

PeopleSoft Off-shore Development

Delivery Model

Agenda

- Development Model Structure
- Establish Process and Procedures
- Delivery Model
- Change Control
- Development Guidelines
- Delivery Standards

Development Model Structure

Service Portal/Service Center

Strategic

- Identify client service needs
- Build client relationships
- Position service offerings

Clients

Tactical

- Client facing contact
- Single point for deals



Client Site



- Grow and develop
- Market and sell
- Best practices

Service Portals

- Client technical requirements
- Single point of contact for service
- Delivery schedule
- Planning
- Process & standards

US Service Portals - Offsite

- Time
- Speed
- People

Service Centers



- Delivery
- Staffing
- Adherence to guidelines
- Bellsoft Network



Bellsoft ADC - Offshore

Location selection based on:

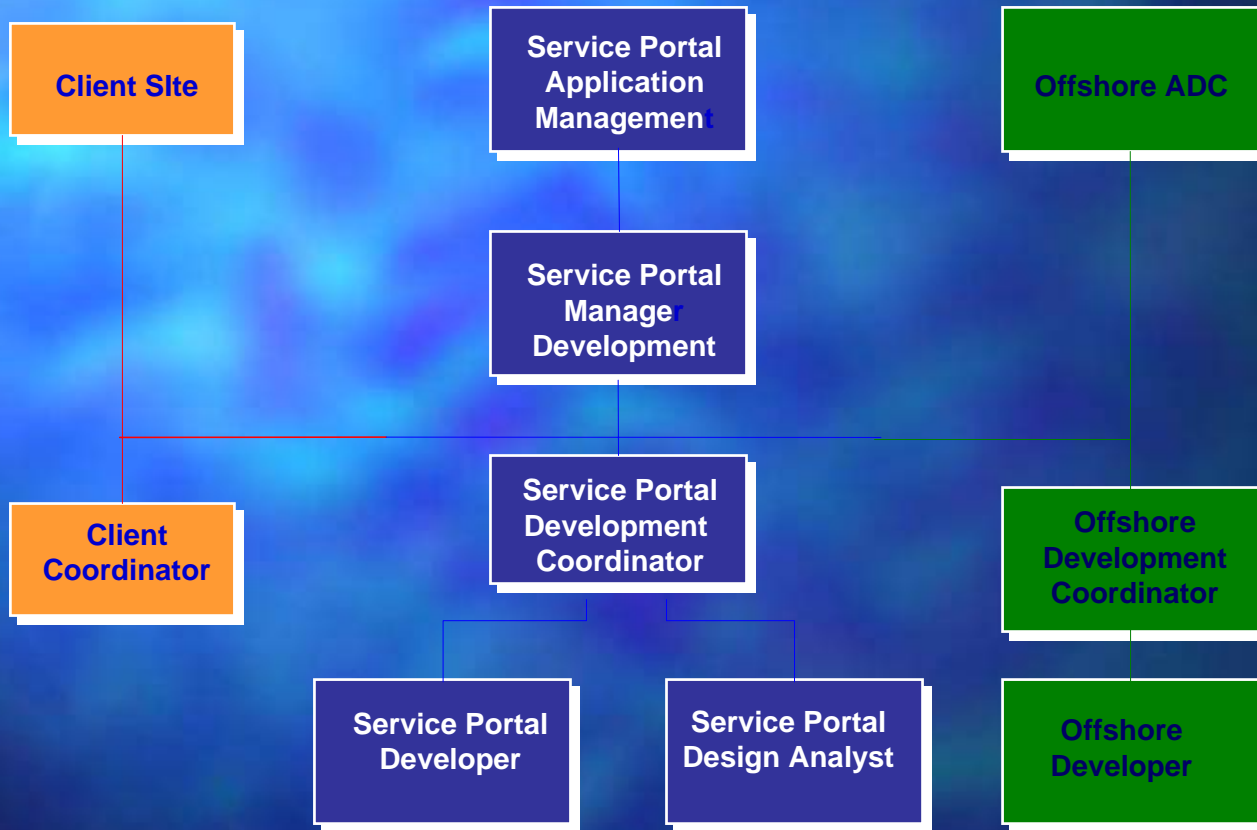
- Type of service required
- Capacity
- Cost
- Time requirements (24 hrs)

AMSC – Applications Management Service Center

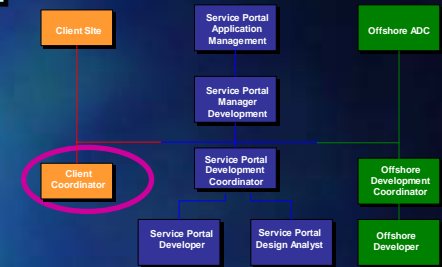
ADC – Advanced Development Center

ASE – Accelerated Solutions Environment

Development Team Organization Chart



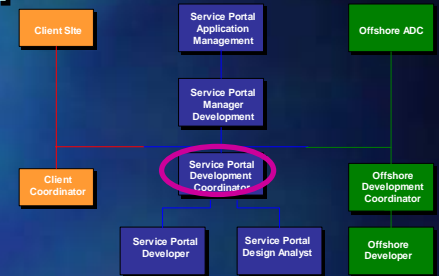
Role of Client Coordinator



- Monitor Scope
- Serve as liaison between client and the Service Portal
- Coordinate/complete functional specifications
- Provide initial development estimate
- Obtain design signoff
- Review test results with the Service Portal Development Coordinator
- Coordinate/Perform Client Testing
- Verify Client Peer Review completed
- Obtain Final user signoff
- Initiate migration of development to production system
- Facilitate issue resolution

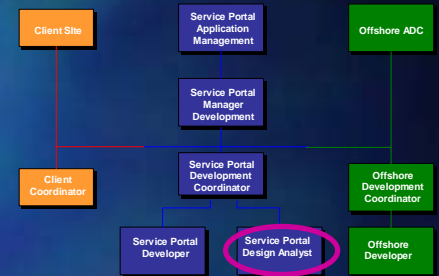
Role of Service Portal Development Coordinator

- Validate functional specifications
- Monitor scope
- Perform Design Analyst responsibilities
- Validate client development estimate
- Assign development work to appropriate Team (onshore/offshore)
- Facilitate communication between the Service Portal and the offshore center
- Facilitate communication between the Service Portal and the client
- Report and review weekly status with Client
- Coordinate test results with Client Coordinator
- Facilitate issue resolution

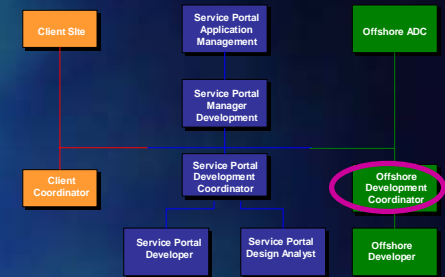


Role of Service Portal Design Analyst(s)

- Monitor scope
- Create technical specifications
- Confirm client development estimate
- Review test results with client
- Review the work throughout development and provide technical assistance when needed

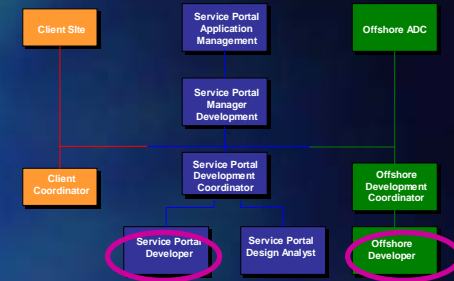


Role of Offshore Development Coordinator



- Monitor scope
- Assign development work to appropriate team member
- Facilitate communication between the offshore center and the Service Portal
- Report weekly status to the Service Portal Development Coordinator
- Review test results with the Service Portal Development Coordinator
- Review the work throughout development and provide technical assistance when needed

Role of Developer – Service Portal/Offshore



- Complete development and documentation per functional and technical specifications according to approved standards
- Perform unit test
- Update test results
- Complete internal peer review

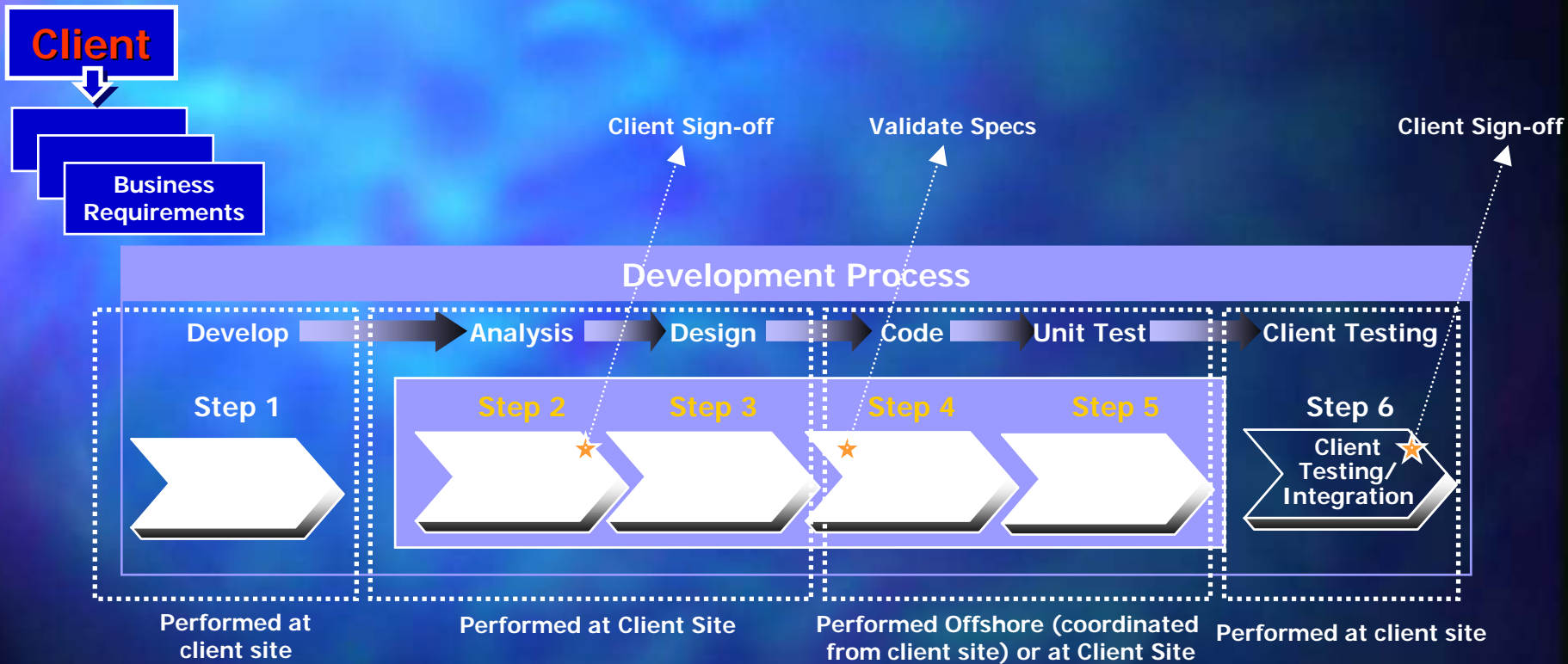
Establish Process and Procedures

Process and Procedures

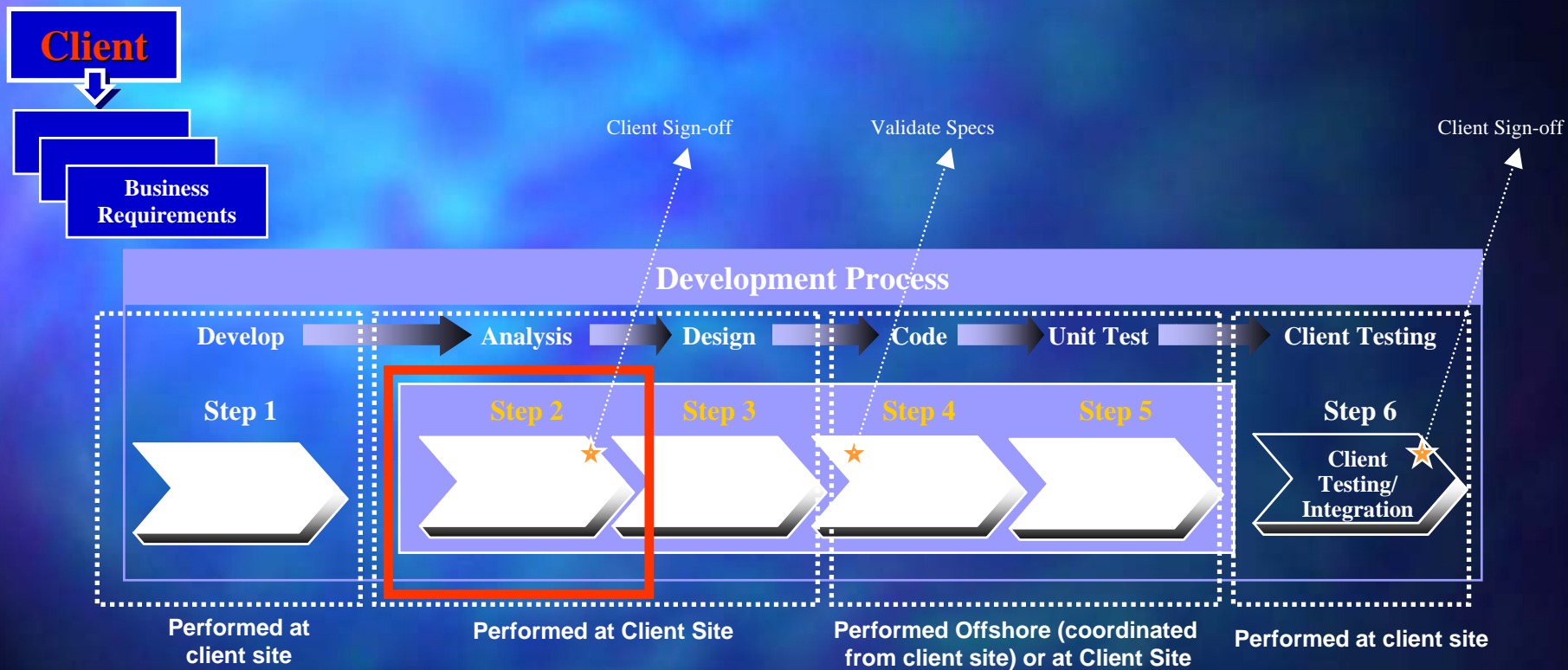
- Ensure there is good network connectivity between Client site and Off-shore center.
- Establish inter-company agreements.
- Gain agreement between client site and offshore development center on all standards:
 - Hardware configuration and set-up
 - Development Standards
 - Status reporting, Issue reporting
 - Documentation standards

Delivery Model

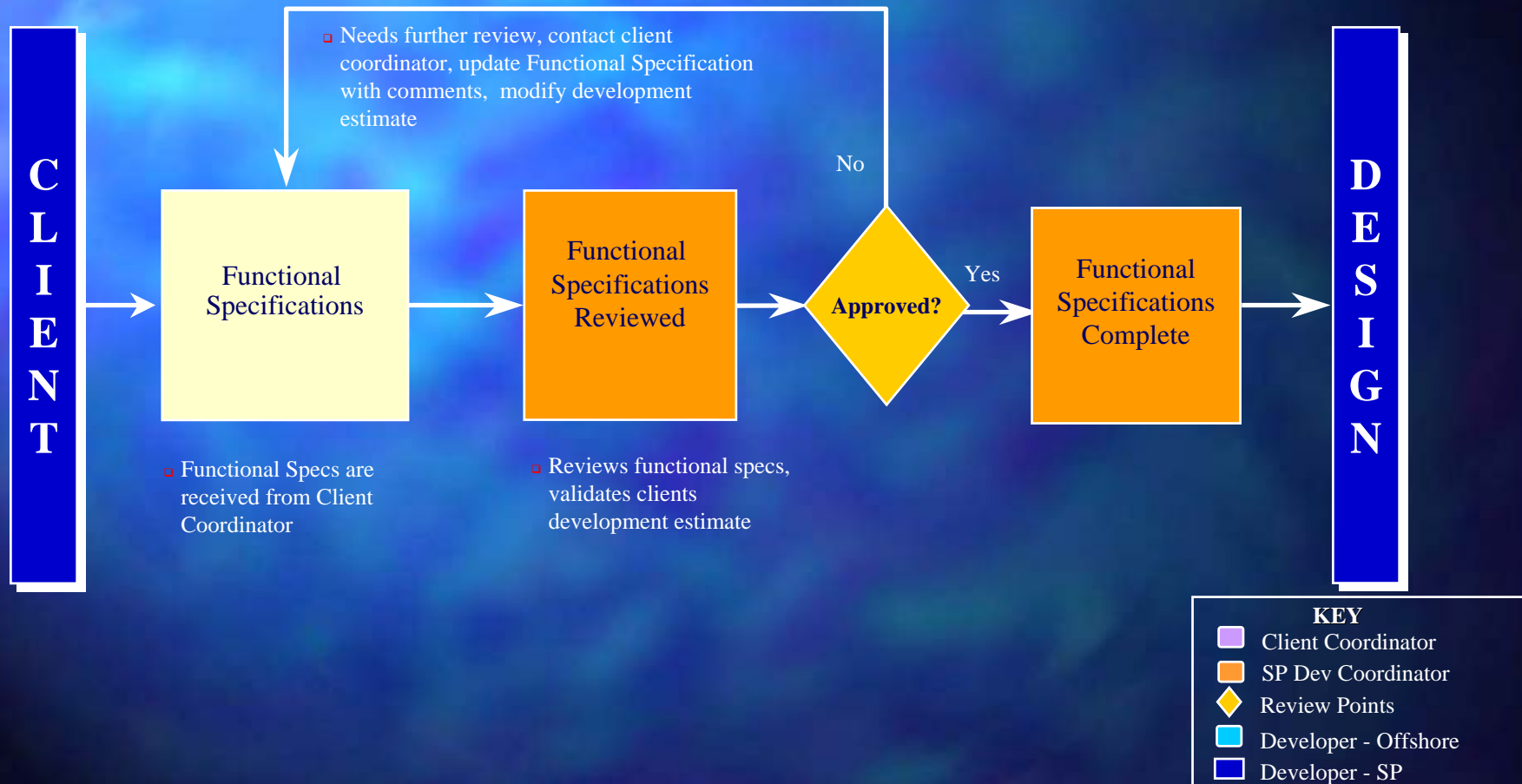
Delivery Model Overview



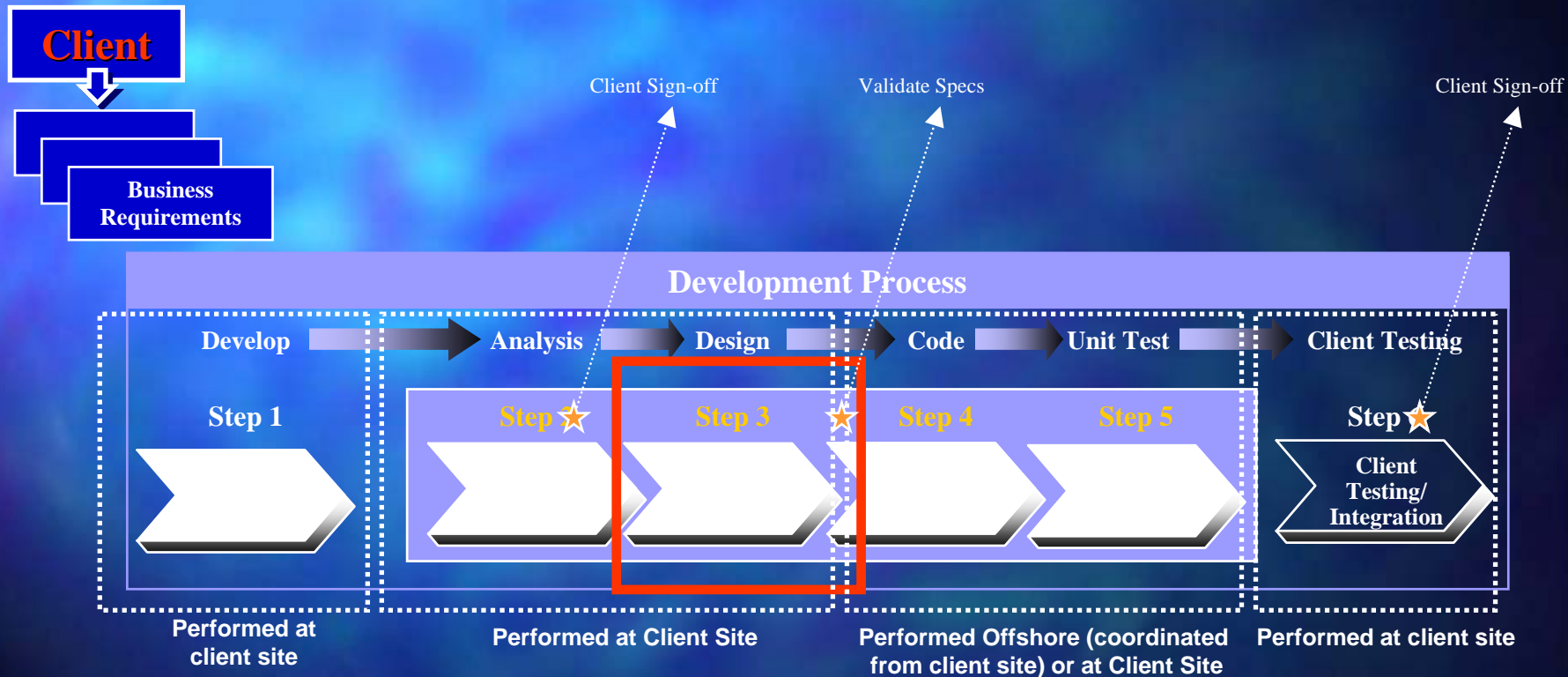
Analysis of Functional Specifications Process



Analysis of Functional Specifications Process

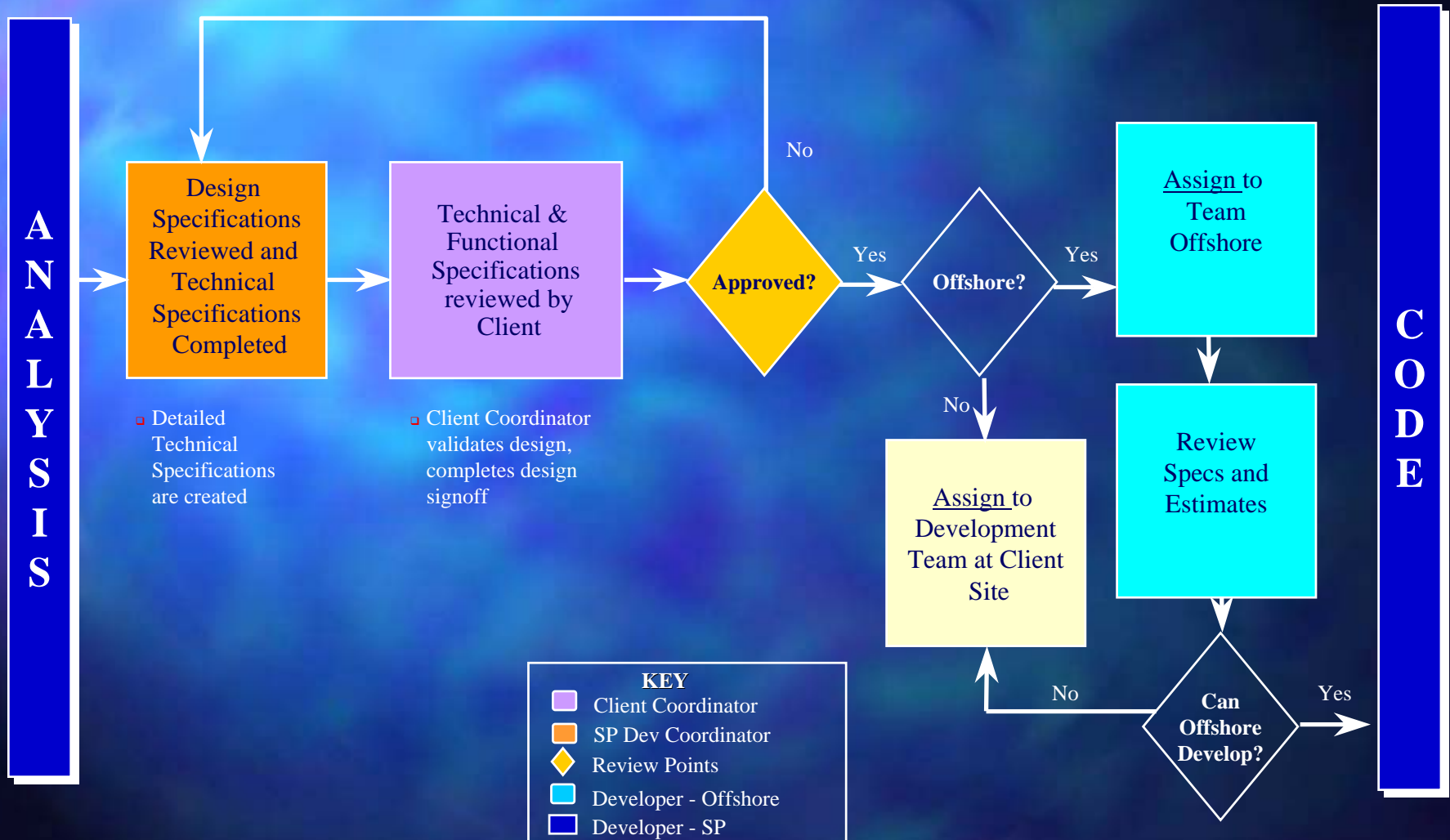


Review or Develop Design Process

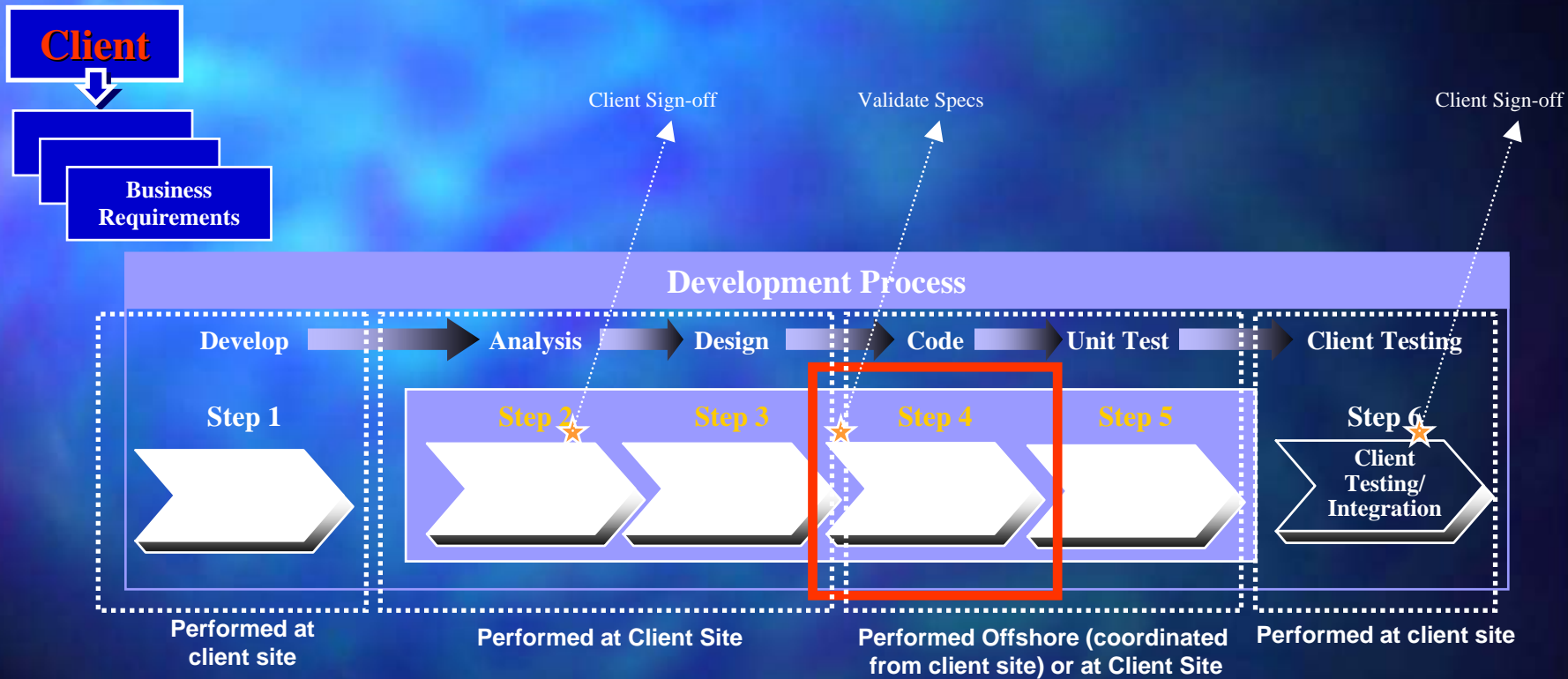


Review or Develop Design Process

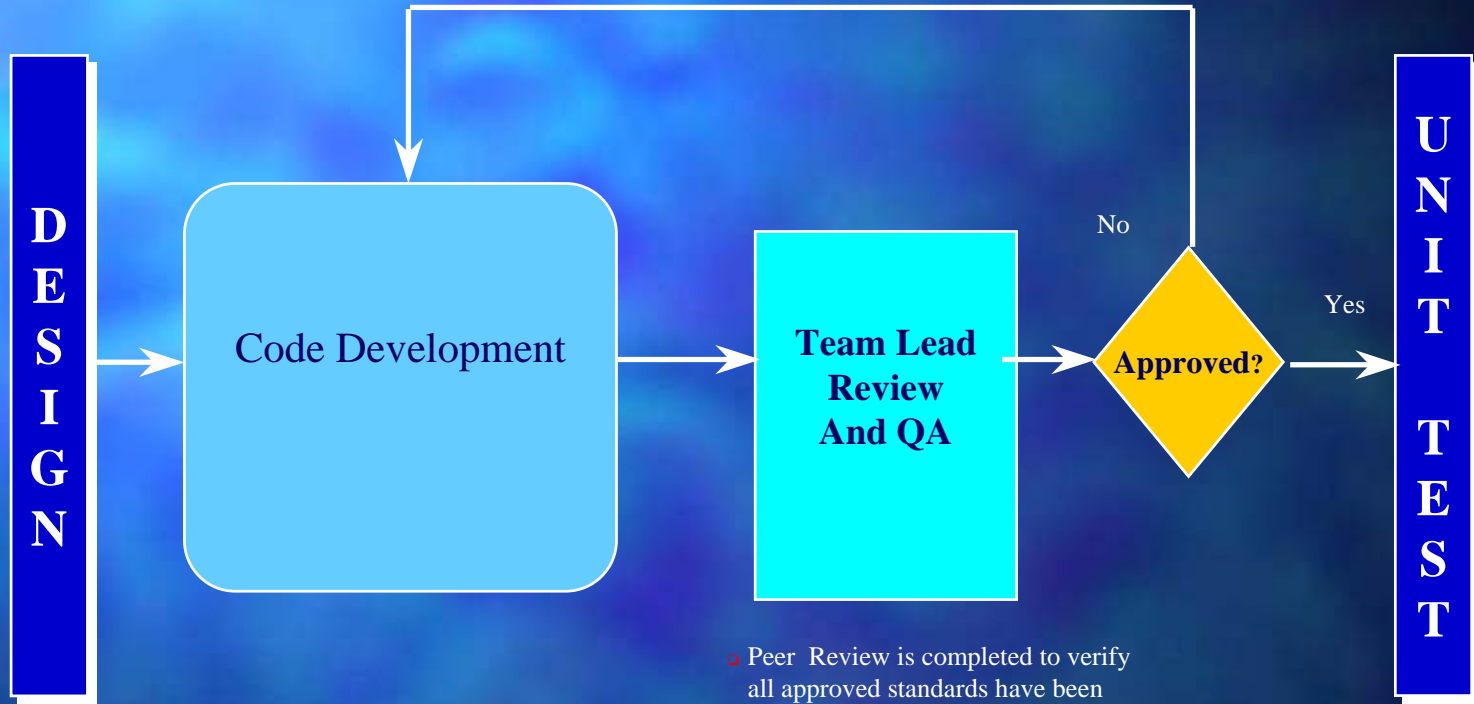
Modify Detail Design



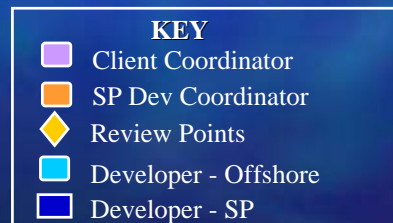
Build Code Process



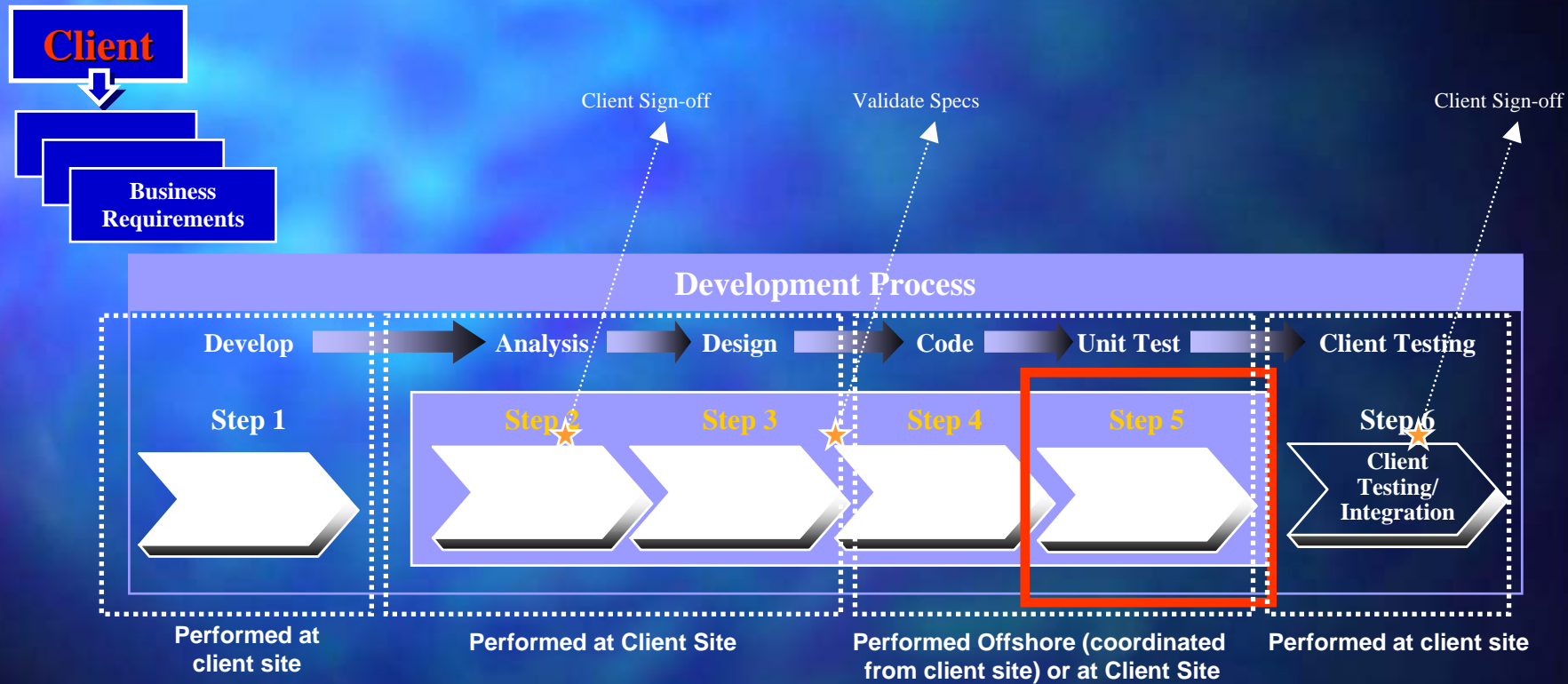
Build Code Process



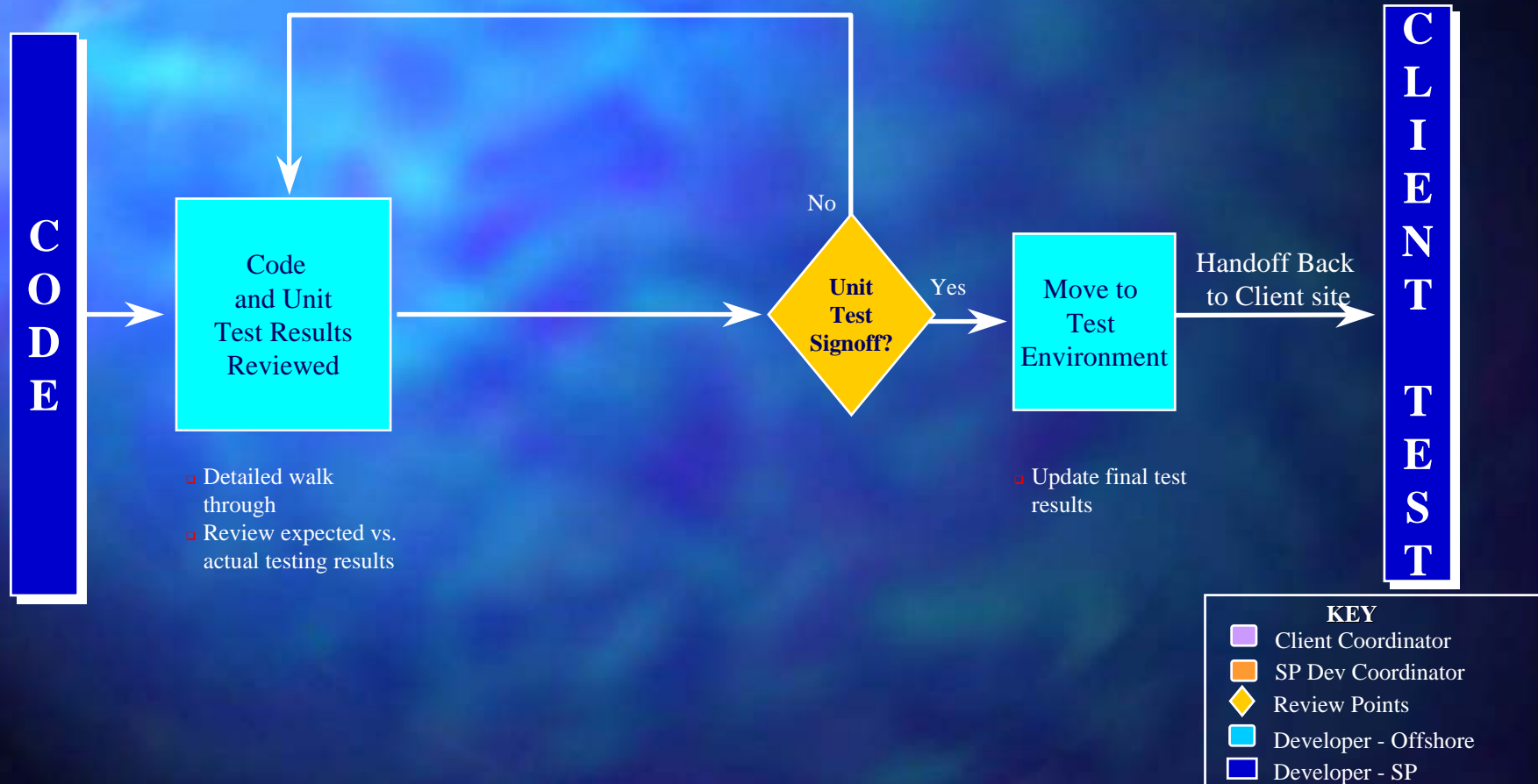
Peer Review is completed to verify all approved standards have been followed including documentation, efficient database calls, naming conventions, code format...



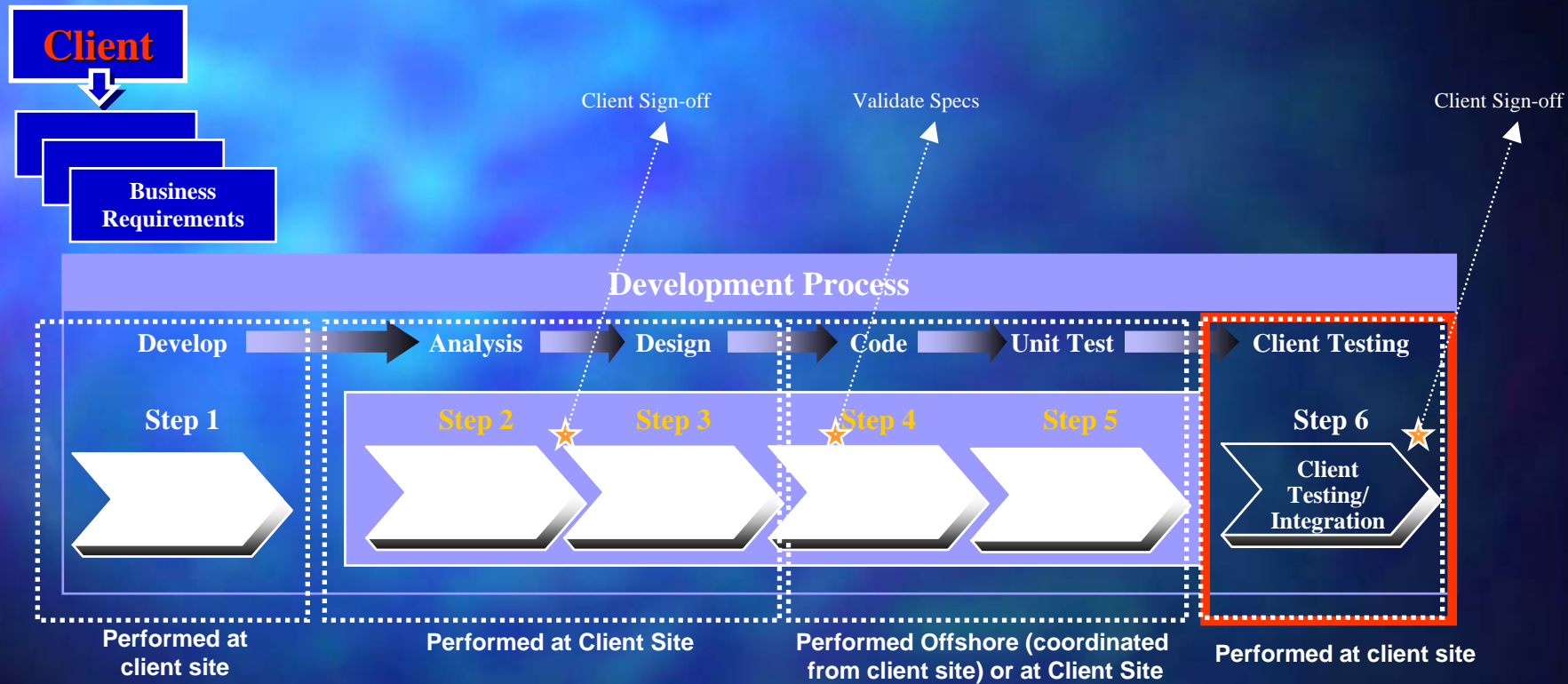
Unit Testing Process



Unit Testing Process



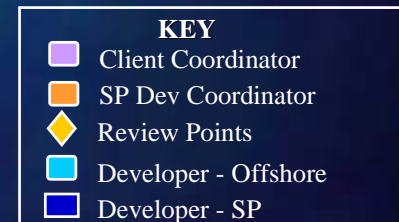
Client Testing/Integration Process



Client Testing/Integration Process



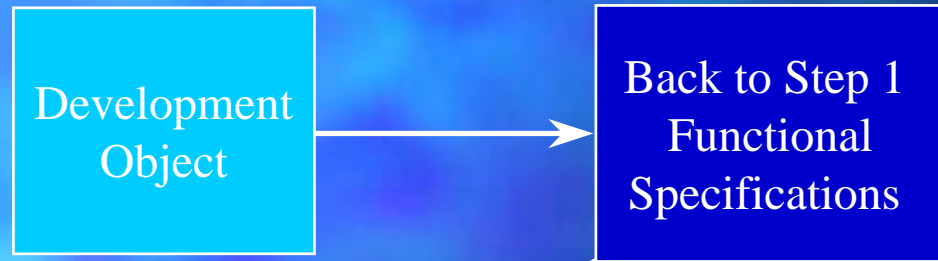
- Perform client test
- Client Coordinator obtains user signoff
- Migrate associated programs into the production instance
- Client Coordinator routes test results back to the Development Coordinator for review if object fails client test.



Change Control

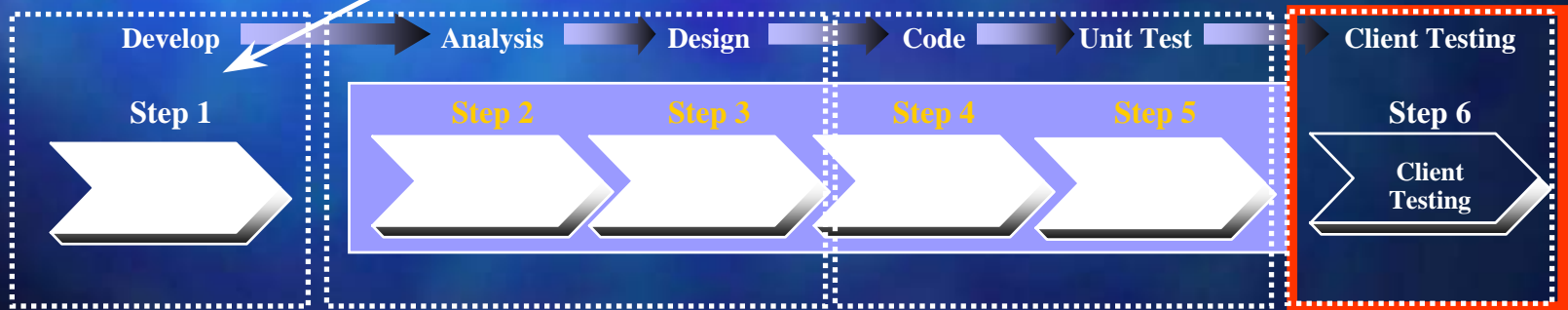
Change Control Process

(specifications changed while object still in development)



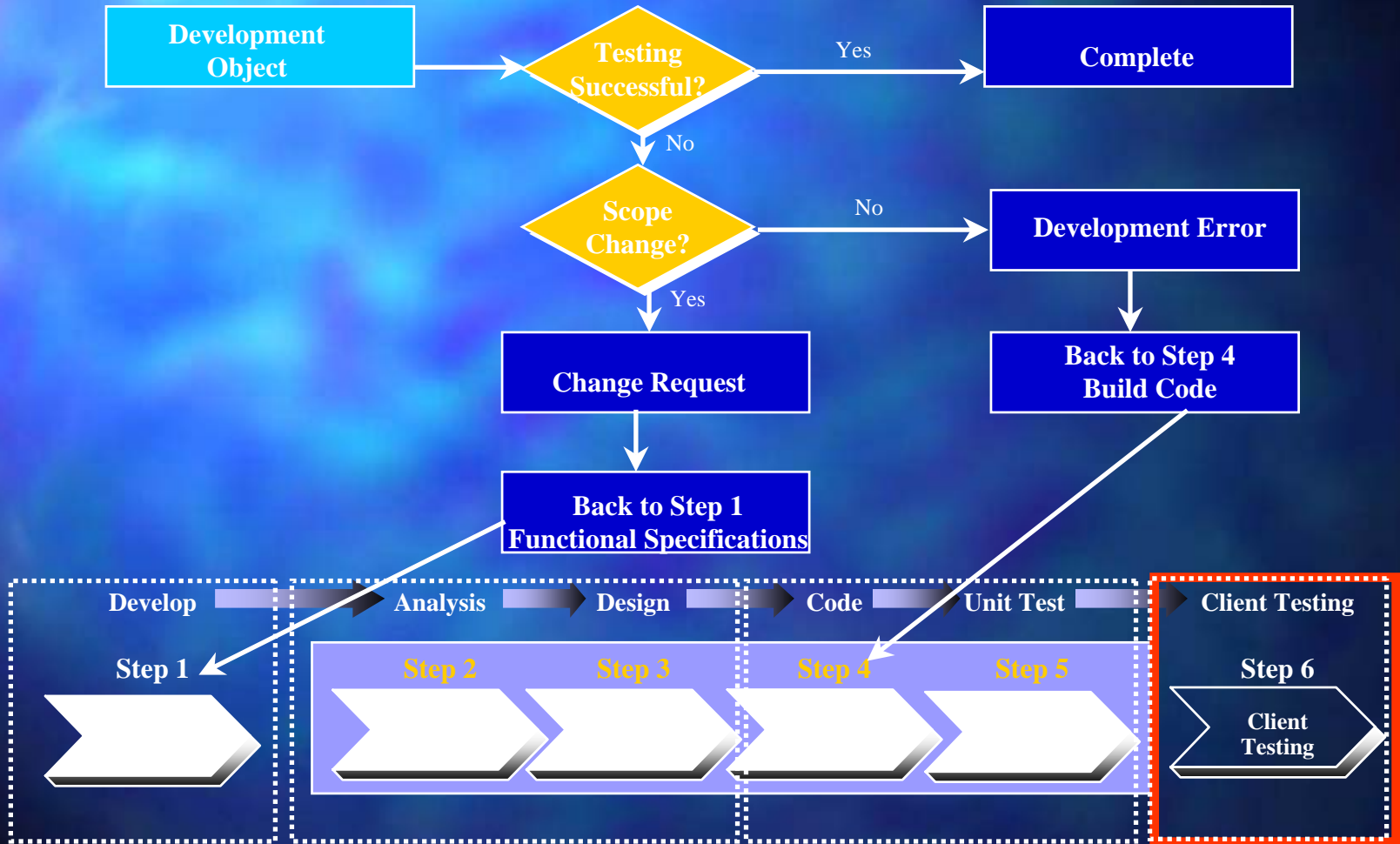
A change in specification occurs while the object is still in first round of development

If a change in specifications was determined, Client Coordinator will rewrite functional specifications and then turn back over to Development Coordinator for rework.



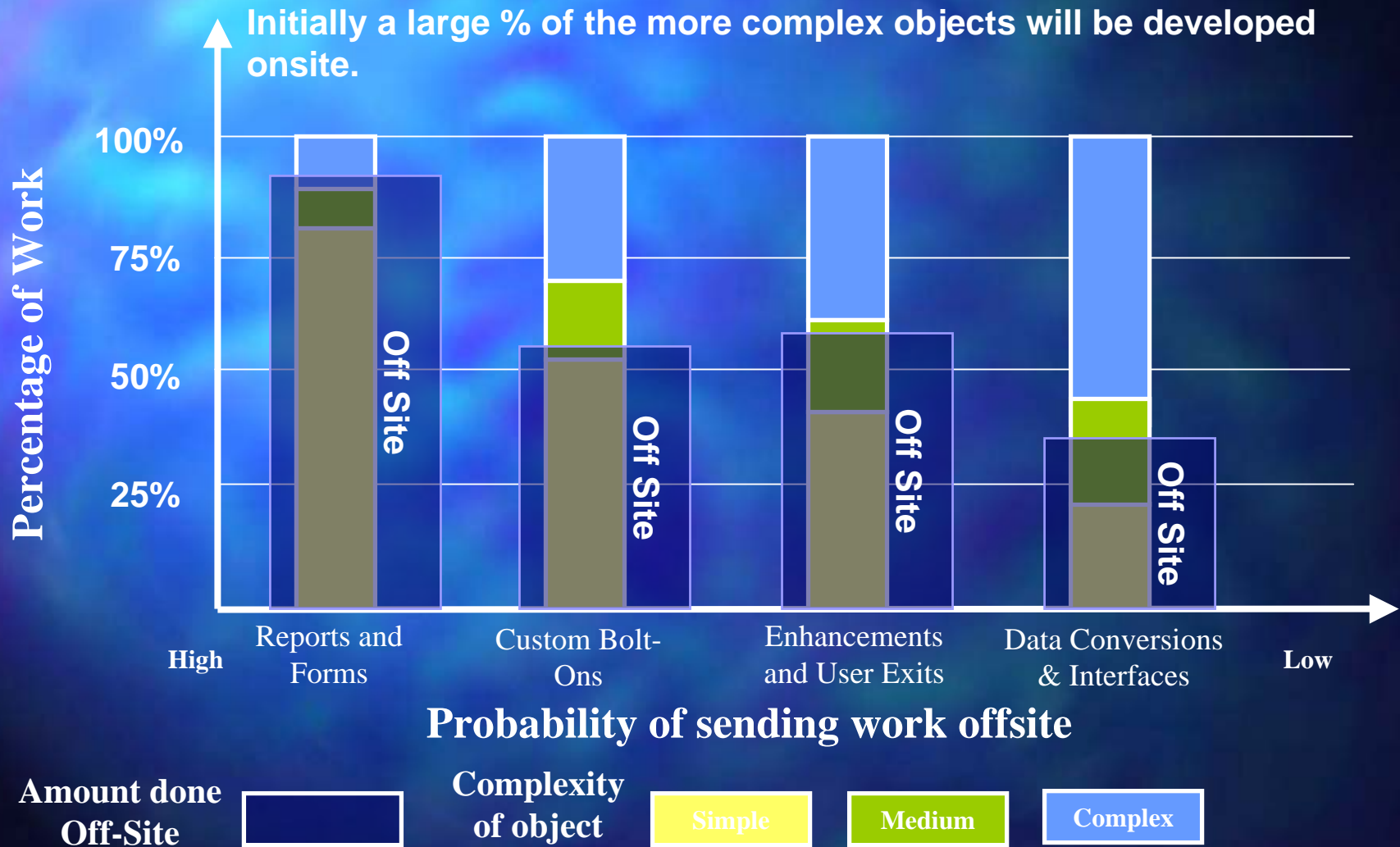
Change Control Process

(Object Failed During Testing)



Development Guidelines

Development Guidelines



Delivery Standards

Delivery Standards

- Technical Development Standards will be provided by the client site PeopleSoft Development Team
- Functional and Technical Specification templates will be provided by the client site PeopleSoft Development Team
- All other templates including Status Reports, Issue/Risk Log will be provided by the client site PeopleSoft Development Team