

body { font-family: 'Arial Unicode'; font-size: 11pt; line-height: 1.35; } h1 { color: #0B3558; font-size: 20pt; margin-bottom: 6pt; } h2 { color: #0B3558; font-size: 14pt; margin-top: 12pt; } h3 { color: #0B3558; font-size: 12pt; margin-top: 10pt; } p { margin: 4pt 0; } ul { margin: 0 0 6pt 18pt; } ol { margin: 0 0 6pt 20pt; } table { width: 100%; border-collapse: collapse; margin-bottom: 8pt; } th { background: #F0F4F8; font-weight: bold; } th, td { border: 0.5pt solid #D3DADF; padding: 4pt; } blockquote { border-left: 3pt solid #0B3558; padding-left: 6pt; color: #333; }

Workflow Playbook – Development Delivery

Goal: Deliver the validated product scope from ready-to-start through production release with zero critical incidents.

1. Quick Reference

- Trigger: All docs/design validated + commercial agreement signed.
- Exit: Product deployed to production, final payment received, delivery closed.
- Owner: Project / Product Lead (States 0–2), Delivery Owner (States 3–4).
- Target Timeline: 4–12 weeks depending on scope; stage gates enforced.

2. Preconditions Checklist

- [] Product + Technical documentation approved.
- [] Design package approved.
- [] Delivery scenario validated.
- [] Payment schedule + legal conditions confirmed.
- [] Governance trackers set up (risk log, RAID, change log).

3. Roles & Collaboration

Role	Responsibilities
Project / Product Lead	Owns readiness, backlog, scope control, client comms.
Tech Lead	Owns engineering workflow, quality, deployments.
Delivery Owner	Owns final validation, payment + production authorization.
Developers (FE/BE/Mobile)	Build features per Definition of Done.
QA/Test Lead	Continuous testing + release signoff.
Client Interface	Approvals, payments, UAT.

4. Stage Instructions

State 0 – Ready to Start (Owner: PPL | SLA 2 days)

Checklist - [] Functional + technical docs cross-reviewed; questions resolved. - [] Design-prototype parity confirmed; missing flows flagged. - [] Readiness note signed by PPL + Tech Lead.

Artifacts: Readiness memo, updated risk log.

State 1 – Parallel Setup (Owner: PPL | SLA 5 days)

Streams & Deliverables 1. Work organization – Kanban/Jira board, cadences, Definition of Ready/Done, review calendar. 2. Infrastructure & environments – TL ensures infra-as-code, CI/CD, monitoring. 3. Staffing – run "Allocate Delivery Resources"; ensure contracts signed. 4. Tooling & repos – repo structure, branch strategy, code quality gates, secrets management. 5. External access – APIs, analytics, vendor accounts.

Exit check: Board + tooling live, people allocated, infra ready, access matrix complete.

State 2 – Development Execution (Owner: Tech Lead | Duration variable)

Operating Rules - Sprint/Kanban cadence documented; every card has acceptance criteria. - Branch strategy enforced (PR review, CI checks mandatory). - QA runs continuous regression; bug SLA: blocker <1d, critical <2d. - Scope changes use Framing Change + Development Estimation before entering backlog. - Weekly delivery review: burn-up, quality, risks.

Exit criteria: 100% planned scope built; no blocker/critical bugs; release notes drafted.

State 3 – Final Validation (Owner: Delivery Owner | SLA 3 days)

Steps 1. Technical validation – TL signs stability + performance, security checklist. 2. Functional validation / UAT – PPL + client review vs. acceptance criteria. 3. Commercial gate – Finance confirms payment; Delivery Owner records go/no-go.

Artifacts: Validation report, payment confirmation, deployment plan.

State 4 – Production Switch (Owner: Delivery Owner | SLA 2 days)

Checklist - [] Deploy release to production following runbook. - [] Post-deploy verification (monitoring, smoke tests, key user check). - [] Handover pack shared (runbooks, admin access, support contacts). - [] Delivery closure note sent; project archived.

Exit: Production stable, support owner acknowledged, closure recorded.

5. Monitoring & KPIs

- Delivery predictability: Actual vs planned end date ±10%.
- Quality: ≤2 critical bugs per release window.
- Customer satisfaction: Client NPS at closure ≥8/10.

6. Templates & Tools

- Readiness memo template.
- Setup checklist workbook.
- Sprint/Kanban board template.
- QA signoff form.
- Deployment + rollback runbook.
- Closure communication template.

7. Risk Controls

Risk	Mitigation
Starting dev with missing inputs	Enforce State 0 approval; escalate to Governance.
Setup delays blocking execution	Run weekly setup standups; escalate blockers >48h.
Scope creep	Mandatory change workflow; maintain change log.
Payment missing pre-production	Delivery Owner blocks State 4 until Finance confirmation.

8. Post-Delivery

- Run post-mortem within 10 business days.
- Feed improvements into System Guide + playbooks.
- Update maintenance/continuous delivery workflows with lessons learned.