QUALITY PLAN
FOR
VOLUNTEER MANAGEMENT SYSTEM
(VMS)

CLIENT

PROJECT **Volunteer Management System (VMS)**

TITLE **Quality Plan**

VERSION **1.0**

DATE **02 Apr 2011**

<u>ORIGINATOR</u>

Name / Signature Liu Peishan

<u>APPROVAL</u>

Name / Signature Phung Kim Cuong, Dio

Institute of Systems Science **Document Reference**
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<u>Acceptance</u>

Customer Signature	Customer Signature
Name & Designation	Name & Designation
Date & Company Stamp	Date & Company Stamp

Revision History

Date	Version	Description	Author
02 Apr 2011	1.0	Initial release	Liu Peishan

Table of Contents

1.   Introduction

The consulted organisation is poverty elimination Non Governmental Organsation (NGO). It has grown tremendously over the years and is attracting more and more volunteers both domestically and internationally. As it grows, there is an increasing need to coordinate and manage its volunteers, especially international volunteers as they require more administrative and logistic efforts. The current process(es) of manually handling documents and volunteers requires a lot of manual work and limits the organisation's efficiency.

The project is for a volunteer management system for on site volunteers. This document is the project quality plan. The following sections describe the plan in terms of its purpose, audience, organisation and related documents.

1.1   Purpose

The purpose of this quality plan is to define the responsibilities and practices to be carried out by the project team to ensure the delivery of a system of high quality.

1.2   Audience

The intended readers of this Quality Plan are:

* The project team, to provide them with a plan and activities that they are to perform to ensure that they deliver a system of high quality.

1.3   Organisation

The document is divided into 10 sections. Section 1 will list out the introductions and important preface to the rest of the document. Section 2 presents the project team structure, and section 3 describes the interfaces between the project team and the Client. Section 4 specifies the organisation and filing structure of project documentation. Section 5 outlines the work plan and the deliverables to be produced. Section 6 defines the methods to be used to plan/ control the project and section 7 specifies the quality controls that are to be employed. The standards to be applied to the work programme are presented in Section 8. Section 9 defines the procedures to be followed to ensure that effective liaison occurs with the Client. Finally, the procedures to be adopted to control changes are specified in Section 10.

1.4   Terms and Abbreviations

The following terms and abbreviations have been used throughout this QP:

VMS	Volunteer Management System
TS8	SE 18 Team 8S
PM	Project Manager or Assistant Project Manager
PMP	Project Management Plan

QAR   Quality Assurance Representative

SD   Software Development

QA   Quality Assurance

QP   Quality Plan

UAT   User Acceptance Test

1.5   References

To fully understand this document, the reader should also be familiar with the Volunteer Management System Project Plan (reference VMS/PM-1.2.1/1).

2.   Project Organisation

The purpose of this section is to define how the VMS project will be organised to deliver a system of acceptable quality to the user. The software development team will comprise of the whole team, Zaw Htet who will undertake the majority of the technical work as the technical lead, and all team members will be participating in the software development supported and managed by a project manager. A Project Manager will determine the overall direction of the project. This project structure is described below.

Refer to Volunteer Management System Project Plan (reference VMS/PM-1.2.1/1).

3.   Liaison with Client

The points of liaison between Client representatives and their respective counterparts within the software project team are as given in the following table.

Project Team			Client	
Responsibility	**Name**	**Deputy**	**Name**	**Deputy**
Project Management	Dio		Dio	
Requirements Liaison	Thida	Hazel	Dio	
Technical Matters	Zaw		Dio	
Quality	Peishan		Dio	
Project Leader	Feng Yan		Dio	

Table 1 - Liaison with Client

4. Documentation Organisation

The project documentation will be organised in a number of files according to the guideline filed at VMS/PM-0. Files will be maintained up-to-date according to the procedures defined in section 10.2. Two basic types of documentation will be maintained:

1. management files; and

2. technical files.

The master file directory (MFD) and the file contents form for each file will be kept up to date at all times. Note that the MFD is located in the SVN. The initial filing structure to be set-up by the project is shown in ANNEX A   Project Library Index. Other files will be added (and documented in the MFD) as and when required.

The format and layout of the plans, specifications and user documentation will follow the same conventions as this quality plan.

5. Work Plan & Deliverables

The following subsections summarise the work programme to carry out by the project and the deliverables that will be produced.

5.1 Work Plan

The work plan, described in detail in the project plan (reference VMS/PM-1.2.1/1), is briefly as follows:

Activity 1   :   Project Planning.

Activity 2   :   Requirements Analysis.

Activity 3   :   Analysis Modeling.

Activity 4   :   Design Modeling.

Activity 5   :   Software Implementation.

Activity 6   :   System Integration Testing.

Activity 7   :   User Acceptance Testing.

Activity 8   :   Project Report and Closure.

5.2 Deliverables

Deliverables will fall into one of the two categories detailed below:

a. system deliverables; and

b. management deliverables.

Table 2 and **Table 3** define the deliverables and acceptance procedures for all artifacts.

No.	Deliverable	Reference	Acceptance Procedures
1.	User Requirements Spec.	VMS/T-1.2	See section 7.3.1
2.	Functional Specification	VMS/T-1.3.1 VMS/T-1.3.2	See section 7.3.1
3.	High-level Design Spec	VMS/T-1.5.1	See section 7.3.1
4.	Prototyping	VMS/T-1.10	See section 7.3.1
5.	Detailed Design	VMS/T-1.5.2 VMS/T-1.5.4	See section 7.3.1
6.	User's Manual	VMS/T-1.8.1	See section 7.3.1
7.	Programming Guidelines	VMS/T-1.6.3	See section 7.3.2
8.	Test Documentation	VMS/T-1.7	See section 7.3.2
9.	Source and Executable Code	VMS/CO.1	See section 7.3.3

Table 2 – System Deliverables

No.	Deliverable	Reference	Acceptance Procedures
1.	Project Plan	VMS/PM-1.2.1	See section 7.3.2
2.	QA Plan	VMS/PM-1.3.1	See section 7.3.2
3.	Test Plan	VMS/PM-1.2.2	See section 7.3.2
4.	UAT Plan	VMS/PM-1.2.3	See section 7.3.1.

Table 3 – Management Deliverables

6. Planning & Progress Control

This section describes the methods that will be used by the project to plan the development of the system, delegate planned work tasks to project team members, and monitor and control progress against the plan.

6.1 Project Planning

The overall plan for the work to be done on the project is described in the Project Plan (reference VMS/PM-1.2.1/1). More detailed plans will also be produced for significant technical areas of the project (management deliverables 2 through 4 in **Table 3**). Briefly, these detailed plans address:

a. quality assurance (this document);

b. system testing; and

c. the user trial.

6.2   Project Control

To monitor and control progress against the project plan, the following methods will be used:

a. each week, project team members will report to the PM the time (in hours) they have spent on each project subtask on a (monthly) and documented in the Time Report form.

b. at the end of each month, totals for the month and cumulative totals to date will be calculated and entered on to the form. The sheets will be filed at VMS/PM-1.4.1;

c. also at the end of each month, estimates to complete each task will be calculated for each project team member using a Situation Report filed at VMS/ PM-1.4.2. These estimates will be used to assess whether the milestones specified in the project plan can be met or whether they need to be revised;

d. minutes of meetings will be used to record all significant events associated with the project, such as the issue of deliverables and decisions made by the Client and Dio. The meeting of minutes will be filed at VMS/PM-1.1.1; and

e. monthly progress meetings will be held and attended by the Client and Dio. Brief minutes of these meetings will be produced by Dio and filed at VMS/PM-1.1.1. The project progress will be reported by Dio at the meeting and documented in the minutes. The progress report will briefly summarise technical progress, itemise milestones that have been obtained, highlight problems such as milestones which are not expected to be attained on their planned dates, and plans for the next period.

6.3   Delegation of Work

The task assignments for the project team are defined in the project plan and the quality plan. If additional task assignments are required, then they will be formally defined in the minutes of meeting.

7.   Quality Controls

To control the quality of the deliverables produced by the project, a programme of reviews will be carried out on the deliverable documents, and testing will be applied to the software. The reviews and testing procedures will result in the formal acceptance of each deliverables. These quality controls are described in the following subsections.

7.1   Schedule of Reviews

The document reviews to be carried out are shown in **Table 4** below. The actions which result from each review will be recorded in brief minutes (filed at VMS/PM-1.1.1). Outstanding actions will be reviewed at upon request.

No.	Document	Reference	Reviewer(s)	Approx Date
1	Project Plan	VMS/PM-1.2.1	Dio, Peishan	05-03-2011

2	Quality Plan	VMS/PM-1.3.1	Dio	05-03-2011
3	User Requirements Spec.(1st Draft)	VMS/T-1.2	Dio, Peishan	05-03-2011
4	User Requirements Spec.(2nd Draft)	VMS/T-1.2	The Client	08-03-2011
5	Prototyping (1st Draft)	VMS/T-1.10	Dio, Peishan	08-05-2011
6	Functional Specification (1st Draft)	VMS/T-1.3.1	Dio, Zaw	15-05-2011
7	Prototyping (2nd Draft)	VMS/T-1.10	The Client	15-05-2011
8	Functional Specification (2nd Draft)	VMS/T-1.3.1	The Client	12-06-2011
9	High-level Design Spec (1st Draft)	VMS/T-1.5.1	Dio, Peishan	17-07-2011
10	Programming Guidelines	VMS/T-1.6.1	Zaw	24-07-2011
11	Detailed Design (1st Draft)	VMS/T-1.5.2	Zaw, Peishan	21-08-2011
12	High-level Design Spec (2nd Draft)	VMS/T-1.5.1	The Client	24-08-2011
13	Test Plan	VMS/PM-1.2.2	Dio, Thida	27-08-2011
14	Detailed Design (2nd Draft)	VMS/T-1.5.2	Zaw, Peishan	04-09-2011
15	Test Documentation	VMS/T-1.7	Jifa	04-09-2011
16	UAT Plan (1st Draft)	VMS/PM-1.2.3	Dio, Thida	04-09-2011
17	UAT Plan (2nd Draft)	VMS/PM-1.2.3	The Client	11-09-2011
18	User's Manual (1st Draft)	VMS/T-1.8.1	Dio, Peishan	20-11-2011

19	User's Manual (2nd Draft)	VMS/T-1.8.1	The Client	27-11-2011

Table 4 – Schedule of Reviews

7.2   Software Testing

To exercise quality control over the software produced the following testing procedures will be carried out:

a.   system testing; and

b.   acceptance testing by a user trial.

A system test plan will be produced to define the testing approach and give detailed testing instructions to define how the users will test the system. A user trial plan will also be produced.

7.3   Acceptance Procedures

The acceptance procedures described below will be followed for the deliverables detailed in **Table 2** and **Table 3**.

7.3.1 Client Deliverable Document

A draft version of the document will be internally reviewed by the Project Manager or suitable representative other than the author(s), and changes specified by the review will be made. Client will be issued with the reviewed document. A meeting will then be held with Client to explain the document and determine any required changes upon request by the client. A final version of the document will then be issued incorporating these changes.

7.3.2 Internal Project Document

A draft version of the document will be internally reviewed by the Project Manager or suitable representative other than the author(s), and changes specified by the review will be made. Client will be issued with the reviewed document. A final version of the document will be produced and released to the project team.

7.3.3 Software

The project manager will arrange for the User Trial and ensure that appropriate user staff are available to conduct the test. The project manager will also agree with the user, the duration of the trial and the method by which the users should report errors, observations and suggestions. These will be documented in a User Trial Plan. At the end of the trial, a meeting will be held at which the users and the project team will review the reports from the trial (errors, observations and suggestions), and agree the changes to be made to the software. When the final changes have been successfully completed to the satisfaction of the users, Client will be invited to accept the software.

8. Standards, Methods and Tools

The work plan section of the project plan defines the work to be carried out under each task. Where necessary and appropriate, pre-specified procedures (in the form of, for example, standards, methods and tools) will be applied to the technical and management activities. For activities that no procedure has been specified, it is assumed that project team members will use their own judgment to choose appropriate methods. The procedures that will be applied are specified in **Table 5** and **Table 6** below.

Activity	Procedure	Reference
Filing System	See section 10.2 of Quality Plan	VMS/PM-0
Document Control	See section 10.2 of Quality Plan	VMS/PM-1.3.1
Requirement Control	See section 10.1 of Quality Plan	VMS/PM-1.3.1
Document Format, Style, Layout and Conventions	See section 4 of Quality Plan	VMS/PM-1.3.1

Table 5 – General Project Procedures

Activity	Procedure	Reference
Prototyping	HTML	N/A
Software Coding	Java software package.	N/A
System Testing	Test Plan	VMS/PM-1.2.2
Acceptance Testing	UAT Plan	VMS/PM-1.2.3
Software Configuration Management	See section 10.3 of Quality Plan	VMS/T-1.6

Table 6 – Software Development Procedures

9. User Controls

To ensure that effective liaison occurs with the Client, the following procedures will be applied.

9.1 User Requirements Specification

The project will undertake requirements analysis by working closely with the Client to identify the user requirements. An initial user requirements specification will then be issued to Client to determine any required additional requirements. A final version of the document will be issued incorporating the changes. To signify final acceptance, the Client will be required to

sign in the space provided at the front of the document. After the user requirement specification has been accepted by Client, a series of prototypes will be produced.

9.2 Prototyping

The detailed requirements for the software to be developed will be determined by creating a series of prototypes using the HTML development package under WINDOWS. The prototype program will be demonstrated to the Client to determine the acceptability of screen layouts, report formats and methods of operation (menus, function keys, etc). As a result of each prototype demonstration, agreed changes will be included in the next prototype. Hence, each prototype builds on the functionality of the previous until it is agreed with Client that the latest prototype represents the full detailed requirements for the software to be developed.

9.3 System Specification

The Client will be issued with a draft of the document. A meeting will then be held with the Client to explain the document and determine any required changes upon request. A final version of the document will then be issued incorporating these changes. To signify final acceptance, the Client will be required to sign in the space provided at the front of the document. After the system specification has been accepted by the Client any changes required to the detailed software requirement will need to be processed by the change control procedure described in section 10.1.

9.4 Enhancement Specification

As described above for the System Specification.

9.5 User Trial Plan

As described above for the System Specification.

9.6 User's Manual

As described above for the System Specification.

9.7 Acceptance of the Software

User acceptance of the software will be achieved by a User Trial as described in Section 7.3.3. During the trial, the users will be able to use the system in their everyday work and feedback any problems with the system that they discover. At the end of the trial, a meeting will be held at which the users and the project team will agree any changes that need to be made to the software. When the final changes have been successfully completed to the satisfaction of the users, the Client will be invited to accept the software. This will be formally achieved by the Client stating that the system is acceptable in an internal memorandum to Dio Phung.

10. Change Control

The procedures that will be used to control changes to requirements, project documents and software are described in the following subsections.

10.1 Control of Requirements

Change control procedures will only apply after the system specification has been signed off by the Client. Any change request after this time will be processed using the following procedure:

a. a change control request will be submitted by the Client in the form of an internal memorandum to Dio Phung;

b. Dio Phung will evaluate the technical and timescale impacts on the project, and will discuss these issues with the Client;

c. Dio Phung and the Client will jointly decide whether to action the change request; and

d. if they decide to action the request, then their approval will be confirmed in an internal memorandum from Dio Phung and the client.

All internal correspondence generated by the above change procedure will be filed at VMS/T-1.9.2.

10.2 Documentation Control

For all the system and management deliverable documents defined in **Table 2** and **Table 3**, the following document control procedures will be applied:

10.2.1 Reference Numbers

All project deliverable documents must have a reference number. Refer to vms_record_log.xls (VMS/PM-1.3.2) for the reference number assigned.

Reference number format is in this manner: <Project Acronym>/<Lowest Project Folder tag>/<Running Number>

Example: VMS/PM-1.3.2/1

10.2.2 Approval Procedures

The title page and the approval record must be completed by both an Approver and an Authoriser prior to the release of any new version of any project deliverable document.

10.2.3 First Version

When a document is first produced it is entered into the project filing system by entering its name into the File Log tab of the vms_record_log.xls. At this stage, the document will have a title page which shows the document at version 1.

10.2.4 Updated Versions

When a document is amended, the version number of the document will be increased by 1. For example, version 1 would be changed to version 2. The title page will show the new version number and date of amendment. Amendment Record section within the document will be updated at the end of the document to highlight the changes made to produce THIS version. The WHOLE amended document will then be re-issued.

10.2.5 Filing

A copy of each document should be electronically filed in the appropriate sub-file - this includes ALL issued versions of each document.

10.2.6 Review and Update Version Process

a. Always start with _v0.1a. eg. vms_t12_v0.1a.doc

b. Request for internal reviews through email with the subject header. Eg. Email Subject: [MTech] Request for Review: USR v0.1a

c. The reviewer should turn on Track Changes features in Word. Each reviewer who reviews which ever version should name the filename like _v0.Xx._YYYYMMDD_YourNameOrInitials. Eg. vms_t12_v0.1a_20110331_PS.doc

d. Each reviewer who reviews which ever version should name the filename like _v0.Xx._YYYYMMDD_YourNameOrInitials. Eg. vms_t12_v0.1a_20110331_PS.doc

Where Xx is same version as the original document. After that, the reviewer should check in the document to the same folder as the original document.

e. The author may response to the comment of the reviewer's document. Rename the file as _v0.Xx._YYYYMMDD_YourNameOrInitials_YYYYMMDD_AuthorName. Eg. vms_t12_v0.1a_20110331_PS_20110401_Thida.doc

f. Then the cycle repeats until where reviewer(s) have no further concerns or when is ready to release to customer for review.

g. When is ready to release to customer for review, accept all track changes in the document, and is only now, the document will be versioned as 0.1. eg. vms_t12_v0.1.doc

h. The customer will do their review and send back their document, we will suggest to customer to name it the same way as well (as described in point *c*), so that it can be tracked easily.

i. If the customer has comments or concern, the current version of the document will have track changes turn on so that the customer knows where and what are the things changed. And the document version will be v0.2a. eg. vms_ t12_v0.2a.doc

j. Cycle repeats from point *b* to point *g*, until is finally accepted by the customer.

k. If the customer has no further concerns or comments, the document will be duplicated and renamed as version 1.0 to be signed off. Eg. vms_ t12_v1.0.doc

10.3 Software Configuration Management

Throughout the coding and testing of the software, configuration management procedures will not be used. However, when the software has received formal acceptance from The Client, Version 1.0 will be issued and the following procedures will be used:

10.3.1 Issue Log and Change Request

Reports of errors or problems incurred by users while using the system, or suggestions for enhancements will be recorded using an Issue log Form (see Annex B-1). These will be filed at VMS/T-1.9.1 and copied to Dio Phung.

10.3.2 Change Authority.

Dio Phung will review each issue log and will have the authority to decide whether to task for implementation. The approval of the change by Dio Phung will be indicated by an internal memorandum to The Client.

10.3.3 Record of Changes

Each change will be recorded in the Changes Form, filed at VMS/T-1.9.2. The log will specify the modules that were changed and present listing of the changed modules. The lines of code that were changed in each module will be highlighted.

10.3.4 Testing of Changes

The testing and verification of the changes made to the software will be recorded in the JTrac or found in the Issue log Form or Change Form. This log will list the testing activities that were carried out for each change, verify that all tests were successful, that contain the details of the tests and test results.

10.3.5 Software Configuration

A Configuration Log will be kept of all versions of the software that are issued in terms of the program modules that comprise each version and the hardware configuration. This will also make reference to hard copy listings that will be taken of the modules that contain all aspects of each issued version. The log will be filed at VMS/PM-0.

ANNEX A Project Library Index

PROJECT LIBRARY INDEX

A0   TABLE OF CONTENTS

A1   PROJECT MANAGEMENT FILES

A2   TECHNICAL FILES

Note: All project files are primarily filed electronically in SVN Library dedicated for the project with exception on those required hardcopy signatures like Requirement Specification, Test Plan, etc.

For electronic filing, working folders will be set-up as "Ref" listed in A0, A1 and A2.

For hardcopy documents, Project Admin will be the holder of the physical files.

A0	Table of Contents

Ref	**Title**
VMS	**TABLE OF CONTENS**
VMS/PM-0	Record Log

A1   Project Management Files

Ref	Title
VMS/PM-1	**PROJECT MANAGEMENT**
VMS/PM-1.1	**Project Communication**
VMS/PM-1.1.1	External Minutes
VMS/PM-1.1.2	Internal Minutes
VMS/PM-1.2	**Plans**
VMS/PM-1.2.1	Project Plan
VMS/PM-1.2.2	Test Plan
VMS/PM-1.2.3	UAT Plan
VMS/PM-1.3	**QA**
VMS/PM-1.3.1	QA Plan
VMS/PM-1.3.2	Project Procedures
VMS/PM-1.3.3	Reviews
VMS/PM-1.4	**Project Tracking**
VMS/PM-1.4.1	Time Log
VMS/PM-1.4.2	Situation Report Form
VMS/PM-1.4.3	Estimates

A2   Technical Files

Ref	Title
VMS/T-1	**TECHNICAL**
VMS/T-1.1	Infrastructure
VMS/T-1.2	User Requirement Specifications
VMS/T-1.3	**Requirements**
VMS/T-1.3.1	Use Case Model Survey
VMS/T-1.3.2	Use Case Realisation Report
VMS/T-1.4	**Analysis**
VMS/T-1.4.1	Use Case Realisation Report
VMS/T-1.5	**Design**
VMS/T-1.5.1	Architecture
VMS/T-1.5.2	Data Model
VMS/T-1.5.3	Class Report
VMS/T-1.5.4	Use Case Realisation Report
VMS/T-1.5.5	Screen Specifications
VMS/T-1.5.6	Report Specifications
VMS/T-1.6	**Standards & Guidelines**
VMS/T-1.6.1	Database Naming Conventions
VMS/T-1.6.1	Attributes Naming Conventions
VMS/T-1.6.1	Programming Guidelines
VMS/T-1.6.1	Templates
VMS/T-1.7	**Testing**
VMS/T-1.7.1	SIT
VMS/T-1.7.2	UAT
VMS/T-1.8	**Implementation**
VMS/T-1.8.1	User Manual
VMS/T-1.8.2	Operations Guide
VMS/T-1.9	**Configuration Mgmt**
VMS/T-1.9.1	Issues Log
VMS/T-1.9.2	Changes Log
VMS/T-1.10	**Prototype**
VMS/T-1.10.1	User Interface
VMS/T-1.10.2	Technical
VMS/W-9	**WORKING DOCUMENT**
VMS/W-9.1	**Team Members**
VMS/W-9.1.1	Feng Yan
VMS/W-9.1.2	Hazel
VMS/W-9.1.3	Jifa
VMS/W-9.1.4	Peishan
VMS/W-9.1.5	Dio
VMS/W-9.1.6	Thida
VMS/W-9.1.7	Zaw

ANNEX B   Templates & Forms

Annex B–1 Issue Log

Issue Log Form

Project:	VMS	**Report No:**	
Reported by:	The Client	**Date/Time Reported:**	12/02/2012 1000
Contact No:	6123 4567	**Received by:**	
Email:	-	**Date/Time Received:**	

√ Type of Request

[√]   DE - Defect

[ ]   CR - Change Requirement

[ ]   OT - Others

√ Severity of Error

[√]   A - Critical (The function cannot work)

[ ]   B - Essential (Workaround available)

[ ]   C - Desirable (Cosmetic)

[ ]   N/C – Network / Configuration Issue

Description of Problem Report

User ID:	User01	**Date Occurred:**	12/02/2011
		Time Occurred:	1530

In which module that you encountered this problem?   User Account

Brief Description of the problem:

Exception occurred when click on the 'User Account' menu.

Description of Steps Taken when encountered the problem (inclusive of the data items used and screen shots):

1. Login as 'user01'.
2. Click 'Login' button.
3. Click on 'User Account' menu.
4. Exception occurred. Refer to image below.

Screenshots:

Exception screen.

APPROVAL			
DECISION:		**ASSIGNMENT:**	
*Reference/Reason:			

ANALYSIS / RECOMMENDATION

Cause of Defect:

DBCR not executed to add new column.

Analysis Time: **1**   **Man-days**

TEST REPORT

Tested By: _____   **Date:** _____

Item	Files / Documentation Affected
Java files	apps\useraccount\src\sg\edu\iss\vms\useraccount\UserAccountTO.java

Confirmed By: _____   **Date:** _____

Implementation Time: **0.5**   **Man-days**

SITE IMPLEMENTATION

Tested By: _____   **Service Report No:**   - _____

Date / Time: _____

Confirmed By: _____   **Date:** _____

Annex B–2 Change Form

Change Request

Project Name:	Volunteer Management System	**Ref No:**	
Prepared by:	Liu Peishan	**Date / Time:**	
Requested by:	The Client	**Date / Time:**	01/04/2011
Telephone No:		**Requester Signature:**	
Priority of Request:	High / ~~Medium / Low~~	**Supporting Documentation:**	

Type of Request: Enhancement/~~Others~~

Area (~~Application/Module/Program/Hardware/Document/Others~~):

To implement "Pending" status for users' accounts in the system

Description of the Change Request:			
APPROVAL			
DECISION:	Accept [√] Refer [ ] * Reject [ ] *		
ESTIMATE:	**MODULE**	**MAN-DAYS**	
Analysis / Design:	Staff Account	1	
	Volunteer Account	1	
Development:	Staff Account	5	
	Volunteer Account	5	
Test / Implementation:	Staff Account	4	
	Volunteer Account	4	
Documentation:	Staff Account	2	
	Volunteer Account	2	
TOTAL:		24	
ASSIGNMENT:	**Assign to:**	Hazel	
	Start Date:	01/05/2011	

	Target Date:	24/05/2011
	Completion Date:	

APPROVAL -	**DATE:**	
APPROVAL OF CUSTOMER'S REPRESENTATIVE:		The Client
APPROVAL OF TEAM 8S REPRESENTATIVE:		Dio Phung

*Reference/Reason:

ANALYSIS / RECOMMENDATION

Proposed Solution:

Assumptions:

1. User account will be updated with the status "Pending" when activation email is sent and has expired.

Implementation:

1. Changes will be made by adding one more code type for status 'PEN' and value as 'Pending'.

Analysis Time: **1**   **Man-days**

TEST REPORT

Tested By: _____   **Date:** _____

Item	Files / Documentation Affected
SQL map files	• \apps\useraccount\conf\sqlmap\sg\edu\iss\vms\useraccount\UserAccount.xml
Java classes	• apps\useraccount\src\sg\edu\iss\vms\useraccount\UserAccountTO.java
Data Files	• VMSDatabase.sdf
Documentation	• \docs\T-1 Technical\T-1.5 Design\T-1.6.3 Class Report\vms_t1_t1.5_t163_0001_v0.1.doc

Confirmed By: _____   **Date:** _____

Implementation Time: _____   **Man-days**

SITE IMPLEMENTATION

Tested By: _____   **Service Report No:** _____

Date / Time: _____

Confirmed By: _____   **Date:** _____

Annex B–3 Time Log

S/N	Start Date	End Date	Task Description	Hours	Hours Spent To Date	Remarks
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						

Annex B–4 Situation Report

S/N	Start Date	End Date	Task Description	Planned Effort	Effort to Date	Effort to Complete	Total Effort	Remarks
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								

Annex B–5 Review Form

<u>Review Form</u>

Project: **Volunteer Management System**   **Ref No:** _____

Author: _____   **Date:** _____

Review Item: _____

Reviewers:	

<u>Legend:</u>

Status:	Open, Resolved, Closed

Defect List

S/N	Location	Defect Description	Action	Status / Remarks	Verified By / Date
1.					
2.					
3.					

Annex B–6 Amendment Record

AMENDMENTS HISTORY

This is a record of all amendments made to the Document.

Version	Chapter / Section	Page No	Notes of Amendments or Changes

Note: This would be appended at the end of each document.

ANNEX C Amendment History

This is a record of all amendments made to the Document.

Version	Chapter / Section	Page No	Notes of Amendments or Changes
			•
			•
			•
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			•
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