High Level Design Document

# Feature Introduction

**Description**

Simplified definition of the problem being solved and applicable use-cases.

**Scope**

Limitations and intended audiences

**Acronyms and Terms**

List of all new Terminology and or Acronyms used by this feature.

**References**

Links to SNow project, requirements document, subsequent detailed designs, Jira Epic etc.

# Feature Design

**Solution Overview**

Explain the basics of the feature design and reasoning for major architectural decisions.

**Constraints and Assumptions**

List constraints, dependencies and assumptions which impact the overall feature, examples:

* e.g. Some feature is not supported

**Performance Notes**

Describe the type of performance impact the feature will have and include any predicted degradation, if possible. List areas of impact, such as, database capacity, processing, data storing to archive or database, communications.

**Technical Requirements**

List any requirements for implementation of the feature that are not directly covered by the requirement document.

**Technical Risks and Problems**

Define any technical Risks to this feature.

|  |  |  |  |
| --- | --- | --- | --- |
| Risk | Probability (%) | Impact (H, M, L) | Countermeasure |
|  |  |  |  |

**Feature Breakdown**

**1. Modified APIs**

Describe any modifications being made to APIs for development of the feature. If modifications are not required then delete this section.

**2. Subsystem (Team 1) HLD**

Define the work breakdown and impacts to existing designs, referencing changes to latest component design documents. Or, define links to new component design documents.

**2.1. High Level Design**

Define the HLD for this work breakdown item

APIs

This API is unchanged. UI to change

Design Details

Currently the following is how to do

Diagram 1.

Hardware Requirements

 NA

**2.2. Development Test**

Define how Dev team will test the content discussed in the HLD

**3. Subsystem (Team 2) HLD**

Define the work breakdown and impacts to existing designs, referencing changes to latest component design documents. Or, define links to new component design documents.

**3.1. High Level Design**

Define the HLD for this work breakdown item

**3.2. Development Test**

Define how Dev team will test the content discussed in the HLD

**Inter-team Dependencies**

|  |  |
| --- | --- |
| Integrate with Dialogistics team | API is updated |
|  |  |
| Integration Milestone (identify what will be integrated) | Identify what success looks like |

**Third Party Software**

NA

# Deployment Provisioning

Define the deployment strategy and installer changes necessary to support the feature.

Any numerical limits applicable to this feature.

# Knowledge Transfer

Work with operations team and agree on what any KT items need to be delivered.

Type of KT: E.g. recording of feature demo, word file, hands-on training, URLs to wiki pages etc.

Scope of KT: What type of information should be included

* Identify pre-requisites for deploying or enabling the feature, including
  + C2C or AWS account setup
  + Required firewall connectivity, including identification of source and destination endpoints
  + Impacts on required network bandwidth
  + Impacts to required processing or storage capacity
* Describe required and optional configuration, including necessary sequencing.
  + Env variables for dev env
  + Concourse vault and property file for dev, qa, prod
  + Udeploy token/variable config for dev, qa, prod
* Identify the parts of the system affected by configuration changes and describe the expected impact on the system when implementing the configuration procedure, e.g. reinstalling or rebooting.
* Identify and describe workflow changes or new capabilities which affect user, service, installation and upgrade.
* A demo should be provided when a feature introduces substantial or complex workflow changes or capabilities.
* Identify impacts to external systems such as Conversation Services, KPIs, APIs, and System Health etc.

# Patent

Look closely at the implementation details and analyze if this feature merits filing of a patent. If it appears to have some probability, please include details here for review.