and other systems).

**Milestone** – Events that signify the accomplishment or completion of a major task or deliverable of a project.

**Network** – A group or system of electronic devices, components, and connecting circuitry designed to function in a specific way. Also see Architecture and Infrastructure.

**Network Diagram** –A depiction of the major components of the information system, such as servers, communication lines, networks, and their geographical locations throughout the organization.

**NSM Application Summary** - Provides the basic information about the application that will be required by the network and systems support personnel, such as system architecture, physical location, and vendor maintenance support information and key contacts.

**Outputs** – The mechanism(s) that identify the way in which the system provides information to the user or to other systems (e.g. reports, data files, Web pages).

**Peripherals** – A machine or component that attaches to or communicates with a computer. Examples include disk drive, printer, scanner, and modem.

**Pilot** – A test conducted in a controlled environment by a subset of the user community for a specific time frame to validate the designed solution prior to implementation.

**Process** - A set of inter-related work activities to provide specific outputs.

**Project** – A temporary sequence of unique, complex, and connected activities having one goal or purpose and that must be completed by a specific time, within budget, and according to specification.

**Purging** - To systematically and permanently remove old and unneeded data.

**RFP (Request for Proposal)** – A mechanism that defines a need or problem, requirements, and expectations. An RFP is used to procure services or commodities where technical and performance factors are primary to selection and not price.

**Risk Assessment** - A section of the Project Feasibility Report that assesses potential risks along with an evaluation of the likelihood of the risk and its potential impact on the project.

**Risk Factor** – A known element that may alter or delay the project.

**Scope** – The functionality and capabilities described and agreed upon in the Planning and Requirements Phases.

**Scope Creep** – The unexpected growth of user expectations and business requirements for an information system after the project has been defined and approved. Also see Communication Plan - Project Change Request Document.

**Special Issues** - A catchall for all other information that should be considered in assessing the project (e.g. completed by specific deadline).

**Service Level Agreement** – Agreement between two parties to deliver service.

**SDLC**– See Systems Development Life Cycle

**SLA** – See Service Level Agreement

**System Audit** – Evaluating if the appropriate guidelines for security access levels have been implemented and maintained to ensure data security.

**Systems Development Life Cycle** - A methodology used for developing, documenting and delivering a project.

**Turnover Package** - Set of documents that provide essential information to each of the various groups that will be involved in supporting the application once it is in Production. It includes the Application Portfolio Update, BAU Applications On-Call List Update, BAU Application Summary, NSM Application Information Sheet, Help Desk Fact Sheet, Contract, Maintenance and Escrow Summary, Agency Contingency Plan and the Critical Function/Business Impact Questionnaire

**Use Case** – A method to diagram a sequence of actions that are performed as a part of the daily business process.

**Walk-Through** – A systematic process to review the accomplishment of a milestone (e.g. program code, document, or phase).

## Appendices

The appendices contained in this document are self-contained documents and may change independently of this document. Please consult the guidelines shared folder in GroupWise for the current version of the individual documents.

- Appendix A - Project Request
- Appendix B - Project Feasibility Report
- Appendix C - Communication Plan
- Appendix D- Project Plan
- Appendix E - Migration Plan Worksheet
- Appendix F – Logical Data Model
- Appendix G – Use Case Worksheet
- Appendix H - Business Process Model
- Appendix I - Training Plan
- Appendix J - Physical Data Model and Data Dictionary
- Appendix K - Prototype
- Appendix L - Technical Document(s) or Procedures
- Appendix M - Test Plans
- Appendix N - Operational Procedures
- Appendix O - End-User Document(s)
- Appendix P - Training Document(s)
- Appendix Q - Project Sign-Off
- Appendix R - Project Evaluation Report
- Appendix S – Turnover Package
- Appendix T – 12-Month Evaluation



## Baltimore County Office of Information Technology

### Project Request

#### Requestor

Project Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Project Sponsor: \_\_\_\_\_ Telephone #: \_\_\_\_\_  
Agency/organization: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_  
Agency Approval: \_\_\_\_\_ Date Required: \_\_\_\_\_

(Handwritten Signature Required)  
Agency Priority:  High  Medium  Low

Explain: \_\_\_\_\_

**Business Need:** (Describe the specific problem, need or opportunity the request will address)

**Functionality:** (Describe the basic proposed functionality. This description should be made in terms of the agency's business process and should not be technical in nature)

**Expected Value/Tangible:** (Benefits that can be measured, reflected in dollars – e.g. cost savings, reduced defects, increased productivity or response time, etc.)

**Expected Value/Intangible:** (Benefits that can not be measured – e.g. increased customer services, improved reputation, increased morale, etc.)

**Special Issues or Constraints:** (Any conditions, constraints or risks that may impact the potential success of the project.)

#### For OIT Use Only.

		<b>Project ID:</b>
Date Received:	_____	OIT Unit: _____
Assigned To:	_____	Start Date: _____
Est. Completion Date:	_____	Completion Date: _____

Additional Costs: \_\_\_\_\_

Estimated Level of Effort:  H=> 160 hrs  M=40 hrs-60 hrs  L=< 40 hrs.

Actual Effort:  H=> 160 hrs  M=40 hrs-60 hrs  L=< 40 hrs.

Comments: \_\_\_\_\_

\_\_\_\_\_



## Baltimore County Office of Information Technology

### Sample Project Request

#### Requestor

Project Name: \_\_\_\_\_ Reporting Areas: \_\_\_\_\_ Date: 5-13-2002  
 Project Sponsor: \_\_\_\_\_ Police Telephone #: 4946  
 Agency/organization: \_\_\_\_\_ Analysis Unit E-Mail Address: pcanter@co.ba.md.us  
 Agency Approval: \_\_\_\_\_ Date Required: ASAP  
 (Handwritten Signature Required)  
 Agency Priority:  High  Medium  Low

Explain: \_\_\_\_\_ Realign reporting area boundaries to match new street centerlines.

**Business Need:** (Describe the specific problem, need or opportunity the request will address)  
 Digital maps of Police reporting areas are currently at a 2000 scale. The reporting areas will need to be realigned to match the new county 200 scale street centerline file.

**Functionality:** (Describe the basic proposed functionality. This description should be made in terms of the agency's business process and should not be technical in nature)  
 Police reporting areas are an important component of 911/CAD. As the county assumes responsibility for geofile maintenance, it is important that reporting area boundaries be accurate.

**Expected Value/Tangible:** (Benefits that can be measured, reflected in dollars – e.g. cost savings, reduced defects, increased productivity or response time, etc.)  
 Public safety issue relating to CAD. Reporting areas assist in determining post cars to be dispatched to call locations. Police use reporting areas to compile crime and service demand statistics.

**Expected Value/Intangible:** (Benefits that can not be measured – e.g. increased customer services, improved reputation, increased morale, etc.)  
 Accurate service delivery. Accurate compilation of crime and service demand statistics. Relate reporting areas to other geographic areas such as census geography.

**Special Issues or Constraints:** (Any conditions, constraints or risks that may impact the potential success of the project.)  
 Public safety issue.

#### For OIT Use Only.

	Project ID: _____
Date Received: _____	OIT Unit: _____
Assigned To: _____	Start Date: _____
Est. Completion Date: _____	Completion Date: _____

Additional Costs: \_\_\_\_\_

Estimated Level of Effort:  H=> 160 hrs  M=40 hrs-60 hrs  L=< 40 hrs.  
 Actual Effort:  H=> 160 hrs  M=40 hrs-60 hrs  L=< 40 hrs.

Comments: \_\_\_\_\_

## Project Feasibility Report

### **Worksheet**

General Instructions - Complete all highlighted cells. The workbook is setup with formulas to complete non-highlighted cells. Once you complete the workbook, print the Cover, ProbObj, RiskAssess, Recommendation, Products, CostBenefit, Assumptions and CostEstimate tabs. Additional instructions specific to a particular tab are listed below.

### **Cover**

Complete Recommendations. List additional project member below the highlighted cells.

### **ProbObj**

Delete or insert rows as necessary

### **Products**

Add information on Potential Vendor/Products, include foot notes below as required

### **CostEstimate**

Select Project Type and Project Size from lists. Add the values from the table at the top of the worksheet according to your project type and size. Add assumptions. Format additional lines as required.

### **CESupport**

If you want to use Custom - Full Development Determine the percentage of each phase and the length of time for Develop/Test/Construct. Also enter the number of personnel assigned to the job on average.

### **Benefits**

Add information on savings

### **Mainframe**

Complete Actual percentage

### **UNIX**

Complete Actual percentage

### **NT2000**

Complete Actual percentage

### **Workstations**

Read the question and complete

### **Internet**

Enter visits for each year

### **Peripherals (Hardware)**

Add information on peripherals

### **Software**

Add information on software.

### **CostBenefit**

Complete highlighted cell below for Escalation Factor. Do NOT fill in cells that are NOT highlighted.

### **Assumptions**

Add appropriate comments

### **RiskAssess**

Place an "X" in the cell to the left of the appropriate response. Add any notes required to explain responses.

### **Recommendation**

Place an "X" in the cell to the left of the appropriate response for each Representative

### **Comments**

Add appropriate comments

### **Summary**

Type an Executive Summary that describe the project in plain language.

## Project Feasibility Report

PRTS #

Project Name:

Sponsor Name:

Agency:

Project Review Team:

<Replace with Agency Representative>

<Replace with OIT Representative>

<Replace with OBF Representative>

Summary of Results

Duration: #N/A

Effort: #N/A

ROI: #N/A

NPV: #N/A

Risk Rating: FALSE

Recommendations

go forward

requires additional study

should not go forward at this time

Project Feasibility Report - PROBLEMS AND OBJECTIVES

Problem			
#	ID	Measure	Cause
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

Objective			
#	ID	Measure	Method
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			



Project Feasibility Report

**Project Duration, Effort and Cost Estimates**

*General Guideline*

Project Size	Off-the-shelf w/ RFP			Off-the-shelf w/o RFP			Full Development			Custom - Full Development		
	Duration (Mos.)	Effort (hrs.)	Labor Costs	Duration (Mos.)	Effort (hrs.)	Labor Costs	Duration (Mos.)	Effort (hrs.)	Labor Costs	Duration (Mos.)	Effort (hrs.)	Labor Costs
Small	11	1,106	\$55,275	5	503	\$25,125	10	1,020	\$51,000	10	2,381	\$119,048
Medium	15	1,508	\$75,375	8	804	\$40,200	18	1,836	\$91,800	18	2,381	\$119,048
Large	24	2,412	\$120,600	16	1,608	\$80,400	30	3,060	\$153,000	30	2,381	\$119,048

**Project Type:**   
**Project Size:**

**Project Estimates:**  
 Duration (Mos.) #N/A  
 Effort (hrs.) #N/A  
 Labor Costs #N/A

**Assumptions:**

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Appendix B – Project Feasibility Report

Project Feasibility Report

**Full Development**

	Avg Months	Effort(hrs)	Effort			Cost				
			S	M	L	S	M	L		
S	10	1020								
M	18	1836								
L	30	3060								
	%	FTE								
Planning	10.0%	0.5	102	184	306	5,100	9,180	15,300		
Requirements	20.0%	1.5	204	367	612	10,200	18,360	30,600		
Design	35.0%	1.5	357	643	1,071	17,850	32,130	53,550		
Develop/Construct	22.5%	2.5	230	413	689	11,475	20,655	34,425		
Implement	10.0%	2.5	102	184	306	5,100	9,180	15,300		
Eval	2.5%	0.5	26	46	77	1,275	2,295	3,825		
	1	9	1.7	102	1,020	1,836	3,060	51,000	91,800	153,000

**COTS w/o RFP**

	Avg Months	Effort(hrs)	Duration	Effort			Cost			
				S	M	L	S	M	L	
S	5	502.5								
M	8	804								
L	16	1608								
	%	FTE								
Planning	10.0%	0.5	0.05	50	80	161	2,513	4,020	8,040	
Requirements	30.0%	2	0.6	151	241	482	7,538	12,060	24,120	
Design	15.0%	1	0.15	75	121	241	3,769	6,030	12,060	
Develop/Construct	15.0%	1.5	0.225	75	121	241	3,769	6,030	12,060	
Implement	25.0%	2.5	0.625	126	201	402	6,281	10,050	20,100	
Eval	5.0%	0.5	0.025	25	40	80	1,256	2,010	4,020	
	1	8	1.675	101	503	804	1,608	25,125	40,200	80,400

**COTS w/RFP**

	Avg Months	Effort(hrs)	Effort			Cost				
			S	M	L	S	M	L		
S	11	1105.5								
M	15	1507.5								
L	24	2412								
	%	FTE								
Planning	10.0%	0.5	0.05	111	151	241	5,528	7,538	12,060	
Requirements	30.0%	2	0.6	332	452	724	16,583	22,613	36,180	
Wait	0.0%	0	0	0	0	0	0	0	0	
Design	15.0%	1	0.15	166	226	362	8,291	11,306	18,090	
Develop/Construct	15.0%	1.5	0.225	166	226	362	8,291	11,306	18,090	
Implement	25.0%	2.5	0.625	276	377	603	13,819	18,844	30,150	
Eval	5.0%	0.5	0.025	55	75	121	2,764	3,769	6,030	
	1	8	1.675	101	1,106	1,508	2,412	55,275	75,375	120,600

**Custom - Full Development**

	Avg Months	Effort(hrs)	Effort			Cost				
			S	M	L	S	M	L		
S	10	2381.0								
M	18	2381.0								
L	30	2381.0								
	%	Hours Est.								
Planning	2.0%	48	48	48	48	2,381	2,381	2,381		
Requirements	15.0%	357	357	357	357	17,857	17,857	17,857		
Design	30.0%	714	714	714	714	35,714	35,714	35,714		
Develop/Construct	42.0%	1,000	1,000	1,000	1,000	50,000	50,000	50,000		
Implement	10.0%	238	238	238	238	11,905	11,905	11,905		
Eval	1.0%	24	24	24	24	1,190	1,190	1,190		
Check	1	2,381	0	16	2,381	2,381	2,381	119,048	119,048	119,048

This section allows the user to enter their own percentages for the SDLC phases and calculates the resource hours based on the Develop/Construct estimated hours.



Project Feasibility Report

**Mainframe Hosted System**

	<b><i>Annual Cost</i></b>	<b><i>Small 2%</i></b>	<b><i>Medium 4%</i></b>	<b><i>Large 10%</i></b>	<b><i>Actual</i></b>	<<< Insert % here.
Hardware	160,000	3,200	6,400	16,000	-	
Software	350,000	7,000	14,000	35,000	-	
Support						
Network & Systems Support	200,000	4,000	8,000	20,000	-	
Operations	360,000	7,200	14,400	36,000	-	
Application Support	190,000	3,800	7,600	19,000	-	
Help desk/desktop support	50,000	1,000	2,000	5,000	-	
Sub-Total	800,000	16,000	32,000	80,000	-	
<b>Total</b>		26,200	52,400	131,000	-	

Project Feasibility Report

**Unix Database Server**

	<b><i>Annual Cost</i></b>	<b><i>Small 2%</i></b>	<b><i>Medium 4%</i></b>	<b><i>Large 10%</i></b>	<b><i>Actual</i></b>	<<< Insert % here.
Hardware	30,000	600	1,200	3,000	-	
Software	60,000	1,200	2,400	6,000	-	
Support						
Network & Systems Support	75,000	1,500	3,000	7,500	-	
Application Support	125,000	2,500	5,000	12,500	-	
Help desk/desktop support	25,000	500	1,000	2,500	-	
Sub-Total	225,000	4,500	9,000	22,500	-	
<b>Total</b>		6,300	12,600	31,500	-	

Project Feasibility Report

**NT/2000 Application Server**

	<b><u>Annual Cost</u></b>	<b><u>Small<sup>1</sup> 2%</u></b>	<b><u>Medium<sup>2</sup> 4%</u></b>	<b><u>Large<sup>3</sup> 10%</u></b>	<b><u>Actual</u></b>
Hardware	30,000	938	1,875	7,500	FALSE
Software <sup>4</sup>	24	240	600	1,200	FALSE
Support					
Network & Systems Support	100,000	2,000	4,000	10,000	-
Application Support	80,000	1,600	3,200	8,000	-
Help desk/desktop support	100,000	2,000	4,000	10,000	-
Sub-Total	280,000	5,600	11,200	28,000	-
<b>Total</b>		6,778	13,675	36,700	-

You must use 2%, 4% or 10%

Identify System Size

<sup>1</sup>Assumes eight small applications can be hosted on \$30,000 worth of servers (test + prod) on 4 year cycle  
<sup>2</sup>Assumes four medium applications can be hosted on \$30,000 worth of servers (test + prod) on 4 year cycle  
<sup>3</sup>Assumes one large application can be hosted on \$30,000 worth of servers (test + prod) on 4 year cycle  
<sup>4</sup>Client Access Licenses based on users 10/25/50 at \$24 each.

Project Feasibility Report

**WORKSTATIONS**

<b>1 How many new PCs will the system require?</b>	<input type="checkbox"/> Standard config	X	1,013	per year	=	0	includes equip, software & support labor
	<input type="checkbox"/> Power config	X	1,164	per year	=	0	
	<input type="checkbox"/> GIS Config	X	1,345	per year	=	0	
	<b>Total</b>					<b>0</b>	
<b>2 How many existing PCs will need to be upgraded?</b>	<input type="checkbox"/> Std to Power	X	151	per year	=	0	
	<input type="checkbox"/> Std to GIS	X	332	per year	=	0	
	<input type="checkbox"/> Power to GIS	X	181	per year	=	0	
	<b>Total</b>					<b>0</b>	
<b>3 How will the new PCs connect to the system?</b>	<input type="checkbox"/> LAN Backbone	X	150	per year	=	0	150,000 per year in equip, & 120,000 per year in support labor spread over 1,500 users
	<input type="checkbox"/> WAN Connection	X	750	per year	=	0	\$7,500 per year on average for ten users both location and return frame
	<input type="checkbox"/> Dial-In	X	480	per year	=	0	\$20 per month for phone line and \$20/month for PRI and AS5300 equip
	<input type="checkbox"/> VPN from Internet	X	200	per year	=	0	\$17 per for VPN concentrator, \$143/per for ISP costs and \$40 for support
	<input type="checkbox"/> Citrix/Metaframe	X	500	per year	=	0	\$20,000 for equip and support for 40 users
	<input type="checkbox"/> Cable Modem/DSL	X	840	per year	=	0	Internet access for single PC \$70 per month

Project Feasibility Report

**Internet Hosting Costs**

Total Site Visits 525,000 << do not change

	<u>Annual Cost</u>	<u>Year 1 0%</u>	<u>Year 2 0%</u>	<u>Year 3 0%</u>	<u>Year 4 0%</u>	<u>Year 5 0%</u>	<u>Year 6 0%</u>	<u>Year 7 0%</u>
Expected Visits (related to project)		-	-	-	-	-	-	-
Hardware	40,000	-	-	-	-	-	-	-
Software	15,000	-	-	-	-	-	-	-
ISP Costs	15,000	-	-	-	-	-	-	-
Support								
Network & Systems Support	55,000	-	-	-	-	-	-	-
Application Support	20,000	-	-	-	-	-	-	-
<b>Total</b>		-	-	-	-	-	-	-

Project Feasibility Report -  
PERIPHERALS/HARDWARE DETAIL

**PERIPHERALS/HARDWARE DETAIL**

Item	Quantity	Unit Cost	Total Purchase Cost	Operational Cost
			0	
<b>Totals</b>			<b>0</b>	<b>0</b>

Note: If you add additional lines you will need to adjust the cell on the CostBenefit tab.

Project Feasibility Report -  
SOFTWARE DETAIL

**SOFTWARE DETAILS**

Item	Quantity	Unit Cost	Total Purchase Cost	Operational Cost
			0	
<b>Totals</b>			<b>0</b>	<b>0</b>

Note: If you add additional lines you will need to adjust the cell on the CostBenefit tab.

Appendix B – Project Feasibility Report

Project Feasibility Report - COST BENEFIT ANALYSIS									
Line No.		Year 1 (\$)	Year 2 (\$)	Year 3 (\$)	Year 4 (\$)	Year 5 (\$)	Year 6 (\$)	Year 7 (\$)	Total
<b>Direct Benefits (benefits directly realized by Baltimore County Government)</b>									
101.0	Increased Revenues	-	-	-	-	-	-	-	-
102.0	Decreased Costs	-	-	-	-	-	-	-	-
103.0	Other	-	-	-	-	-	-	-	-
	<b>TOTAL BENEFITS</b>	-	-	-	-	-	-	-	-
<b>Development costs</b>									
201	Labor								
201.1	Planning	#N/A							#N/A
201.2	Requirements	#N/A							#N/A
201.3	Design	#N/A							#N/A
201.4	Develop/Construct/Test	#N/A							#N/A
201.5	Implementation	#N/A							#N/A
201.6	Evaluation	#N/A							#N/A
202	External consultant								-
203	Training								-
204	Hardware (Peripherals)	-							-
205	Software	-							-
206	Vendor costs								-
207	Office space and equipment								-
208	Data conversion								-
209	Other development costs								-
	<b>TOTAL DEVELOPMENT COSTS</b>	#N/A	-	-	-	-	-	-	#N/A
<b>Operational Costs</b>									
301	Mainframe								
301.1	Hardware	-	-	-	-	-	-	-	-
301.2	Software	-	-	-	-	-	-	-	-
301.3	Support	-	-	-	-	-	-	-	-
302	UNIX								
302.1	Hardware	-	-	-	-	-	-	-	-
302.2	Software	-	-	-	-	-	-	-	-
302.3	Support	-	-	-	-	-	-	-	-
303	NT2000								
303.1	Hardware	FALSE	-	-	-	-	-	-	-
303.2	Software	FALSE	-	-	-	-	-	-	-
303.3	Support		-	-	-	-	-	-	-
304	Workstations								
304.1	New PC's	-	-	-	-	-	-	-	-
304.2	Upgraded PC's	-	-	-	-	-	-	-	-
304.3	PC Networking	-	-	-	-	-	-	-	-
305	Internet	-	-	-	-	-	-	-	-
306	Peripherals Maintenance	-	-	-	-	-	-	-	-
307	Software Maintenance	-	-	-	-	-	-	-	-
308	Marketing expenses								-
309	Other operational costs								-
	<b>TOTAL OPERATIONAL COSTS</b>	-	-	-	-	-	-	-	-
401	<b>TOTAL COSTS</b>	#N/A	-	-	-	-	-	-	#N/A
402	<b>NET BENEFITS</b>	#N/A	-	-	-	-	-	-	#N/A
403	<b>ROI</b>	#N/A							
404	<b>NPV</b>	#N/A							
<b>Indirect Benefits (benefits realized by other parties e.g. citizens, businesses, developers, etc.)</b>									
501	Indirect Benefits								-
ROI = return on investment, NPV = net present value									

Project Feasibility Report - ASSUMPTIONS (Cost Benefit Analysis)

<u>Line No.</u>	<u>Assumption</u>
<b>Direct Benefits</b>	
101	
102	
103	
<b>Development costs</b>	
201	
201.1	
201.2	
201.3	
201.4	
201.5	
201.6	
202	
203	
204	
205	
206	
207	
208	
209	
<b>Operational Costs</b>	
301	
301.1	
301.2	
301.3	
302	
302.1	
302.2	
302.3	
303	
303.1	
303.2	
303.3	
304	
304.1	
304.2	
304.3	
305	
306	
307	
308	
309	
401	
402	
403	
404	
<b>Indirect Benefits</b>	
501	

Project Feasibility Report

**Risks Assessment**

Check the best answer for each question based on the information currently available to the project review team. If the team is unsure about one choice versus another, selection the one with the higher point rating. Add all the associated points to determine the project's risk score.

How long will it take to implement the proposed project:

1 to 6 months	50
7 to 9 months	100
10 to 12 months	250
13 to 18 months	500
19 to 24 months	1,000
greater than 24 months	2,000

What are the to estimated project costs:

\$25,000 to \$75,000	1
\$75,001 to \$150,000	100
\$150,001 to \$250,000	250
\$250,001 to \$500,000	500
\$500,001 to \$1,000,000	1,000
\$1,000,001 to \$3,000,000	1,500
greater than \$3,000,000	2,000

Degree of anticipated change to existing business processes:

Low	1
Medium	250
High	500
Very High	1,000

Number of employees impacted by the system:

1 to 20	1
21 to 50	10
51 to 100	100
101 to 250	250
251 to 500	500
501 to 1,000	1,000
greater than 1,000	2,000

Number of agencies impacted by the system:

One	1
Two to Three	100
Four to Eight	250
Greater than Eight	500

Project Feasibility Report

Anticipated user attitude to the new process/system:	
Very Favorable	1
Favorable	10
Neutral	100
Unfavorable	250
Very Unfavorable	500
Number of existing applications that must feed or receive data from the new system:	
0	1
1	100
2 or 3	250
4 or 5	500
greater than 5	1,000
Volume of required data to be converted from existing system to new system:	
None	1
1 to 10,000 records	10
10,001 to 50,000 records	50
50,001 to 100,000 records	100
100,001 to 250,000 records	250
greater than 250,000 records	500
Complexity of the required conversion:	
No Conversion required	1
Low	100
Medium	250
High	500
Will the system be implemented with an off-the-shelf system:	
Partially	100
Totally	250
No	500
Has the County developed/implemented systems similar in size and complexity in the past:	
Yes	1
No	500
Project teams level of experience with the business process being impacted:	
High	1
Medium	250
Low	500

Project Feasibility Report

OIT staffs experience with implementing systems with similar technologies:	
High	1
Medium	250
Low	500
Support of Department Head (s) and Senior Managers in the impacted agencies:	
High	1
Medium	100
Low	500
Other external entity, such as the State, is involved in the project:	
No external entity is involved	1
External entity is playing a minor role	250
External entity is an equal partner in the project	500
External entity is primarily in control of the project	1,000
<b>Project score:</b>	<b>0</b>

**Risk assessment based in Project Score:**

Very Low	113 to 1,000
Low	1,001 to 2,500
Medium	2,501 to 5,000
High	5,001 to 6,500
Very High	6,501 to 13,500

Notes:

Project Feasibility Report

**Recommendations of Project Review Team**

**Agency Representative**

Name: <Replace with Agency Representative>

Recommendation

- project should go forward
- project requires additional study
- project should not go forward at this time

---

Signature

**OIT Representative**

Name: <Replace with OIT Representative>

Recommendation

- project should go forward
- project requires additional study
- project should not go forward at this time

---

Signature

**OBF Representative**

Name: <Replace with OBF Representative>

Recommendation

- project should go forward
- project requires additional study
- project should not go forward at this time

---

Signature

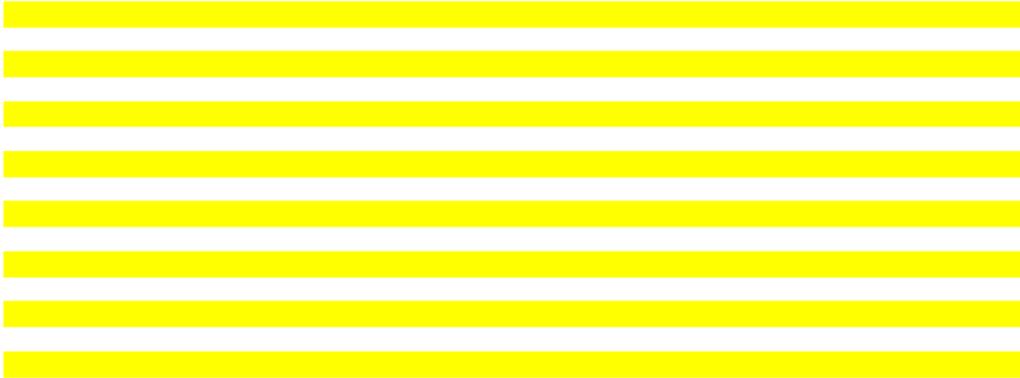
Project Feasibility Report

**Review Team Comments**

[Redacted content]

Project Feasibility Report

**Executive Summary**



## Communications Plan

The communications plan details the roles and responsibilities of the Project Team. It provides guidance for scheduling, conducting and documenting meetings. Included in the Communications Plan is the process and form for controlling the Project Change Request.

### Purpose

The Communications Plan:

- Provides standards for communication within the project team,
- Details acceptable forms of communication and the documentation,
- Identifies members of the project team,
- Describes the duties and responsibilities of each member of the team, and
- Establishes procedures and the process for requesting changes to the scope of a project.

### Meetings

1. Regularly scheduled meetings, listed below, must be defined at the beginning of all new projects and may be included as tasks in the project plan.
  - Project initiation (held with high level people, immediately following the Project Feasibility Report approval)
  - Sr. Management Kickoff Meeting
  - Project kick-off (team members)
  - Phase initiation
  - Phase walk-through
  - Phase completion/sign-off
  - Project sign-off
  - Regularly scheduled status meetings will be determined by each individual project.
2. The project manager will be responsible for creating and distributing the agenda prior to every meeting.
3. The project manager will be responsible for creating and distributing the meeting minutes.
4. Formal agendas are suggested for any meeting with more than 3 participants.

5. The following information must be placed in all *agendas*:

Meeting Title  
Meeting Date & Time (Anticipated start and end time)  
Location - Meeting Place

Invitees:

Purpose:

Product: State the results expected from this meeting

Process: How the meeting is going to be run

Examples:     Briefing – Presentation  
                  Roundtable – Discussion  
                  Workshop - Brainstorming

Agenda:

- Introductions (if applicable)
- Topics (timed items)
- Action items (responsible individual)
- Next meeting date (if applicable)

6. The following information must be placed in all meeting minutes:

Meeting Name  
Meeting Date & Time (Actual start and end time)  
Location - Meeting Place

Attendees:

Persons who were actually in attendance and invitees who did not attend

Minutes: The minutes should follow along with the agenda and provide an overview of the information discussed. List action items and responsible individuals separately.

## **Documentation**

1. Accepted forms of communication must be established at the start of all projects.
2. The content of impromptu communications related to the project should be documented. Guidelines should be established at the beginning of the project to handle these forms of communication.
3. A central repository for all project documentation is required (GroupWise shared folder). The project manager should create the shared GroupWise folder and give access to all project team members. This includes meeting minutes and agendas, Project Change Request, etc.

## **Project Team - Identification of Roles**

### **Project Board**

The project board is responsible for monitoring the project to ensure its success. The Board is responsible for periodically assessing the project's progress and making sure it fits in with Baltimore County's objectives. The board is made up of people both from OIT and from the Customer team.

### **Project Sponsor**

The sponsor is the chair of the Project Board and has the ultimate responsibility for the project's success.

### **Key Stakeholders**

These are the people that are affected by the project activities, but are not directly represented on the Project Board or Team. The people filling this role are essential to the success of the implementation, and need to be kept informed of the project progress and status at all times.

### **Business Team (Customers)**

This is the customer team that will work in conjunction with the OIT IS team throughout all of the phases of the project.

### **Business Manager (Customer)**

This position will be the chair of the Business Team. This position will report to the project board all status and progress of the project.

### **IS Team (OIT)**

This team is the team that will be implementing the project. They will be responsible for the feasibility study, requirements gathering, design, development, testing, training set-up, and implementation. For most projects, this team will have representation from all business units within OIT and/or outside vendors.

### **Business Analyst (OIT)**

This position will be the chair of the IS Team. This position will report to the project board all status and progress of the project. This position will also be responsible for designating a team member to be a liaison for the stakeholders.

### **Project Change Request Team**

This team is assembled to review Project Change Requests. The team members will vary according to the type of change being requested. This team assesses the impact of the change, notifies the Project Board and makes recommendations as to inclusion of the change in the project.

## **OIT Team Roles and Responsibilities**

The following identifies some roles and responsibilities an individual might be asked to fill when working on a project. These are by no means all inclusive. Additionally, an individual may play more than one role on a team or more than one role across teams. Individuals may be assigned a role different from his/her title. All roles are expected to work with all levels of organization during project life cycle.

### **Business Analyst Role**

- Key interface to Baltimore County Agencies.
- Works with agency team members to develop SDLC deliverables.

### **Project Manager Role**

- Provides project management support on project from initial request through implementation.
- Plans, tracks and reports on project status.
- Coordinates and/or prepares project deliverables.
- Assists in technical project tasks as needed.

### **Technical Lead Analyst Role**

- Provides technical leadership on project from initialization through implementation.
- Assists in performing technical tasks.
- Assists in completing project deliverables.

### **Database Administrator Role**

- Provides technical and organizational leadership for the County's database environment.
- Performs database design, implementation, optimization, normalization, security, backup/recovery, licensing and data modeling.
- Assists in completing project deliverables.

### **Technical Resources**

- Participates in the development, testing and deployment of project.
- Assists in performing technical tasks.
- Assists in completing project deliverables.

## **Project Change Process**

At the start of all projects, you must put in place a freeze policy. A freeze policy is a cut-off date for when you can accept no more changes. The freeze policy should aide in deterring scope creep. The Project Board must be informed and in agreement of the cut-off date as soon as it has been determined. No change requests will be accepted after this cut-off date unless approved by the project board.

1. On any given project, when a change is requested, a Project Change Request Team must immediately be put in place. Teams will be defined by nature of Project Change Request.
2. Complete a Project Change Request Form.
3. Notify all appropriate members of the Project Team.

## **Project Change Request**

The purpose of the Project Change Request form is to provide a means for requesting changes to the specifications of projects that are underway. Once projects are started, the specifications are "frozen" and can't be changed without the approval of the project board. The appropriate staff must fill out the fields below. When the information is complete, the request will be presented to the project board to decide whether the change will be accepted as part of the project. Attach any relevant supporting documentation to this form for review by the project board. The project manager is responsible for ensuring the updating of all SDLC documents affected by the change once the change is accepted.

## Project Change Request

### Project Information: (Extract data from Project Tracking System)

Project Tracking ID:  
Project Name:  
Project Manager:  
Project Type:  
Project Plan Name:  
Project Budget:  
Sponsor:  
Estimated Start Date:  
Estimated Complete Date:  
Actual Start Date:  
Actual Complete Date:

### Requested Change:

Date Received:  
Requestor:

### Project Phase(s) Affected: ("X" appropriate phases)

Planning  
 Requirements  
 Design  
 Develop/Construct/Test  
 Implementation

### Description of Change:

### Why Needed:

### Budget Change(s): (By change, if appropriate)

In-House Labor (hours):  
Professional Fees:  
Maintenance:  
Capital:  
Total:

**Project Impact**

Impact to Project: (Describe how the requested change will impact the project.)

Additional Cost Estimate:

Additional Hours Estimate:

Current Estimated Finish Date:

Revised Estimated Finish Date:

**Schedule Change(s):** Attach a revised project plan with appropriate notes in the comments field.

Approvals

\_\_\_\_\_  
Project Sponsor  
<Name, Title>

\_\_\_\_\_  
Date

\_\_\_\_\_  
Agency Representative  
<Name, Title>

\_\_\_\_\_  
Date

\_\_\_\_\_  
OIT Representative  
<Name, Title>

\_\_\_\_\_  
Date

CF: OIT Project Manager

**Communication Matrix:**

<b>What</b>	<b>Frequency</b>	<b>Responsible party</b>	<b>Purpose</b>	<b>Method of communication*</b>
SACSS Historical Systems Meeting	Weekly	SACSS Historical Manager	Discuss SACSS Historical Archive and VAX Systems status updates, discuss issues/concerns and work plan.	Oral presentations, discussion and hardcopy.

ID	Task Name	Work	Base Start	Start	Actual Start	Base Fin	Finish	Actual Finish	R Int.
0	<b>SDLC FULL with Calendar</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
1	<b>PLANNING PHASE</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
2	Prepare Project Request	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
3	Prepare Feasibility Report	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
4	<b>Perform Feasibility Study</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
5	Prepare Executive Summary	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
6	Identify/Document Problems & Objectives	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
7	Identify/Document Options/Potential Vendors	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
8	Prepare Risk Assessment	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
9	Prepare Cost/Benefit Analysis	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
10	Review Feasibility Report	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
11	Submit Feasibility Report to Project Review Committee	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
12	<i>Approval to Proceed with Project</i>	<i>0 hrs</i>	<i>NA</i>	<i>Tue 7/2/02</i>	<i>NA</i>	<i>NA</i>	<i>Tue 7/2/02</i>	<i>NA</i>	
13	<b>Conduct Project Initiation Meeting</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
14	<b>Planning Document Activities</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
15	Prepare Preliminary Overview	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
16	Incorporate/Refine Problems & Objectives Statement	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
17	Identify Scope	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
18	Identify Basic Functionality	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
19	Identify Current Architecture	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
20	Identify Recommended Solution	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
21	Incorporate/Refine Cost Benefit Analysis	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
22	Identify Issues	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
23	Identify Assumptions	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
24	Identify Risks	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
25	<b>Identify General Staffing Requirements</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
26	<b>Create Communications Plan</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
27	<b>Create Preliminary Project Plan(s)</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
28	Walk-through of the Planning Phase Deliverables	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
29	<b>Approval to Proceed to Requirements Phase</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
30	<b>REQUIREMENTS PHASE</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
31	<b>Prepare Requirements Document</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
32	Incorporate/Refine Overview	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
33	<b>Gather Current Architecture/Process Information</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	

Appendix D – Project Plan

ID	Task Name	Work	Base Start	Start	Actual Start	Base Fin	Finish	Actual Finish	R Int.
34	Select Information Gathering Methods	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
35	Gather Information	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
36	<b>Document Current Architecture/Process</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
37	<b>Define Existing Business Process Model</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
38	Define Use Cases	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
39	Define Data Flow	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
40	Define Work Flow	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
41	Define Current Hardware	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
42	Define Current Software	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
43	Define Current Infrastructure	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
44	<b>Document Functional Requirements</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
45	Define Proposed Functional Requirements	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
46	Incorporate/Refine Scope	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
47	<b>Define High Level Proposed Architectural Model</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
48	Update/Revise Issues	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
49	Update/Revise Assumptions	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
50	Update/Revise Risk Assessment	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
51	<b>Define Logical Data Model</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
52	<b>Define Migration Plan</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
53	<b>Training Plan</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
56	<b>Requirements Phase Walkthrough</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
57	<b>Prepare Baseline Project Plan</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
58	<b>Approval to Proceed to Design Phase</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
59	<b>DESIGN PHASE</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
60	Implementation Kickoff Meeting (COTS)	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
61	Prepare Design Document	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
62	<b>Design Architectural Model</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
63	Design Hardware Solution	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
66	Design Software Solution	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
67	Design Infrastructure Model	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
68	Design System Control Requirements	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
69	Design Physical Location of System Components	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	
70	<b>Design Physical Data Flow Diagram</b>	<b>0 hrs</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	<b>NA</b>	<b>Tue 7/2/02</b>	<b>NA</b>	
71	Design Physical Data Model and Data Dictionary	0 hrs	NA	Tue 7/2/02	NA	NA	Tue 7/2/02	NA	

ID	Task Name	Work	Base Start	Start	Actual Start	Base Fin	Finish	Actual Finish	R Int.
72	<b>Non-Functional Prototype Activities</b>	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
73	Design Non-Functional Prototype	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
74	Develop Non-Functional Prototype	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
75	Walk-through of the Non-Functional Prototype	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
76	Design Operational Procedures	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
77	<b>Design Technical Document(s) or Procedures</b>	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
78	Coding Specification/Structure Chart	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
79	Design Test Plans	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
80	Revise Migration Plan	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
81	Revise Training Plan	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
82	Revise Project Plan	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
83	Walk-through of the Design Document	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
84	<i>Approval to Proceed to Develop/Construct/Test</i>	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
85	<b>DEVELOP/CONSTRUCT/TEST PHASE</b>	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
86	<b>Prepare Develop/Construct/Test Document</b>	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
87	Update Overview	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
88	Update/Revise Issues	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
89	Update/Revise Assumptions	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
90	Update/Revise Risk Assessments	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
91	<b>Walk-through of the Develop/Construct/Test Document</b>	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
92	<b>Build Physical Data Model/Data Dictionary</b>	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
93	<b>Build Operational System</b>	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
94	Build Unit 1	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
95	Build Unit 2	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
96	Build Unit 3	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
97	Build Unit 4	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
98	<b>Peer code walk-through</b>	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
99	Update/Revise Test Plans	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
100	<b>Testing</b>	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
101	Unit Tests	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
106	Unit Integration Tests	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
107	System Tests	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
108	Acceptance Tests	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
109	<b>Develop Preliminary Implementation Plan</b>	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	

Appendix D – Project Plan

ID	Task Name	Work	Base Start	Start	Actual Start	Base Fin	Finish	Actual Finish	R Int.
110	Update/Revise Migration Plan	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
111	Update/Revise Operational Procedures	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
112	<u>Develop Support Plan</u>	<u>0 hrs</u>	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
113	Update/Revise Technical Document(s) or Procedures	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
114	<b>Develop End-User Document(s)</b>	<b>0 hrs</b>	NA	<b><u>Tue 7/2/02</u></b>	NA	NA	<b><u>Tue 7/2/02</u></b>	NA	
115	Walk-through of entire solution	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
116	<b>Develop Training Document(s)</b>	<b>0 hrs</b>	NA	<b><u>Tue 7/2/02</u></b>	NA	NA	<b><u>Tue 7/2/02</u></b>	NA	
117	Update/Revise Training Plan	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
118	Update/Revise Communications Plan	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
119	Update/Revise Project Plan	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
120	<i>Approval to Proceed to Implementation Phase</i>	<i>0 hrs</i>	NA	<i><u>Tue 7/2/02</u></i>	NA	NA	<i><u>Tue 7/2/02</u></i>	NA	
121	<b>IMPLEMENTATION PHASE</b>	<b>0 hrs</b>	NA	<b><u>Tue 7/2/02</u></b>	NA	NA	<b><u>Tue 7/2/02</u></b>	NA	
122	Deliver End-User Document(s)	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
123	Deliver Migration Plan	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
124	Deliver Operational Procedures	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
125	Deliver Project Plan	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
126	Deliver Technical Document(s) or Procedures	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
127	Deliver Training Document(s)	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
128	Perform Training	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
129	<i>Training Completion</i>	<i>0 hrs</i>	NA	<i><u>Tue 7/2/02</u></i>	NA	NA	<i><u>Tue 7/2/02</u></i>	NA	
130	<b>Perform Implementation</b>	<b>0 hrs</b>	NA	<b><u>Tue 7/2/02</u></b>	NA	NA	<b><u>Tue 7/2/02</u></b>	NA	
136	<i>Implementation Complete</i>	<i>0 hrs</i>	NA	<i><u>Tue 7/2/02</u></i>	NA	NA	<i><u>Tue 7/2/02</u></i>	NA	
137	Customer Acceptance Testing???	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
138	<b>Deliver Implementation Document</b>	<b>0 hrs</b>	NA	<b><u>Tue 7/2/02</u></b>	NA	NA	<b><u>Tue 7/2/02</u></b>	NA	
144	<i>Acceptance</i>	<i>0 hrs</i>	NA	<i><u>Tue 7/2/02</u></i>	NA	NA	<i><u>Tue 7/2/02</u></i>	NA	
145	<b>EVALUATION PHASE</b>	<b>0 hrs</b>	NA	<b><u>Tue 7/2/02</u></b>	NA	NA	<b><u>Tue 7/2/02</u></b>	NA	
146	Internal Project Evaluation Meeting	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
147	Customer Project Evaluation Meeting	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
148	<b>Project Signoff</b>	<b>0 hrs</b>	NA	<b><u>Tue 7/2/02</u></b>	NA	NA	<b><u>Tue 7/2/02</u></b>	NA	
149	<b>Deliver Evaluation Document</b>	<b>0 hrs</b>	NA	<b><u>Tue 7/2/02</u></b>	NA	NA	<b><u>Tue 7/2/02</u></b>	NA	
150	<i>Revise Overview</i>	<i>0 hrs</i>	NA	<i><u>Tue 7/2/02</u></i>	NA	NA	<i><u>Tue 7/2/02</u></i>	NA	
151	<b>Document Evaluation</b>	<b>0 hrs</b>	NA	<b><u>Tue 7/2/02</u></b>	NA	NA	<b><u>Tue 7/2/02</u></b>	NA	
154	Closeout Project	0 hrs	NA	<u>Tue 7/2/02</u>	NA	NA	<u>Tue 7/2/02</u>	NA	
155	<i>Evaluation Phase Approval</i>	<i>0 hrs</i>	NA	<i><u>Tue 7/2/02</u></i>	NA	NA	<i><u>Tue 7/2/02</u></i>	NA	

## Migration Plan

Migration Plan Worksheet – Assists in identifying the activities that will be performed as part of the Migration. It identifies when and by whom and includes both technical aspects (such as installing hardware and software and converting data from the existing system to the new system) and organizational aspects (such as training and motivating the users to embrace the new system). Migration activities will be identified as tasks in the project plan.

**Purpose:** The purpose of this worksheet is to identify migration tasks associated with this project to be included in the Project Plan.

**General:** The questions listed below are not intended to be inclusive but serve as general guidelines for formulating the tasks in the Project Plan.

### Hardware

Questions	Resolution/Comments
If existing hardware is to be used:	
Where is it located?	
Who is the LAN Administrator?	
What other applications are running on the hardware?	
If new hardware is to be used:	
Where will it be located?	
Has the location been reviewed for:	
Access ways that will allow for equipment placement	
Floor support of equipment	
Power requirements	
Cooling requirements	
Has the new equipment been ordered?	
What is the expected delivery date of the new equipment?	
Who will install the new equipment?	
How will the new equipment be tested and by whom?	
Will the new equipment be part of a LAN?	
Is there a LAN Administrator and if so who is it?	
Will the equipment be covered by a warranty/maintenance contract?	
When is the proposed cutover to production?	
What operating system is required on the hardware?	

**Software**

Questions	Resolution/Comments
Does the software come with the hardware?	
Is the software being written in house?	
Who is the technical lead on the project?	
In what language is the software being written?	
Is the software coming from a vendor?	
Has the software been ordered?	
What is the expected delivery date of the software?	
What level of modification is required?	
In what language is the software written?	
Who is providing support on the software?	
How will the support be provided: on-site, via web, dial-in, or other	
Is there a: warranty, maintenance contract, or escrow agreement?	
Has the software been tested?	
Have load tests been run?	
Are there any additional database or server connection software requirements?	

**Infrastructure/Communications**

Questions	Resolution/Comments
Is the hardware to be connected to the network?	
Who will connect the hardware?	
When will the connection be complete?	
Has the connectivity been tested?	
Who will test the connectivity?	
Is there wiring required?	
Who will do the wiring	
Is there phone wiring required?	
Has the phone line been ordered?	
What is the expected date for the installation of the phone line?	

**Data Conversion**

Questions	Resolution/Comments
Are there data conversion requirements?	
To which DBMS must the data be converted?	
Is the data currently manual, electronic, or both?	
Have copies of all input documents for manual data been collected?	
Is the data coming from multiple sources?	
How much data is there to be converted?	
When should the conversion be completed?	
Will the conversion be done in-house or by a vendor?	
Is data mapping required?	
Who will verify the converted data?	
Has the software been tested with the converted data?	
When will the test be completed?	
Who will do the testing?	

**Training**

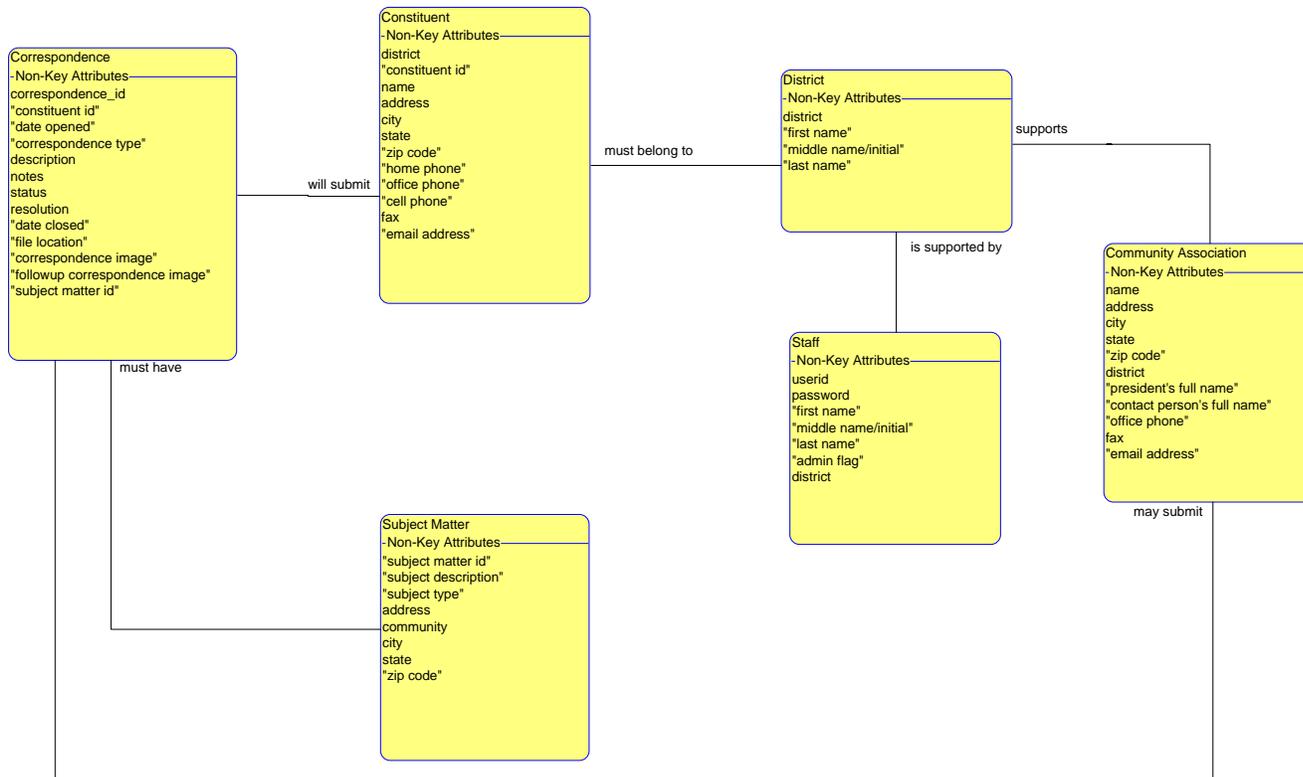
Questions	Resolution/Comments
Are there training requirements: end user, technical, or both?	
Has a training plan been created?	
Who will do the training: in-house, a vendor, or both?	

**Miscellaneous**

Questions	Resolution/Comments
Is the communication plan complete?	
Have special activities (i.e. tax bills, year end, etc.) been considered for the time frame?	
Have the users seen a demonstration of vendor provided software?	

## Sample Logical Data Model

### Constituent Tracking



const01 (Entity Relation Model) System Architect Thu Sep 05, 2002 22:47 Comment
--

<b>Project Name:</b>		<b>Date:</b> 02/02/02	
<b>Use Case Name:</b>		<b>ID Number:</b>	
<b>Short Description:</b>			
<b>Action/Event:</b>			
<b>Type:</b> <input type="checkbox"/> <i>External</i> <input type="checkbox"/> <i>Internal</i>			
<b>Major Inputs</b>		<b>Major Outputs</b>	
<i>Description</i>	<i>Source</i>	<i>Description</i>	<i>Destination</i>
<b>Major Steps Performed</b>			<b>Information for Steps</b>
1			
2			
3			
4			
5			
6			
7			
8			
9			

### Sample Use Case Worksheet

<b>Project Name:</b> Property Value Internet Application		<b>Date:</b> 02/02/02	
<b>Use Case Name:</b> Customer Database Search		<b>ID Number:</b> 1	
<b>Short Description:</b> This describes how customers can search for their property location via a website search page (database).			
<b>Action/Event:</b> Customer searches for property location on website			
<b>Type:</b> <input checked="" type="checkbox"/> <i>External</i> <input type="checkbox"/> <i>Internal</i>			
<b>Major Inputs</b>		<b>Major Outputs</b>	
<i>Description</i>	<i>Source</i>	<i>Description</i>	<i>Destination</i>
Search by Name	Customer	Search Results	Customer
Search by Address	Customer	Records Matching Search Results	Customer
Search by Tax Acct#	Customer	Detailed Record Information	Customer
Property Information Report	Customer	Record Selected for Query	Customer
Record Validated & Selected	Customer		
<b>Major Steps Performed</b>		<b>Information for Steps</b>	
Find DB records matching customer request whether searching by name, address or tax acct#		Search by type request Records matching search request	
Provide more detailed information about one record		matched record information request detailed record information	
Let the user "validate & select" the record to obtain property value information for		Record validated & selected record selected for query	
4			
5			
6			
7			
8			
9			

UseCaseSample, Sheet1  
Last Printed: 9/24/2002 8:37 AM

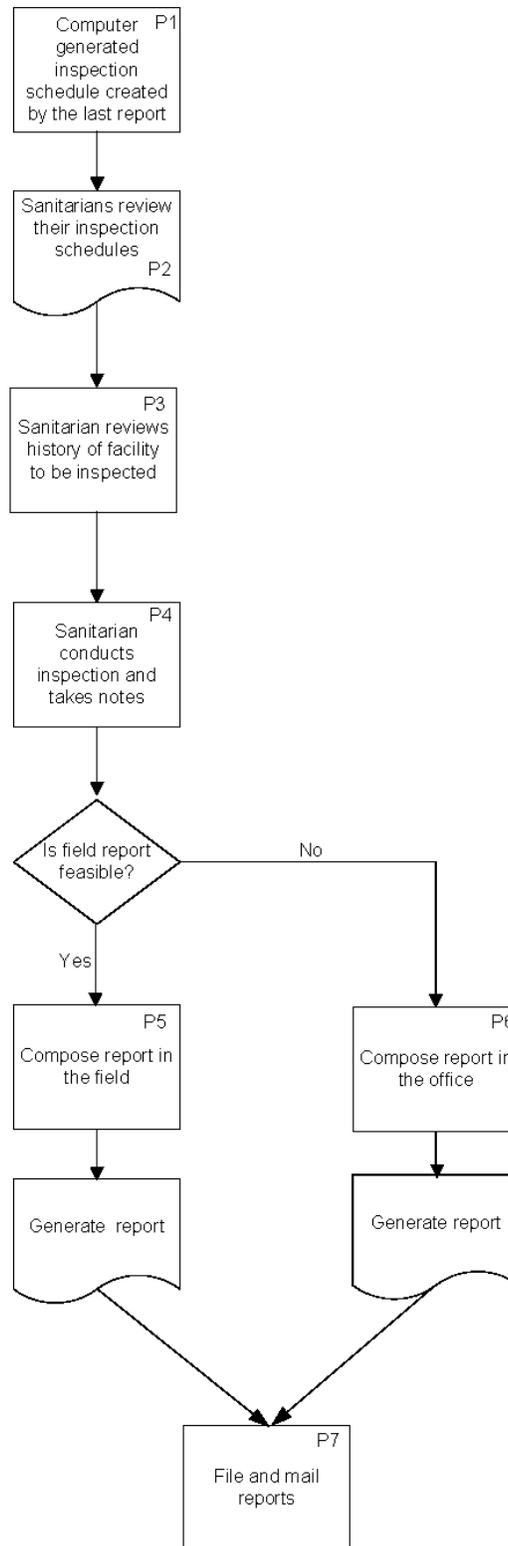
## Sample Business Process Model

### Dietary Inspections For Health Care Facilities

- P2 - Scheduling Dietary inspections of Health Care Facilities are conducted according to the type of their food service permits. High priority permits require 3 inspections per year, moderate 2 and low every year. Sanitarians review the sanitarian schedule component of the computer program to schedule their dietary inspections.
- P3 - Record Reviews Before sanitarians visit a facility, they review the histories of facilities and the previously reported deficiencies.
- P4- Inspections Sanitarians take notes during their inspections. After surveys are completed, they use their notes to generate a report.
- P5 - Field Reports Reports are generated in the field utilizing laptops or notebooks and portable printers.
- P6 - Office Reports If it is not feasible to generate a report because of equipment/operational problems or for regulatory reasons, sanitarians may compose a report in the office. These reports must be written within 10 days of the surveys.
- P7 - Report Documents Facility administrators receive the legal report on the day of the inspection or are mailed their report.
- The licensing agencies are mailed a copy of the report.
- The file copy is reviewed and initialed by the Chief of Medical Environmental Health and filed by the Office Assistant.

### Sample Business Process Model

#### Dietary Inspections for Health Care Facilities



## Training Plan

Contact the Computer Training Center to assist with the training plan for the following project:

### Requirements Phase

Name of Project	
Project Contact	
Department Name	
Telephone Number	
PRTS Number	

*Provide as much information as possible. At this point in the project the training information may or may not be available.*

- Lab A – Dual Boot Operating Systems, Windows 95/Windows 2000
- Lab B – Windows 95
- Lab C – Windows 2000

Using Computer Training Center Labs:     Yes     No

If **yes**, provide the following requirements:

Platform (e.g. Internet)	
Operating System	
Processor Speed	
Ram	
Hard Drive Capacity	
Server Software (List)	
Client Software (List)	

If **no**, provide the following:

Location Address	
Room Number	
Telephone Number	

Identify Instructor

Computer Training Center \_\_\_\_\_ Yes \_\_\_\_\_ No

**OR**

Vendor Name	
Instructor Name	
Telephone Number	
E-mail Address	

Training Document(s)/Manual (Place an X in appropriate box(es).)

Computer Training Center	
Vendor	
Other (e.g. End User Docs)	

Identify training needs for technical staff (e.g. JAVA or Oracle training). (Add rows as required.)

Name	Class	Date Required

Provide the names of end user(s) and the Computer Training Center will verify that they have basic computer skills: Intro to PCs, Windows 95/2000, File Management and Keyboarding. (Add rows as required.)

End User Name	Telephone Number	Training Required

**Design Phase**

A. Who Will Develop Course Outline? (Place an X in the appropriate box.)

Computer Training Center	
Vendor	
Other	

B. Length of Course (e.g. 5 days or 1/2 day) and start/finish dates and times (e.g. 8:30 a.m. - 4:00 p.m.) The Training Center hours of operation are 8:00 a.m. to 4:00 p.m., Monday through Friday. If necessary, special arrangements can be made to accommodate off-hours scheduling.

Number of Days	
Start Time	
Finish Time	
Training Start Date	
Training Completion Date	

**Develop/Construct/Test**

The Computer Training Center, with input from the project team, will develop and design training documentation at the end of this phase. **SYSTEM MUST BE FUNCTIONAL.** Indicate date where appropriate.

Verify the following information and check for completion:

Task	Complete
A. Did you notify the Computer Training Center that the system/application is near completion?	
B. Did you notify the Computer Training Center of any changes that may effect the development of training documentation?	
C. Did the Project Manager or designee provide software for installation? The Computer Training Center will coordinate the software installation/application access with technical staff (e.g. Desktop or NSU).	
D. Did the Project Manager or designee test the software/application? Testing must be completed a minimum of 48 hours prior to training and must occur during the business hours of 9:00 a.m. - 3:00 p.m.	
E. Did you provide a list of students to the Computer Training Center? The list must be received at least two (2) weeks prior to the scheduled training. The Computer Training Center will schedule students and send class confirmations.	
F. Is the final course curriculum and training manual(s) complete?	
G. Was the course material reproduced? The Computer Training Center will coordinate the reproduction of all in-house created course materials.	

**Implementation Phase**

Coordinate delivery of training to coincide with project implementation.

**Implementation Date:** \_\_\_/\_\_\_/\_\_\_

Is the training for the Helpdesk and Operations staff on new system complete?

Was the software/application uninstalled in the lab? \_\_\_Yes \_\_\_No

If Yes, please provide date: \_\_\_/\_\_\_/\_\_\_

***Evaluation Phase***

Did the Computer Training Center follow-up with users to determine if additional support is required? \_\_\_Yes \_\_\_No

## Sample Training Plan

Contact the Computer Training Center to assist with the training plan for the following project:

### Requirements Phase

Name of Project	Service Center Incident Management
Project Contact	Pam Platt
Department Name	Office of Information Technology
Telephone Number	410.887.4440
PRTS Number	N/A

*Provide as much information as possible. At this point in the project the training information may or may not be available.*

- Lab A – Dual Boot Operating Systems, Windows 95/Windows 2000
- Lab B – Windows 95
- Lab C – Windows 2000

Using Computer Training Center Labs:  Yes     No

If **yes**, provide the following requirements:

Platform (e.g. Internet)	NT
Operating System	Client will run on Win95 or 2000
Processor Speed	N/A
Ram	N/A
Hard Drive Capacity	N/A
Server Software (List)	Yes, Development Server
Client Software (List)	Yes, Directed to Development Server

If **no**, provide the following:

Location Address	
Room Number	
Telephone Number	

Identify Instructor

Computer Training Center:  Yes     No

**OR**

Vendor Name	Evergreen Systems
Instructor Name	Matthew Tolford
Telephone Number	703.307.1038
E-mail Address	matthew.tolford@evergreensys.com

Training Document(s)/Manual (Place an X in appropriate box(es).)

Computer Training Center	
Vendor	Manual with customization (e.g. screen shots and policies)
Other (e.g. End User Docs)	

Identify training needs for technical staff (e.g. JAVA or Oracle training). (Add rows as required.)

Name	Class	Date Required
Tina Randall	Service Center Intro, Part 1 and 2	
Tina Randall	Service Center Admin	
Tina Randall	Tailoring	
Timothy Byrnes	Service Center Intro, Part 1 and 2	
Linda Krell	Service Center Intro, Part 1 and 2	
Lisa Peyton	Service Center Intro, Part 1 Service Center Intro, Part 1 and 2 and 2 Service Center Intro, Part 1 and 2	
Forrest McIlwain	Service Center Intro, Part 1 and 2	
Pam Platt	Service Center Intro, Part 1	Pam Platt
Julie Winiarski	Service Center Intro, Part 1	Julie Winiarski

Provide the names of end user(s) and the Computer Training Center will verify that they have basic computer skills: Intro to PCs, Windows 95/2000, File Management and Keyboarding. (Add rows as required.)

End User Name	Telephone Number	Training Required
<b>OIT Staff verified</b>		

**Design Phase**

C. Who Will Develop Course Outline? (Place an X in the appropriate box.)

Computer Training Center	
Vendor	X
Other	

D. Length of Course (e.g. 5 days or 1/2 day) and start/finish dates and times (e.g. 8:30 a.m. - 4:00 p.m.) The Training Center hours of operation are 8:00 a.m. to 4:00 p.m., Monday through Friday. If necessary, special arrangements can be made to accommodate off-hours scheduling.

Number of Days	1 day
Start Time	8:30 a.m.
Finish Time	4:00 p.m.
Training Start Date	3/27/02
Training Completion Date	4/8/02

**Develop/Construct/Test**

The Computer Training Center, with input from the project team, will develop and design training documentation at the end of this phase. **SYSTEM MUST BE FUNCTIONAL.** Indicate date where appropriate.

Verify the following information and check for completion:

Task	Complete
H. Did you notify the Computer Training Center that the system/application is near completion?	Imp. Date 4/8/02
I. Did you notify the Computer Training Center of any changes that may effect the development of training documentation?	N/A
J. Did the Project Manager or designee provide software for installation? The Computer Training Center will coordinate the software installation/application access with technical staff (e.g. Desktop or NSU).	Software installed in labs 3/11/02 OIT Units 3/26/02
K. Did the Project Manager or designee test the software/application? Testing must be completed a minimum of 48 hours prior to training and must occur during the business hours of 9:00 a.m. - 3:00 p.m.	Testing complete 3/15/02
L. Did you provide a list of students to the Computer Training Center? The list must be received at least two (2) weeks prior to the scheduled training. The Computer Training Center will schedule students and send class confirmations.	List provided 2/25/02
M. Is the final course curriculum and training manual(s) complete?	Final Doc. 3/18/02
N. Was the course material reproduced? The Computer Training Center will coordinate the reproduction of all in-house created course materials.	Final Doc. 3/18/02 RUSH

**Implementation Phase**

Coordinate delivery of training to coincide with project implementation.

**Implementation Date:** 4 / 8 / 02

Is the training for the Helpdesk and Operations staff on new system complete?

Was the software/application uninstalled in the lab?  Yes  No

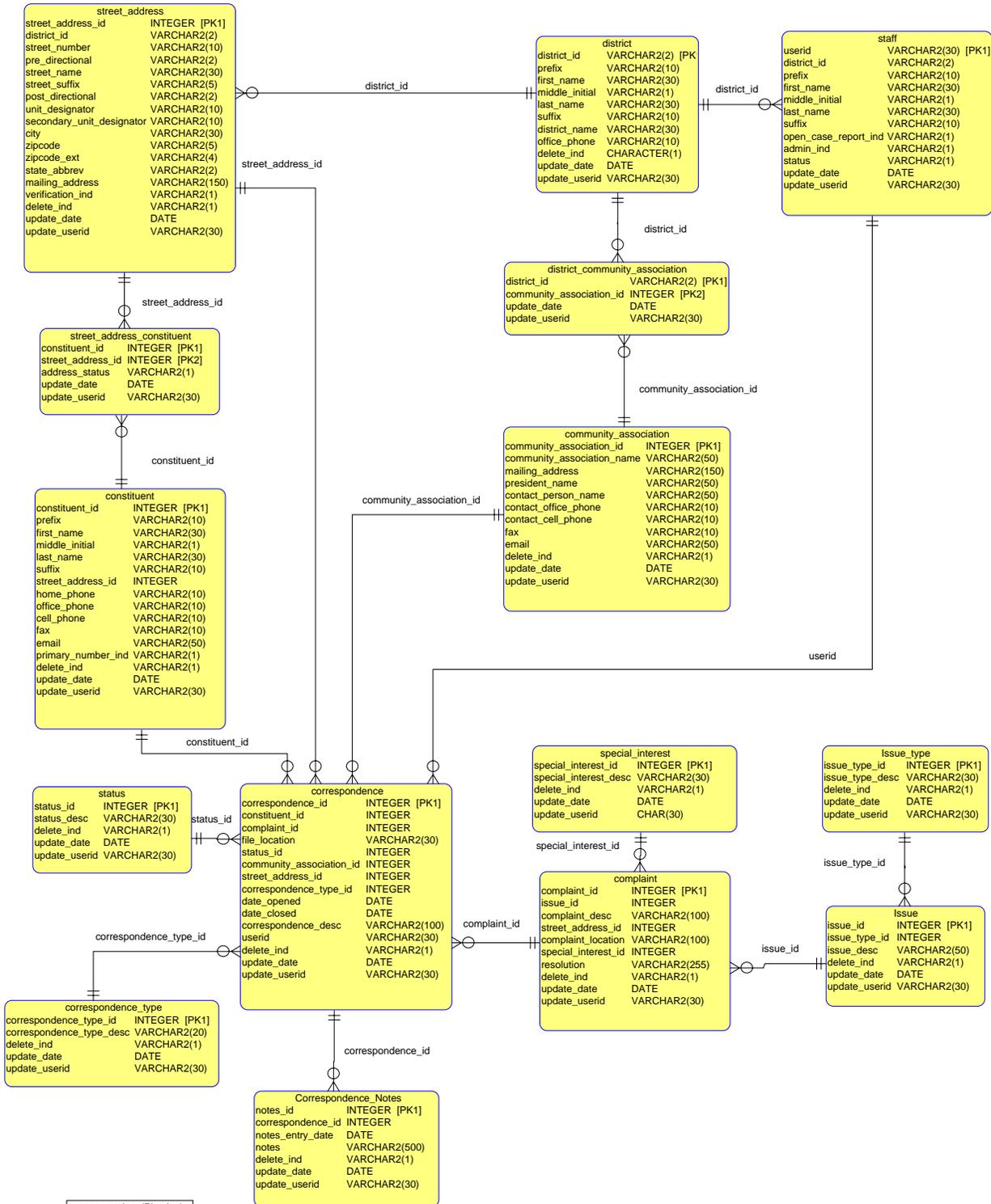
If Yes, please provide date: \_\_\_ / \_\_\_ / \_\_\_

***Evaluation Phase***

Did the Computer Training Center follow-up with users to determine if additional support is required?  Yes  No

## Sample Physical Data Model

### Constituent Tracking



const\_project (Physical Data Model)  
SA/2001  
Wed May 15, 2002 13:45  
—Comment

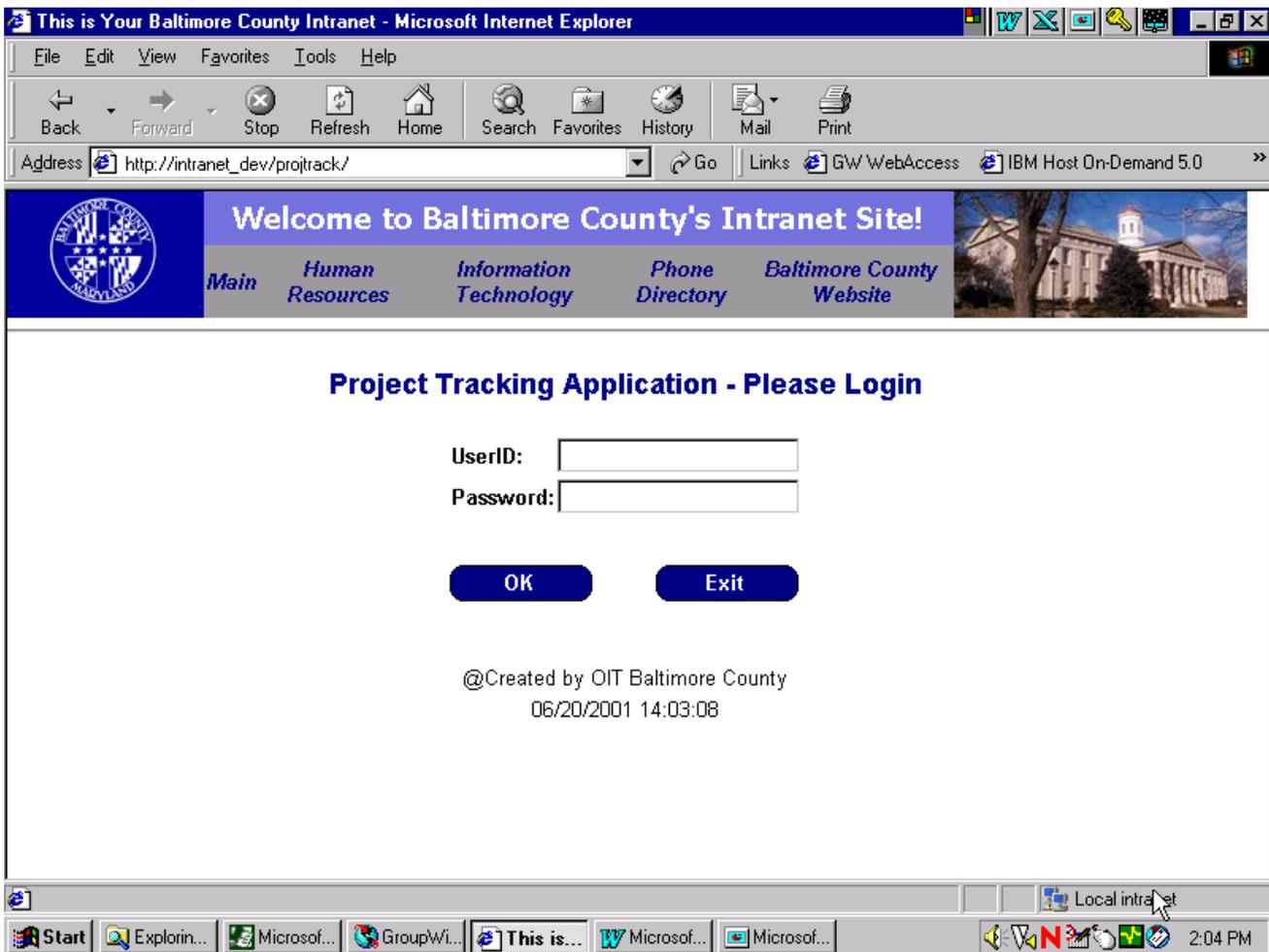
### Sample Data Dictionary Constituent Tracking

Name	Description	Data Type	Allowable Values
address	The address related to the subject referenced in the correspondence.	character	
admin flag	An indicator denotes whether or not a staff member has administrative privileges when using the system.	character	Y = yes, N = no
cell phone	If applicable, the cell phone number of the constituent.	character	
city	An incorporated municipality with definite boundaries and legal powers set forth in a charter granted by the state to which the municipality belongs.	character	
community	The area or community of concern referenced in the subject of the correspondence.	character	
constituent id	A sequential number assigned to a constituent when the constituent submits a correspondence.	integer	
contact	The name of an alternate contact person for the association.	character	
correspondence id	A sequential number that will be assigned when a correspondence of any type is received and logged.	integer	
correspondence image	Represents an image of the hard copy of the correspondence.	image	
correspondence type	Identifies the kind of correspondence received from the constituent.	character	Mail, phone, email, walk-in
correspondence_id	A sequential number that will be assigned when a correspondence of any type is received and logged.	integer	
councilman first name	The first name of the councilman representing the district.	character	
councilman last name	The last name of the councilman representing the district.	character	
councilman middle name/initial	The middle name or initial of the councilman representing the district.	character	
date closed	The date entered once a correspondence is resolved.	character	
date opened	Indicates the date that the correspondence is presented to or filed with a district office.	character	
description	A brief description of the purpose of the correspondence.	character	
district	The character or number representing the council district designation.	character	
email address	If applicable, the electronic mailing address.	character	
fax	The fax number used when faxing correspondence.	character	
file location	The physical location where the hard copy of the correspondence is kept.	character	
first name	The first name of a person..	character	
follow-up correspondence	An image of any correspondence sent to the constituent in response to the initial	image	

Name	Description	Data Type	Allowable Values
	correspondence.		
home phone	The home phone number of the constituent.	character	
last name	The last name of a person.	character	
middle name/initial name	The middle name or initial of a person.	character	
name	The formal name of the community association.	character	
notes	Running commentary of activities associated with the correspondence.	character	
office phone	If applicable, the office phone number.	character	
password	The password chosen by the user of the system for security. The password will be encrypted.	character	
president	The name of the president of the community association.	character	
resolution	Describes the action taken to resolve the correspondence's issue, complaint, or other purpose.	character	
state	One of the more or less internally autonomous territorial and political units composing a federation under a sovereign government.	character	
status	Denotes whether the correspondence is open, closed, or re-opened.	character	Open, closed, reopened
subject description	A description of the subject for which the correspondence is initiated.	character	
subject matter id	An identifier that relates the correspondence to a pre-defined list of subjects.	character	
subject type	Describes the category to which the subject description relates.	character	Legislation, zoning violations, zoning petitions, disturbances, nuisances and development issues.
suffix	The suffix used by the constituent for the constituent's name. Example: Jr, Phd, etc.	character	
title	Prefix of a name. Example: Mr., Mrs, Dr., etc.	character	
userid	The network logon id assigned by network services. If network logon is unavailable, this id is assigned using the first letter of the first name plus the last name.	character	
zip code	A trademark for a system designed to expedite the sorting and delivery of mail by	character	

Prototype – A prototype or mock-up represents the appearance and functionality of the proposed solution as it will be presented to the user. The prototype should demonstrate how the users will navigate the system and insure that all requirements are being met. It should also identify any update actions and data validation required. Prototypes can be created using tools such as Dreamweaver and Visio’s Windows GUI Stencil. Prototypes are generally created during the Design Phase.

### Sample Prototype



## Sample Technical Procedures

# Customizing the Desktop

Being able to customize the desktop of your computer is perhaps the greatest enhancement to your productivity and enjoyment of your computing experiences. If you dislike the default color of the Windows desktop, you can change this very easily. In addition to changing the background color of your desktop, you can:

- arrange the icons and shortcuts on your desktop so that they are automatically lined up or are free moving
- set a screen saver, customize a marquee screen saver and put password protection on your screen saver (requiring someone to put in that password to get the desktop back)
- change the appearance of the windows that open by applying a scheme or customizing your own scheme
- place pictures in the background, so that you can see any photo that you want on your desktop
- change the settings on your monitor to get a higher resolution for your desktop (if your video supports it)

### Arranging Icons

Arranging icons on the desktop is simply a way of keeping all of the shortcuts that are created organized. Some folks prefer to have all of the icons arranged in neat columns on the left hand side of the screen, while other folks would rather have the icons and shortcuts free form where they can drag and place them on the desktop to their liking. If you would like to have the icons automatically arranged for you, here's how:

- **Right-click** (that means clicking with the right side mouse button instead of with the left side button) somewhere on your desktop. Make sure that the mouse cursor is not hovering over an icon or open window when you right-click. You will see the menu pictured below. This is your desktop properties menu.
- Click (this is a left click) on **Arrange Icons**. Another menu will pop out.

**Auto Arrange** is the option that will have the icons automatically arranged for you. If Auto Arrange is checked, then all of the icons will be placed in columns on the left side of the screen, equally spaced. If Auto Arrange is not checked, then you are free to place icons anywhere on the desktop in any way that you choose.

- To turn the option on or off, simply click on **Auto Arrange**.

### Setting a Screen Saver

Many users like to have a screen saver on their desktop, so that when they have walked away from the machine for a while or stopped working on the computer, the desktop gets hidden and a screen saver appears. Windows comes with several screen savers for you to choose from.

To set a screen saver on your desktop:

- **Right-click** (that means clicking with the right side mouse button instead of with the left side button) somewhere on your desktop. Make sure that the mouse cursor is not hovering over an icon or open window when you right-click. You will see the menu pictured below. This is your desktop properties menu.
- Click (this is a left click) on **Properties**. The **Display Properties** dialog box appears.
- Click on the **Screen Saver** tab at the top of the dialog box. The screen saver properties page will appear.

To set a screen saver, click the drop-down box and choose one of the options that you are given. As you click on each option, it will preview on the little monitor in the dialog box. You can also click the **Preview** button to see how the screen saver will look on your desktop.

Once you have chosen a screen saver, click the **Settings** button to customize the screen saver to your liking. Customizations include speed of the screen saver (how fast it moves across your screen) and things of that nature.

The **Wait** box tells the computer how long it is to be idle before the screen saver starts. In this example, it would take 14 minutes of idle time before the screen saver would start.

Finally, you can set a password on your screen saver. Click in the **Password protected** check box, and click on the **Change** button to set the initial password. Then, whenever the screen saver starts, to get back to the desktop you have to type in the password. A password protected screen saver is perfect for work environments where co-workers might get to your information or for home so little fingers (and sometimes big fingers) don't accidentally mess up a project you are working on.

When you have finished making all the changes you want, click **OK** for the changes to be applied to your desktop.

### Changing the Appearance of the Windows

You might not have realized that all of the colors on your desktop are coordinated together based on a built-in color scheme. Windows offers several of these color schemes for you to choose from, just in case you can't tolerate the one that is the default.

To change the appearance of your windows:

- **Right-click** (that means clicking with the right side mouse button instead of with the left side button) somewhere on your desktop. Make sure that the mouse cursor is not hovering over an icon or open window when you right-click. You will see the menu pictured below. This is your desktop properties menu.
- Click (this is a left click) on **Properties**. The **Display Properties** dialog box appears.
- Click on the **Appearance** tab at the top of the dialog box. The appearance properties page will appear.

From this properties sheet, you can make infinite changes to your desktop's color appearance. If you want to choose a pre-defined scheme, click on the **Scheme** drop-down list and pick one to suit you. As you make different choices, they will preview in the window on the Appearance page.

If you want to change an individual item on your desktop, but not the entire scheme, you can do that also. Often, you just want to change the background color of your desktop. Here you would choose "Desktop" in the **Item** drop-down list, then click on the **Color** box to pick the color of your choice.

Playing around on the Appearance page will show you just how much flexibility you have in customizing your desktop, down to the smallest details. (This is also a great place to lose a LOT of time.)

When you have finished making all the changes you want, click **OK** for the changes to be applied to your desktop.

### Placing Pictures in the Background

One of the best customizations to your desktop that you can make is to place photos of whatever you like on your desktop. Being able to see the ocean while you are staring at your computer working can be very comforting. Photos of children or pets are also favorites. How do you get those photos as your background?

Photos and pictures come in several different formats. Your picture needs to be in the bitmap (\*.bmp) format for it to be used as a background photo. If your picture is in a different format, you need to save it as a bitmap file. Saving a photo as a bitmap is not difficult, simply open up the photo in a photo editor or MS Paint, and choose **Save As** and choose the **File of Type: Bitmap** to convert the picture.

- After you have the picture in bitmap format, you need to place the photo file into the **C:\Windows** folder on your computer. Placing the photo here ensures that the desktop properties dialog box can find it to put it in the background.
- **Right-click** (that means clicking with the right side mouse button instead of with the left side button) somewhere on your desktop. Make sure that the mouse cursor is not hovering over an icon or open window when you right-click. You will see the menu pictured below. This is your desktop properties menu.
- Click (this is a left click) on **Properties**. The **Display Properties** dialog box appears.
- Click on the **Background** tab at the top of the dialog box. The background properties page will appear.

From this properties sheet, you scroll through the options of wallpaper until you see the name of the picture you want. In the graphic above, the **Paradise** background was chosen and centered on the desktop (in the **Display** drop-down box in the lower right corner of the dialog box). A preview of the background appears in the little monitor on the background page.

When you have finished making all the changes you want, click **OK** for the changes to be applied to your desktop.

### **Changing Display Settings for a Higher Resolution**

On some computers it is possible to generate a higher resolution than the one that your computer is currently set on. This is completely dependent on the video driver that your computer uses. Regardless of this, you can check to see if you can change the resolution. The higher the video resolution, the clearer and sharper the image on the desktop.

To change the video resolution:

- **Right-click** (that means clicking with the right side mouse button instead of with the left side button) somewhere on your desktop. Make sure that the mouse cursor is not hovering over an icon or open window when you right-click. You will see the desktop properties menu.
- Click (this is a left click) on **Properties**. The **Display Properties** dialog box appears.
- Click on the **Settings** tab at the top of the dialog box. The settings properties page will appear, as shown in the graphic below. (Your settings page might not look exactly like this one - that's all right. More or less, this sheet will be the same for all computers.)

From this properties sheet, you can click on the arrow in the **Screen area** section and move it to the right or left to adjust the screen resolution. This resolution is set to 1024x768, which is a pretty high resolution. If you wanted a lower resolution than this, you would like on the arrow and move it to the left. You can also determine the color gradient you want the computer to use in the **Colors** section by clicking on the drop-down menu and choosing. When you have finished making all the changes you want, click **OK** for the changes to be applied to your desktop. You might have to reboot your computer to see the changes in resolution take effect.

## Test Plan Guidelines

Test Plans - Test Plans are designed to test each component as well as the integrated operational system. These plans must test for accuracy as well as system/network load and response times. Guidelines should be set to determine what data is going to be collected and how it will be analyzed. Also, the criteria must be established to determine when the tests are complete and whether the tests were successful. Initial test plans are created in the design phase then completed during the develop construct test phase.

Unit Tests focus on one unit; a program or a program module that performs a specific function that can be tested and ensures that the module or program performs its function as defined in the program specification. Unit tests are often conducted by the programmer who developed the unit. Unit testing focuses on the performance of one specific part of the application system. Unit testing is performed only after the programmer believes the unit to be error free.

Integration Tests assess whether a set of modules or programs that must work together do so without error. They ensure that the interfaces and linkages between different parts of the system work properly. At this point, the modules have passed their individual unit test, so the focus now is on the flow of control among modules, and on the data exchanged between them. The tester develops a test plan that has a series of tests that in turn have tests. Integration testing is often performed by a set of programmers and/or system analysts.

System Tests are usually conducted by the systems analysts to ensure that all modules and programs work together without error. System testing is similar to integration testing but is much broader in scope. System tests examine how well the system meets business requirements and its usability, security, and performance under heavy load. It also tests the system's documentation.

Acceptance Tests are primarily performed by the users with support from the project team. The goal is to confirm the system is complete, meets the business needs that prompted the system to be developed, and is acceptable to the users. Acceptance testing is done in two stages: Alpha testing in which the users test the system using made-up data, and beta testing, in which users begin to use the system with real data but are carefully monitored for errors.

The following chart further clarifies the testing stages and responsibilities associated with each stage:

Stage	Types of Tests	Notes	Conducted By:	
<b>Unit Testing</b>	<b>Black-box testing:</b> treats program as black box.	The tester focuses on whether the unit meets the requirements stated in the program specifications.	Programmer	
	<b>White-box testing:</b> looks inside the program to test its major elements	By looking inside the unit to review the code itself, the tester	Programmer, Analysts	
<b>Integration Testing</b>	<b>User interface testing:</b> the tester tests each interface function	Testing is done by moving through each and every menu item in the interface either in a top-down or bottom-up manner.	Programmers, Analysts	
	<b>Use scenario testing:</b> the tester tests each use scenario	Testing is done by moving through each use scenario to ensure it works correctly. Use scenario testing is usually combined with user interface testing because it does not test all interfaces.	Programmers, Analysts	
	<b>Data flow testing:</b> tests each process in a step-by-step fashion	The entire system begins as a set of stubs. Each unit is added in turn and the results of the unit are compared to the correct result from the test data; when a unit passes, the next unit is added and the test is rerun.	Programmers, Analysts	
	<b>System interface testing:</b> tests the exchange of data with other systems	Because data transfers between systems are often automated and not monitored directly by the users, it is critical to design tests to ensure they are being done correctly.	Programmers, Analysts	
	<b>Requirements testing:</b> tests whether original business requirements are met	This test ensures that changes made as a result of integration testing did not create new errors. Testers often pretend to be uninformed users and perform improper actions to ensure the system is immune to invalid actions (e.g., adding blank records)	Quality Control Analysts	
<b>System Testing</b>	<b>Usability testing:</b> tests how convenient the system is to use	This test is often done when the user interface is important.	Quality Control Analysts	
	<b>Security testing:</b> tests disaster recovery and unauthorized access	Security testing is a complex task. In extreme cases, a professional firm may be hired.	Quality Control Analysts	
	<b>Performance testing:</b> examines the ability to perform under high loads	High volumes of transactions are generated and given to the system. This test is often done by using special-purpose testing software.	Quality Control Analysts	
	<b>Documentation testing:</b> tests the accuracy of the documentation.	Testers spot-check or check every item on every page in all documentation to ensure the documentation items and examples work properly.	Quality Control Analysts	
	<b>Acceptance Testing</b>	<b>Alpha testing:</b> conducted by users to ensure they accept the system	Alpha tests often repeat previous tests but are conducted by users themselves to ensure they accept the system.	Users
		<b>Beta testing:</b> uses real data, not test data	Users closely monitor the system for errors or useful improvements.	Users

## Sample Test Plan

### County Council Constituent Tracking System Central Staff Administrator Test Plan

#### Correspondence Maintenance

**Summary:**

All users can access this web page in the system, however, only the central staff users will be able to access a district other than their assigned district.

Requirement Number	Description	Results/Comments	Tester's Initials/ Date
2.7.1	This page allows the user to add, change and delete constituent correspondence that is located within their accessible districts		
2.7.2	Additionally, users can search the current list of correspondence to determine if a given subject, constituent, or correspondence is already in the system		
	The user will be able to create and/or change any information about a subject, constituent or community association that is connected to the correspondence from this web page		

**Items to demonstrate:**

1. Access to page.
  - Logon to system. The "Main Task List" page should be displayed.
  - Choose "Work with correspondence from constituents". The Correspondence Search page should be displayed.
  
2. Add new correspondence.
  - Enter 5 new community associations, using at least 3 different districts. To add new correspondence, from the "Correspondence Search" page select the "Add Correspondence" button. The "Correspondence Maintenance" page should now be displayed. Complete the form by entering data into the input enabled fields and selecting the "Add" button.
  - Blank out the fields by selecting the Clear button. Now select the "Add" button without completing the form. This should cause an error to be displayed.
  - Add a duplicate association name within a district. This should cause an error to be displayed. Duplicates are not allowed.
  
3. Search existing correspondence.
  - Select the "Back" button to return to the "Search Correspondence" page.
  - Try displaying the entire list by selecting "All" in the "District" drop down box, and leaving the "Association Name" field blank. Select the "Search" button.
  - Try displaying the entire list for a given District by selecting the desired district number in the "District" drop down box, and leaving the "Association Name" field blank. Select the "Search" button.
  - Using the above methods, try searching for an Association Name that does not exist in the system. This should return a warning that there are no items that match the search criteria entered.

### County Council Constituent Tracking System Central Staff Administrator Test Plan

- Use the wildcard feature in the “Association Name” field to try a partial name search. Examples: “\*farm\*” should return all names **containing** the string “farm”. “farm\*” should return all names **starting** with the string “farm”.
4. Change existing correspondence.
    - From the “Search Correspondence” page, perform a search that will return a list. Select a list item to change by clicking on that list items “Description” field. The “Correspondence Maintenance” page should display with the item that was selected. Make changes to the “File Location” and “Notes” information. Select the change button.
    - The “Search Correspondence” page should now be re-displayed, and any changes made should be reflected in the list.
  5. Delete existing correspondence.
    - From the “Search Correspondence” page, perform a search that will return a list. Select a list item to delete by clicking on that list items “Description” field. The “Correspondence Maintenance” page should display with the item that was selected. Select the delete button. A warning “confirm delete” box should display. Select the “OK” button.
    - The “Search Correspondence” page should now be re-displayed, and the item that was deleted should not be shown in the list.
  6. Clear button.
    - From the “Search Correspondence” page, perform a search that will return a list. Then select the “Clear” button. This will blank all input enabled fields above the horizontal line. There should not be any items in the list displayed below the horizontal line.
    - From the “Correspondence Maintenance” page, follow the steps required to add new correspondence, but **do not** select the “Add” button. Instead select the “Clear” button. This will blank all input enabled fields on the form.
  7. Back button.
    - From the “Search Correspondence” page, press the “Back” button. The Main Task List should be displayed.
    - From the “Correspondence Maintenance” page, press the “Back” button. The “Search Correspondence” page should be displayed.
  8. District Editing and Limitations.
    - Perform the steps required to change a correspondence up to the point where you have selected an item and are on the “Correspondence Maintenance” page. Observe that the “District ID” drop-down is disabled. Change the address to one that is valid within Baltimore County, but that is in a district OTHER than the one indicated in the drop-down list. This should cause an error to be displayed. Once a District is assigned to an Association it CANNOT be changed.

## **Operational Procedures**

Operational Procedures – Information/instructions provided to assist in the completion of a task/job. At a minimum, it should include information such as: schedule or frequency, input and output specifications, error recovery procedures, estimated completion time, requesting agency, production support contacts and any report distribution.

Information included in the operational procedures should whenever possible be static/stable in nature. Information specific to a given occurrence of a job should be provided on the Job Request Form or via other means.

Whenever a task/job is modified the operational procedures **MUST** be updated as required.

Operational procedures begin being developed in the design phase and are updated through out the remaining phases. They must be completed and complete before a task/job is implemented as production.

## OPERATIONAL PROCEDURES

### CONTROL ROOM PROCEDURES

JOB NUMBER: \_\_\_\_\_  
JOB TITLE: \_\_\_\_\_  
FREQUENCY OF RUN: \_\_\_\_\_  
REQUESTING AGENCY: \_\_\_\_\_  
CONTACT PERSON: \_\_\_\_\_  
PRODUCTION SUPPORT CONTACTS: \_\_\_\_\_

SPECIAL REQUIREMENTS: HEADER INFORMATION MUST BE INSERTED? \_\_\_\_\_  
DATA ENTRY TAPE INPUT REQUIRED? \_\_\_\_\_  
USER TAPE INPUT REQUIRED? \_\_\_\_\_  
TRANSMITTAL REQUEST REQUIRED? \_\_\_\_\_

PRINT OUTPUT: MULTI-PLY PAPER TO BE DECOLLATED? \_\_\_\_\_  
MULTIPLE COPIES ON OUTPUT LISTING? \_\_\_\_\_  
SPECIAL FORMS, IF ANY: \_\_\_\_\_  
SPECIAL INSTRUCTIONS, IF ANY: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

#### DISPOSITION OF PRINT:

COPY	NAME OF REPORT	RECEIVING AGCY	CONTACT	EXT#
====	=====	=====	=====	=====
—	_____	_____	_____	_____
—	_____	_____	_____	_____
—	_____	_____	_____	_____

COMMENTS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**DATA ENTRY PROCEDURES**

SOURCE DOCUMENTS: \_\_\_\_\_  
\_\_\_\_\_

HEADER  
FORMAT:    POSITIONS        DATA                DATA TYPE  
              \_\_\_\_\_  
              \_\_\_\_\_  
              \_\_\_\_\_

**COMPUTER ROOM PROCEDURES**

JOB TITLE: \_\_\_\_\_

JOB PERFORMANCE: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

SPECIAL INSTRUCTIONS, IF ANY: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

FILES TO BE CLOSED, IF ANY: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PARTITION LOAD/CONTROL: \_\_\_\_\_

PERIPHERAL SETUP INSTRUCTIONS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

LOAD METHOD: \_\_\_\_\_



### Sample Operational Procedures

## OPERATIONAL PROCEDURES

### CONTROL ROOM PROCEDURES

JOB NUMBER: LGF009

JOB TITLE: OBJECT EXPENDITURE SUMMARY

FREQUENCY OF RUN: ON REQUEST

REQUESTING AGENCY: OFFICE OF BUDGET

CONTACT PERSON: *As identified on Computer Services Job Request Form*

PRODUCTION SUPPORT CONTACTS: *As identified on Information Technology System Assignments List*

SPECIAL REQUIREMENTS: HEADER INFORMATION MUST BE INSERTED? ...YES

DATA ENTRY TAPE INPUT REQUIRED? ... NO

USER TAPE INPUT REQUIRED? ... NO

TRANSMITTAL REQUEST REQUIRED? ... YES

PRINT OUTPUT: MULTI-PLY PAPER TO BE DECOLLATED? ... NO

MULTIPLE COPIES ON OUTPUT LISTING? ... NO

SPECIAL FORMS, IF ANY: ... NONE

SPECIAL INSTRUCTIONS, IF ANY: PRINT SIMPLEX 1-UP

#### DISPOSITION OF PRINT:

COPY	NAME OF REPORT	RECEIVING AGCY	CONTACT	EXT#
====	=====	=====	=====	=====
1	OBJECT EXPENDITURE SUMMARY REPORT	(SAME AS REQUESTING AGENCY, ABOVE)		

COMMENTS: COMPLETE JOB ASSEMBLY; PLACE ON SHELF; CALL USER FOR PICKUP;  
ASSURE ALL STEPS SIGNED-OFF ON TRANSMITTAL;  
AFTER PICKUP, RETURN WHITE COPY OF TRANSMITTAL TO DATA ENTRY.

**DATA ENTRY PROCEDURES**

SOURCE  
DOCUMENTS: TRANSMITTAL

HEADER FORMAT:	POSITIONS	DATA	DATA TYPE
	01-03	H-ID	ALPHA (H01)
	04	UNUSED	BLANK
	05-08	FISCAL YR	NUMERIC
	09-80	UNUSED	BLANK

**COMPUTER ROOM PROCEDURES**

JOB TITLE: OBJECT EXPENDITURE SUMMARY REPORT

JOB PERFORMANCE: READS LG.TRANS.HISTORY  
SORTS RECORDS  
PRINTS REPORT

SPECIAL INSTRUCTIONS, IF ANY: NONE

FILES TO BE CLOSED, IF ANY: NONE

PARTITION LOAD/CONTROL: ANY MVS SYSTEM REGION

PERIPHERAL SETUP INSTRUCTIONS:

LOAD METHOD: SUBMIT LGF009 FROM PDS OPERTNL.JOBLIB

HEADER FORMAT: SAMPLE BELOW:

```
{C: 000000000111111111122222222233333333334444444445.....777778  
{C: 12345678901234567890123456789012345678901234567890.....567890  
=====
```

H01 89

```
=====
```

FILE LOAD:

STEP	FILE				
NO:	PGM:	TYPE	USAGE	DDNAME	DATASET NAME
01	LG3070	DISK	INPUT	LGHISTI	LG.TRANS.HISTORY
		RECD	INPUT	LGHEADRC	
		DISK	I/O	SORTWK01	
		PRNT	OUTPUT	LGPRINTP	

PRINT LOAD: FNO=1S1P,RBS=000,COPY=1  
FORMS CTL BUFFER= \$\$BFCB00  
HORIZ. ALIGNMENT: PPOS.01 IN STANDARD POSITION  
VERTI. ALIGNMENT: 1ST PRINT LINE IN STANDARD POSITION.

DISPOSITION OF OUTPUT: OUTPUT LISTING TO CONTROL, TAPE TO FILE.

RECOVERY: RERUN JOBSTREAM, NO SPECIAL RESTORE NEEDED

## End User Documentation

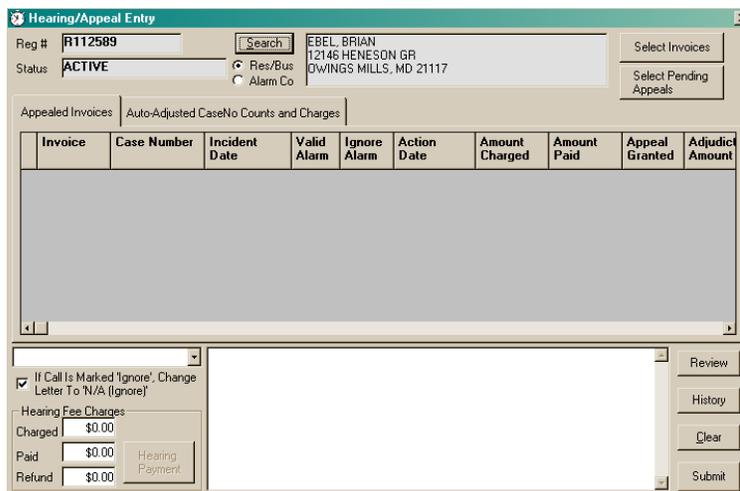
- Organize documents by major function points, prefer online.
  - If systematic software, it should provide the end user documentation in that format.
  - Provide realistic examples of functions or inputs.
- Mouse over tips
- Must be printable
- Glossary
- Include information about error messages
- Trap and translate any technical error messages
- Screen shot of GUI itself, labeled appropriately
- Any buttons need to be defined
- Table of contents
- Any known bugs or system limitations
- Once you document a bug it's now a feature.
- High level flow diagram
- Non technical language
- 8200 helpdesk information

## Sample End User Documentation

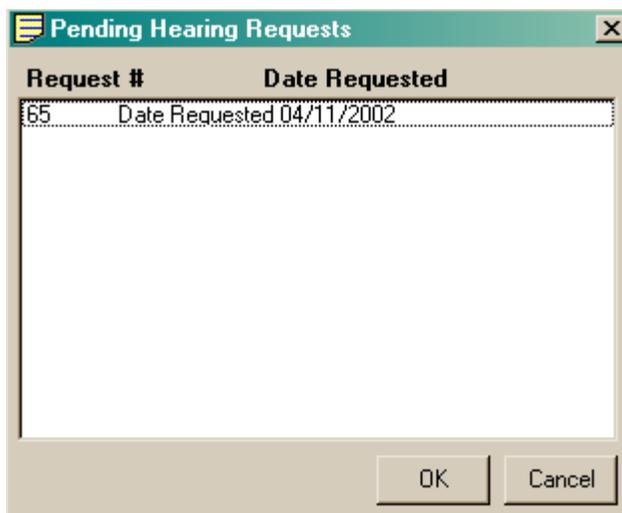
### PROCEDURE FOR PROCESSING GRANTED APPEALS

Once a Request for Appeal has been completed, use the following steps to process a granted appeal:

1. Open the Hold Alarm Hearings Screen by either clicking on the  button or by clicking File, then Hold Alarm Hearings. A new window will appear.



2. Click on the Search button, located in the upper left-hand corner of the new window.
3. Enter your search criteria (ex. Regnum, Name, Etc.)
4. Select the correct user and click on the OK Button.
5. Click on the Select Pending Appeals Button. Another box will appear, select the correct appeal from the list.



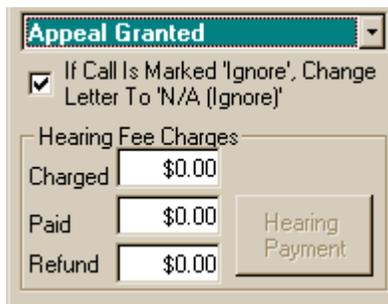
6. Click the OK Button.
7. Click on the incident and a new window will appear.

8. To grant this appeal, Check the Appeal Granted box located in the upper portion of the window. The default in CryWolf is to deny an appeal unless the Granted box is checked.
9. Then, type in the amount Reduced the appropriate box.
10. Check the box under change call status “mark as ignored.”
11. Click the OK Button.
12. Once back at the Hearing/Appeal Entry Window, click on the “Auto-Adjusted CaseNo Counts and Charges.

InvoiceNo	CaseNo	IncDate	Current AlarmCnt	Current AlarmCharge	Ignored	New AlarmCnt	New AlarmCharge	Current Paid
3929	00-000-0129	3/17/2002	13	\$800.00	Now	0	\$0.00	\$0.00
3930	00-000-0130	3/17/2002	14	\$1,000.00		13	\$800.00	\$0.00
3931	00-000-0131	3/17/2002	15	\$1,000.00		14	\$1,000.00	\$0.00
3932	00-000-0132	3/17/2002	16	\$1,000.00		15	\$1,000.00	\$0.00

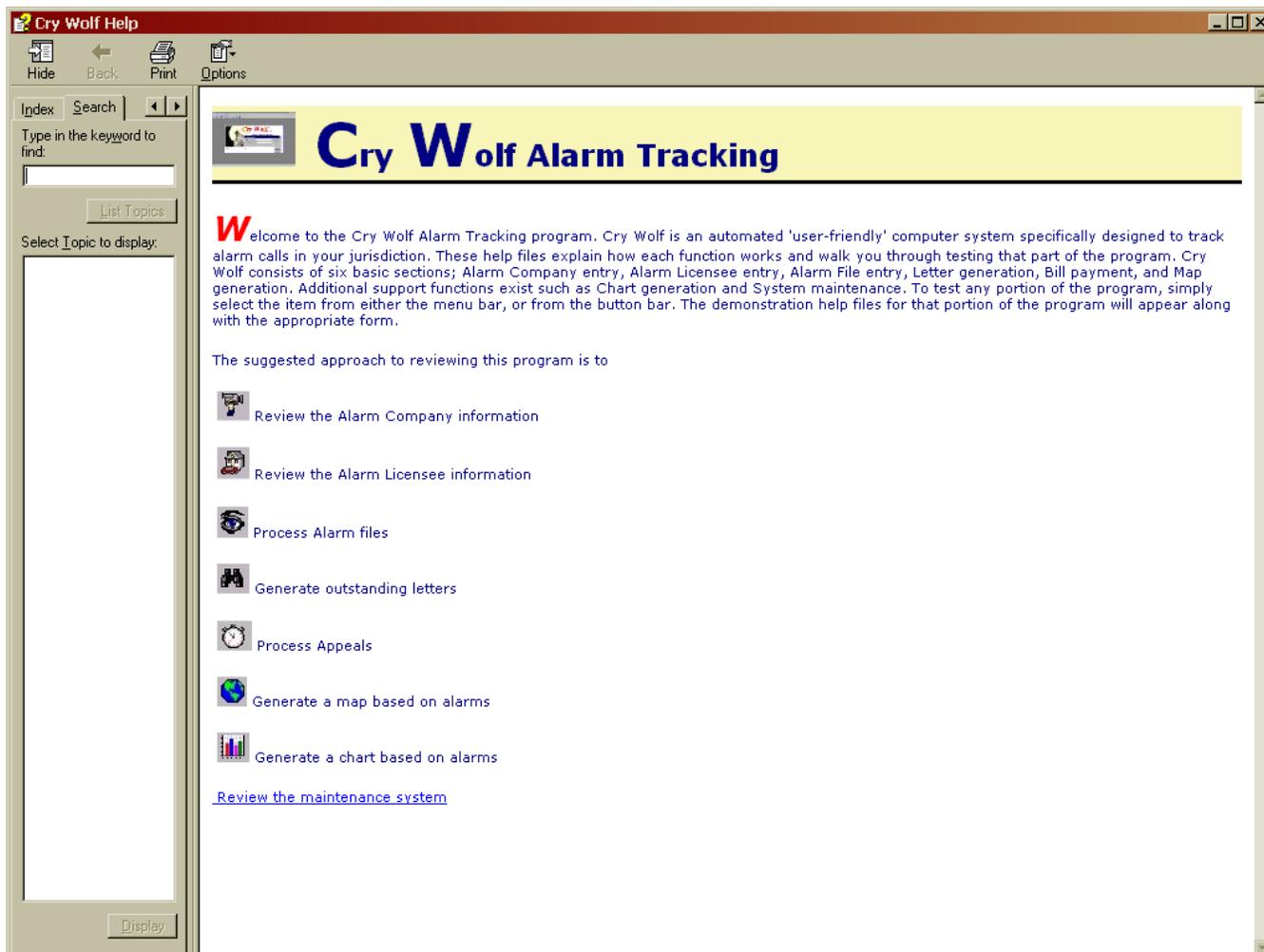
Click the Load Incidents Button. Verify that the fees were adjusted correctly.

- In the lower Right-hand corner of the window, you must select the letter you wish to send. Click the drop down box and select the appropriate letter.



The screenshot shows a software window titled "Appeal Granted" with a dropdown arrow on the right. Below the title bar, there is a checked checkbox with the text "If Call Is Marked 'Ignore', Change Letter To 'N/A (Ignore)'. Underneath this is a section titled "Hearing Fee Charges" containing three input fields: "Charged" with "\$0.00", "Paid" with "\$0.00", and "Refund" with "\$0.00". To the right of these fields is a button labeled "Hearing Payment".

- Type a short explanation in the large white box at the bottom of the window.
- Click the Submit button to finish.
- Go to Outstanding Correspondence.
- Click on List Outstanding Correspondence. Highlight the Appeal Granted Letter(s). Click OK.
- Click the Print button.



Cry Wolf Help
\_ \_ X

Hide Back Print Options

Index Search

Type in the keyword to find:

Access

- Hearing Entry
- Account History
- ACTUALLY DELETED
- Ad Hoc Wizard
- City Wolf offers
- Add Layer
- Add New
- Add/Edit
- Additional Information
- Address
- Address during
- AdHoc Report Wizard
- AdHoc Reporting
- AdHoc Reports menu
- Adjudication Form
- Alarm Company
- Review
- Alarm Company Entry
- Alarm company monit
- Alarm Entry
- use
- Alarm Entry Screen**
- Select
- Alarm File
- Alarm File Entry
- Alarm File Type
- Alarm Information
- Alarm License
- Alarm Licensee
- Review
- Alarm Record Edit
- Alarm Registration
- Alarm registration numl
- All
- All calls
- All Layer
- All matching
- Allows
- selec
- select
- Appeals
- Appeals/Hearing Entry
- Auto-Process

Display

## Alarm File Entry

The heart of Cry Wolf is its ability to process alarm files. Cry Wolf is capable of reading a fixed length or tab delimited text file generated by your dispatch system, matching it against those locations currently registered, determining the alarm count and the appropriate charge. Select the Alarm Entry Screen by selecting 'File/False Alarm Entry' from the menu or clicking the button.

The program determines the time frame for alarm charges. Depending on the jurisdiction, alarm charges can be based on a floating number of months (base charges for all alarms that occurred in the past 12 months from the date of this alarm) or based on a given date each year (base charges on all alarms that have occurred since June, 1). A message box appears indicating the time frame being used for this file. Press the 'OK' button to clear the screen.

To use the Alarm Entry system you must first define the alarm file format, which is done on the maintenance screen. (see the maintenance screen for details). After you define the file format, processing alarms is simple. False Alarm Entry Options are selected by clicking the Options button on the lower left of the screen.

Cry Wolf Help
\_ □ ×

Hide Back Print Options

Index Search

Type in the keyword to find:

Ad Hoc Wizard

Access

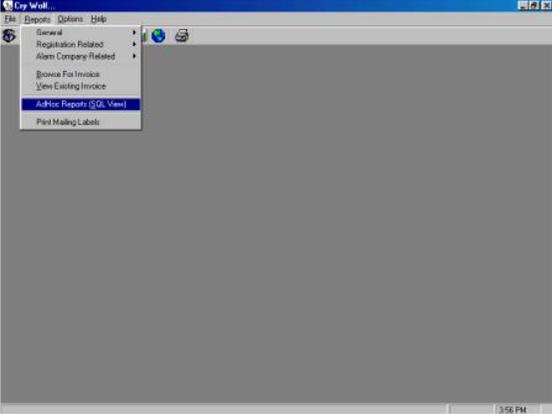
Hearing Entry  
 Account History  
 ACTUALLY DELETED  
 Ad Hoc Wizard  
 Cry Wolf offers  
 Add Layer  
 Add New  
 Add/Edit  
 Additional Information  
 Address  
 Address during  
 AdHoc Report Wizard  
 AdHoc Reporting  
 AdHoc Reports menu  
 Adjudication Form  
 Alarm Company  
     Review  
 Alarm Company Entry  
 Alarm company monit  
 Alarm Entry  
     use  
 Alarm Entry Screen  
     Select  
 Alarm File  
 Alarm File Entry  
 Alarm File Type  
 Alarm Information  
 Alarm License  
 Alarm Licensee  
     Review  
 Alarm Record Edit  
 Alarm Registration  
 Alarm registration numl  
 All  
 All calls  
 All Layer  
 All matching  
 Allows  
     selec  
 Appeals  
 Appeals/Hearing Entry  
 Auto-Process

Display

## AdHoc Reporting

Besides standard pre-designed reports, Cry Wolf offers an Ad Hoc Wizard, which allows you to select records and fields and to format a tabular report of your own.

The AdHoc Report Wizard is accessed from the Reports menu. Select the AdHoc Reports menu item



You can select a query from the list, either as a starting point or as the final query, or click the 'Open Query' button to view previously saved queries. Click the 'Prepare Query' button to place the query on the screen. You can now edit the query.

**NOTE:**

Creating your own query does require some knowledge of Structured Query Language (SQL), knowledge of the Cry Wolf database and knowledge of the type of data contained within it. Modified queries may not produce the desired results and may crash.



## Sample Training Documents

# Cry Wolf™ User Training



Presented by

AOT Public Safety Corporation



## What is CryWolf™?



- **CryWolf™** is a software program that can automatically track alarm calls within a particular jurisdiction.
- The purpose of **CryWolf™** is to give the user the capability of processing alarms -- true or false.
- **CryWolf™** stores and tracks alarms by alarm locations and provides a billing system.

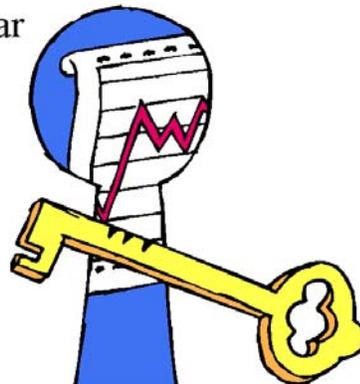
## Getting Started



- **The Alarms Administrator will Determine**
  - Numbering system for Alarm Companies and Alarm Registrations.
  - Users Names and Passwords
  - Users Rights
- **Plans for a Smooth Start**
  - Enter as many Alarm Companies before you begin processing data about alarms.
  - Create letters that are needed throughout the program.
  - Customize letterhead, invoices, reports.

## Changing Your Password

- **To change your password**
  - Click on Help on the Menu Bar
  - Select Change Password
  - Key in current Signon
  - Key in Old Password
  - Key in New Password
  - Verify New Password



## Entering Alarm Companies

- For a new Alarm Company, just start keying in needed information from screen provided.
- Numbering decisions already made in Maintenance section.
- Some info (dates, fees, state abbreviation) will automatically appear on screen.



## Entering Alarm Companies Continued

- Capability of identifying types of phones, contacts.
  - Right Clicking Caption to adjust one screen (AC) at a time.
  - This applies to the AC information as well as the Related Persons area.



Baltimore County Government  
Office of Information Technology



Project Sign-Off

---

---

Project Name: \_\_\_\_\_ PRTS # \_\_\_\_\_

Date: \_\_\_\_\_

We the undersigned Project Board, for the project above, hereby acknowledge that the requirements and objectives defined for this project have been fulfilled or accepted as delivered. Any concerns or issues outstanding have been identified below for resolution. Upon completion of this document this project will be considered complete.

\_\_\_\_\_  
Tom Iler  
Director  
Office of Information Technology

\_\_\_\_\_  
(REPLACE WITH SENIOR MANAGER'S NAME)  
(REPLACE WITH OIT BUSINESS UNIT NAME)  
Office of Information Technology

\_\_\_\_\_  
(REPLACE WITH PROJECT SPONSOR'S NAME)  
Project Sponsor  
(REPLACE WITH PROJECT SPONSOR'S DEPT. or OFFICE NAME)

---

---

Concerns or Issues

**Baltimore County Government**  
Office of Information Technology



Sample Project Sign-Off

---

---

Project Name: Case File Imaging – Office of State’s Attorney PRTS # 1024

Date: 7/1/2002

We the undersigned Project Board, for the project above, hereby acknowledge that the requirements and objectives defined for this project have been fulfilled or accepted as delivered. Any concerns or issues outstanding have been identified below for resolution. Upon completion of this document this project will be considered complete.

\_\_\_\_\_  
Tom Iler  
Director  
Office of Information Technology

\_\_\_\_\_  
Lynne White  
Business Applications  
Office of Information Technology

\_\_\_\_\_  
SUE SCHENNING  
Project Sponsor  
Office of State’s Attorney

---

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Concerns or Issues

The next step will be to incorporate the scanning process into the daily workflow of open/current cases. No time frame has been established for the next step.

### Project Evaluation Form

This is a report that details the evaluation of the entire project. The report should include comparison to past performance, cost, duration, expectations, all levels of feedback including lessons learned and future improvements. Conduct an evaluation meeting based on the Project Evaluation Form with the entire project team and a facilitator. The evaluation should take place approximately three months after the project has been implemented.

The Office of Information Technology is committed to planning, developing and implementing successful projects to meet the changing needs of agencies and Baltimore County constituents. Your valuable feedback is important to improving the process.

Project Name		
PRTS Number		
Project Date	<b>Start:</b>	<b>End:</b>
Project Sponsor		
Project Manager		
Business Analyst		
Agency Representative		

Project Scope/Objective:

Please rate the following statements as honestly as possible by circling the appropriate number. If expectations were not met, please explain.

Refer to SDLC for information about each rating area.

Ratings for the following: (add comments below as applicable)

1=Poor, 2=Fair, 3=Good, 4=Very Good, 5=Excellent

1. Use of SDLC

Feasibility Study (Cost Benefit, Problem Objectives) 1 2 3 4 5 N/A

Planning Phase (Basic functionality, Current Architecture Solution) 1 2 3 4 5 N/A

Requirements Phase (Business Process Model, Functional and System Requirements) 1 2 3 4 5 N/A

Design Phase (Architecture and Data Model, Prototype) 1 2 3 4 5 N/A

Develop/Construct/Test Phase (Documentation) 1 2 3 4 5 N/A

Appendix R – Project Evaluation Form

---

Implementation Phase (Installation and Training)	1	2	3	4	5	N/A
Communication	1	2	3	4	5	N/A
Customer Service	1	2	3	4	5	N/A
Training	1	2	3	4	5	N/A

2. What did you like best about this project ?
  
3. What did you like least about this project?
  
4. Did the completion of this project have an impact on the services you provide to Baltimore County employees or constituents?
  
5. Was information about the project communicated to you in a timely and understandable format?
  
6. What changes would you recommend to improve future projects (e.g. lessons learned)?
  
7. Were the objectives of the project met?
  
8. Was the savings and cost benefit realized?

Additional Comments:

## Turnover Package

**Purpose:** Provides information to the different support areas within OIT so they can provide support during the maintenance phase of the system's life cycle. While the SDLC documentation provides detailed information these documents provide a quick reference of the information required by each OIT unit.

**Instructions:** Documents within the Turnover Package are to be completed and distributed as part of the Implementation Phase. In some cases they may be developed during the Develop/Build/Test Phase and may need revision during the Implementation Phase. The documents are completed in consultation with the Project Sponsors, Users and the supporting OIT Units, to ensure the information is complete and understandable. Note that the Help Desk Fact Sheet is required 3 weeks prior to the Go Live Date for the new system/application.

Once the forms are complete they are to be distributed to the appropriate people as indicated in the Instructions for each form.

A copy of the complete Turnover Package is to be kept with the Project Archives.

### Contents:

1. Application Portfolio Update
2. BAU Applications On-Call List Update
3. BAU Application Fact Sheet
4. NSM Application Fact Sheet
5. Help Desk Fact Sheet
6. Contract, Maintenance and Escrow Fact Sheet
7. Agency Contingency Plan

## **1. Application Portfolio Update Template**

**Purpose:** Adds the new application to the inventory of county applications.

**Instructions:** Complete and Submit to Applications Inventory Manager during Implementation Phase. For Examples see the Applications Portfolio on Project Center under OIT on BCNet.

---

**Application Name:** (Self Explanatory, No Abbreviations)

**Agency:** (Agency name as appears under "Agencies" on the county Web Site; for enterprise applications use "Office of Information Technology")

**Long Description:** (One to several paragraphs that describe how this application supports the business functions. Avoid abbreviations and technical acronyms.)

**Implementation Date:** (Date when 1st implemented at County; if not known exactly,, state "date (estimated)" to indicate estimated implementation date)

**Current Version:** (If applicable; otherwise, state "Not Applicable")

**Current Version Implementation Date:** (If applicable; otherwise, state " Not Applicable")

**Vendor Name:** (Valid values are: 1. Name of vendor if software product owned by vendor- no abbreviations; 2. "Custom development by outside consultant;" 3. "In-house" if developed by BAU staff)

**Vendor Supported?** Yes  No  Not Applicable

### **Application Interfaces:**

List interfaces to other systems at a high level. Good Examples:

- Automated journal entries are provided to AFS by various financial feeder systems. The Purchasing System posts real-time encumbrances and vendor maintenance in the Advantage Financial System (AFS).
- A daily check register file is generated for the Check Reconciliation System.
- At the beginning of a new fiscal year, the Geac HRIS system downloads countywide agency and organization title data, along with valid organizational codes. This downloaded data populates HRIS tables that are used for online organization field validations

### **Technology:** Web

List all others that apply for the application

(Valid values are: Web, GIS, Mainframe, AS400, Client/Server, IVR, Imaging; list all that apply for the application.)

**Application ID:** (Complete if one exists. Indidcates how the application is referred to internally. Most common for Mainframe and AS/400 applications.

**2. BAU Applications On-Call List Update**

**Purpose:** Adds the new system to the BAU On-Call List that is used by the OIT Help Desk to know who to contact when problems arise for the new system.

**Instructions:** During Implementation, Project Manager is to collect the following information and provide it to the Business Analyst responsible for support of the new application. It is the responsibility of the Business Analyst to ensure the Applications On-Call List in the GroupWise On-Call Schedule Folder is updated. The Business Analyst will usually provide the names for the Primary Contact and Backup.

---

**Application Information:**

**Critical:** Yes  No   
**Application ID:** \_\_\_\_\_ (Only applicable to Mainframe and AS400 applications)  
**Application Name:** \_\_\_\_\_  
**Agency Point of Contact:** \_\_\_\_\_  
**Agency:** \_\_\_\_\_  
**OS Platform:** \_\_\_\_\_ (e.g. z/OS, OS400, UNIX, NT, 2000, PC...)  
**Host Name:** \_\_\_\_\_ (e.g. Internet, Mainframe, AS400, server name...)

**BAU Information:**

**Primary BAU Support Contact:** \_\_\_\_\_  
**Backup BAU Support Contact:** \_\_\_\_\_  
**Business Analyst:** \_\_\_\_\_  
**Functional Area:** \_\_\_\_\_  
**Short Description (of application functionality):**  
\_\_\_\_\_

### **3. BAU Application Fact Sheet**

**Purpose:** Provide the BAU Business Analyst and support staff with the basic information they require to support the new system in one central place. This is a more in-depth version of the information contained in the Application Portfolio document.

**Instructions:** To be completed by the end of the Implementation Phase if the project produces an application that the Business Applications Unit will support. Complete this form with information excerpted from the SDLC and application documentation, including details that would allow a support person unfamiliar with the application to provide basic support and issue resolution. Deliver the form to the BAU Business Manager who will oversee support for the new system. Review the information with the Business Manager and revise or provide further information as requested.

---

#### **BAU Application Fact Sheet:**

1. Application or System Name
2. Using Agencies and Contact Information
3. System Administrator
4. Physical System Architecture:
  - a. Language and Platform
    - i. Application:
    - ii. Database:
    - iii. Data Storage location (SAN, other)
    - iv. Type of Client
    - v. Connectivity:
    - vi. Interfaces
  - b. Physical Location
    - i. Production Environment:
    - ii. Development Environment:
    - iii. Testing/Training Environment
5. Security
6. Report Development
7. Application Vendor Information (if applicable)
  - a. Contacts
    - i. Regular
    - ii. After Hours Emergency Support Contacts (if supported by Maintenance Contract)
  - b. Contact Hours
    - i. Time Zone
    - ii. Regular Support Hours
    - iii. Emergency After Hours Support
  - c. Licensing (current # and type of licenses, options for purchasing additional licenses)
  - d. Contract Number and expiration date
  - e. PO Number and close date
8. Maintenance
  - a. System Administrator (name, agency and contact information)
  - b. External Maintenance Agreement with Vendor
    - i. Length

Appendix S - Turnover Package

- ii. When renewal is due
  - iii. What is covered
  - c. Internal Help Desk Service Agreement
9. Future Development Options
  10. Punch List of Outstanding Items

#### **4. NSM Application/System Fact Sheet**

**Purpose:** Provide the NSM support staff with the information they require to support the new application or system in one central place. This is a more in-depth version of the information contained in the Application Portfolio form.

**Instructions:** To be completed by the end of the Implementation Phase if the project produces a system which requires the support of the Network and System Management Unit. Complete this form, or ask the BAU Technical Team Lead or the NSM Team Member to complete the form, whichever is most appropriate for the project. The form is to contain information excerpted from the SDLC and application documentation, including details that would allow a network support person unfamiliar with the application to provide basic support and issue resolution. Deliver the completed form to the NSM Manager for who will oversee support for the new system. Review the information with the NSM Manager and revise or provide further information as requested.

---

#### **NSU Application Fact Sheet– Draft 1**

1. Application or System Name
2. Using Agency and Contact Information
3. System Administrator
4. Physical System Architecture
  - a. Application Server
  - b. Database
  - c. Data Storage location
  - d. Type of Client
  - e. Connectivity Method –
  - f. Interfaces
5. Physical Server location
  - a. Production Environment
  - b. Development Environment
  - c. Testing/Training Environment
6. NSU Information

## **5. Help Desk Fact Sheet**

**Purpose:** Provide the OIT Help Desk with the key information they need to respond to calls from Users of the new system.

**Instructions:** A Help Desk Fact Sheet is required for all applications and systems, including those who are basically supported via an outside vendor. More detail is appropriate for applications supported by the OIT Help Desk and Agency LAN Administrators.

The template for the Fact Sheet is stored on the BCNet Help Desk web page [http://bcnet/agencies/infotech/customer\\_services/factsheets/index.html](http://bcnet/agencies/infotech/customer_services/factsheets/index.html).

The User Id and Password to access the Fact Sheet web page can be obtained from the PMO Business Analyst or from the Help Desk Supervisor. Examples of completed Fact Sheets are also available on the same page.

The Help Desk requests that a draft of the Help Desk Fact Sheet be provided at least 3 weeks prior to implementation (Go Live Date). This will allow time for revisions to be made and for the Fact Sheet to be finalized 2 weeks prior to implementation.

Once finalized the Fact Sheet becomes the responsibility of the Help Desk who will update it to reflect changes as they arise after the Go Live Date.

**6. Contract, Maintenance and Escrow Fact Sheet**

**Purpose:** *To provide the Fiscal Administration Unit and the BAU Business Analyst with information they require for processing Contractual, Maintenance, Escrow and other financial requirements during the Maintenance Phase of the new application/system. If the application/system is not supported by BAU then provide the documentation to the Unit Manager of the area that will provide the support and approve maintenance and escrow invoices for the application/system.*

**Instructions:** *Complete by the end of the Implementation Phase, and deliver to the both the Fiscal Administration Unit and the BAU Business Analyst for the application or system. When delivering to the BAU Business Analyst include a copy of the contract, in electronic format, if possible.*

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**Contract, Maintenance and Escrow Fact Sheet**

Date Completed: \_\_\_\_\_

**Application or System Name** (county name): \_\_\_\_\_

**Business Analyst:** \_\_\_\_\_

**Using Agency:** \_\_\_\_\_

**Contact:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

---

**Contract:**

Vendor: \_\_\_\_\_

Application (vendor name for application): \_\_\_\_\_

Contract No. \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Original Purchase Order No. \_\_\_\_\_

Any open Purchase Orders: \_\_\_\_\_

Vendor Contact Information: \_\_\_\_\_

---

**Maintenance Agreement:**

Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_ Length: \_\_\_\_\_

Maintenance Fee: \$ \_\_\_\_\_

Paid how frequently: \_\_\_\_\_ (yearly, bi-annually)

Next Due Date: \_\_\_\_\_

Additional Support Fees Above Maintenance: \_\_\_\_\_

Other Maintenance Agreement Terms: \_\_\_\_\_

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**Escrow arrangements:**

Escrow: Yes  No

Escrow Vendor: \_\_\_\_\_

Escrow Billing Contact: \_\_\_\_\_

Location of Escrow: \_\_\_\_\_

Escrow Fee: \$ \_\_\_\_\_

Paid how frequently: \_\_\_\_\_ (yearly, bi-annually)

Next Due Date: \_\_\_\_\_

Escrow Software Deposit Arrangements:

Appendix S - Turnover Package

Date of Last Software Deposit: \_\_\_\_\_ Version: \_\_\_\_\_

Deposits Due: Yearly \_\_\_\_\_

With Each Release \_\_\_\_\_

Other \_\_\_\_\_

If Other, please describe when deposits are due: \_\_\_\_\_

## **7. Agency Contingency Plan**

**Purpose:** *The Agency Contingency Plan documents the Agency's plans for what to do when the new system or application becomes unavailable. This includes whom to contact to have the issue addressed as well as how to conduct business until the system is again available. The content and extent of the Contingency Plan will vary according to the complexity and criticality of the business function the new system/application supports, and the complexity of any manual system that would temporarily replace the system/application. The plan should include the transition back to normal processing once the system/application is available.*

**Instructions:** *Note that, as part of completing the turnover, it is the Project Manager's responsibility to communicate the concept and need for the Contingency plan to the Agency, and offer consultation assistance if requested. However, it is the Agency's responsibility to develop the plan and distribute it to appropriate staff within the agency.*

*During the Implementation Phase the Project Manager will discuss with the Agency users of the system the concept of an Agency Contingency Plan, and the difference between the a contingency plan the Agency would develop for the new application/system and the countywide Disaster Recovery Plan.*

*The Project Manager will communicate the risks of not developing a contingency plan and highly recommend that the agency develop an appropriate contingency plan. The importance of the contingency plan varies based on the criticality of the new application/system. If the system is rated as highly critical then the Project Manger will indicate to the agency that this is an important task, for which they hold responsibility.*

*The Project Manager will provide this template to the Agency as a starting point, and offer to assist the agency as a consultant in the development of their plan, if they request such assistance.*

*Once completed, the Agency Contingency Plan is to be distributed to the staff within the agency who have responsibility for communicating with OIT or Vendors regarding system outages, as well as to any other staff that the Agency feels requires the plan.*

### **Agency Contingency Plan Template**

Application Name:	_____	Version Number:	_____
Vendor Name:	_____	Phone Number:	_____
Vendor Contact:	_____		
Agency Name:	_____	Phone Extension:	_____
Agency Contact:	_____	Phone Extension:	_____
Agency OIT Liaison:	_____		

- When it is apparent to the application user the application is unavailable the user will notify the Agency Staff Contact.
- The Agency Staff Contact will notify (This could be an Agency Liason to OIT,the OIT Help Desk, or the Application Vendor's Help Desk)
- The Agency Contact will notify application users when they need to go Manual or back On-Line.

#### **Manual Procedure**

1. (Write a procedure, in an appropriate amount of detail, for continuing work off-line while the application in unavailable)
- 2.
- 3.

#### **Procedure for going back On-Line**

1. (Write a procedure, in an appropriate amount of detail, for stopping manual operations and resuming the use of the applcaition once it is back on-line)
- 2.
- 3.

<<PROJECT NAME>> 12-Month Evaluation

**Instructions:**

- *This template is to be used to capture the information obtained from the 12-month evaluation. The project manager and the project sponsor (or designee) have responsibility for completing certain sections of the form.*
- *The project sponsor is responsible for completing the Project Objectives and Project Benefits sections.*
- *The project manager is responsible for completing the Return on Investment section.*
- *The project manager will setup the form by inserting the project name, objectives and benefits. The form will then be sent to the project sponsor for their input.*
- *Add additional comments, benefits or objectives to the template as needed.*
- *Attach a copy of the Cost Benefit Analysis taken from the feasibility study, for year one of your project to this document prior to submitting the evaluation to management.*
- *The Instruction section may be deleted before sending the form to the project sponsor.*

**Purpose:** The purpose of a project's 12-month evaluation is to document how well a project met its objectives and planned benefits. The results of these evaluations may produce lessons learned that will become valuable historical information for future projects.

The basis for this evaluation will be the objectives and benefits identified in the various SDLC documentation produced during the course of the project. These documents can include the Project Feasibility Report, the Planning Document, the Requirements Document, and any other documents or other information that identified objectives and benefits.

**Appendix T - 12 Month Evaluation.doc**

**Project Objectives:**

<<**Objective #1**>>

Was this objective met?

<< *Can be a yes/no answer*>>

Why/Why Not:

<<*Describe what contributed to the objective being met/not met.* >>

<<**Objective #2**>>

Was this objective met?

<< *Can be a yes/no answer*>>

Why/Why Not:

<<*Describe what contributed to the objective being met/not met*>>

<<**Objective #3**>>

Was this objective met?

<< *Can be a yes/no answer*>>

Why/Why Not:

<<*Describe what contributed to the objective being met/not met*>>

**Benefits:**

<<**Benefit #1**>>

Was this benefit realized?

<<*Can be a yes/no answer*>>

Why/Why Not:

<<*Describe what contributed to the benefit being realized/not realized*>>

**Appendix T - 12 Month Evaluation.doc**

**<<Benefit #2>>**

Was this benefit realized?

*<<Can be a yes/no answer>>*

Why/Why Not:

*<<Describe what contributed to the benefit being realized/not realized>>*

**<<Benefit #3>>**

Was this benefit realized?

*<<Can be a yes/no answer>>*

Why/Why Not:

*<<Describe what contributed to the benefit being realized/not realized>>*

**Achievement of Return on Investment:**

Did the project achieve the ROI projected during the Project Feasibility phase?

*<<Compare the projected ROI to the ROI based on the 12 month benefits realized. Describe why the project did or did not achieve the expected ROI. >>*