



System Acquisition Procedure



TRIANZ INTERNAL

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1. Introduction

This process addresses the need to have a process approach towards acquiring a new system/product supporting various business processes in an organization. This process details the various steps to be performed while acquiring a COTS software product/application/system.

2. Objective(s)

- Reduce system failure rate in real time environment through acquisition of systems/products systematically.
- Reduce the probability of unexpected system failures.
- Reduce the cost of ownership.

3. Scope

This process is applicable to all systems/products acquired to support the business processes at Trianz.

4. Definitions/Acronyms/Abbreviations

Word/Acronym/Abbreviation	Definition/Description
COTS	Commercial Off the Shelf
RFP	Request for proposal

5. Reference(s)

None

6. Process Description

6.1 System Acquisition Planning

The step initiates the system acquisition process with the definition. Project definition defines the main constraints of the system acquisition project such as time, budget, and project type. Managerial definitions define the review boards, the stakeholders, and the pilot group of the project.

Once the project and managerial definitions are defined, functional and non-functional requirements are developed from the original problem description in the form of user requirements, Use cases, Test Plan, quality requirements, technical requirements

6.2 Analysis

The analysis step shall involve the following procedures,

- Develop an estimate of the custom development effort (in-house)
- Identify Vendors
- RFP
- Testing

6.3 Evaluation of system

This step shall involve final evaluation of the system in order to choose the product. This includes an overall evaluation based on the analysis of the demonstration products from identified Vendors. Once the evaluation is over, feedback shall be sought from relevant stakeholders and a decision on the selection of product shall be taken.

For evaluation of tools, please refer Tool Evaluation Process.

6.4 Purchase

Once the vendor is chosen, the following procedures shall be followed,

- Technical and Commercial Negotiation
- Purchase Order/Purchase Contract
- Identify additional customization requirements

6.5 System Modification and Customization

Once the COTS product is purchased, the acquirer and the vendor shall work together to ensure customization and modification activities happen as per plan. The modified product shall be tested against the test plan to check conformity to the product requirements. The following sub-practices shall be followed during the modification and customization,

- Planning
- Monitoring
- Testing

6.6 Piloting

During this step, the acquired system is deployed to a subset of the systems and tested by a subset of all the end user group members. This is executed in three phases.

Definition: The acquirer of the system shall define the pilot group size, identify the pilot group members, and identify pilot test resources, steps to be followed by the pilot group, pilot test cases

Evaluation: This involves execution of the pilot process steps, grading of the system against the defined criteria, identification of any further modifications, risks factors.

Analysis: the acquirer of the system shall analyze the results out of evaluation; summarize the results in terms of defects/issues as major, minor, cosmetic. A major defect/issue is the miss which must be fixed but cannot be fixed easily. A minor defect/issue is a miss but can be fixed during or after deployment, A cosmetic defect/issue is a miss which should be fixed but does not result in a change.

6.7 Deployment

This step involves deployment of the acquired system into production environment. It involves the following sub-steps.

- Installation: The system is put into production through installation of the acquired system.
- Data reporting: The deployment team shall provide data to the acquirer about work performed, schedule, expenses, and problem reports.

6.8 Transition to Support

Once the deployed system is stable and it is agreed upon by the management to transition the system into an operation/maintenance mode, the system in production is transitioned into a support group for maintaining the system through its life. The following sub-steps shall be followed during transition of the system to support team.

- Identify the Transition Team,

- Prepare a Transition Plan
- Obtain commitments from various stakeholders.
- Transition the system/product.
- Monitor and control the transition process.
- Generate Data report.
- Perform Transition sign off

7 ISO Control Mapping

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Organizational Controls	5.20 Addressing Information Security within Supplier Agreements	System Acquisition Procedure

Document Control

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