1: Tasks

This first task of the project is concerned with coming up with well-defined tasks which need to be followed in order to implement the project successfully. We have carefully studied all the requirements and segregated them based on whether they were explicitly defined as tasks within the requirements document or whether they were not explicitly mentioned in the requirements but were mandatory to be implemented in order to complete the project.

In order to classify the task, we have used the Unified Process which is broadly applicable to different types of software systems, including small-scale and large-scale projects having various degrees of managerial and technical complexity, across different application domains and organizational cultures. The Unified Process fits rights for our project as regards to "Smart Media Ltd" which is considered to be a small-scale one. Most of the companies have put the methodology of Unified Process directly on their company's intranet, which makes it easier for the project team to access and utilize. Some of the strengths provided by the methodology are as follows -

- *The format is easy to use and concise.*
- *Each work step has the following sections: Description, Roles and Responsibilities, Agenda.*
- *The methodology is a detailed guide telling you exactly 'how to' conduct this certain project.*
- *The possible training seminars are based on the methodology, so as the team can understand each part of the design.*
- *The methodology uses Iterative and Incremental Model which is relevant and current. It incorporates the Unified Process and is supposed to use the notation of the Unified Modeling Language for the diagrams. Additionally, Unified Process model is use-case driven process.*

The Unified Process is component based and uses UML for all blueprints. The blueprints can be broken down into 7 steps as mentioned below –

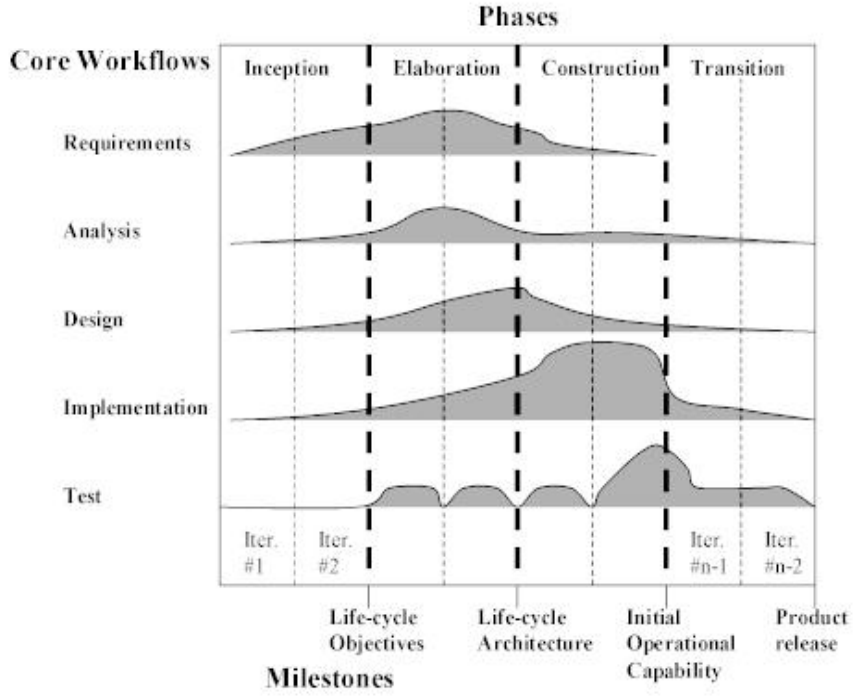
1. *Market Search*
2. *Discovery Interviews*
3. *Preference Interviews*
4. *Side-by-side Testing*
5. *Product Objectives*
6. *Technical Brainstorming*
7. *Business Case*

And what follows, are the stages of:

- *Develop Product*
- *Launch Product*

One of the main characteristics of this process is architecture centric partial implementation of the system which serves to validate the architecture and act as a foundation for remaining development. It means we begin development by the partial implementation of the components which are architecturally significant.

So, according to the four sequential phases of the Unified Process, the project can be divided accordingly –



Inception

- *Establish goals.*
- *Build business case.*
- *Identify essential system requirements.*
- *Initiate risk management.*

Develop architecture.

- *Capture functional requirements as use cases.*
- *Identify non-functional requirements.*
- *Plan the construction.*
- *Continue risk management.*

Construction.

- *Build the system.*
- *Maintain architectural integrity.*
- *Incremental, iterative.*

Transition.

- *Final testing (system testing, acceptance testing, beta testing).*
- *Do user training, documentation, installation, consultation.*

After detailed analysis and thoroughly studying the given case study for Smart Media Ltd, our member management team finalized the following tasks to implement the requested features.

The tasks mentioned under "Task 4" corresponds directly to the Functional Requirements of our Case Study.

While the tasks listed under "Task 1", "Task 2", "Task 3", "Task 5", "Task 6", and two subtasks from "Task 4" represent the higher-level tasks that are not clearly stated in Deloitte's Case Study, but we strongly believe that are part and parcel of our list.

TASK 1 (Planning)

In this part, we describe the steps that we followed so as to have the best format of our plan. We consider these steps of great importance.

- *Prepare Project Plan*
- *Risk Analysis*

- *Submit and get approval for Project Plan*
- *Decide on hardware and software requirements*
- *Resource Planning*
- *Project Kick-off Meeting*

TASK 2 (Analysis & Preparation Phase)

The in depth analysis and preparation phase will help the technical architects/ business analysts to prepare the documents essential as a prerequisite to begin the implementation and test planning for the project.

- *Analysis and Preparation phase*
- *Create Feature Requirement Specification (FRS) from Business requirements Specification (BRS)*
- *Feature Requirement Specification (FRS) signed and approved*
- *Software and Hardware configuration*

TASK 3 (Design Phase)

This group of tasks is not clarified in the requirements document but we consider it necessary in order to implement the requirements.

- *Design of High Level Design (HLD) and Low Level Design (LLD) from Feature Requirement Specification (FRS)*

  This choice of the special way of design is not something selected arbitrarily. Business rules tell an organization what it can do in detail, while strategy tells it how to focus the business at a macro level to optimize results. Put differently, a strategy provides high-level direction about what an organization should do. Business rules provide detailed guidance about how a strategy can be translated to action.

- *Knowledge Transfer Sessions*

TASK 4 (Implementation)

This part describes in a way what is expected to be implemented according to the requirements. We have listed the tasks required to implement the functionality and this is followed by the requirement number which will be implemented by that particular task.

- *Database (DB) Setup (DB membership and DB rights) (Requirements: 1.5)*
- *Create and Initialize customized tables (Requirements: 1.1, 1.33, 1.36, 1. 42 , 1.47, 1.50, 1.55 & 1.57)*
- *DB Access Rights (Requirements: 1.56, 1.57)*
- *Testing of DB Setup (Requirements: 1.8, 1.21, 1.22, 1.31)*
- *Web-Site Design for "Customers/Business Users/Third Party Users" (Requirements: 1.6 ,1.43, 1.52, 1.54, 1.55)*
- *Access Rights Setup for Agents/Business Customers/Third Party Users (Requirements: 1, 1.6, 1.01, 1.03)*
- *Development of "Registration Form" (Mandate Registration) (Requirements: 1.12,1.15)*
- *Development of "Home Page" (Requirements: 1.3 , 1.04)*
- *Development of "Funding/Payment History" Interface (Requirements:1.37, 1.16)*
- *Development of "Help" component (Requirements: NA)*
- *Development of "Claim" webpage (Requirements: 1.3, Manage Claims, 1.26, 1.27)*
- *Development of "Dispute" webpage(Requirements: 1.4 Manage Disputes)*
- *Development of "Search" webpage (Requirements: 1.24)*
- *Development of "Query" webpage (Requirements: 1.12)*
- *Development of "Reporting" webpage (Requirements: 1.23, 1.40)*
- *Development of "Electronic Doc View" webpage (Requirements:1.56)*
- *Development of "Contractual Requirement" webpage (Requirements: 1.4)*

- *Development of a webpage for "potential customers" (Requirements: 1.9)*

The following sets of requirements correspond to the customization/development of the Oracle CRM package which we wish to implement in order to provide support to Smart Media Ltd customers.

- *Oracle Customer Relationship Management (CRM) System Development (Requirements: 1.1 Identify Customer, 1.17, 1.16 , 11.1.8, 11.1.9, 11.1.10)*
- *Search/Query Management Module (Requirements:1.24, 1.44 - 1.55)*
- *Registration of customers, placeholders for potential customers (Requirements: 1.8)*
- *Customer Service Request module (Requirements: Manage Claims/Disputes/Queries, 1.36, 1.44,1.49-1.55)*
- *Update third party data sources (1.13(BR))*
- *Campaign Management Module (1.8-1.11)*
- *Customers details management (Requirements: 1.1,1.3,1.5 , 1.14, 1.31 ,1.57)*
- *Workflow Management and Business Logic Implementation Module (1.19, 1.13, 1.23, 1.28, 1.30, 1.33, 1.34, 1.35, 1.40, 1.41, 1.42, 1.45, 1.46,1.49, 1.50, 1.06, 1.13)*
- *Auditing changes to data (1.31)*

TASK 5 (Test Plan Preperation)

Without a well-defined testing effort, the project will undoubtedly fail overall and this will impact the entire operational performance of the solution. The project manager should pay specific attention to developing a complete testing plan and schedule. At this stage, the project manager should have realized that this effort would have to be accommodated within the project budget, as many of the testing resources will be designing, testing, and validating the solution throughout the entire project life cycle—and this consumes work-hours and resources.

- *Preparation of test plan*
- *Verification and approval of test plan*
- *Installation of the Developed Systems*
- *Unit Testing*
- *Regretion Testing*
- *Integration Testing*
- *System Testing*
- *Performance/Scalability Testing*
- *Bug Fixing*
- *Code Deployment*
- *Customer Acceptance Testing and Bug Fixing*
- *FIRST RELEASE*

TASK 6 (Quality Assurance)

This task is concerned with the operations which maintain the overall quality of the project in terms of non-implementation tasks. These tasks are performed over the entire duration of the project and are often overlooked as they might be considered non-useful for the project. We have taken care to include and assign appropriate time duration for these tasks as well.

- *Status Meetings*
- *Project Documentation*
- *Quality Assurance Check*

There is below a list with the requirements that are not expressed specifically as a task. Most of the non-functional requirements are included in this list and are not expressed as an explicit task. Non-functional requirements specify criteria that can be used to understand in a deeper way the operation of a system, rather than specific behavior of it.

- ✓ Read access: lock data fields so that a record can be updated by only one user at a time.
  (1.02 Non-functional requirement)
- ✓ Web channel: secure access.
  (1.05 Non-functional requirement)
- ✓ Scalability: data received from customers.
  (1.08 Non-functional requirement)
- ✓ Flexibility: data standards.
  (1.09 Non-functional requirement)
- ✓ Distribution: fixed time considerations.
  (1.1 Non-functional requirement)
- ✓ Claims: multiple file formats.
  (1.11 Non-functional requirement)
- ✓ *Synchronization of media database and rights information: near real time.*
  (1.14 Non-functional requirement)
- ✓ GUI: User friendly CS interface
  (1.17 Non-functional requirement)

Tasks that are not explicitly mentioned:
Task 1: Project Planning and all its subtasks
Task 2: Analysis, Preparation Phase, and all its subtasks
Task 3: Design Phase and all its subtasks.
Task 5: Testing Phase and all its subtasks
Task 6: Quality assurance and all its subtasks
Task4: The following subtasks

- *Workflow Management and Business Logic Implementation Module (1.19, 1.13, 1.23, 1.28, 1.30, 1.33, 1.34, 1.35, 1.40, 1.41, 1.42, 1.45, 1.46,1.49, 1.50)*
- *Oracle Customer Relationship Management (CRM) System Development (Requirements: 1.1 Identify Customer, 1.17, 1.16 , 11.1.8, 11.1.9, 11.1.10)*

Tasks that are explicitly mentioned:
Task 4: Implementation and all its subtasks except from those are mentioned above.