



Statement of Work

DFAT

Job Vacancies
Redevelopment
& Hosting Solution

Phase 2

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6/08/14

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1 Document Control & Project Approval

By signing this document the Client representative named below authorises Isobar to undertake the project on the terms outlined in this Statement of Work.

Document Control	
Author	Mitzi Polacsek
Version	2.1 minor amends, timeline and payment schedule updates
Reviewed By	Tom Ashmor & Bree Winchester
Status	Final for client approval
Release Date	Wednesday 6 August 2014

Approval to Proceed	
Client Name	
Position	
Signature	
Approval Date	

2 Purpose

The key purpose of this document is to record and agree on the details required to successfully complete the project for the **Department of Foreign Affairs and Trade (DFAT) Job Vacancies Redevelopment and Hosting – Phase 2 (Development)**.

This document contains information essential for the effective management of this project, and is hence intended for the reference of the Isobar team and the client.

The document establishes the project scope and cost estimates for this project. It provides a background to outline context, an approach to describe the approach, and a schedule to visualise the rollout plan.

The core project team including stakeholders are listed to define roles and responsibilities.

This document captures details of the known requirements, recognised assumptions, and identified risks that may arise during the project that will need to be mitigated to reduce impact to the project.

Both the budget and payment schedule necessary to commence and complete the project are itemised.

A change control process is detailed to ensure that if any impact occurs to the project due to change it is managed effectively.

A warranty and rights on any intellectual property are recorded for transparency.

3 Background

DFAT's current process for job applications from candidates involves a third party application that is embedded as an iFrame into the website. DFAT would like to incorporate the application process into the website so it is a more seamless and straightforward process for potential job applicants.

The major constraint with integrating the job application form is the current hosting environment, as it is not dynamic as currently the server output is static HTML. Therefore to enable an integrated job application form, a new hosting environment is required.

Isobar has assisted DFAT in identifying a new hosting provider; the establishment of the new environment is included in this project. However the on-going support and maintenance of the new hosted environment is specified and costed in a separate Statement of Work.

Due to the complex nature of the security and hosting requirements, this project has been split into two phases;

1. Analysis Phase

The Analysis phase has been completed separately, the findings of which informed the technical direction, Hosting Provider and architecture required for the new hosting environment. Additionally the user experience activities were completed to detail how the job vacancies form should function.

2. Production Phase

This Statement of Work (SOW) covers Phase 2, the production phase and includes these main deliverables:

1. Updates to the existing Careers pages and the Contact us page on the website
2. Redevelopment of the Job Vacancies form within the responsive website framework
3. New hosting setup with the chosen provider, Secure Collaboration. DFAT will have Isobar as the one point of contact and Isobar will deal directly with Secure Collaboration.

As the license for the third party application ends on 31 October 2014, the new job application system and new hosting solution need to be live by or as soon as possible after that date.

Supporting documentation includes:

- **Proposal**

DFAT_Isobar_Proposal_Job Vacancies @140520.docx

This document outlines the proposed approach for Phase 1.

- **Wireframes (Careers Pages)**

20140626_DFAT_Careers_SML.pdf

This document has the wireframes for the Career Pages updates and is the basis for the Design phase.

- **Wireframes (Form)**

20140626_DFAT_Forms_SML.pdf

This document has the wireframes for the Career Pages updates and is the basis for the Design phase.

- **Hosting & SAM**

DFAT SAM Hosting - SOW @140707.docx

This document outlines the ongoing hosting costs for the website and the support and maintenance agreement details which are out of scope for this SOW.

4 Key Project Personnel

4.1 Client Contact

Name	Position	Contact Details
Greg Mosey	Project Manager Systems Development Section ICT Development Branch Information Management & Technology Division	02 6261 2572

4.2 Client Project Stakeholders

Name	Position	Contact Details
Kuhan Sivalingham	Solution Architect	02 6261 3271
Duncan	Chief Technology Officer	Via Greg Mosey

4.3 Isobar Key Project Members

Name	Position / Role	Contact Details
Bree Winchester	Account Director	02 6122 4214
Mitzi Polacsek	Project Manager	02 6122 4212
Tom Ashmor	Executive Technical Director	03 9696 8333
Angus Campbell	Experience Designer	02 8094 6971
Joe McKinley	Art Director / Designer	02 6122 4201
Sam Brunno	Front-End Developer	02 6122 4219
Sid Mansukahni	Back-End Developer	03 9696 8333
TBA	Back-End Developer	TBA
Zulkernine Risvi	Tester / Quality Assurance	02 8094 7590
TBA	Tester / Quality Assurance	TBA

5 Approach

Isobar will use a responsive design approach to visually bring the wireframes to life, using the current style guide on the existing website. The responsive design will ensure mobile devices are considered first, with tablets and desktops also considered. To deliver the requirements of this project, the following 4-phased approach is summarised as:

5.1 Design

The Design phase involves both the creative design and technical design. The creative design involves taking the wireframes and turning them into interface designs and the technical design, which involves producing a Technical Design Document (TDD), this is created by the both the front-end and back-end developers and it informs the development process. DFAT will be provided all design artefacts to review and approve, before the next phase will commence.

5.2 Development

The front-end development will start once the interface designs are approved. Front-end development involves developing the designs into responsive templates so that the form can function across desktop and different mobile devices. In order to meet the deadline, front and back-end development will happen in parallel. The backend development will start with a Proof of Concept (POC) to address the security environment.

5.3 Quality Assurance

Quality Assurance starts with an internal round of testing and bug fixing. This ensures that the updates are functioning correctly and are displaying correctly for the targeted devices. Once the internal review process is complete, the site is given over to the client for User Acceptance Testing. Client feedback is prioritised and refinements are made before delivering the site for approval.

5.4 Deployment

Once the site is approved by the client, the back-end developer will deploy the changes live. This will be in the new hosting environment with Secure Collaboration. After the site is live, one final round of testing is undertaken to ensure that all files have been carried across to the live environment. There is an allowance for the front and back-end developers to make any final fixes. After the deployment, a training session will be conducted for the CMS users on the new process.

6 Project Scope

The scope of this project is defined below. Changes to the project scope are possible and are governed by the Change Control process outlined in this document.

6.1 Design

Resources

Creative Designer/Art Director (100%)

FED (100%)

BED (100%)

Project Manager (20%)

6.1.1 Creative Design

- Upon approval of this Statement of Work and wireframes, the creative designer will transform the approved wireframes into the interface designs.
- The designer will ensure that the colours meet the minimum contrast requirements for WCAG AA compliance.
- The designs will undergo an internal Isobar review where the front-end developer will oversee the designs and any refinements will be made before delivery to the client.
- Following internal approval, the designs will be then delivered to the client for review; one round of refinements will be made and then delivered for approval to proceed to the next phase.
- Please note that due to the nature of web development and responsive design, there may be instances where issues with the interface design may not be apparent until the development or testing stage. Please note that some flexibility is required by all parties when approving responsive designs. Our designers, front-end developers and testers will work closely to minimise rework; however, some tweaking may be required.

6.1.2 Technical Design Document (TDD)

- From the approved wireframes, the front-end developer and the back-end developer will produce a TDD that will outline all the technical and functional details of the project.
- If the TDD changes the scope from the understood requirements, then Isobar will use this TDD to confirm the scope and re-estimate the remaining phases if required. If the budget cannot be adjusted, the scope will need to be revised.

6.1.3 In scope for Design

The following items are in scope for this activity:

- Interface designs to update the Careers section pages, including:
 - Careers Overview page
 - Roles & Vacancies listing page
 - Role page
 - Current Vacancies page
 - Position Description page
 - My Applications
 - Login page
 - Logged in page
 - Contact Us page (include FAQs section re applications).
- Creation of interface designs for the form, including:
 - Disclaimer
 - Steps 1 to 6
 1. Personal Details (including picture upload)
 2. Partner & Relationship
 3. Education & Employment (including CV upload)
 4. Extra-Curricular
 5. Extended Response
 6. Review & Submit
- Creation of a Technical Design Document (TDD)
- One round of client refinements for interface designs
- Project management
- Travel costs allowance of up to \$1,250 is included for this phase.

6.1.4 Out of scope for Design

The following items are out of scope for this activity:

- Any designs other than those outlined in the wireframes

- Any further Experience Design work (e.g. wireframes, information architecture)
- Design for mobile devices other than those listed in the **Supported devices and operating systems** section
- More than one round of client refinements for the designs
- Stock photography, searching and license costs
- Fonts licensing costs (if required, Isobar will use free fonts where available)
- Content creation including copy, photography and video.

6.1.5 Assumptions for Design

The following assumptions have been taken into consideration as part of this activity:

- Designs are based off approved wireframes
- Interface designs include two layouts, one for desktop and one for mobile devices
- Branding and creative design will follow the same guidelines as the current DFAT website
- Functionality is based off approved wireframes
- If more interface designs are required than what has been outlined in the wireframes a Change Request may be required if they cannot fit within the budget.

6.1.6 Deliverables for Design

- Interface designs for the form and careers pages (as listed above) for client review
- Interface designs for the form and careers pages (as listed above) for client approval

6.2 Development

Resources

Front-end developer (100%)

Back-end developer x2 (100%)

Project Manager (20%)

6.2.1 Front-End Development

- Once the designs are approved by the client, front-end development commences to produce responsive page templates in core front-end technologies: HTML, CSS and JavaScript.
- The front-end developer will do a review of the code to ensure that it meets WCAG AA compliance.

6.2.2 Back-End Development

- Back-end development can happen in parallel to front-end development and starts with a POC to ensure that the solution addresses all necessary security requirements. This will need to be approved by DFAT before any further work can continue on the security aspects.
- While the POC is happening, a second back-end developer will perform the Sitecore upgrade and database setup.
- When the front-end templates are complete, they are handed over to the back-end developer who implements them into the Sitecore CMS.

6.2.3 In scope for Development

The following items are in scope for this activity. Please note that this list may need to be revised following the TDD.

Front-End

- Careers Section
 - Careers Overview page
 - Roles & Vacancies page
 - Role page
 - Expectations
 - Current Vacancies
 - Profiles
 - FAQs
 - Eligibility
 - Position detail
- My Applications
 - Login page
 - Logged in page
- Contact Us page (FAQ inclusion)
- Application form
 - Disclaimer
 - Steps 1 to 6
 1. Personal Details (including picture upload)
 2. Partner & Relationship
 3. Education & Employment (including CV upload via desktop and Android devices)

from 2.2 – Froyo onwards)

4. Extra-Curricular
5. Extended Response
6. Review & Submit

- Confirmation page
- Custom form validation
- File upload/saving
- Unit testing
- WCAG review and refinement
- Back-end integration
- Project management

Back-end

- Proof of concept
- Integration with Sitecore CMS
- Sitecore upgrade
- Database schema
- Database schema/stored procedures
- Data layer development
- Scan form attachments
- Sitecore form configuration template/items
- Sitecore form templates
- Sitecore form workflows (no customisation required)
- Form security (authentication/communication)
- Form integration/controls (dynamic generation for specific sections, for example Job experience)
- Manage my applications
- Job listing page (including filters, SC search)
- Job details page
- Site exporter (10 mins service)
- Form server
 - Download application
 - Decryption application
- Sitecore basic workflows for new web updates procedure

- Selenium automatic scripts for the forms
- A secure 3 way handshake form submission
- Custom, standalone job decrypt application
- Form Server download web application
- Project management
- Technical direction
- Travel costs allowance of up to \$1,250 is included for this phase.

6.2.4 Out of scope for Development

The following items are out of scope for this activity:

- Ability to upload a PDF or Word document (CV) via an iPhone or iPad, this is a limitation of the iOS software. For iOS devices, the alternative option for users to add a URL to their Dropbox, Google Drive or a portfolio where their resume is hosted.
- 'Forgot password' functionality, this is not required to be implemented due to security reasons. If a user has forgotten a password, they will need to create a new account.
- Customisation of the Sitecore workflows for web updates approvals; the 'out of the box' solution is adequate.
- Optimisation for browsers and mobile devices other than those listed.
- Development of any further templates or functionality/features other than those outlined in the wireframes.
- Form Builder functionality. DFAT will only be able to edit existing parts of the form as shown in the wireframes.

6.2.5 Assumptions for Development

The following assumptions have been taken into consideration as part of this activity:

- DFAT to provide XML schema by the start of development.
- Development time is based on the wireframes.
- Breakpoints for the responsive interface will follow the same guidelines as the DFAT website and any necessary adjustments will be determined during the development phase.
- Functionality is based off the wireframes.
- Career pages and form are to be responsive.
- JavaScript must be enabled at all times in order to securely submit the Job Vacancies form.

6.2.6 Deliverables for Development

- Proof of concept for DFAT security team to review
- Website ready for internal testing.

6.2.7 Supported Devices and Operating Systems

Desktop Browser Support

Isobar will be testing the site on the browsers detailed in the table below. Chrome and Firefox both operate on a rapid release schedule with new versions of the browser released every few weeks or less, rather than monthly or yearly time frames like other browsers. As both browsers also have automatic updating built in, uptake of new versions by users is relatively quick (usually within the month at most). Due to this, testing should always be performed on the current version of the browser available at the time of testing. As such, Chrome and Firefox browser versions will be confirmed at time of testing and communicated to client as part of testing plan.

Browser	OS	Version
Internet Explorer	Windows	9 – 11*
Safari	OSX	6-7*
Firefox	Windows or OSX	Latest version at time of testing*
Chrome	Windows or OSX	Latest version at time of testing*

* Site will degrade gracefully to a reasonable level for older versions.

Please Note

Browser testing is focused on those with current significant market share. The table above reflects the current market. If the time between the writing of this document and development is significant for whatever reason the above list is subject to change.

Forwards compatibility to browsers released by vendors after development cannot be guaranteed.

While we adhere to current development standards and best practices, changes by browser vendors can result in issues rising in new versions. As such these issues are treated as out of scope to the developed product.

Mobile Browser Support

The device landscape is ever changing with frequent operating system releases and customisations completed by some phone carriers for flavours of Android making testing challenging. It is impossible to test every possible combination. At Isobar we maintain a large device library with current operating systems for testing of websites. Isobar will be test with a subset of the following devices with associated operating systems chosen broadly from new and older devices to assess device performance as well.

Operating System	Browser	Test Device
iOS <ul style="list-style-type: none">• 7.x• 6.x	Safari (native)	<ul style="list-style-type: none">• iPhone 5• iPad 3
Android <ul style="list-style-type: none">• 4.4, Kit Kat• 4.1.x – 4.2.x, Jelly Bean	Native	<ul style="list-style-type: none">• Google/LG Nexus 5• Google/Asus Nexus 7

Please Note

Device testing is focused on those with current significant market share including web browser on the device. The table above reflects the current market. If the time between the writing of this document and development is significant for whatever reason the above list is subject to change.

Forwards compatibility to mobile operating systems and browsers released by vendors after development cannot be guaranteed. While we adhere to current development standards and best practices, changes by vendors can result in issues rising in new versions. As such these issues are treated as out of scope to the developed product.

6.3 Quality Assurance (QA)

Resources

Tester x2 (100%)

Project Manager (20%)

6.3.1 Quality Assurance

- Once the development phase is complete, the developer will host the site on the Isobar secure staging site which only allows nominated IP addresses to gain access.
- The tester will perform a system test to test the functionality and perform a cross-browser/device test to ensure that the site responds adequately for the required mobile devices.
- The tester will also run tests to ensure that the website meets WCAG AA compliance and a report will be produced for the client. At this stage, any bugs and issues will be addressed by the designer, front-end and back-end developers as required.
- Once the issues are verified as resolved by the tester and the site will be delivered to the client for User Acceptance Testing (UAT).
- Following feedback from the client, Isobar will make one round of minor refinements to the site. Please note that if the required refinements are extensive and will not fit into the budgeted time available, the Project Manager will provide a Change Request form outlining time and cost impacts for approval by the client before proceeding with the work.

6.3.2 In scope for QA

The following items are in scope for this activity. Please note that this list may need to be revised following the TDD.

- Selenium tests execution
- Quality assurance
- Bug fixing
- UAT
- Allowance for minor refinements following UAT, one round only
- Project management

6.3.3 Out of scope for QA

The following items are out of scope for this activity:

- Testing for browsers and mobile devices other than those listed
- More than one round of refinements following UAT.

6.3.4 Assumptions for QA

The following assumptions have been taken into consideration as part of this activity:

- Testing will only be done on the devices listed
- Refinements from UAT will be minor
- Only one round of refinements will be done.

6.3.5 Deliverables for QA

- Website on secure staging server ready for UAT
- Website on secure staging server ready for client approval.

6.3.6 Supported Devices and Operating Systems

Please see detailed listing under Development section **6.2.7. Supported Devices and Operating Systems**.

6.4 Deployment

Resources

Back-end developer (100%)

Tester (50%)

Front-end developer (10%)

Project Manager (20%)

6.4.1 Deployment

- The back-end developer will work closely with the new hosting provider, 'Secure Collaboration' to migrate the website, including the new application form, over to the new hosting environment.
- Upon site approval after the UAT process, the back-end developer will package up the website and deliver it the hosting provider to upload to the live environment.

- Following the website going live, the tester will perform one final round of testing to ensure that all files/functionality has been carried over to the live environment.
- Once the site is live, Isobar will conduct a training session for the DFAT staff that will be making the updates to the site to demonstrate the new process.

6.4.2 In scope for Deployment

The following items are in scope for this activity. Please note that this list may need to be revised following the TDD.

- Server setup/solution installation
- Migrating site to new host provider
- Management of new hosting environment setup
- Liaison with Secure Collaboration
- Deployment of live site
- Post Verification Testing (PVT) including minor fixes
- Training for DFAT staff on new website updates process (includes a 2 hour session in Canberra and supporting documentation)
- Travel costs allowance of up to \$1,250 is included for this phase.
- Hosting setup costs for both Isobar and Secure Collaboration are included.

6.4.3 Out of scope for Deployment

The following items are out of scope for this activity:

- Any change requests, only fixes to be performed at this stage
- Testing for browsers and mobile devices other than those listed.
- Training for more than 2 hours
- Training Documentations
- Hosting ongoing costs (this is out of scope for this SOW)
- Support & Maintenance (this is out of scope for this SOW)

6.4.4 Assumptions for Deployment

The following assumptions have been taken into consideration as part of this activity:

- No major changes are required at this stage
- Availability of hosting provider to arrange the migration to the new environment

6.4.5 Deliverables for Deployment

- Updated website live
- Training with supporting documentation

6.4.6 Supported Devices and Operating Systems

Please see detailed listing under Development section **6.2.7. Supported Devices and Operating Systems.**

7 Project Risks

Risk Description	Severity (H/M/L)	Strategy for Mitigation	Contingency if risk occurs
Personnel changes at client or supplier delays project	M	None	Hand project over to next most qualified staff-member and arrange a security briefing ASAP
Mobile devices dimensions radically change during the project	L	Isobar will check the most current statistics before the design phase to ensure we are building the latest specifications.	If statistics show high usage, we will issue a Change Request for client approval to include the new device.
Client feedback and approvals are delayed	H	Isobar have highlighted the tight timeframes through the project duration and will continue to ensure deadlines are clear at each stage	Adjust timeline or adjust scope if timeline cannot move.
Timeline is not sufficient for new job application form to be implemented by the deadline	M	Keep client up to date on all hard deadlines for project to ensure that we keep on track.	Isobar to discuss options with client e.g. may need to hold off on having applications open until new form and hosting environment is live or brief more people to work on the project or extend the HRX contract.
The client is unable to work with the host provider in order to properly configure the Form Server with their terminal	H	Keep client up to date on all hard deadlines for project to ensure the task is complete.	Isobar to schedule time with host provider to complete the configurations and assist where possible.
Delay in deploying the site to live environment by hosting provider	H	Give hosting provider enough notice to allow them to organise deployment.	Liaise with hosting provider to get it live ASAP.

8 Project Schedule

Project Phase	Expected Start Date	Expected End Date
1. Design	Mon 18 August 2014	Fri 29 August 2014
2. Development	Mon 18 August 2014	Fri 17 Oct 2014
3. Quality Assurance	Mon 20 Oct 2014	Fri 28 Nov 2014
5. Deployment*	Mon 1 Dec 2014	Fri 19 Dec 2014

*Go live date is currently scheduled for Thursday 4 December 2014.

8.1 Assumptions to schedule

The Project Schedule assumes the following:

- Contract signed by Mon 18 August 2014. If the start date is delayed, it will impact on the rest of the project and the final delivery date.
- Development will require an additional back-end developer and an additional tester to be security briefed in order to meet the deadline. A security briefing will need to be arranged ASAP.
- Changes to project scope may result in changes to the project schedule as per the Change Control process outlined in this document.
- Client feedback is consolidated and timely. Please note that client feedback for UAT has been set at 5 days. If a longer turnaround period is required, overall timings will be affected.
- Content and assets are delivered in a final, approved state ready for integration.
- Isobar recommends moving to the new hosting environment at the same time (and not before) the new job application form is ready to go live as this will be more efficient and less complicated.

9 Budget

The following budget is required to deliver the in scope items and deliverables of this project. All figures are in \$AUD and are exclusive of GST.

Project Phase	Price excluding GST
1. Design	\$ 45,600
2. Development	\$157,800
3. Quality Assurance	\$ 65,700
4. Deployment	\$ 28,650
Sub Total	\$297,750
External Costs	Price excluding GST
Travel Allowance	\$ 5,000
Hosting Setup	\$ 7,200
Hosting Customisation Allowance (Cost TBC)	\$ 5,000
Sub Total	\$ 17,200
Total	\$314,950

9.1 Assumptions to budget

- Changes to project scope may result in changes to the project budget as per the Change Control process outlined in this document.
- Any change requests after sign-off (at any stage of the project) will incur additional costs.
- Client feedback is consolidated and timely.
- Content and assets are delivered in a final, approved state ready for integration.
- Project management time is included in the cost for each phase. Project management time is worked out as a percentage of project time. Therefore, if scope increases, more project management time will be required. More project management time may also be required in the case of the project running longer than the original timeline.
- There is an allowance of \$5,000 (excluding GST) for any travel required during the life of the project. This equates to \$1,250 (excluding GST) for each phase. If there will be more travel required than the allowance, Isobar will issue a Change Request for client approval prior to booking any further travel.

-
- Hosting setup costs for Secure Collaboration and Isobar are included. Costs for ongoing hosting are not included in this SOW; please see the Support & Maintenance Agreement document for details on hosting costs.
 - Please note that the costs for Hosting Customisation are an allowance and cannot be confirmed until DFAT and Secure Collaboration discuss requirements directly. Should the amount exceed the budgeted amount as stated in this SOW, a Change Request will be issued.

10 Payment Schedule

The following payment schedule applies for this project. All costs are in AUD, are exclusive of GST and fall due 30 days from date of invoice unless otherwise stated.

Month	Project Milestone	Amount due
August 2014	1. Design	\$ 46,850
October 2014	2. Development	\$159,050
November 2014	3. Quality Assurance	\$ 66,950
December 2014	4. Deployment	\$ 42,100
Total excluding GST		\$314,950

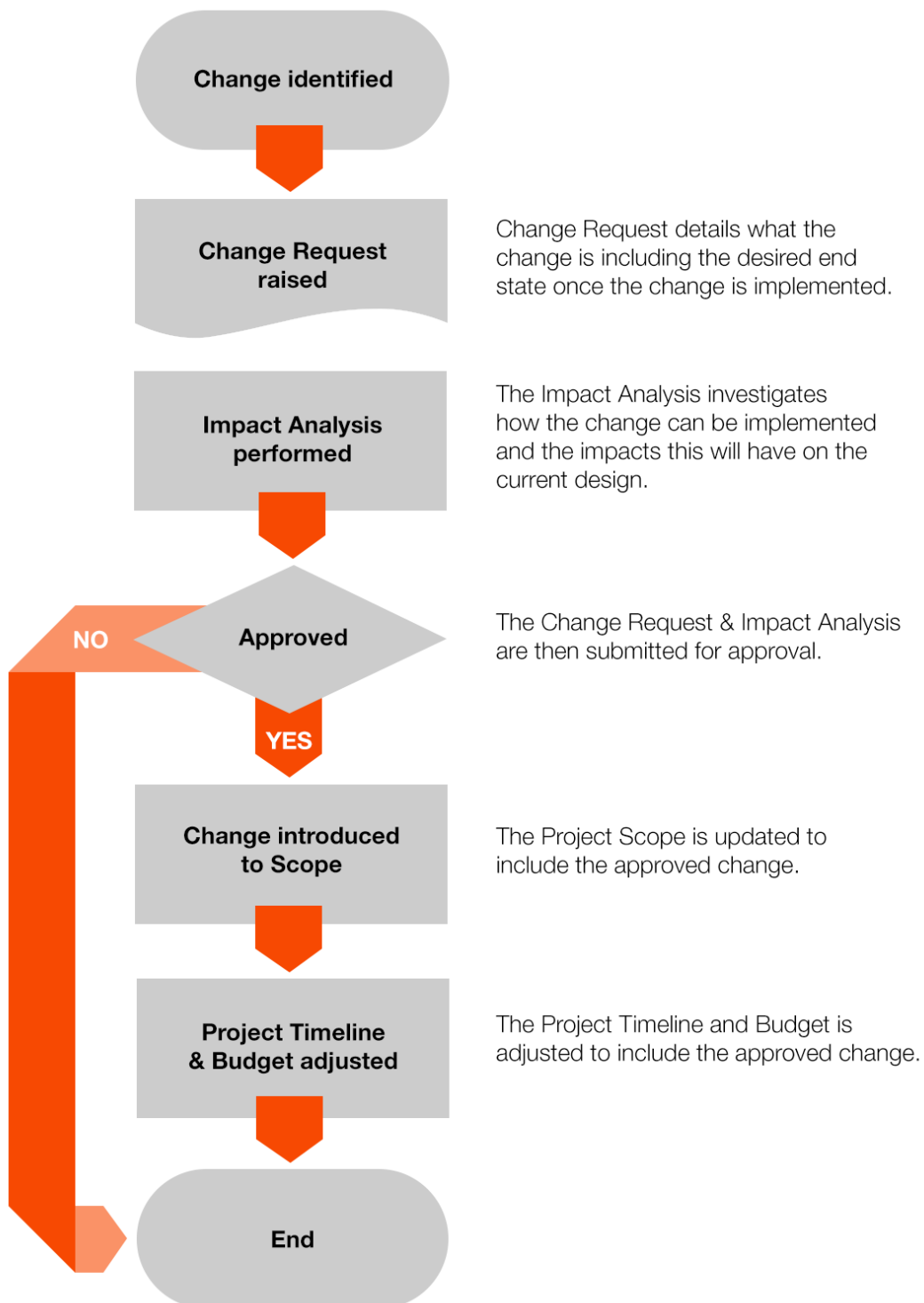
10.1 Assumptions to payment schedule

The Payment Schedule assumes the following:

- Changes to project scope may result in changes to the budget and payment schedule as per the Change Control process outlined in this document.
- Invoices will be issued at the end of each month as stated above.

11 Change Control

Changes to project scope and by definition project budget and schedule are to be managed by the Change Control process outlined below.



12 Warranty

Isobar warrants all code produced under this Statement of Work against bugs and defects for a period of ninety (90) days from acceptance by the client or instruction to deploy to a live environment, whichever comes first.

Isobar will use its best efforts to remedy free of charge, within business hours, any defects within the Warranty period provided that:

- a) the defect is reported to Isobar within the 90 day period; and
- b) the defect is reproducible; and
- c) the defect has arisen from proper use in accordance with all manuals supplied or procedures communicated by Isobar to the Client; and
- d) the defect is attributable to the faulty workmanship or design Isobar; and
- e) the code produced by Isobar has not been altered by a third party; and
- f) the Client provides Isobar with all facilities and information reasonably required by Isobar for the detection, investigation and remedying of the defect.

13 Intellectual Property

- a) Wireframes, interface designs, digital assets and documentation created by Isobar in providing the Services shall be the Intellectual Property of the Client on payment of fees due.
- b) Isobar grants the Client a royalty free, non-exclusive, irrevocable, non-transferable licence to use its Intellectual Property in relation to the purpose for which the Client has sought Isobar to provide the Services.
- c) Isobar warrants to the Client that in its reasonable belief use of its Intellectual Property in the provision of the Services shall not infringe the rights of any third party.

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