

Thumb Rules

1. The process change management (PCM), technology change management (TCM) and defect prevention (DP) activities happen throughout the project life cycle as per the PCM, TCM, and DP procedures.
2. Software quality assurance (SQA) activities happen over project life cycles as per respective schedules and milestones.
3. Step-back review is conducted monthly by LOBH, LOBP, Design Head, PM, SSG and leading team members, to review the project progress and suggest improvements in processes and the use of technology.
4. Change request form needs to be filled only when the client demands major changes in the requirements.
5. Control of documents and records will be as per 'document and data control' and 'control of quality records' procedures.

Inputs to the process	Comment	Guidelines and Checklists	Phases	Tasks	Intranet	Document Owner	Reviewed by	Output of the process	
Documents, reports, records, forms and deliverables								Documents, reports, records, forms and deliverables	Client interface
Client Inquiry		Review Guidelines, Estimation Guidelines. Baseline Reports	1 Proposal preparation	Proposal preparation and review	DTS	Marketing, PM	HOM, LOBH, Proposal Team or any person assigned by the above	Final proposal Document	
Proposal Document		Review Guidelines	2 Contract Preparation Process 						
		Review Guidelines		Contract preparation and review	DTS	Marketing, CFO	Marketing, CFO or any person assigned by the above	Review Record TIS/ Client Formal Contract	Contract approval by client
Proposal Document, Contract Document, Letter of Intent Customer Supplied Product (Content, CD, ..)							Marketing, CFO, PM	Review Record LOI/ Purchase Order from Client	

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		Project Planning Guidelines, Quality Planning Guidelines, Review Guidelines	3 Project Startup	Project startup procedure (consists of Project kickoff and	Resource allocation/PM/SQA/SSG	PM	LOBH, LOBP, Design Head or any person assigned by the above	Minutes of the Kickoff meeting	
				Project planning Risk Assessment				Project Plan (CM Plan, Quality Plan, MPP, Intranet Project Input Form) SQA Plan	
				SQA Procedure	DTS	PM		Minutes of DP Meetings, Review Record	
	Notify the client if there is a defective CSP			Customer supplied product procedure				Status report for Customer supplied product	
				Training procedure				Training needs	
SQA Plan, Project Plan		FSD Preparation Guidelines, Review Guidelines, System Study Checklist	4 Study Phase	Study procedure	DTS	PM	LOBH, LOBP, Lead team members, SSG or any person assigned by the above. Final sign-off by LOBH	Functional Specifications Document (FSD) Study Document (minutes of meeting with clients, end user.)	Approval of FSD by client

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			5 Analysis Phase	Analyse: Learner, Client, Content and Tsks. Analyse Benchmarked Material					FSD
SQA Plan, Project Plan	The DSD can be a combination of any of the following design documents	ID Guidelines, ID Check List Design Guidelines, Graphic Element Guidelines Programming Guidelines	6 Macro Design			PM, Designer (ID,CD,SD)	Lead team members, SSG or any person assigned by the above.	Design Specifications Document (DSD), Prototype	Approval of DSD by client
			Instructional and Content Design	Define ID objectives Sequence/structure content Define Instructional Strategies Design Evaluation & Assessment				ID Document	
			Communication Design	Define Concepts Interface & Usability Design Define TIPVAS Design Content & Interactivity Make Software Decisions			Lead team members, SSG		GUI Options Character Design etc.

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			Software Design	Identify Environment /LMS Identify e-learning Standards Define Technologies, Browsers etc. Design Content Storage Plan Design Program Navigation Flow Define Configuration Management Standards Define Frame Structure and Design Framework Define Scope for Automation and Tools to be used/created					
			7 Prototype	Review for Innovations in Solution & Brainstorm Design macro Templates Document Design Prototype					

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Documents, reports, records, forms and deliverables								Documents, reports, records, forms and deliverables	Client interface
			Testing & Review, Back Review Step	Test Proto on Final Platform Test Proto on End-Users	DTS				End User Feedback
			8 Micro Design	Brainstorm Define Standards/ Guidelines Design Micro Storyboard Design Detailed Templates				G/T/ID/C: Guidelines G/T/ID/C: Templates G & C: Storyboards (including thumbnails of each screen)	
		Programming Guidelines, Tool Specific Guidelines, Graphic Guidelines, ASP Guidelines, XSL Guidelines, Quality Planning Guidelines Refer to respective checklists as per need	9 Production Process (Work in Progress)	Production Procedure D Testing & Review D Step Back Review	DTS	PM, Team Members	End User Client, Lead team members, SSG, LOBH, LOBP, Design Head	Review Form, Change Request Form, Requisition for CDR Test Plan	Client reviews at various stages
	The alpha and beta stages during the production are decided by the PM depending upon the client needs		Review, Step Back Review				“	Client comments at various Review Stages	
			Alpha				“		
			Review				“		
			Beta				“		
			Beta Product review				“	Beta Program	Approval of Beta by Client

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Documents, reports, records, forms and deliverables								Documents, reports, records, forms and deliverables	Client interface
Test Plan, Test Document, Beta Program SQA Plan, Project Plan	The bugs are closed by the team members		10 Testing Process	Testing & Review Step Back Review	DTS	PM and testers		DTS Bug Report	Sent to client for approval of the final product
Proposal/ Contract SQA Plan, Project Plan			11 Replication, Packaging and delivery	Replication, Packaging and delivery procedure Implementation procedure	DTS	PM		Final Program FTP to server/ CD of Final Program to Client, Delivery Challan, Requisition for CDR	
Client Acceptance SQA Plan, Project Plan			12 Project Closure	Project Closure procedure	DTS	PM		Matrix Report, Project Experience on the Knowledge Management space on the Intranet	
Old FSD and DSD for that program	For updating of functionalities in the program delivered to the client		13 Maintenance Process	Maintenance procedure, and testing procedure	DTS	PM		Maintenance Plan, Modified Program	Approval by client for changes
Taxonomy: Project Life Cycle: Process Within Life Cycle: Phases Within Phases: Tasks			Abbreviations: DTS: Defect Tracking System PM: Project Manager HOM: Head of Marketing LOBH: Line of Business Head BO: Business Office LOI: Letter of Intent CFO: Chief Financial Officer SQA: Software Quality Assurance SSG: Senior Specialists Group DP: Defect Prevention ID: Instruction Design VD: Visual Design SD: Software Design FSD: Functional Specifications Document DSD: Design Specifications Document CDR: CD Rom ASP: Active Server Pages XSL: XML Styling Language						
			Updated : 20/04/05						