

## Technical Project Process

Triaster have a 4-5 Phase Technical Project Process which is outlined below.

Phase	Description	Output	Responsible
Sales Exploration	High level requirement gathering (phone call)	Sales Exploration	Customer Account Manager Technical Consultant
	Sizing Estimation	Small Scale Technical Project Standard Technical Project	Technical Consultant Account Manager
Go/No Go Decision - Small Scale vs Standard Technical Project			

### Standard Technical Project

Phase	Description	Output	Responsible
Requirement Exploration (£5K)	Scoping workshop	Statement of Work	Technical Consultant
	Research	Budget requirement	Customer
	Perform technical analysis/feasibility and identify approach		Account Manager
	Perform risk analysis		
	Write Statement of Work		
	Sizing confirmation		
Go/No Go Decision – Budget agreed and sourced			
Development	Provision test server	Test server ready	Technical Engineer or Customer IT
	Develop and build prototype as per the agreed Statement of Work	Prototype	Technical Engineer or Technical Consultant
	Security implications identified and mitigated	Information Security Analysis	Technical Engineer or Customer IT
	Load prototype onto test environment	Prototype ready for testing	Technical Engineer
	Develop documentation for prototype for the quality audit, user acceptance testing (UAT), to include in Triaster help for the customer and to inform/train support engineers	Documentation for bespoke development	Technical Engineer
Testing	Perform quality audit	Quality audit passed	Technical Engineer
	User Acceptance Testing	UAT passed	Customer

Prototype accepted and signed-off			
<b>Promote to Production</b>	Promote prototype to production environment	Project complete	Technical Engineer or Customer IT
<b>Support</b>	Ongoing support or technical consultancy for bespoke development through system, software upgrades and environment changes	Ongoing support or technical consultancy with SLAs	Helpdesk or Technical Consultant

## Requirement Exploration

During the requirement exploration phase, a Triaster Consultant will attend a workshop with the customer to capture the full requirement and scope the project. The Triaster Technical Consultant will then research and develop a Statement of Work and work with the customer Account Manager to cost the project full cycle.

Costs are derived from the entire scope of project. Triaster's involvement does not just stop at the development of the prototype but also includes understanding the implications for security, developing documentation, understanding the risk and impact of environment, testing and training the support team to ensure they can support the customer ongoing.

Some known risks that might affect our software working properly in the future are:

1. Upgrades of Microsoft Visio
2. Installation of OS Security Updates and Service Packs
3. Network or hardware configuration changes
4. Group Policy modifications
5. Active Directory modifications
6. Disk capacity issues
7. Insufficient RAM
8. CPU performance
9. DCOM authentication
10. Password changes on service accounts
11. OS upgrades
12. Browser upgrades
13. Framework upgrades
14. User privilege changes

The risk analysis will dictate the support/maintenance required over a specified time frame.

## Go/No Go Decision

Once the Statement of Work and the costings have been provided to the customer, Triaster will require an order to progress to the development phase.

## Development

The development phase includes the provision of a test environment either hosted by Triaster or on-premise environment provided by the customer's IT. The Triaster Technical Engineer will develop the prototype to the agreed Statement of Work. It is likely that the Technical Engineer will liaise with the relevant stakeholders during this process. Security implications will be considered and mitigation of any security risk will be incorporated in the development process.

Triaster will develop documentation for the prototype which will be multi-purpose in that it will support the quality audit, the user acceptance testing, the customer/users, the trainers, and the helpdesk staff.

## Testing

It is essential to ensure that the development is tested and accepted by both parties prior to being promoted to a production environment. Triaster Technical Engineers will perform an extensive quality audit verifying the development against the Statement of Work as well as the developed documentation.

Triaster would recommend that the user acceptance testing involve the relevant stakeholders as well as IT to test any security implications and end-users/authors for usability. This will ensure that all viewpoints have been covered prior to the sign-off of the development.

### *Prototype accepted and signed-off*

Only when both the Triaster Technical Engineers and the customer's written acceptance of the user acceptance testing will Triaster progress to the next phase.

## Promotion

Triaster will promote the prototype to the live production environment whether this be hosted or on-premise. It is at this phase the customer may want to consider how to communicate to end-users/authors of the changes to the system. Triaster can also incorporate end-user/author training into the scope of the project if required.

## Support

Triaster offer two types of support for bespoke development:

1. Helpdesk support
2. Technical Consultancy delivered by senior Triaster Technical Consultants

For the former, Triaster will train the helpdesk staff on the system changes to ensure that the helpdesk can support the customer moving forward. In addition, Triaster will help with future system/software upgrades and environment changes that may impact the bespoke development. Helpdesk support Service Level Agreements (SLAs) align with the [Support Service level](#) (Bronze, Silver, Gold) included as part of the active customer agreement.

For some projects, due to the technical complexity, Technical Consultants will be required to provide support. Below is the SLA rate card:

SLA	Technical Consultant (pre-purchased hourly rate)
Next UK business day response	£250 per hour
5 UK business days response	£190 per hour
10 UK business days response	£162.50 per hour

We have found this type of ring-fenced support critical for the customer to future-proof the system changes. Once the allocated support/maintenance time is exhausted, then Triaster will provision further support on a time and materials basis.

## Small Scale Technical Project

Phase	Description	Output	Responsible
<b>Requirement Exploration (£1K)</b>	Perform technical analysis/feasibility and identify approach Write Statement of Work Sizing confirmation	Statement of Work Budget requirement	Design Consultant Technical Consultant Customer Account Manager
<b>Go/No Go Decision – Budget agreed and sourced</b>			
<b>Development</b>	Develop and deliver to the production environment as per the Statement of Work Documentation developed	Project Delivered Documentation	Design Consultant
<b>Testing</b>	Perform quality audit on production environment	Quality audit passed	Technical Engineer
	User Acceptance Testing on production environment	UAT passed Customer Sign-off	Customer
<b>Support</b>	Ongoing support or technical consultancy for bespoke development through system, software upgrades and environment changes	Ongoing support or technical consultancy with SLAs	Helpdesk or Technical Consultant Design Consultant

The Small Scale Technical Project process follows the same process as the Standard process; however, Triaster will omit unnecessary steps due to the size of the project. In addition, it may be that the sizing confirmation concludes that the work can be completed within the allocated requirement exploration budget. In such an instance, Triaster will alert the customer and request a go/no go decision without the need for further budget allocation.

## Design Project Process

From time to time, Triaster customers will want to commission changes to either their Library design or their Stencil and Template design. This is normally done to tailor the look and feel of said items to the customer's business culture and branding, so as to engage better with the end-users. It is strongly recommended that any design changes to the Library or Stencil and Template should be carried out by Triaster, so as to ensure that they work correctly with the Triaster technology and access to Support can be maintained on these items.

All design projects follow the same process:

Phase	Description	Output	Responsible
<b>Requirement Exploration</b> (£162.50)	Discuss requirements, motivations for the changes and draw up a Statement of Work.  Statement of Work should classify work as <i>standard</i> or <i>non-standard</i> .	Statement of Work  Budget requirement	Design Specialist  Account Manager
<b>Go/No Go Decision – Budget agreed and sourced</b>			
<b>Development</b>	Develop and deliver the design work as per the Statement of Work  Develop documentation for design work for the quality audit, user acceptance testing (UAT).	Project Delivered  Documentation/Notes	Design Specialist
<b>Testing</b>	Test design functions in the Triaster system.  Perform a quality audit to ensure the design and functionality are stable.	Quality audit passed	Technical Engineer
	User Acceptance Testing of design work according to the Statement of Work.	UAT passed	Customer
<b>Support</b>	Support for standard work will be included if it passes the Quality audit. Non-standard work will have a support framework agreement	Ongoing support or technical consultancy with SLAs	Helpdesk or Technical Consultant

## Change Control

Date	Change Description	Editor
20190926	Added section on Design projects	GG
20191105	Added process category in header	CE