

4.7.1. Objectives

The **Grow** work package focuses on changes and incremental improvements applied to IT in support of business growth (typically adjustments to ordinary modifications in legal requirements or improvements in business processes). It extends existing capabilities and sustains performance and user satisfaction in a continually evolving business such as ECHA's regulatory tasks. From an investment perspective, *Grow* expenditure enhances the ability to leverage on the initial investment and existing assets. In this sense the contractor will be required to support ECHA in the achievement of the following objectives:

- Increasing value of the existing investment to yield high returns on future investments which also require high quality technical solutions backed by reliable financial estimates
- Increasing Software Delivery Performance
- Leverage on the efficiency and quality gain in the service delivery with implementation of DevOps (development and operations acting as one team), continuous integration, continuous delivery and continuous deployment in an Agile context
- Robust testing strategy aiming at highly automated testing processes (DevSecOps)
- Ensure increasing levels of application availability and performance
- Prompt handling of the dependencies with third party applications
- Robust Application Management Services also leveraging on monitoring, analysis and reporting tool(s) to be used and considering integration with ticketing system, automation possibilities, agentless monitoring, OS agnostic etc.
- Ensure business continuity and recovery of services (e.g. in case of disruption to contractor's availability, infrastructure etc.)

Grow work is a single service across the scope of the FWC666. Change management and project work (waterfall or agile) on the same area of the Industry channel or data platform, when coexisting, are mainly delivered as part of the same package of work (e.g. in continuous delivery or in the same release). In such instance, there are no distinct parallel project and change management streams, but only one where all development work is performed. However, under certain, uncommon circumstances, project work and change management work, although affecting the same area, can be separate work streams. For details on project and change management definitions, please refer to [Annex 8 – ECHA ICT governance \(PRO-0027\)](#).

4.7.2. Activities

The following is a non-exhaustive list of expected activities to be performed and deliverables to be produced:

4.7.2.1. Scoping and Requirements gathering

- Participate in meetings organised by the product managers to define the scope of the work
- Participate in functional workshops
- Set-up and manage a Q&A file to manage knowledge and uncertainties about business requirements
- Produce or contribute to Project Initiation Documents
- Define with the project/service manager the scope and planning of the work

4.7.2.2. Solution definition

- Design and review the functional specifications for the request
- Ensure compliance of the design choices with the existing architectural guidelines, principles and policies