**Introduction**

ALLDATA is keen to develop a Web-based tool that can manage and track Case-life cycle through a single channel. This SOW sets forth a fixed price based proposal for Mphasis to develop the case management tool (the ¡§Work¡¨) to enable ALLDATA achieve following objectives:

* Standardization of process across teams to effectively service Cases from the Tech-Assist call through the complete workflow to the Case resolution and Customer communication
* Streamline workflow management with the ability to dispatch/assign/claim Cases for primary and secondary team member(s) with 3 levels of hierarchy (tech, supervisor, admin) and to manage case loads and status across the application
* Dashboard to effectively manage Tickets, Cases and Customers. Dashboard to display results, KPI for tickets and techs
* Authoring and making Cases available to the EBRS environment
  + Reuse of emailing component to send the customer emails on the ticket
  + Reuse of ALLDATA Layer 7 API Gateway Authentication and Authorization services for user authentication/authorization
  + Multi-language support – French, Spanish and default English

**Project Background**

ALLDATA is keen to develop a Web-based tool that can manage and track Case-life cycle through a single channel. ALLDATA would like to seek services of Mphasis to design and develop the tool. Primarily Mphasis resources would work on below tasks (details in Section 4 below).

* Design
* Development and
* Testing of the web-based case management tool

**Project Milestones**

|  |  |
| --- | --- |
| **Milestone** | **Date** |
| End of Sprint 0 | **September 2, 2016** |
| End of Phase 1 Release | **October 25, 2016** |
| End of Phase 2 Release | **November 30, 2016** |
| On Production Acceptance – **Go Live** | **January 2, 2017** |

**Scope of work**

ALLDATA would like to engage Mphasis for the following activities & work products. Mphasis will perform and complete the Work for ALLDATA mutually agreed as follows:

* Standalone Web Application to manage the Repair and Collision Cases for Tech-Assistant
* Lean workflow to manage the Case dispatch, assign and claim with 3 levels of hierarchy
* 7 Reports with Dashboards related to Repair and Collision Cases
* Generate and make Case details available to EBRS system
* Use of existing user management and Vehicle information APIs
* Responsive UI

**Other Considerations:**

|  |  |
| --- | --- |
| **Aspect** | **Coverage** |
| Viewports to be considered | Desktop, Tablets and Mobile Phones |
| Localization support | * Design and Development for English language * Design for Spanish and French languages |
| Browsers to be supported | IE 10/11/Edge , Chrome 41 and Firefox 36 |
| Desktop OS covered | Win 7, Win 8 and Win 10 |
| Non-Functional Requirements | * Tool to be able to support 10 concurrent users * Page load response – 3-5 seconds with 10 concurrent users |

**Out of Scope for this work product**

Mphasis team will not be responsible for following activities:

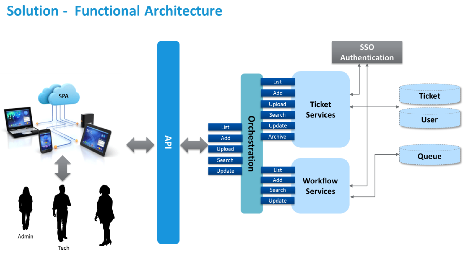
* Integration with any of the existing application / product / system
* Changes to any existing applications and APIs
* ETL jobs to pull or push the data to external system
* Data and Content cleansing, changes, migration and proofing
* Content creation, management and publishing
* Execution of parallel run and end of lifecycle activities related to existing ticket system
* Searching cases / ticket from the existing application
* New User Registration or changes to existing user, profile and role
* Development of Mobile application
* Security and Performance testing, Test Automation
* User training, Training material and User Manual
* All the procurement, infrastructure activities
* Testing using actual mobile devices
* Support for Mac OS Browsers, Windows and Blackberry Phone
* SEO Optimization or implementation
* UI Branding

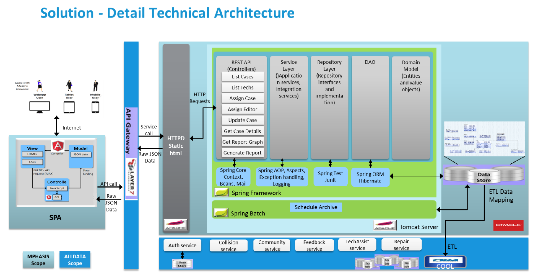
**Mphasis Approach**

Mphasis will perform and complete the Work in this SOW in accordance with the approach below**:**

* Mphasis will design and develop the web browser based case management tool based on the user stories shared by ALLDATA as given in Appendix A below
* Mphasis to work on the planned task in an iterative fashion
* ALLDATA to review and approve all the deliverables at the end of each iteration
* Mphasis to communicate / escalate any interdependencies to ALLDATA
* Reuse of emailing component to send the customer emails on the ticket
* Reuse of ALLDATA Layer 7 API Gateway Authentication and Authorization services for user authentication/authorization

Below Solution has been proposed for developing the case management tool





**Solution Considerations:**

* All system interfaces (Existing and Proposed) are assumed as RESTful/SOAP Web services
* All the RESTful/SOAP Web services will be published in CA L7 for security purposes
* CA L7 API Gateway will transform the response payload into JSON format
* Data source
  + The Automotive Support tool will have its own database to save data related to tool
  + Automotive Support tool will not connect to legacy database/CRM
  + Any changes to be applied to legacy database of existing ALLDATA products will happen through the respective product’s web services/CA L7 services
  + The rules of linking data across various ALLDATA products are available
* Data archival
  + Spring batch process scheduled to archive data based on specified time
* Workflow
  + Workflow for the case is simple, the user roles and status of the case can be main keys for the workflow and shall be achieved by appropriate database design. No BPM considered
* Integration with existing or external systems
* No integration expected
* ETL
  + ETL Data mapping to be provided for the proposed system
* Any other design, execution, testing, scheduling etc. will be executed by ALLDATA

**Technology Stack**

|  |  |  |  |
| --- | --- | --- | --- |
| **Software** | **Version** | **Remarks** | **Environment** |
| AngularJS | 1.3.15 | Java script framework SPA client side MVC framework | Dev/Test/Prod |
| Angular-gettext | 2.1.0 | Translation support for Angular.JS. Works with annotations in the html to indicate which rendered text needs to be translated | Dev/Test/Prod |
| Underscore | 1.8.3 | JavaScript utility library. Speeds up simple development tasks as working with collections in js, and more | Dev/Test/Prod |
| Angular-file-upload | -- | Angular based file upload with drag and drop support | Dev/Test/Prod |
| AngularJS-Toaster | 0.4.13 | Notification popups | Dev/Test/Prod |
| Bootstrap | 3 | Powerful front-end framework for faster and easier web development | Dev |
| Photoshop | XX | For Graphic design, images, etc | Dev |
| Yeoman | 1.4.66 | For scaffolding angular application | Dev/Test/Prod |
| NPM, Bower | 1.1.x | Package management system for client-side programming | Dev |
| JDK | 1.x | Java platform | Dev/Test/Prod |
| Spring RESTful | 4.x | Provides a comprehensive programming and configuration model for modern Java-based enterprise applications | Dev/Test/Prod |
| Hibernate ORM | 5.x | It provides a framework for mapping an object-oriented domain model to a relational database | Dev/Test/Prod |
| Apache Maven | 3.3.x | Software project management tool, manages project's build, reporting and documentation | Dev |
| Apache server, Tomcat server, Grunt server | 7.0.3 | Web server, Application Server, Light weight server for UI, development environment | Dev/Test/Prod |
| Oracle Server | 11g | Relational Database Management System (RDBMS) | Dev/Test/Prod |
|  |  |  |  |

**RASIC Matrix**

***R-Responsible, A-Approver, S-Support, I-Informed, C-Consulted***

|  |  |  |  |
| --- | --- | --- | --- |
| **Phase** | **Activities** | **Mphasis** | **ALLDATA** |
| **Scope / Requirements** | Validate Functional Requirements / Interface details of the in scope system | **S, A** | **R** |
| Determine hardware sizing and procurement of same | **C** | **R** |
| Determine # of software licenses and procurement of same | **C** | **R** |
| Determine average, peak and type of data traffic | **S** | **R** |
| **Planning** | Preparation of Project/Sprint Plan | **R** | **A, S** |
| Define UAT acceptance criteria | **S** | **R, A** |
| Plan for development and test environment | **C, A** | **R** |
| Finalize governance plan - structure, reviews etc. | **R** | **A** |
| Provisioning of software licenses to Mphasis to use for development, testing and support | **A** | **R** |
| Provisioning of tools for ticketing, configuration management, project management etc. | **I** | **R** |
| Application specific Project plan signoff | **R** | **A** |
| **Design and Build** | Preparation of Design | **R** | **S** |
| Build Application | **R** | **S** |
| Integration with Translation API | **R** | **S** |
| Integration with Encryption API | **R** | **S** |
| Preparation of Unit Test Cases | **R** | **I** |
| Preparation of Unit Test Data | **R** | **S** |
| Execution of Unit Test Cases | **R** | **I** |
| **SIT, UAT, Go LIVE** | Preparation of SIT Test Cases | **R** | **S, A** |
| Preparation of SIT Test Data | **S** | **R, A** |
| Set-up of environments for DEV, SIT, UAT, PROD, DR | **S, A** | **R** |
| Execution of SIT Test Cases | **R** | **S, A** |
| Resolution of defects from SIT on in scope application side | **R** | **A** |
| Testing related to Performance, load, security, identity, DR and other Non-Functional Requirements | **S** | **R, A** |
| Preparation and Execution of UAT Test Cases and Test Data | **S** | **R, A** |
| Resolution of defects from UAT | **R** | **S, A** |
| Sign-off of UAT for in scope application | **R** | **A** |
| Handover to Operations team | **R** | **S, A** |
| Deployment into production, DR | **S** | **R** |