

At CTech we have defined different Project Management Methodologies for different classes of projects.

A Project Management Methodology is chosen depending upon the class of Project and then tailored for the specific needs of the Project.

CTech uses the ID4 methodology for most of its Projects.

ID4 stands for Initiation, Definition, Description, Development and Devolvment, which comprise the five stages of this Methodology.



This document briefly describes the ID4 Methodology that will be used for managing the Client's Project throughout the project's life cycle.

This document gives an overview of the various stages in the ID4 methodology, descriptions, deliverables and the key Quality Assurance (QA) activities performed at each stage.

ID4 methodology has five distinct stages viz.

INITIATION,

DEFINITION,

DESCRIPTION,

DEVELOPMENT

&

DEVOLVEMENT.

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>**Initiation** - During this stage CTech will initiate the project by identifying and setting up onsite and offshore teams, defining service levels and standards, defining communication channels and norms and establishing benchmarks for success.

>**Definition** - The aim of this stage is two fold: - a) to establish a thought process in the Client's organization and translate the same into an effective IT strategy that will produce results commensurate with the client's requirements. b) to elicit, analyze and explicitly document the requirements of the project.

>**Description** - The aim of this stage is to plan and formally document the activities* and artifacts needed to realize the requirements specified in the Definition stage (*estimates of software product size, effort & schedule; content; s/w development activities and deadlines, milestones and associated deliverables, people resources allocated and their responsibilities, Quality Assurance plan; Risk Management plan).

>**Development** - The development stage involves translating the strategy and the specified requirements of the project into reality. During this stage the project is managed in line with the documented Project Plan to keep it on schedule and within budget. At each major step client approvals and signoffs are taken to ensure that the project deliverables remain in line with the requirements. The client is also provided with access to a secure Project site to facilitate communication & collaboration among all concerned people. The Project site has the status reports and progress charts posted to it periodically. This stage ends with the successful deployment of the s/w product.

>**Devolvment** - This phase rounds off the assignment for the client. From this point onwards, newer and future strategies are defined, success of the site is analyzed, training, support and documentation are given, final payments are made and promotion plans are put in place. At this point in time, activities related to ongoing maintenance of the site, update schedules and future development are planned in detail.

The ID4 methodology ensures that the project achieves the desired results within the time and cost constraints.



ID 4 - METHODOLOGY

STAGE DESCRIPTIONS

Each ID4 stage is described under the following heads:

Entry criteria, Activities, QA Activities, Exit Criteria, Outputs

INITIATION,

DEFINITION,

DESCRIPTION,

DEVELOPMENT

&

DEVOLVEMENT.

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INITIATION

Entry Criteria > A formal contract exists between the client & CTech for the supply of s/w Products and/or services to the client.

>Project Scope Document (PSD) exists.

Activities >Define the roles and responsibilities for both CTech and the client.

>Form the core client and CTech teams; assign Project Managers (PM) at either end.

>Identify other client resources that will be part of the Project team.

>Define infrastructure requirements as well as software development platforms to be provided by the client for the duration of the project.

>Install program management mechanisms and procedures, e-mail systems, special project management tools, including a Project site for Project tracking and status reporting.

>Train team leaders on any special technology or tools used in the project

>Establish baseline cost and volume metrics so as to be able to measure ongoing value of the services.

>Identify/Define/tailor back-up and disaster recovery procedures to be used during the project.

>Tailor CTech's ID4 methodology to the project's needs and to suit the client's process.

>Select an appropriate S/w Development Life Cycle (SDLC) model for the project.

>Tailor and define processes to be followed for S/w Project Management (SPM) and S/w Product Engineering (SPE).

QA Activities - An Initiation stage checklist is prepared and used to verify the stage activities completed. The stage outputs are checked for compliance to applicable standards and cleared by CTech's Quality Assurance Group (QAG).

Project processes for SPM & SPE are audited & approved by the QAG

Exit Criteria >All items in the Initiation stage checklist are addressed and approved by the CTech PM.

>All output documents are checked against applicable CTech/ client standards by CTech's QAG and baselined by the PM.

Outputs > Project Initiation Note (PIN). Baselined Project Processes for SPM & SPE.



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DEFINITION

Entry Criteria - Project Initiation Note exists. Baselined project processes for SPM & SPE exist.

Activities- The CTech PM assigns responsibilities to

- > Define Offline goals
- > Define Interactive and Online strategies.
- > Perform Competitive analysis if required.
- > Perform Industry research if required.
- > Define Creative requirements.
- > Define Functional requirements.
- > Define Performance requirements
- > Define Interface requirements
- > Define development environment and deployment environment requirements
- > Analyze, negotiate, filter and finalize all types of requirements.
- > Document finalized creative requirements in a Creative Brief
- > Document finalized functional and non-functional requirements in a SRS (Software Requirements Specification)
- > Define Content to be gathered and their source.
- > Get SRS, Creative Brief signed off by the client.
- > Create the Requirements Traceability Matrix (RTM)

QA Activities - SRS review is conducted, deviations/corrections are recorded and actioned to closure. Creative Brief review is conducted; deviations are recorded and actioned to closure. SRS, Creative Brief and Requirements Traceability Matrix (RTM) are audited by the QAG for compliance with CTech standards.

Exit Criteria - SRS, and Creative Brief are signed off by client. SRS, Creative brief and RTM are baselined and placed under Configuration Management.

Outputs - Baselined SRS, RTM and Creative Brief.



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DESCRIPTION

Entry Criteria - Baselined SRS, Creative Brief and RTM exist.

Activities > The CTech PM prepares a Project Plan comprising the following:

- > Scope statement, including project objectives and project deliverables.
- > Key or required staff
- > Work breakdown structure (WBS) to the level at which control will be exercised.
- > Software estimates (size, effort and cost) in accordance with the CTech Estimation Process.
- > Scheduled start dates, and responsibility assignments to the level of the WBS at which control will be exercised.
- > Performance measurement baselines for schedule and cost.
- > Major milestones, target dates and deliverables for each.

The CTech PM: > Prepares a Risk Management plan in accordance with CTech Risk Management Process, identifying and assessing key risks, including constraints and assumptions, with planned responses for each.
> Prepares a Quality plan in accordance with CTech's S/w Quality Assurance (SQA) Process.
> Baselines the renewed approved Project Plan and all associated plans & places them under Configuration Management.

QA Activities > Peer Reviews of the Project Plan, Risk Management Plan and Quality Plan is done.

> Project Plan, Risk Management Plan, Quality Assurance Plan, Software Estimation File and all review records are audited and approved by the QAG

Exit Criteria > Project Plan, Quality Plan and Risk Management Plan are approved by QAG and the client.

> Project Plan, Quality Plan & Risk Management Plan are baselined and placed under configuration management.

Outputs - Baselined Project Plan, Quality Plan & Risk Management Plan.



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DEVELOPMENT

Entry Criteria - Baselined Project Plan, Risk Management Plan and Quality Plan exist.

Activities - The CTech Development Team performs the following activities:

- > Develop information architecture and navigation strategy.
- > Develop the look and feel of the site (graphic design).
- > Develop prototype and finalize the navigation strategy & graphics design.
- > Develop software design (Architectural Design, High level design and detailed design)
- > Complete copy writing and content gathering.
- > Complete Application development and integration.
- > Prepare Integration Test Plan and System Test Plan
- > Prepare Acceptance Test Plan and get it approved by the client.
- > Prepare Deployment Plan.
- > Test functionality of integrated product (Integration Test) as per approved Integration Test Plan.
- > Perform system testing as per the approved system test plan.
- > Perform Acceptance testing as per the acceptance test plan.
- > Deploy the product in line with the deployment plan

The CTech PM > Obtains signoff from the client after successful completion of Acceptance Testing

During this stage the CTech PM performs the following activities :

- > Posts project progress and status data to the Project site for the benefit of the client and members of the CTech development team.
- > Continuously tracks actual results of the development activities against the planned values and takes appropriate corrective action to correct all significant deviations.
- > Ensures that the developed software code complies with CTech & Client specified coding standards and other standards.
- > Collects and reports metrics as agreed with the client and as required by CTech's software process standards.



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During this stage the CTech PM performs the following activities: (continuation)

- > Maintains ongoing communications with the onsite Project coordination team.
- > Prepares performance reports.
- > Manages issues that arise.
- > Monitors and periodically reports the defect fix status to the client.
- > Handles all changes according to the appropriate change management process defined for the Project.
- > Ensures that baselined software work products are modified only after appropriate approvals.
- > Ensures that the various versions of the Product are built from appropriate configurations from the baselined code library.

QA Activities

- > Peer Reviews of the following Software Work Products - Software Design Document, Test Plans, Software source code.
- > Audits by CTech's QAG of the following SWP: Test Plans, software source code (for compliance with CTech & client specified coding standards), Configuration Management records, Review records, Test records.

Exit Criteria

- > CTech QAG audits Project records and Software work products and certifies the culmination of the Development stage.
- > Developed product is deployed.
- > Acceptance test is completed, all detected defects fixed and signed off by the client.

Outputs - Baselined S/w source code , S/w Product Release, Configuration Management Records, Review Records, Test Records, Acceptance Test Records.



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DEVOLVEMENT

Entry Criteria

- > Acceptance Test completed and signed off by client.
- > Software Product deployed successfully.

Activities

- > CTech's PM and QAG organize and perform a Project Closure analysis
- > CTech's PM organizes training for Client's Team on product maintenance (if there is no maintenance contract) else,
- > The Project transitions into Maintenance Phase and will be governed by the terms and conditions of the Maintenance Contract.
- > Detailed SLA for maintenance of the product signed between CTech and the client.
- > Activities related to ongoing maintenance of the product, update schedules, future development etc. are planned in detail.
- > Final payments are realized

QA Activities

- > CTech QAG monitors the product for a pre-agreed period, reports anomalies and gets them fixed by the development team.

Exit Criteria

- > Product is observed to be stable for pre-agreed period,
- > Product maintenance documentation is provided and relevant training is imparted to concerned client staff.
- > Payments realized.
- > Maintenance contract incorporating SLA is signed between CTech and the Client.

Outputs > Project closure Analysis Report. > Maintenance Contract.



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