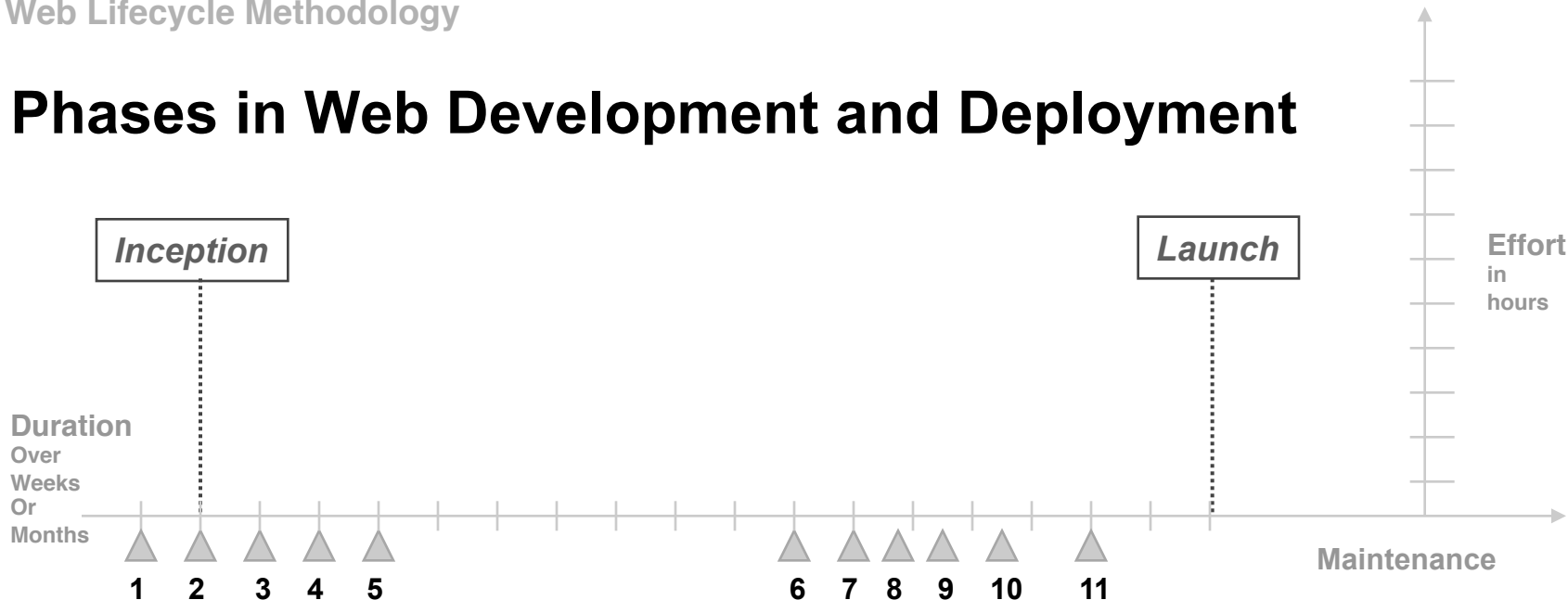


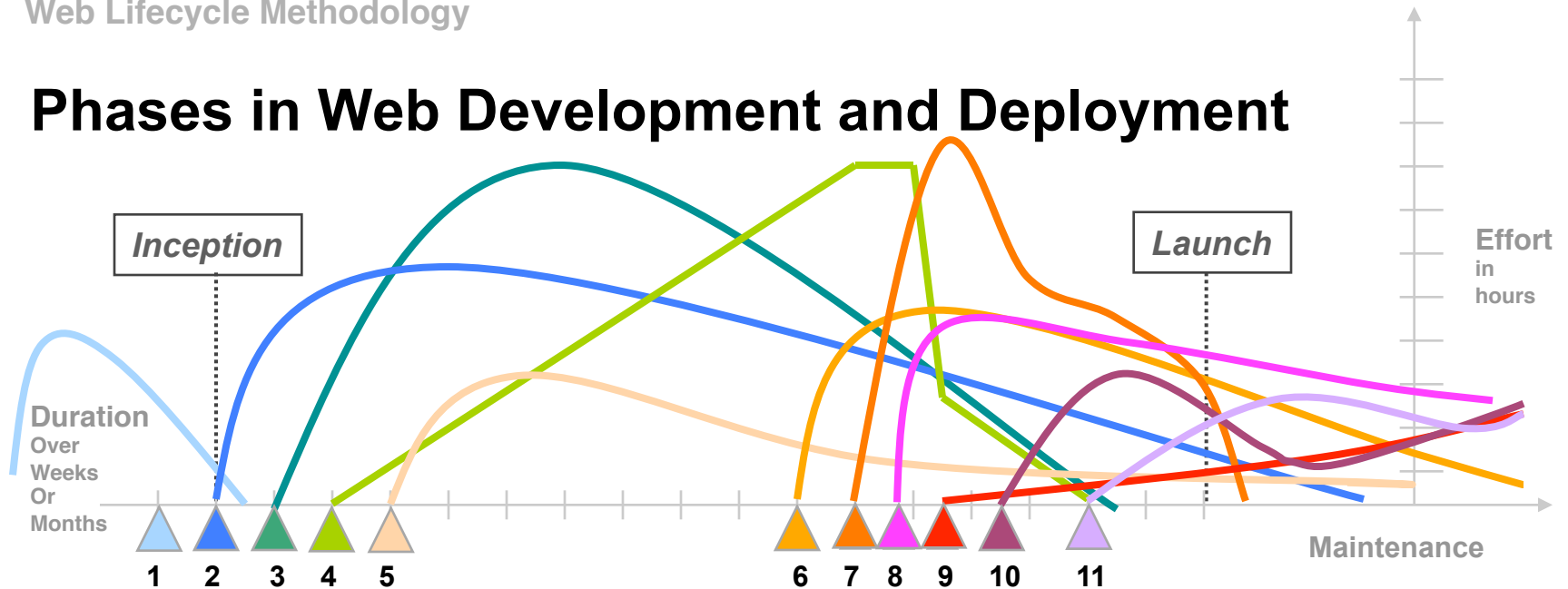
Phases in Web Development and Deployment



1. Approval, Priority Evaluation, and Collaboration
2. Requirement Gathering and Product Management
3. Analysis and Design
4. Code and Content Development
5. Business Information Management, includes Security, Sales, Marketing, CorpCom
6. Configuration and Change Management
7. Testing
8. Content Management and Deployment
9. Integration, Application Enhancement, and Maintenance
10. Product Document Library, Knowledge base, Training
11. Support, Customer Contact, and Feedback

▲ Phases

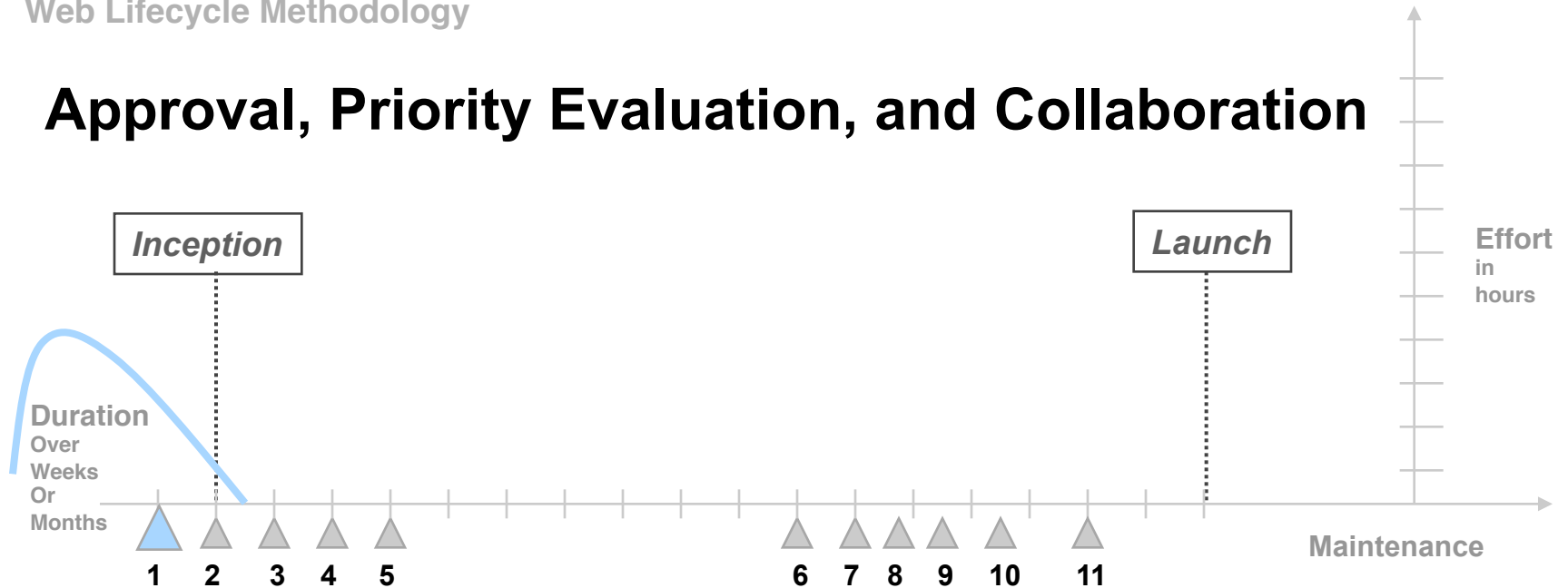
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▲ Phases

1 Approval, Priority Evaluation, and Collaboration



Processes

Project Identification, Discovery, identify key stakeholders, seek and obtain approval, establish Business Owners/Sponsorship, Business Strategy, Establish Value Definition, Business Cases, establish project documentation, prototype development, communication / collaborative tools

Deliverables

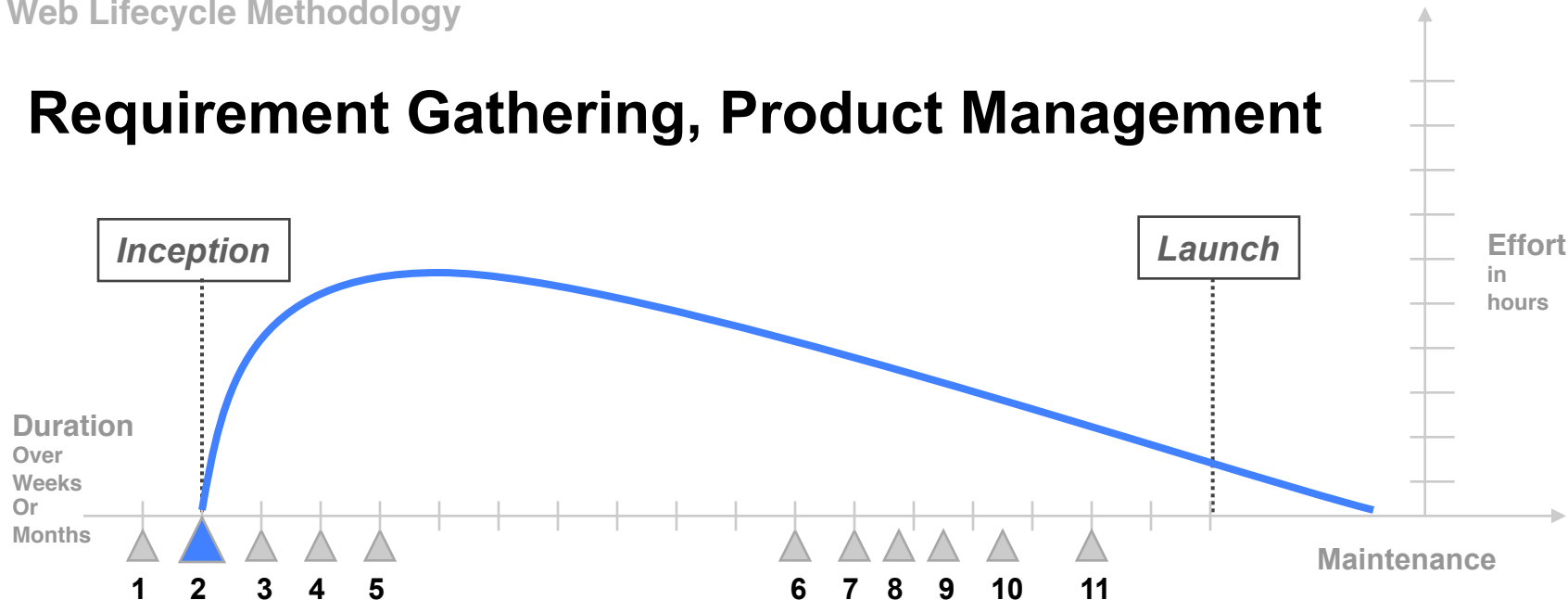
Statement of Work (SOW), Work Assignments, Project and Prototype Outline, Budget, PowerPoint Presentation, Signoffs, Weekly reports

Staff

Project Owners, Program Manager, Project Manager, Stakeholders, Upper Management Sponsors, Software Manager, System Analysts



2 Requirement Gathering, Product Management



Processes

Roles and Responsibilities, obtain Business documentation, Requirements Gathering, Business Requirements and Process Reviews, Mapping processes to software design and functionality, Software design document, Business Process Workflows, Business Rules, Technology Assessment and Workflows

Deliverables

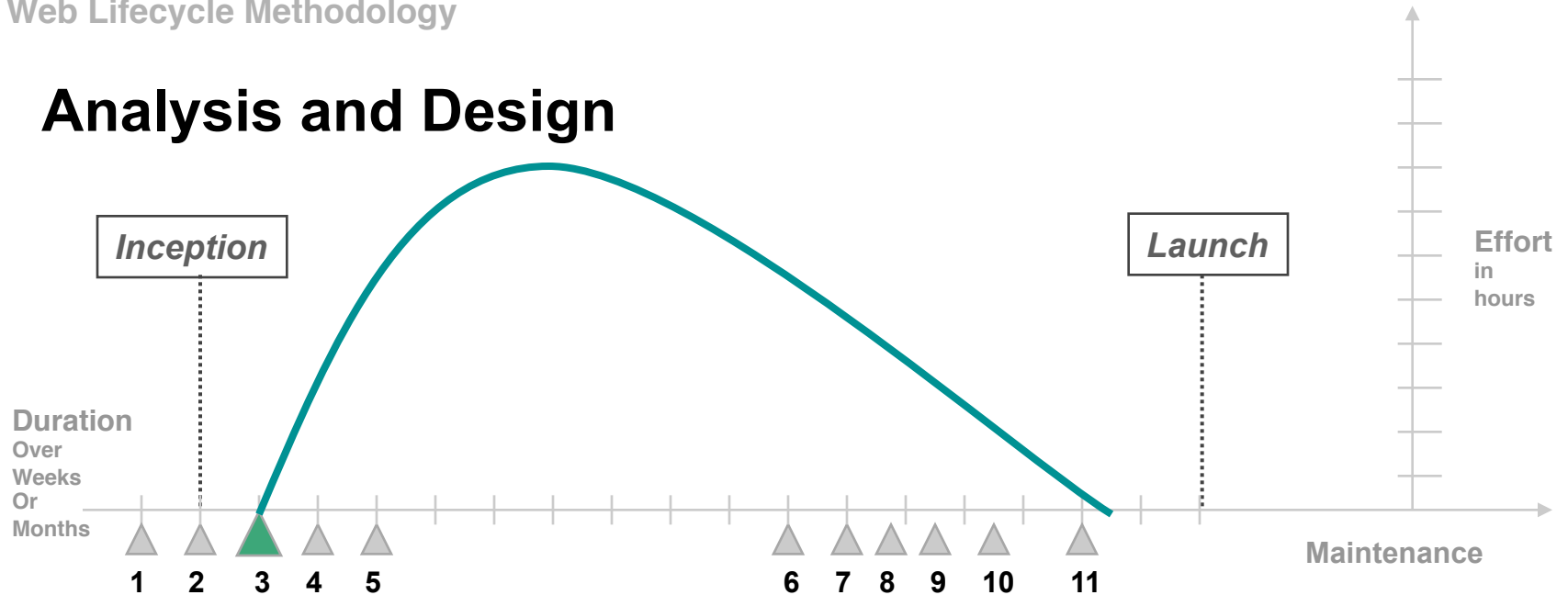
RFI, RFP, Use Cases, SOW, Project Outline, Budget, Prototype Outline

Staff

Project Manager, Sales Team Managers, Business Process Engineers, Software Design Engineers, Analysts

▲ Phases

3 Analysis and Design



Processes

Development Project Plan, Scoping, Project Planning, Methodology, Site Design, Wireframes, Storyboarding, Graphic Design, Technical Application Design, Content Management Design, Standards Approval and Review, Capacity planning analysis, Site Pre-view, network support validation, project progress reports

Deliverables

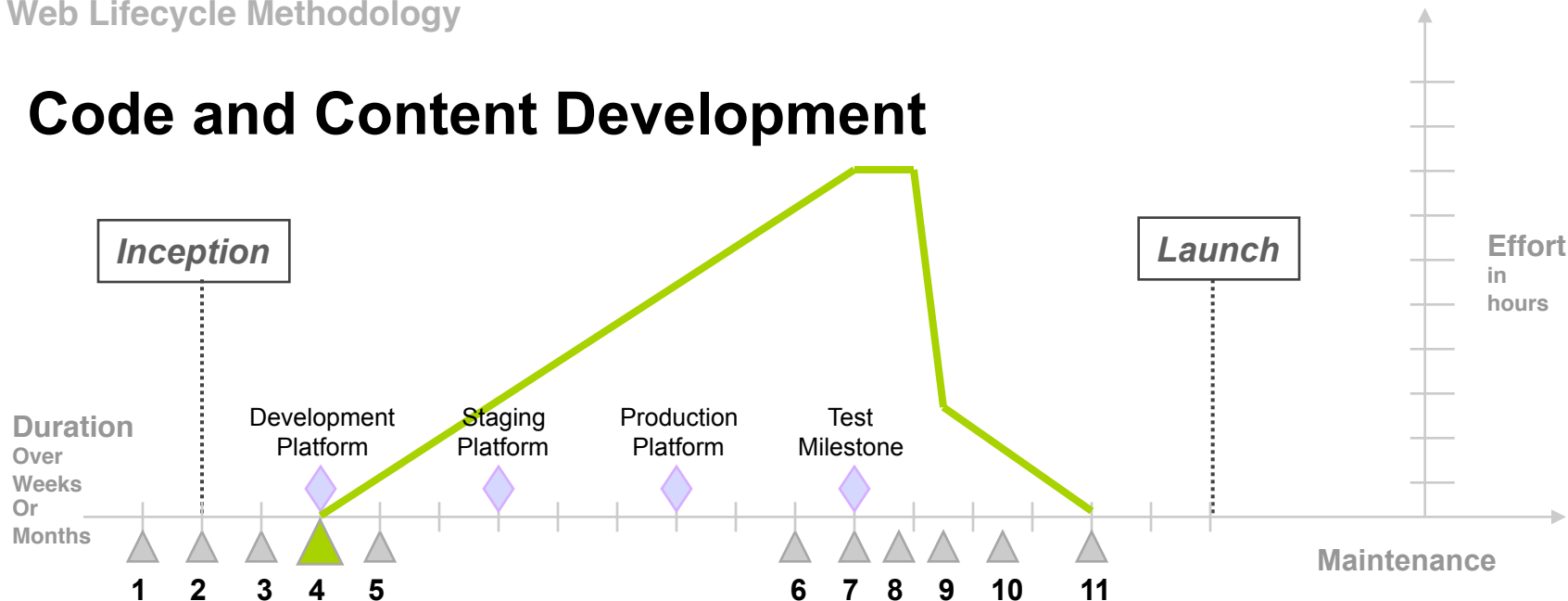
Software Design, Architecture, and Security Docs, Hardware and software acquisition request submission and verification forms, Accounting Documentation for new Consultant Firms

Staff

Sales Managers (client), UI Designers, Software Managers and Development Team, System Analysts, Accounting Managers



4 Code and Content Development



Processes

Software Dev, Graphics Production, UI Dev, Web Authentication Integration, Database Build, Content Creation, Network Configuration, and Hosting, Development Environment (hardware and software), Database and connectivity established, request phone lines, email addresses, new URLs propagated

Deliverables

Code, implement SQL Server 2000, Database Field Design, VB 6.0, creating VBScript, Jscript, COM objects, MTS, ASP, HTML, CSS, creating Help Content, configuring / populating Help, Win2K, WinXP, Legacy databases, LDAP, ActiveReports, UI Design, FAQs, Glossary, Search, Code Review, Milestone Reviews, New phone lines, support email addresses, URLs, Formal Code Freeze notification for Test

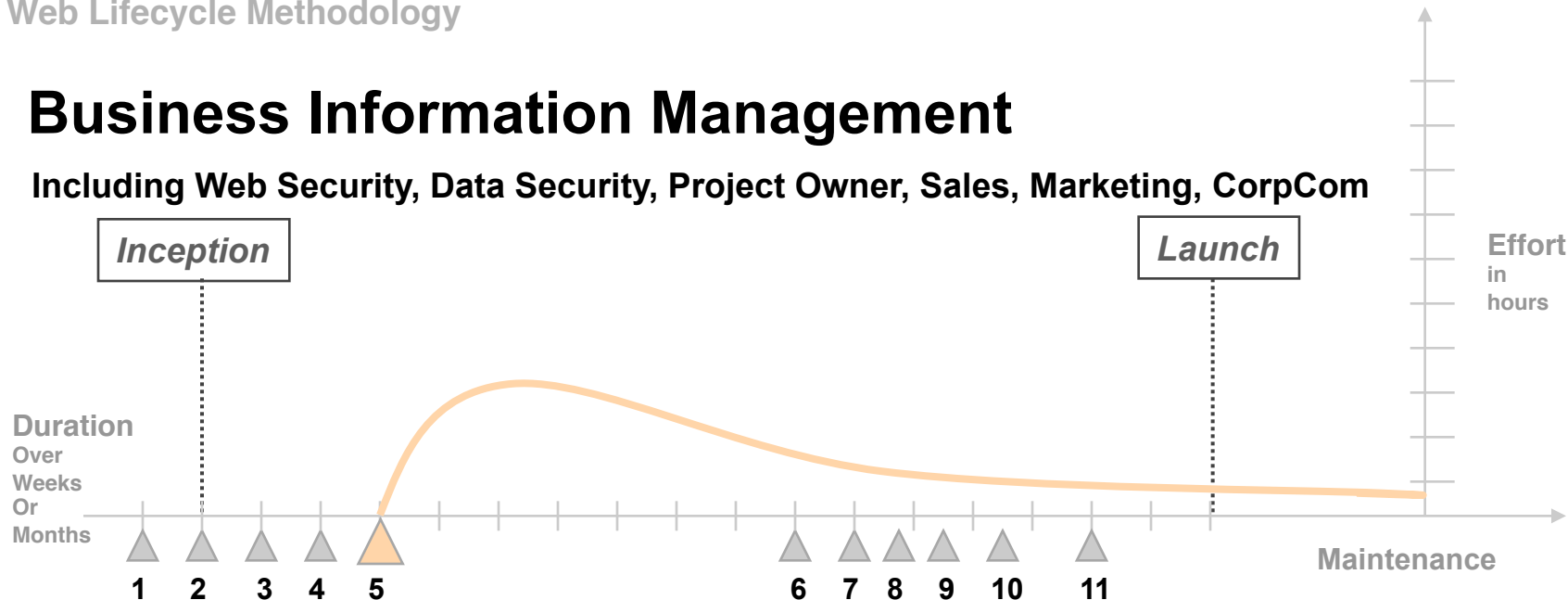
Staff

Software Dev Manager and Team, Graphics Designers, Project Managers, Network Engineers, Analysts, Database Engineers, UI Review Staff, UI Developers, Technical Writers



5 Business Information Management

Including Web Security, Data Security, Project Owner, Sales, Marketing, CorpCom



Processes

Service Level Agreements, Evaluation and approval of written content, business requirements for Sales, Marketing, and Corporate Communications, terms and conditions, security provisions

Deliverables

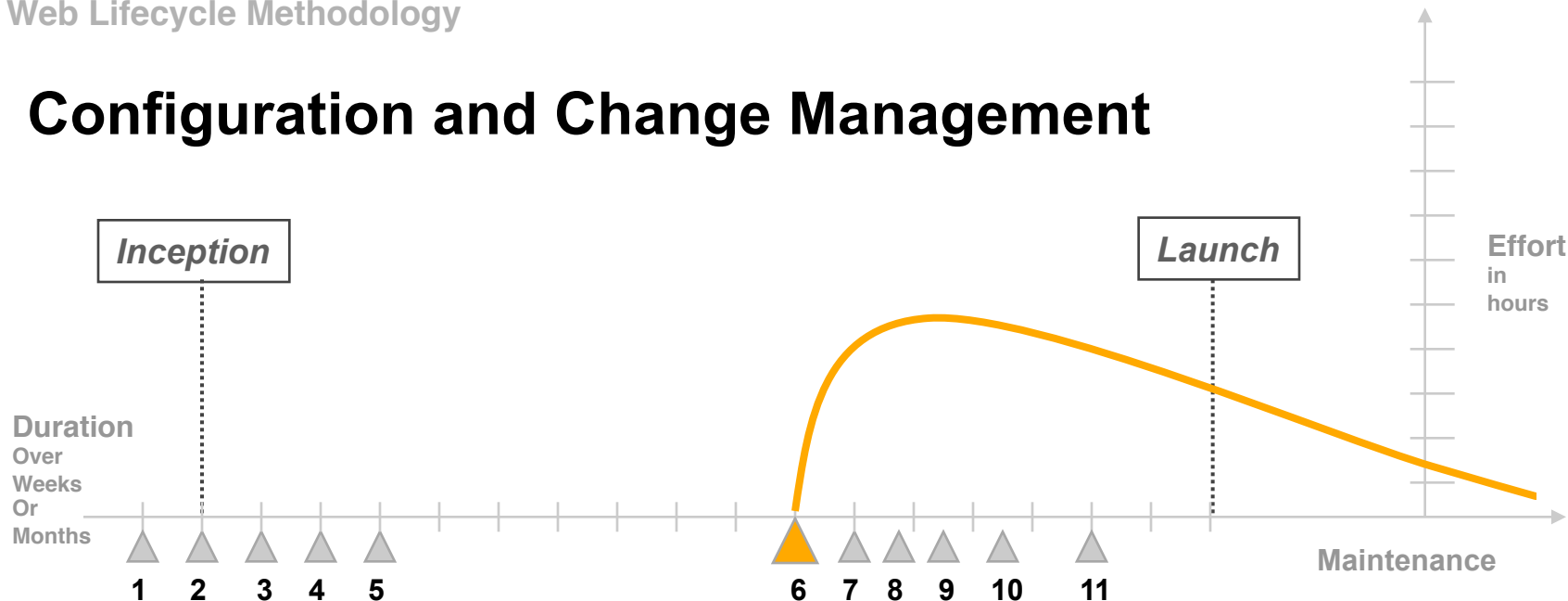
SLA Forms, Security reworking of the network DMZ, Legal wording, Marketing brochures, Security Audit including updates from Field Notes, Creation of Web Standards Documentation, UI Review, Internal business processes

Staff

Security Manager and Team, Business Manager, Marketing Manager, Senior Graphics Designer, Corporate Communications Manager, Sales Manager, Analysts



6 Configuration and Change Management



Processes

Server Hardening, Data Migration, network authentication, approval and configuration processes internal to IPS,

Deliverables

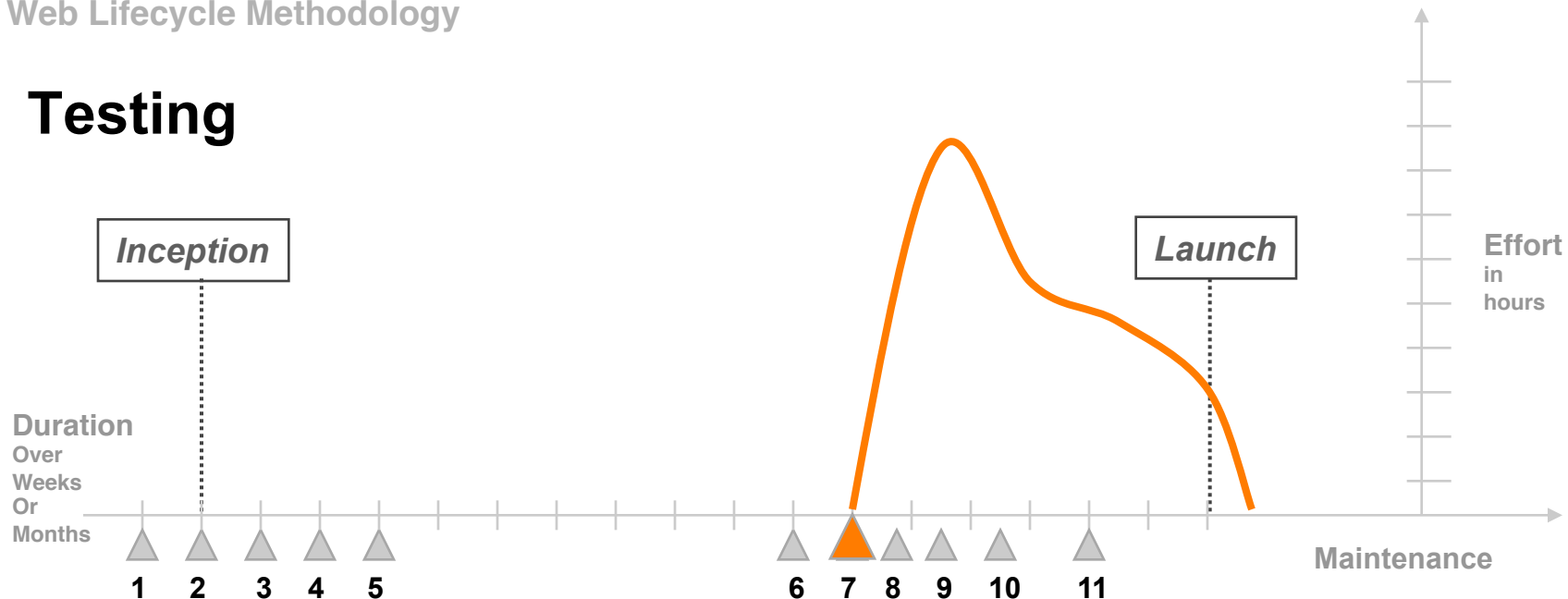
Change management request forms and processes, documentation of servers, and processes

Staff

Network and Hardware/Software Engineers, Content Managers, Web Engineers, WebMaster, Content Authors, Designers



7 Testing



Processes

Determine testing tools, Functional, Usability, Scalability, Fail-Over, Accessibility, Performance/Load balancing and Load handling, User Acceptance or Web Testing, Security Audit and Review Report, Final Code Review, UI Implementation Review, Backup/Recovery Strategies, Security process testing

Deliverables

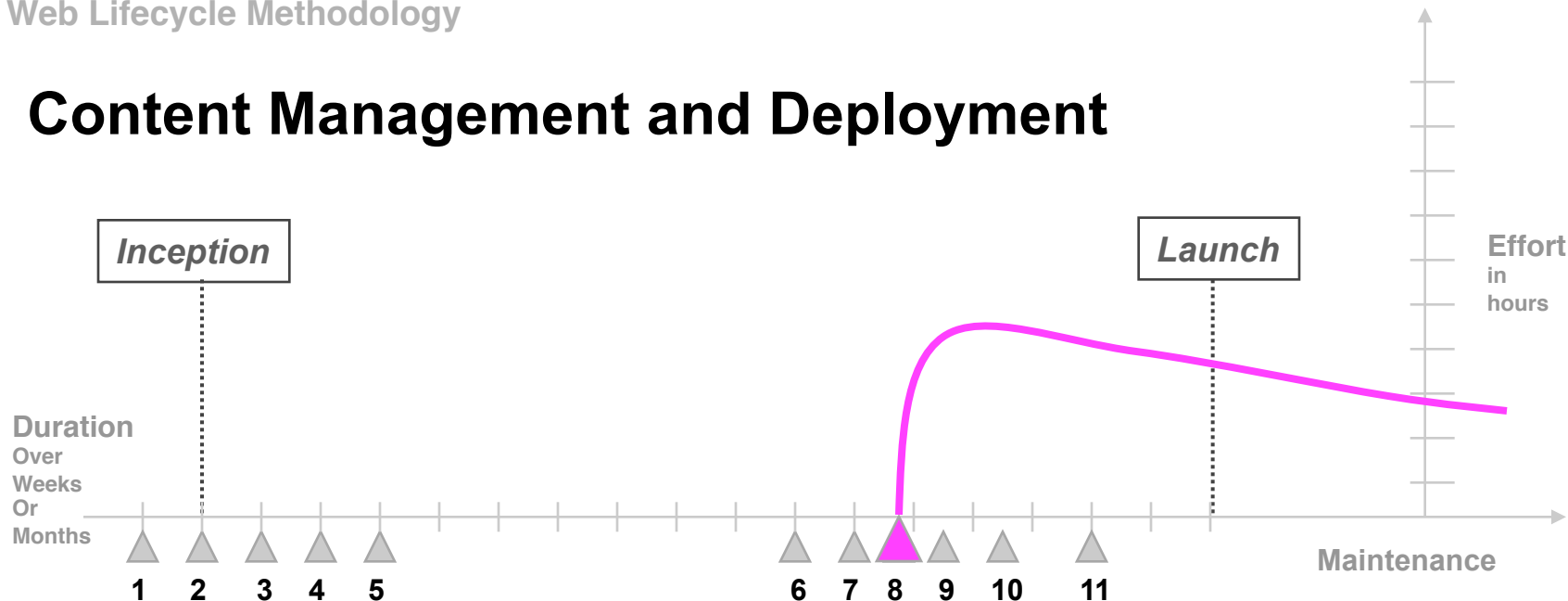
Integrated Test Plan, Security Test, Bug Report SignOff

Staff

Test Manager, SW Testers, Software Dev Manager and Team, Graphics Designers, Project Managers, Network Engineers, Technical Analysts, Database Engineers



8 Content Management and Deployment



Processes

Software Development, Graphics Production, UI Development, Web Authentication Integration, Database Build, Content Creation, Network Configuration, and Hosting, Development Environment (hardware and software) hardening, establish database and connectivity, active link testing

Deliverables

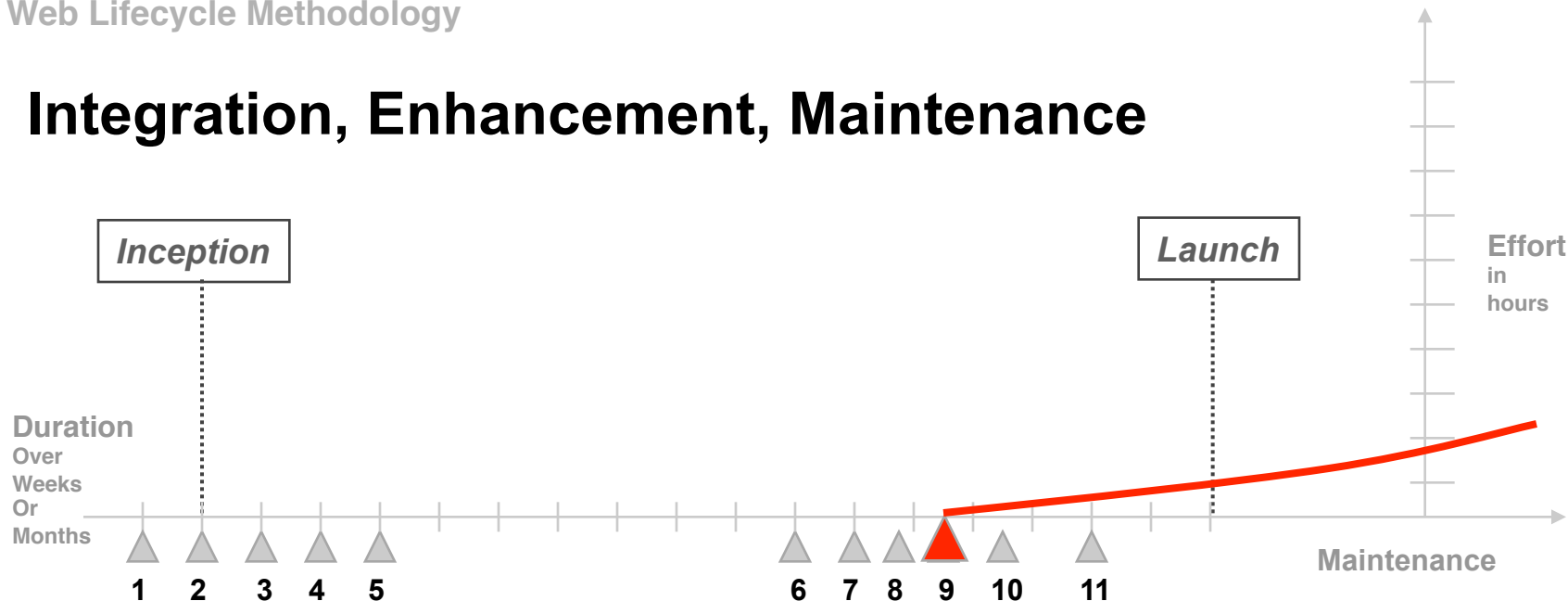
Content and functionality, Legal wording, FAQs, Glossary, Search, HelpText, Code Review, Weekly meetings, and Milestone Review, New phone lines, and support email addresses

Staff

Software Dev Manager and Team, Graphics Designers, Project Managers, Network Engineers, Analysts, Database Engineers



9 Integration, Enhancement, Maintenance



Processes

Code updates and Q/A, emergency restore and ongoing disaster recovery, On-going Content Management, Technical Operations Support, Hosting, Service Level Agreements, Success Measurements, Quality of Service Reviews, Develop New Release Strategy, evaluate and integrate to support emerging technologies (such as wireless)

Deliverables

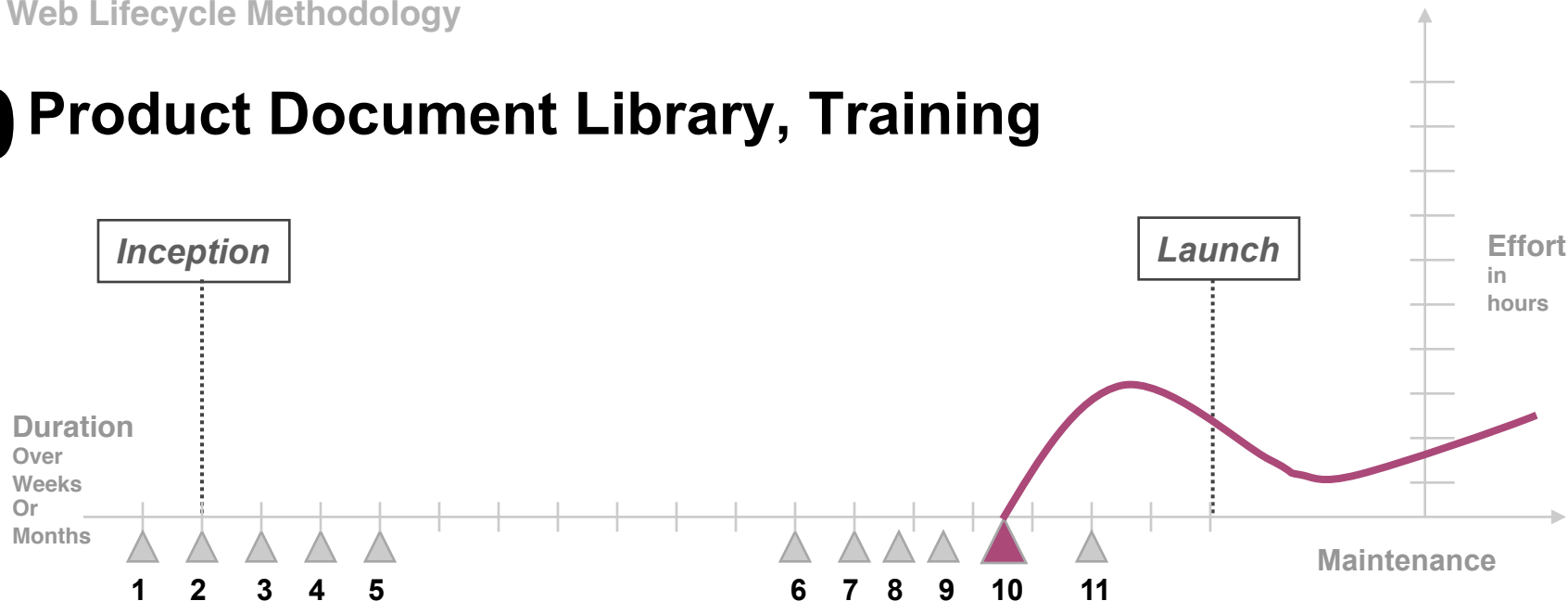
Legal wording, Code, UI Design Reviews, FAQs, Glossary, Search, HelpText, Code Review, Weekly meetings, and Milestone Review, New phone lines, and support email addresses

Staff

Software Dev Manager and Team, Graphics Designers, Project Managers, Network Engineers, Analysts, Database Engineers



10 Product Document Library, Training



Processes

Support training and validation, product documentation and library content management, online and interactive Helpfile and text management, Helptext updates, Support Training on selfhelp systems, Product documentation and marketing output

Deliverables

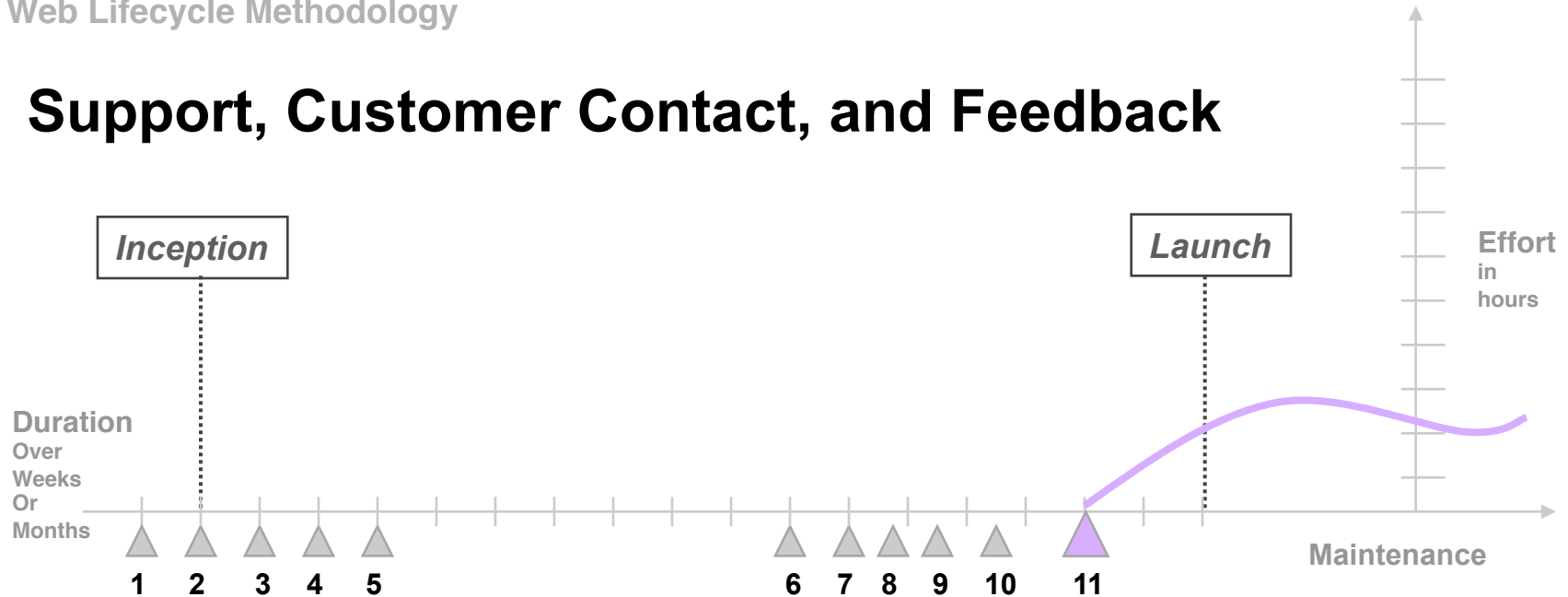
Legal wording, Code, UI Design Reviews, FAQs, Glossary, Search, HelpText, Code Review, Weekly meetings, and Milestone Review, New phone lines, and support email addresses

Staff

Product Training Managers, Content Development and Delivery Managers, Technical Writers, Technical Graphics



11 Support, Customer Contact, and Feedback



Processes

Question Process Flow, Errors Lists, Product Training, General Support Excellence Training, Network Training, Quality of Service Reviews, verify 800 and local phone lines are up and running, verify email addresses function correctly

Deliverables

Support and Track Customers, provide documented Feedback to Product Manager, perform processes internal to Support

Staff

Support Managers, and Support Technicians, and Engineers, Product Manager, Project Manager, Product Owners – Advertising and Promotions Manager

