**Outdated - check eLearning file exchange**

Statement of Work

For: The University of Texas at Dallas

Project: Campus Parking Availability App

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**Table of Contents**

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**Purpose of Document**

The purpose of this document is to present the Statement of Work (SOW) which outlines KLY Inc.’s roles, tasks, dependencies, and deliverables at a high level for The University of Texas at Dallas (UTD). UTD will enable KLY Inc to implement an innovative parking application to serve in aiding the students of UTD with obtaining information on the campus’ parking lots and structures.

KLY Inc is not obligated to provide services described in this SOW unless an order for the service, incorporating the terms of an agreed SOW, has been placed by the customer under a signed governing agreement in place between UTD and KLY Inc and accepted by KLY Inc. KLY Inc’s performance of the Services described herewith is subject to the assumptions, exclusions and other conditions identified in this document. In the event of a conflict between the terms of the Agreement and this SOW, the terms of this SOW shall prevail with respect to the subject matter contained herein.

**I. Scope of Work**

KLY Inc will work with The University of Texas at Dallas to create a mobile application for students and faculty to see colored parking availability around UTD. The application will include the below functionality:

* Login Page - UTD credentials
* Campus Map - showing availability
* Search Filter: location, availability, space color
* Best Time Filter: location, time, space color
* Logout Page

**II. Scope of Project**

This Project contains two parts. First, the initial set-up of the host computer system and the antenna/sensors. Next, the development and management of the application.

* Developing the application.
* Setting up the host computer system.
* Ensuring a steady connection between the host and sensors.
* Utilizing parking workers to validate data being received.

**III. Components**

The components of this project shall include the following:

* 1. Host Computer System

The host computer system is defined as the computational infrastructure necessary for the storage and processing of parking data, parking data including but not limited to: license plates and their links to students, the identities of students, car types, parking spot locations and the occupation status thereof, and so forth.

* 1. Antennae and Sensors

The antennae and sensors are defined as the sensors and antennae necessary to detect the colored transponder tags (which match the colors of UTD parking spots) as cars drive through the gates to parking lots, so that the cars may have their parking status changed in the system, as well as their parking locations sensed and registered until their departure.

* 1. Network infrastructure

The network infrastructure is defined as the equipment necessary to connect all the computational infrastructure, antennae, and sensors together over a secure UTD WAN (wide area network) so that the system may function as a cohesive unit.

* 1. Colored transponder tags

The colored transponder tags are defined as the parking stickers currently given to UTD students when they purchase a parking pass but with radio transponder components in them, not unlike tolltags. These will interact with the antennae and other sensors to determine whether or not the car of a student is present in a parking area.

**IV. Out of Scope**

All conceivable functionalities and capabilities of the system which are not explicitly listed in the above sections are considered to be out of scope. These functionalities which are considered out of scope can include, but are not necessarily limited to, the following:

* Determining the exact parking spot a student is located in
* Determining whether or not a student has parked in the proper color of parking spot for their parking pass
* Issuing parking tickets/fees
* Interacting directly with law enforcement as an informant mechanism
* Conducting parking enforcement

**Services Rendered**

1. **Requirement Phase: Gathering Requirements**
   1. Definition

The campus parking app team shall consult with the client to gather and clearly define all requirements to create an initial document. This phase requires the app team to work closely with the customer in order to determine the customer’s requirements for functionality, performance, and other characteristics desired by the customer for the system.

* 1. Key Deliverables
     1. Stakeholder interview schedule
     2. Requirements document

1. **Design Phase - Finalized Architecture**
   1. Objectives

The app team shall deliver finalized architecture documentation to the client which clearly defines the hardware and software aspects of the system. This will include the placement of antennae, sensors, and transponder tags, as well as database schemas, back-end software technologies, etc. It shall address advantages and limitations of the technologies and designs chosen, and provide reasoning as to why such things were chosen.

* 1. Key Deliverables
     1. Finalized architecture documentation for software side
     2. Design for parking system hardware layout
     3. Finalized software, hardware, and architecture choices

1. **Development and Construction Phase:**
   1. Objectives

The app team shall erect the hardware necessary in the proper places as specified in the architecture documentation and develop the software necessary to interact with said hardware in a manner compliant with the architecture documentation. In the case of unforeseeable hindrances, the milestones and/or timeline of the project shall be renegotiated.

* 1. Key Deliverables
     1. Functional hardware set up throughout parking areas on campus selected by client
     2. Functional code for controlling hardware and logging parking data
     3. Functional database
     4. Unit tests for code

1. **Testing Phase:**
   1. Objectives

The app team shall test the solution for interaction between the hardware and software as well as test for latent defects in the software that would not be expected to occur regularly. Unit tests shall be conducted for all applicable code and integration testing shall be conducted on the entire system which constitutes the sensor hardware, databases, as well as back-end and front-end code. User acceptance testing shall also be conducted.

* 1. Key Deliverables
     1. Testing Plan
     2. Testing Results

1. **Deployment Phase:**
   1. Objective

After testing is completed, the app team shall deploy the product into its pre-production environment as a sandbox to find and fix any defects not caught in the testing phase. If no serious defects arise, the product shall be deployed into a production environment.

* 1. Key Deliverables
     1. Deployed website
     2. Functional web service accessible to parking staff

1. **Closing Phase: Post-Completion Maintenance Plan**
   1. Objectives

The app team shall deliver the final working code base in addition to all of the hardware connected so that the parking system is fully functional. The training plan shall be delivered to the client and the users of the system shall be trained accordingly. The training plan shall contain instructions on how the client shall use the system as well as contacts for product support. Backup method usage instructions shall be provided among the instructions for usage in the event of hardware or software failure.

* 1. Key Deliverables
     1. Functional codebase that passed acceptance testing
     2. Functional hardware connected to codebase that passed acceptance testing
     3. Product usage instructions
     4. Support contacts
     5. Product failure recovery instructions

**Customer Responsibilities**

* UTD assigns a point of contact (POC) for the Development team to coordinate their efforts with and address existing and emerging concerns.
* UTD facilitates the requirement elicitation process for development team by giving them free access to the necessary facilities and persons
* UTD determines the type of technology it wants to use for tracking empty space.
* UTD provides the hardware needed for the project.
* UTD surveys and determines where the required hardware be installed.
* UTD install the required hardware in the designated locations.
* As UTD enforces a color-coded parking permit, the project requires UTD to do any necessary rearrangements in its open-area parking spaces.
* UTD makes its open-area parking spaces controllable based on its permit policy.
* UTD compensates the development team, as agreed, upon the delivery of the product.
* UTD pays the cost of labor, equipment, and services associated with the project.
* In case of taking any fees for the service provided by the App, UTD integrates and normalizes the app with its current parking billing system or any other DBs.
* UTD facilitates and cooperates in the possible software-hardware integration pilot testing
* UTD participates in the last integration testing.

**Customer Assumption**

* The application runs on both Android and iOS, the development team is not responsible for any possible security breaches.
* Any services provided after the delivery of the product will happen based on new agreements.
* Effective from the day of formal validation and delivery, the development team offers UTD 30 days product support free of charge.
* UTD is responsible for the functionality of all the hardware installed and deployed.
* Development team is not responsible for the maintenance, malfunctionality, and any other issues related to the App and the hardware it interacts with.
* Development team reserves the right to use the source code (the generic part) developed in this project in any similar projects it may undertake in the future.
* Development team will remain active in developing similar projects with the same base source code, if during their developing other projects come up with any security holes or bugs, the team will release a security update for its app at UTD free of charge.
* Development team takes its business seriously, if the App behaves abnormally and seems not to meet the requirement, it will investigate the problem. If it finds out that the problem is with the App, it will fix the problem free of charge. But if the finding proves differently, the team will ask for full compensation for its time investigating.

**Acceptance Criteria**

Acceptance of Services:

* The development team shall notify the University of Texas at Dallas upon the completion of the services by sending a notice of completion. Upon receiving this notice, the University of Texas at Dallas will have seven days to examine the acceptability of the delivered services and their conformance to the requirements as stated in the SOW. Should the delivered products be found underperforming and/or unacceptable from what was agreed upon in the SOW, the University of Texas at Dallas shall send a notice of revision to the development team.

The development team shall deem the services as accepted and finished if any of the following occurs:

1. Seven days have passed since the notice of completion has been sent with no response of non-conformance from the University of Texas at Dallas.
2. The University of Texas at Dallas notifies the development team of their acceptance of the deliverables provided.
3. The University of Texas at Dallas utilizes any of the delivered products in any shape or form of business operations other than testing the deliverables for conformance.