

JSD Quality System

Software Development Lifecycle

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Change History

Version	Who	Date	Reason
0.1	Philip Johnson	25 Feb 2005	Initial Draft
1.0	Philip Johnson	02 Mar 2005	Release
1.1	Philip Johnson	31 Jul 2007	Minor Amendments to clarify

Stage	Description	Deliverable(s)	Customer Action?
<p>Feasibility Study (This is usually prior to a customer placing an order).</p>	<ul style="list-style-type: none"> ○ High Level Requirements ○ Define Scope/Exclusions ○ Cost/Benefits Analysis (if required) ○ Propose Solutions Architecture ○ Is a Prototype Required? ○ Project Phase Identification ○ Approximate Costs/Timelines 	<ul style="list-style-type: none"> ○ Quotation Document ○ Proposal Document ○ High Level Project Plan ○ Prototype (usually at additional cost) 	<ul style="list-style-type: none"> ○ Customer has to place order to move to next stage. ○ Customer places deposit, JSD confirm proposed delivery schedule at that point.
<p>Requirements and Design</p>	<ul style="list-style-type: none"> ○ Check and Document Functional Requirements ○ Produce Database Design ○ Carry out Application Design ○ Design Review by other staff ○ Confirmation of Costs/Timelines ○ Produce Project Plan 	<ul style="list-style-type: none"> ○ Database Design ○ Software Design Document ○ Project Plan 	<ul style="list-style-type: none"> ○ Customer has to approve deliverables. ○ Customer has to accept terms and conditions and the development lifecycle mapped in this document (specifically agree to run User Acceptance in a timely manner) in order to qualify for a fixed price job.
<p>Application Production (per Phase)</p>	<ul style="list-style-type: none"> ○ Detailed Module Design ○ Unit Testing ○ Internal Review of Components 	<ul style="list-style-type: none"> ○ SQL Scripts ○ Application Software ○ Web Pages ○ Unit Testing Checklists ○ Completed Component Review Forms ○ Updates to Plan ○ Release Notes 	<ul style="list-style-type: none"> ○ Customer is welcome to review progress at this stage, particularly screen/page layouts. ○ Customer should review project plan regularly.

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System Testing (per Phase)	<ul style="list-style-type: none"> ○ Phase Checks – i.e. is production complete? ○ System Testing Phase ○ Requirements Testing ○ Optional Testing (i.e. any additional testing as defined in project plan) 	<ul style="list-style-type: none"> ○ Release notes are updated as required with any caveats that the customer should be aware of. 	<ul style="list-style-type: none"> ○ Customer is welcome to review progress at this stage. ○ Customer should review project plan regularly.
System Delivery	<ul style="list-style-type: none"> ○ Completion of User Guide ○ Review of Deliverables ○ Run Data Conversion if Required ○ Installation ○ Training as required 	<ul style="list-style-type: none"> ○ JSD Sign Off of Deliverables ○ Finished Application Installation ○ Data Conversion if Required ○ User Guide ○ Tech Guide ○ Release Notes 	<ul style="list-style-type: none"> ○ Customer usually pays stage payment at this point.
User Acceptance	<ul style="list-style-type: none"> ○ User Acceptance Tests (these are based on High Level Requirements from feasibility stage) 	<ul style="list-style-type: none"> ○ User Sign Off 	<ul style="list-style-type: none"> ○ It is the customer's responsibility to run user acceptance testing, which checks out that the system meets their requirements. JSD provide support whenever necessary to help this process. ○ Balance normally payable within 30 days or when the

Stage	Description	Deliverable(s)	Customer Action?
			system goes live.
Support and Maintenance	<ul style="list-style-type: none"> ○ Ongoing user and technical support within SLA (service level agreement) ○ Application Changes (subject to some or all of the above standards depending on the scope of any changes) 	<ul style="list-style-type: none"> ○ Defect Reports and Solutions ○ New Application Releases ○ Support/SLA review meetings every three months or as required 	<ul style="list-style-type: none"> ○ Customer is expected to report incidents in a clear and concise way giving details of related data entered at the time and how to reproduce, so that we can replicate and fully understand the problem the customer is experiencing. ○ Please refer to our support terms and conditions for further information.

Notes

The customer should not normally book meetings with external companies, or impose deadlines on the project, until user acceptance has completed, because it is during user acceptance that we work together to finish the product to the customer's satisfaction.

JSD does not cut corners during tailor made developments; the only way to shorten a timescale is normally to leave a component out. We do try to fully complete components as we go along, so this is usually a possibility.

Due to the nature of software development, it is possible to overrun slightly on planned times. The structure of a project should be 20% design, 20% development, 20% system testing, 20% user acceptance, 20% contingency, which together with monitoring the project, should cover 99% of projects.