EXTERNAL DESIGN PHASE

Purpose: The External Design Phase determines the functionality and the environment specific design details (including hardware, report and screen layouts, interfaces, databases, program and job description). It is the "users" view of the system.

Life of the Phase: These tasks occur after the completion of the Analysis Phase. At the end of this phase the Internal Design Phase begins. However, there may be a need to return to the External Design Phase after its approval if a later phase surfaces the unexpected.

STEP 1: Conduct Customer Interviews

Get system specifications from all affected customers that are identified in the Investigation Report. Document the results of each interview. Give a copy of the interview to the customer for verification. The information may include:

System functions, input, and Outputs	Determine the crucial *functions*/elements, inputs and outputs of the system. (I.e., what process can not be completed if something does not exist – Function = Reconcile FGI; Element= XXX00004R needs to print prior to prior to 5:00am). Reference the Activity Model in the Analysis Phase.
Sequence of key steps for each function.	Define/reiterate the key steps for each function within the system. (I.e., process function – ship pallet; key steps = identify an order to ship against and what truck to use, generate shipping labels and documents).
Current and Future hardware	A list of hardware to be used, how, when, and by whom new equipment will be obtained and installed, and its purpose.
Design Assumptions	A list of assumptions that the customer(s) are making about the system (i.e., availability of the system, security, timing of reports, number of copies of reports, who receives the reports, what equipment will be used, how the systems interfaces with the business process). Include the customer's FURPS (Functionality, Usability, Reliability, Performance, and Supportability) assumptions. See Appendix D for a definition of FURPS.
Non-standard tools recommended for use.	A list of tools the customer will be using that are not the recommended IT standard tools.
Report Layouts*	Develop a physical representation of all reports needed and affected by the request.
Screen Layouts*	Develop a physical representation of all screens needed and affected by the request.
Security Issues.	Define what security the customer wants to implement for the system. (I.e., who has access to screens and reports, who can maintain data).
Timing of Events	Define what specific time specific events must occur. (I.e., a report will be printed by 5:00am on the first working day of the month, data will be updated at 2:00pm).