

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 – Framing & Design

Goal: Turn a signed client need into validated product documentation, design, technical definition, delivery scenarios, and delivery team blueprint.

## 1. Quick Reference

- Trigger: Commercial agreement signed + Expression of Need available.
- Exit: Product doc, technical doc, design system/prototype, delivery scenarios, delivery team all validated and stored.
- Owner: Project / Product Lead (PPL) except Technical Definition (Tech Lead).
- Target Timeline: 4–6 weeks.

## 2. Intake Checklist

- [ ] Expression of Need uploaded + versioned.
- [ ] Client stakeholders + decision cadence documented.
- [ ] Budget / commercial guardrails captured.
- [ ] PPL, Delivery Owner, Tech Lead, UX/UI designer assigned.

## 3. Stage Blueprint

### State 0 – Need Clarification & Scope Intent Lock (Owner: PPL, SLA 1 week)

Checklist - [ ] Review Expression of Need; capture objectives, constraints, success metrics. - [ ] Conduct stakeholder interviews (Client Sponsor, Ops, Tech) – log notes. - [ ] Draft Scope Intent doc (in/out of scope, assumptions, success criteria, risks). - [ ] Secure written client approval; store signed PDF.

Artifacts: Scope Intent, stakeholder map.

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### State 1 – Product Definition (Owner: PPL, SLA 1.5 weeks)

Steps 1. Feature inventory – map personas vs. journeys vs. features. 2. Behavior specs – write Gherkin scenarios for critical flows. 3. Business rules – document calculations, thresholds, edge cases. 4. Roadmap – prioritize features over 3–6 months with dependencies. 5. Validation – run alignment session with client; freeze scope.

Exit: Product Documentation + Roadmap signed off.

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### State 2 – Design Definition (Owner: PPL + UX/UI, SLA 1 week)

Checklist - [ ] UX journeys + UI screens for every feature (desktop/mobile variants as needed). - [ ] Animated prototype (Figma) covering golden paths + key edge cases. - [ ] Design system (components, typography, spacing, states). - [ ] Traceability sheet linking design components to Product Doc sections. - [ ] Client signoff recorded.

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### State 3 – Technical Definition (Owner: Tech Lead, SLA 1 week)

Steps 1. Architecture – diagrams (C4 level), responsibilities, data flow. 2. Stack decisions – languages, frameworks, services, rationale. 3. Data & integrations – ERDs, API contracts, third-party touchpoints. 4. Infra assumptions – environments, hosting, security/compliance. 5. Delivery team definition – Staffing Manager

defines minimal run team (roles, seniority, availability). 6. Validation – internal review; signoff recorded.

Artifacts: Technical Documentation, Delivery Team definition.

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## State 4 – Delivery Scenarios Definition (Owner: PPL + Delivery Owner, SLA 0.5 week)

Checklist - [ ] Baseline scenario (1 person per role) with duration, risks, internal cost. - [ ] Duration check; if >3 months, produce accelerated scenario. - [ ] Delivery Owner validation; mark INTERNAL ONLY. - [ ] Package shared with Sales + Delivery Estimation.

## 4. Governance & KPIs

- Scope churn: ≤ 2% of features reopen after State 1.
- Design completeness: 100% of Product Doc sections mapped to design components.
- Technical clarity: Zero open technical questions at handover.

## 5. Tooling & Templates

- Scope Intent template.
- Product Documentation template (NFA format).
- Gherkin behavior template.
- Design traceability sheet.
- Technical architecture template (C4 + ADRs).
- Delivery scenario workbook.

## 6. Handoffs

- Store artifacts in documentation\_produit/NFA/... with version numbers.
- Notify Development Estimation + Allocation teams when State 4 closes.
- Update Governance registers with key assumptions and risks.