	VIETTEL PERU S.A.C	Code: PROCESS.VTP.IT.01
	PROCESS OF RECEIVING AND DEVELOPING SOFTWARE REQUIREMENTS IN VIETTEL PERU	**Effective date: 15/12/2022**
		Times issue: 01

TRACKING TABLE

STT	Page	Amendments	Effective date
		First issued	01/12/2022
		Trial with Product department for 2 months	

	Editor	Review	Approve
Signature	**Nguyen Thi Mai**		

SUMMARY

1. Purpose

Unify the steps to coordinate in receiving and deploying software requirements (new or update), ensuring that all requirements are implemented quickly and with quality assurance.

2. Applied object

Applies to all new requirements, software upgrades, in which:

- The implementing Department: IT Division.
- The required Department: Departments/ Centers/ Branches of the Viettel Peru Company.

3. Responsibility

- All Departments are responsible for compliance and correct implementation of the steps in the process.
- The Process Department periodically checks the compliance regulations and instructions of all Departments.

This document is owned by Viettel Peru. Unauthorized distribution and use is strictly prohibited

2

1. Purpose

Unify the steps to coordinate in receiving and deploying software requirements (new or update), ensuring that all requirements are implemented quickly and with quality assurance.

2. Applied Scope and Object

Applies to all new requirements, software upgrades, in which:

- The perform Departments: IT Division.
- The Requested Departments: Departments/ Centers/ Branches of the Company.

3. Related document

No	Document	Effective date
1	Statement about using BPMN language to draw process 11698/TTr-Process	28/11/2022

4. Definitions and Terms

- *Types of requests:*
  - **New request**: is to develop New software tools or software products.
  - **Upgrade request:** is to Change functionality, or to add more functionality, to change scenarios/features of currently product.
- *Types of request priority:* include 3 priority levels
  - **Level 1: Very Urgent request:** Requirements from Stragtegy Department or Legal Department that need to be fixed error on Telecommunications policies/laws, related laws decrees (Opsiptel, Indecopi,…).
  - **Level 2: Urgent request:** one of types:
    - Requirements are approved by CEO (sign on request form or related document) for promotion service policy, business policy that give big revenue (over 500,000 Sol/ month or over 15,000 subscribers/ month → Trial for 2 months, then give final number).
    - Require Requirements are approved by CEO (sign on request form or related document) for doing State's Regulations, Policy, Decrees…
  - **Level 3: Normal request:** Remaining requirements is not inlclued 2 level above.
- *Customer Experience Assessment:* Applied to software application important products that directly interact with customers (mibitel, web portal,..) or application products that have indirect interactions level one with customers (BCCS, mBCCS) before deploying new or upgrading or adding new features, it is necessary to

assessment customent experience and confirm OK of Marketing Department, according to process of Marketing Department. (*will do this after Marketing Department has process*).

- ***Working day:*** Is a working day according to the Company's regulations: from 8:30AM to 6:30 PM from Monday to Friday.
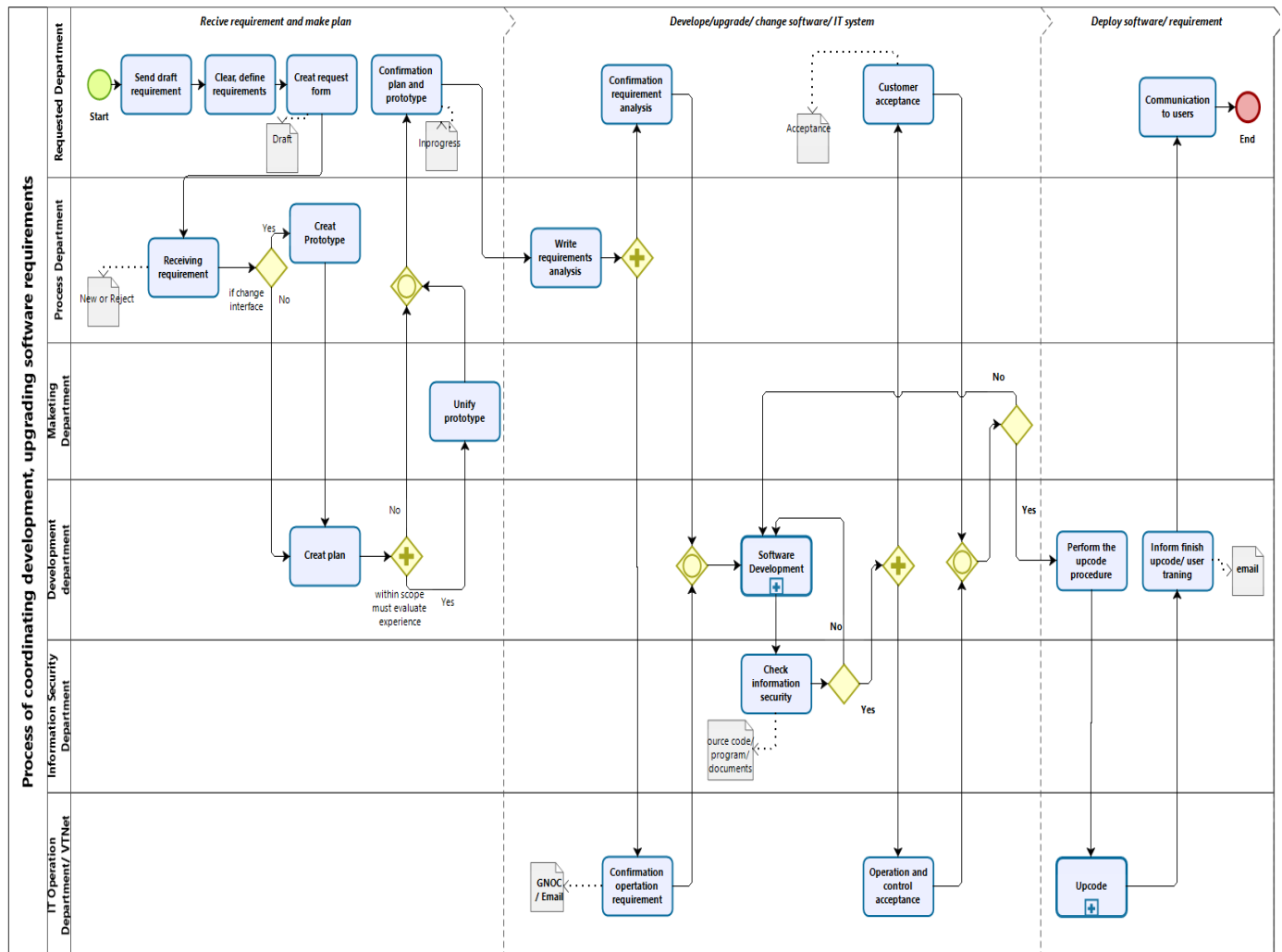
5. Content

5.1 Start event and End event

- **Start event:** The need to build/upgrade/ change software/ IT system of Departments in Viettel Peru
- **End event:** Completion of actual implementation.
- **Input:** The need to build/upgrade/ change software/ IT system.
- **Output:** Record of Customer Acceptance, Requirements are implemented.

5.2 Flow chart of the process

5.2.1 Flow chart

This document is owned by Viettel Peru. Unauthorized distribution and use is strictly prohibited

4

5.2.2 Detailed description of process

No	Step	Responsible Department	Detailed description	Input	Output
1.	Send draft requirement	Request Department	When Request Department needs to build and upgrade the software, must draft request form according to F01 and submit on REQUIREMENT SYSTEM.	Needs to new, upgrade software	Draft software requirements on **F01**
2.	Clear, define requirements	Request Department	Within **3 working days**, Request Department make a meeting with Process Department, Development Department to analyze, agree and come up with a solution that is in line with the product's orientation/trend/roadmap and solutions for doing requirement	Draft software requirements on **F01**	Analyze and build requirements to be completed
3.	Creat request form	Request Department	- After agree on draft request form, Request Department make requirement form must according to **F01**. Requirement form must have enough information: o What function will change, information changes, process - attached regulations, if there is a report, the attached form should be provided. o If there is interaction with other systems, how should the link be specified (provide model if available)? What is the link information? o Describe the quality indicators (KPI) to evaluate the software after deploying. o Clearly number of user; Clearly user oject; number of concurrent users for resource sizing. o If the request involves more than one business department, must be a record/comment of the relevant unit on agreeing to implement the	Analyze and build requirements to be completed	Request form according to **Form F01** approved with: Head of Request Department; Head of Department in charge relate profession/ business; Head of Marketing Department if requirements effect to customer experience and **Draft** on REQUIREMENT SYSTEM.

This document is owned by Viettel Peru. Unauthorized distribution and use is strictly prohibited

5

No	Step	Responsible Department	Detailed description	Input	Output
			requested content. Minutes/comments must be attached to the RF. o How many revenue increas, how many cost decreas - Then sign requirement form by Head of Request Department; Head of Department in charge relate profession/ business; if requirements effect to customer experience must sign more by Head of Marketing Department. If Urgent must sign by CEO after sign related department; - Then Request Department update signed RF on REQUIREMENT SYSTEM on previous draft RF to transfer to Process department for checking. Required information includes: • Implementation unit: Based on the classification of requirements. • Type of request: New Build or Upgrade. • Priority: Very Urgent or Urgent or Normal (In case of Very urgent or Urgent, Request Department must attach the evidence according to Section 4 – Type of priority requirement). • RF Status: **Draft**. • Implementating unit: Chose Department according to list of Product". • Attached file: RF signed for approval according to regulations. *Note:* - Request Department must determine in **advance the mandatory requirements to be performed on time or keep deadline of event: events, festivals**		

This document is owned by Viettel Peru. Unauthorized distribution and use is strictly prohibited

6

No	Step	Responsible Department	Detailed description	Input	Output
			(Noel, Worldcup, New Year ...) **to send in advance to IT** to prepare resources for implementation**.** - With **Very Urgent** requests Request Depatment should send it to the IT Division **as soon as possible** to ensure it is completed on time. If Bitel receives a text from the telecommunications regulatory agency but Request Depatment sending it to IT **later**, Request Depatment is **responsible** to the CEO. - RF must be included in product roadmap of Request Department. - If request is related to the field or business of **other deparment** (investment, finance, human resource, management assesment,...), RF must be consulted and **agree** on the content in RF by **related** Departments. - If Requirements **related to Decrees, laws, telecommunications policies** must be approved by **Legal Department**. - If New product/ Project development requirements: Request Department have Statement approval for creat new Prodcut by CEO and attach it with RF on REQUIREMENT SYSTEM.		
4.	Receiving requirements	Process Department	Process Department receives and checks RF is valid or invalid and reply within **1 working day**: - If RF does'nt have enough content and signs for approval in accordance with Step 3: Process Department will change **Reject** status and update reason on REQUIREMENT SYSTEM. - If the RF has enough content and signed for approval according Step 1: Process Department	Request form according to **Form F01** follwow regulation above	Request form is **Reject** or **New** status on REQUIREMENT SYSTEM

No	Step	Responsible Department	Detailed description	Input	Output
			will change status to **New** on REQUIREMENT SYSTEM. - Process Department discussed with Request Department to clarify requirements, implementation solutions, prepare content to develop.		
5.	Creat Prototype	Process Department	- If requirement changes interface, Process Department creats Prototype according to RF - During the Process Department creats Prototype, Process Department can discuss to Request Department to adjust for suit with current system.	Request form, function/feature will be implemented if the interface changes	Prototype of Request form
6.	Creat plan	Development Department	- Development Department is in charge of coordinating the Process Department, Information Security Department, and IT Operation Department to estimate effort of RF and plan for doing RF: start date, date of customer acceptance test, date of code handover, date of upcode (if system of IT Operation Department operations). KPI for finish RF according to **Appendix 01**. (especially, Very urgent requests must be completed at the request of CEO or Stragtery or Legal Department). - Time for sending estimated effort and plan to Request Department: • Urgent request: **3 working days**. • Normal request: **5 working days**. - Development Department change RF to **Confirm** on REQUIREMENT SYSTEM. Note: **Start date** is:	Prototype of Request form approved with Maketing Department	Effort estimate; If very Urgent: Plan (Start date, end date) for doing Request form If normal: gather to make plan month

No	Step	Responsible Department	Detailed description	Input	Output
			• Urgent RF: Start date is date which RF was changed **Inprogress** of RF on REQUIREMENT SYSTEM • Normal RF: If RF with **Draft** status before 20 of month n, start date is 1st of month n+1. If RF with **Draft** status after 20 of month n, start date is 1st of month n+2.		
7.	Unify prototype	Maketing Department	- For RF is inluded of experience assessment according to Item 1, Process Department send it to Maketing Department for approval. - Maketing Department is responsible for agreeing Prototype by email to Process Department within **2 working days** from the date of receiving request of Process Department	Prototype of Request form	Prototype of Request form approved with Maketing Department
8.	Confirmation plan and prototype	Request Department	- Request Department is reponsible to confirm prototype and plan of RF by email on **1 working day**. - If After **5 working days** since Development Department send request for confirmation, if Request Department does'nt respond, Development Department will reject RF on REQUIREMENT SYSTEM (**Reject** status). Request Department must creat new RF on REQUIREMENT SYSTEM and repeat beginning steps as above. - When RF has confirmed, Development Department change status of RF to **Inprogress** on REQUIREMENT SYSTEM.	Prototype, Effort estimate, Plan	Prototype, Effort estimate, Plan approved by Request Department
9.	Write requirements analysis	Process Department	- After approve plan and prototype with Request Department, Process Department write Requirements Solution documentation (Change	Request form, Prototype	Requirements Solution documentation

No	Step	Responsible Department	Detailed description	Input	Output
			requirements document/ Requirements analysis) according to the Prototype and RF. - Steps to write solution documentation according to software development process.		(Change requirements document/ Requirements analysis)
10.	Confirmation requirement analysis	Request Department	- Process Department send Requirements Solution documentation to Request Department to confirm by email or metting. - Request Department is responsible confirm Requirements Solution documentation by email or sign on document/ metting note within **2 working days** form date Process Department sent request. - How many days Request Department reply late after 2 working days, Development Department can **add those days** to plan of RF. - If affecting other internal business systems (assets, finance, investment, human resources...). Software Development Department needs to agree with Department managing that system. - If Request Department want to change business **less than 10%** effort, Process Department update Requirements Solution documentation and **add effort** and plan according to extra effort. - If Request Department want to change business **over 10% effort**, Request Department consider **canceling** this RF and making a new one for replacing.	Requirements Solution documentation	Requirements Solution documentation Confirmed about business with Request Department
11.	Confirmation opertation and	IT Operation Department	- Parallel if affecting operational requirements (change of database, change of performance,	Requirements Solution	Requirements Solution

This document is owned by Viettel Peru. Unauthorized distribution and use is strictly prohibited

10

No	Step	Responsible Department	Detailed description	Input	Output
	control system		change of configuration) Process Department must get agree with IT Operation Department within **2 working day**. - If new requirements require sizing or resource investment, the IT Operation Department notifies Request Department to do resource investment procedure. The Development Department performs resource sizing for Request Department.	documentation	documentation Confirmed about operation and monitoring system with IT Operation Department
12.	Software Development	Development Department	- Development Department change status of RF to **Develop** on REQUIREMENT SYSTEM (after **1 working day** from confirmed requirement document) and develop software products according to software development process. When creat documents and develop programming, Development department must complies with information security regulations and guidelines. - In case needs server resources, at the latest **10 working days** from the date confirm Requirements Solution documentation, Development Department must complete sizing and send to the Request Department for preparing the procedures for renting/investing the resources.	Prototype, Requirements Solution documentation Confirmed with Request Department and IT Operation Department	Source code, program
13.	Check information security	Information Sercurity Department	- Development Department send documents, source code, program to Information Sercurity Department for checking, scaning Information Sercurity. - Information Sercurity Department send errors and check for fixing all errors.	Source code, program	Source code, program has been checked, scaned information security and Pass

No	Step	Responsible Department	Detailed description	Input	Output
14.	Customer acceptance	Request Department	- Development Department send the acceptance plan to the requesting Department, IT Operation Department and Marketing Department (if related to scope customer experience) all RF will be acceptance test in the next week. - Within **2 working days** from the date of acceptance, the Development Department sends test casr to the Request Department to write the acceptance test case.	Program have qualify for acceptance	Program has been accepted by customers and is eligible for deploy/ upcode. And sign in record acceptance by **Form F02.**
15.	Operation and control acceptance	IT Operation Department	- Request Department, IT department and Marketing department are responsible for completing acceptance test **within 3 working days**. Request Department must acepatance test by acceptance test case. Marketing Department is only required to participate if related to scope customer experience. • If Pass: Request Department, IT Operation Department must sign on Acceptance test record. Request Department give day which want to deploy/ upcode. • If not Pass: Development Department fix error, all Departments unify for new acceptance date. - Development Department must **update user guide** with user manual for requirement that has just been aceptance test is Pass. - After finishing aceptance test is Pass, Development Department change status of RF to **Accepted**, attak signed acceptance test record, date want to deploy on REQUIREMENT SYSTEM **within 1 working day.**	Program have qualify for acceptance	Program has been accepted by IT Operation Department and is eligible for deploy/ upcode. And sign in record acceptance by **Form F02.**

No	Step	Responsible Department	Detailed description	Input	Output
16.	Perform the upcode procedure	Development Department	After finishing aceptance test is Pass and according to date want to deploy, Development Department prepare all procedure for upcode/ deploy follow by regulation.	Program is eligible for deploy/ upcode	All procedures, documents to deploy/ upcode according to regulations
17.	Upcode	IT Operation Department/ VTNet	- IT Operation Department coordinate with Development Department deploy/ upcode following rules: • Very Urgent RF: Follow plan of Legal Department or CEO. • Urgent RF: date finish acceptance test + **2 working days** • Normal RF: date finish acceptance test + **5 working days** - If Request Department does'nt want to deploy immediately, Request Department must notify to Development Department within 1 working day after finish acceptance test. Deploying plan depend on Request Department but not last more than 1 month.	All procedures, documents to deploy/ upcode according to regulations	Program is successful deployment/ upcode
18.	Inform finish upcode/ user traning	Development Department	- After deploy/ upcode successful, within 1 working day Development Department must do: • Send email notification to Request Department to get information. • Update status of RF to **Close** and attack evidence on REQUIREMENT SYSTEM. - Development Department coordinate with Request Department trains Request Department folow software development process.	Program is successful deployment/ upcode	Email to Request Department to notify successful deployment/ upcode

No	Step	Responsible Department	Detailed description	Input	Output
19.	Communication to users	Request Department	Within **5 working days** after deploy/ upcode successful, Request Department must send formal document to users by **Form F03.** In Form F03, Request Department must describe **link** to new requirement that is deployed and **user guide** (sreeen capture and detailed how to use this function).	Program is successful deployment/ upcode	Send formal document to users by **Form F03.**
20.	Closed	Process Department	- After deploy/ upcode successful, within 1 working day Development Department must Update status of RF to **Close** and attack evidence on REQUIREMENT SYSTEM.	Program has completed deployment and has a confirmation of successful deployment	Update status of request form on REQUIREMENT SYSTEM

This document is owned by Viettel Peru. Unauthorized distribution and use is strictly prohibited

14

6. Appendix
- Request form: F01
- Acceptance Test: F02
- Form for communication to users: F03
- KPI for completion RF time by effort: Appendix 01