|  |  |
| --- | --- |
|  | |
|  | |
| **Project Plan** | |
| **for** | |
| **(Project Name)** | |
| Project Plan Preparation Members | Prepared by :     |  | | --- | | Santosh Panchaxarimath.  Project Manager  Rekha Dighe | | Intended Audience :  *[List the audience groups/names her}e}}]* | |
|  |  |

Version: 1.0

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# Introduction

## Purpose

The (PROJECT NAME)Bank (AU) Corporate website revamp project has been accredited to have an exquisite and rich looking interface with usability being the primary objective.

(PROJECT NAME)has chosen Oracle Web Center as their new platform and have partnered with Clover InfoTech Pvt Ltd (CIPL) to develop and deliver the revamped website. The User-Interface, Content Management, User Segmentation and Targeting, Mobility Support for public facing Website would be deployed over Oracle Web Center Sites.

## Scope

The (PROJECT NAME)Bank Corporate website revamp project website comprises of two parts – Development & Content Support.

* Development Support
  + Enhancement of feature/functionality on the website using Oracle Web Centre Sites(WCS) - Preparing HTML’s as per requirement for website - Testing team to validate the fixes
* Content Support
  + Content Developer to update the content as shared by Business - Preparing HTML’s as per requirement for mailing, etc.

Application Modules

Following applications/components are included as part of original scoping of the support requirement

* + Corporate website implemented in Oracle Web Centre Sites platform
  + Integration with SFDC with Admin Module
  + Branch/Store locator using Google Maps with Admin Module
  + Integration with Response’s for Campaign with Admin module
  + Custom Personalisation with Admin Module
  + Moderation of Review feedback and Admin Module
  + Environments
    - Development
    - Contribution’
    - Production

## Assumptions, Constraints and Dependencies

### Assumptions

* The request will be reviewed and efforts to incorporate the changes will be updated in the ticket
* The timelines for the development activity will be worked out based on the priority of tasks already allocated to Clover team and agreed with respective ticket owner from (PROJECT NAME)Bank team.
* Priorities for issue resolution will be set by (PROJECT NAME)Bank team.
* For fixes, existing code will be checked out of Source Control tool with appropriate label
* For any significant enhancements, the requirement and proposed solution will be reviewed with Solution Architect and (PROJECT NAME)Bank team so the expectations are set accordingly
* Team to carry out required HTML/Code development/integration and perform unit testing
* A code review will be carried out for tickets with high Severity a Code review will be carried out along with enhancements over 3 months of efforts .
* On completion of Review, the development/fix will be assigned to testing team for their confirmation
* Testing team to prepare test cases for the enhancement request and get them approved from (PROJECT NAME)team
* On confirmation from testing team the development will be promoted for Client Acceptance Testing in Contribution environment
* On Acceptance Testing Sign-off of, the development will be promoted to Staging/Production/DR as per the schedules/downtimes provided/agreed
* All new developments will be done as per the guidelines followed during website development
* An EOD update will be sent out to Client SPOC for reference and tracking.

### Constraints

* Since the number of requests on contribution server is more and the approval for all such requests are not provided within the time frame, there should be availability of staging server which should be in sync with production and DR
* Timely approvals for production deployments should be carried out for smooth running of the support activities
* HTML /Static Templates provided by (PROJECT NAME)BANK TEAM are not tested by (PROJECT NAME)BANK TEAM before sharing the final file for integration
* CSS and JS files which are provided by (PROJECT NAME)BANK TEAM are not universal which should work for all templates as universal files
* Frequent daily deployments

### Dependencies

* **HTML Templates**: All HTMLs should be provided by the client for the creation of website pages. The CSS and JS will be followed from the templates provided by client
* **APIs**: Client will share all the details UAT and Production IDs and codes for the API Interfaces and Clover will be not be held responsible for non-functioning of the API if the service provided is not working.
* **Functionality Integration:** All documents relating to functionalities of the templates which are not part of the Solution document should be shared by the client.

## Goals and Expectations

### Customer Stated

"To be the leading provider of reliable and consistent technology services that enables our clients to achieve a competitive edge."

* + Easy Content Management/Easy content generation through collaboration
  + Scalability
  + Ease of Integration with existing systems
  + Customizability
  + Targeted Marketing
  + Marketing DevOps

### Organization Stated

* + Increase total number of pages from 2.5K to 200 K
  + Increase feature keyword set from 5K to 100K
  + Increase Annual Search Traffic from 2MN to 150MN
  + Increase the community size from 2017K to 4000K
  + Establish a web domain authority from 39 to 60-70

## Initial Estimates

| ***Phase Name*** | ***Effort Estimate*** | ***Schedule Estimates*** | |
| --- | --- | --- | --- |
| ***Effort in Days*** | ***Start Date*** | ***End Date*** |
| Corporate Website Revamp | 992.2 |  |  |
|  |  |  |  |
|  |  |  |  |

## Traceability with Contract

| ***Clause of Contract*** | ***Section / Sub-section of Project Plan*** |
| --- | --- |
| *Scope of Work* | 1.2 Project Plan |
| *Proposed Team* | 4.2 Project Organization Structure |
| *The Team* | 4.1 Assignment of Roles and Responsibilities |

This is on the basis of the SOW agreed in-principle with the client. However, the SOW has not been formally signed but that SOW in-principally agreed has been the basis for the engagement

## Previous Projects Referred

*[List all previous project documents referred during estimation and planning.]*

| ***Sr. #*** | ***Project ID*** | ***Project Name*** | ***PM Name*** | ***Size*** | ***Similarities / Difference*** |
| --- | --- | --- | --- | --- | --- |
|  |  | BajajFinserv |  | Large | ApplicationSupport Engagement |
|  |  | YES Bank |  | Large | Project Implementation |
|  |  | SBI LIFE |  | Large | Project Implementation |

## Milestones / Delivery Schedule

Refer Annexure A

# Project Methodology n .

## Project Life-Cycle

The contract works on (PROJECT NAME)Bank (AU) Corporate website revamp where the initial templates/functionalities/ modules will undergo certain enhancements/changes as per business requirement.

## Life-Cycle Phases

| ***Sr. #*** | ***Phase Name*** | ***Location (On-site / Off-shore)*** |
| --- | --- | --- |
|  | Ongoing (PROJECT NAME)Bank Corporate website revamp project from Clover Mumbai Andheri office | Off-shore |
|  |  |  |

## List of Standard Processes

| ***Sr. #*** | ***Mandatory Processes*** |
| --- | --- |
|  | Ticket Analysis |
|  | Resource Allocation |
|  | Testing |
|  | Release /Delivery |
|  | Standard JAVA Coding Procedure |
|  | Standards for System Documentation |

## Process Tailoring and Deviation

Refer Annexure H

## Customer Supplied Process / Format

| ***Sr. #*** | ***Process / Forms / Templates*** | ***Ver. No.*** | ***Date*** | ***Link to Docs.*** |
| --- | --- | --- | --- | --- |
|  | Customer Supplied Process |  |  | \\192.168.2.23\ADSProj\AU\_Bank\05\_Customer Supplied Items |
|  | Customer Supplied forms & Templates. |  |  | \\192.168.2.23\ADSProj\AU\_Bank\PCR\_REPORT\_AU\_BANK\1.PROJECT MANAGEMENT\5.AU\_BANK\_A19DGP021\_Project Plan prepared |

## Policies / Processes for Customer Supplied Material

All information for issue/enhancement raised by client as added on trello ticket which are used for any particular ticket

## Technical Standards and Procedures

| ***Sr.#*** | ***Phase Name*** | ***Standards*** | ***Ver. No.*** | ***Date*** |
| --- | --- | --- | --- | --- |
|  | Support | Standards for Coding and Java | 1.0 |  |

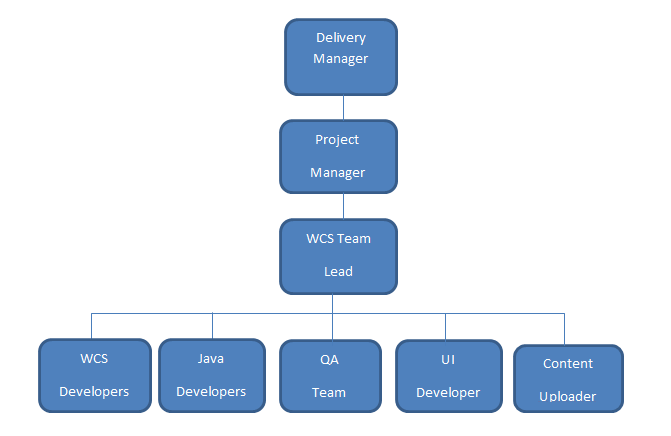
# Project Approach

|  |  |  |
| --- | --- | --- |
| ***Approach*** | | ***Justification*** |
| ***Selection*** | ***Mechanisms*** |
|  | Waterfall Classic |  |
|  | Waterfall Overlapping |  |
|  | Spiral – Incremental |  |
|  | Specify if any other |  |

The above project methodology is not applicable for application support.

# Project Organization

## Project Organization Structure



## Assignment of Roles and Responsibilities

Refer Project Plan – Resources and Roles

# Resource Plan

## Critical Hardware Requirement

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Description*** | ***No. of Resources*** | ***Budgeted Cost*** | ***From Date*** | ***To Date*** |
| Oracle SQL Developer tool to access DB | All Developers |  |  |  |
| 8 GB RAM for using Oracle CMS | All Developers |  |  |  |

## Software Tools / Reusable components / Off-the-shelf Components and Utilities

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Description*** | ***No. of Resources*** | ***Budgeted Cost*** | ***From Date*** | ***To Date*** |
| Eclipse |  |  |  |  |
| Polaris Offie 2017 |  |  |  |  |
| Zimbra |  |  |  |  |

## Human Resources

Refer Project Plan – Resources and Roles

## Administrative Requirements / Other Facilities

|  |  |  |  |
| --- | --- | --- | --- |
| ***Description*** | ***From Department*** | ***From Date*** | ***To Date*** |
| Not Applicable | NA | NA | NA |
|  |  |  |  |
|  |  |  |  |

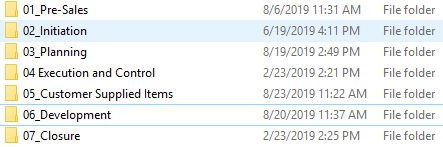
# Configuration and Change Management Plan

## Scope and Limitations

1. The number of users on WCM is more than the defined capability which creates slowness
2. As mentioned in the constraints request for staging server is essential

## Configuration Management Procedure

### Configuration Library



### Classification of Configurable Item

**List of CIs**

| ***Type of CIs*** | ***Initial check-in / Baseline Policy*** | ***Location (Path)*** |
| --- | --- | --- |
| Project Plan | Final Review/Rework | \\192.168.2.23\ADSProj\AU\_Bank\03\_Planning |
| Knowledge Base document | Final Review/Rework | \\192.168.2.23\ADSProj\AU\_Bank\02\_Initiation |
| Test Cases | Final Review/Rework | \\192.168.2.23\ADSProj\AU\_Bank\04 Execution and Control |

### Baselines

* A baseline for project is not applicable, since this being a Support project. For releases done, all codes are checked in SVN with suitable versions.

### Access Control

Specify the access rights to be given to each project role as per *‘Annexure-I- Access Rights’* or as configured in the tool

Refer Project Plan – Access Rights

### Master list of Documents

[Annexure](#_ANNEXURE-_K:_MASTER) J

### Change Control Board (CCB)

The Change Control Board will comprise of the following members:

NA

| ***Sr. #*** | ***Role*** |
| --- | --- |
|  | Project Manager |
|  | Configuration Librarian |

The Change Requests are reviewed by Project Manager and approved by Program Manager

### CCB Activities

NA

The members of the CCB meet at least for:

* + Preparing the SCM plan and identifying CIs at the beginning of the project
  + Reviewing and authorizing changes to software baselines at the end of each phase and
  + Authorizing creation of products from the software baseline library during delivery

### Configuration Status Reporting

NA

### Configuration Audits

* The configuration audit will be conducted at the time of base lining by team member assigned by the Project Manager
* The delivery audit will be conducted at the time of each delivery by the release management team member. It will consist of Functional and physical configuration audit

Not applicable for this project

## Change Management

As per the change request logged on Slack ticket, Impact analysis if any is addressed to (PROJECT NAME)Bank Team. On approval, roll back activity for any releases are mentioned in the Release notes

# Quality Plan

## Quality Objective

| ***Sr. No*** | ***Objectives*** | ***Responsibility*** | ***Frequency of Measurement*** | ***Reporting of Measurement*** | ***Target to Achieve*** |
| --- | --- | --- | --- | --- | --- |
| 3 | Number of Critical Defects | PM | Monthly | Issue / Defect Logs | Not to exceed 2 |
| 4 | Testing Iterations | PM | Monthly | Monthly Report | Not to exceed 3 Iterations |
| 5 | PCR Index | PM | Monthly | PCR Report | 80% |
| 6 | Customer Satisfaction | PM | Yearly / Project Closure | CSAT | Rating >= 3 (1 to 5 Scale) |

## Quality Assurance Aspects

|  |  |  |
| --- | --- | --- |
| ***Deliverable (Internal/External)*** | ***Review*** | ***Responsibilities*** |
| Project Plan | At defined changes | Senior/Peer |
| Knowledge Base | As and when changes are made | Senior/Peer |
| Test Cases | As per the requirement | Senior/Peer |
| Release Notes | As per the requirement | Senior/Peer |

## Quality Control Aspects

Refer the Annexure G for more details

## Customer Approval

The work products listed below require formal approval by the customer. The work products will be treated as deemed approved once the date specified for approval is elapsed or as specified in the contract document

|  |  |  |
| --- | --- | --- |
| ***Sr. #*** | ***Work Product*** | ***Approval Date*** |
|  | Approval received from client for every release through Email | Approval is taken on the tickets raised by SPOC from (PROJECT NAME)Bank Team. |

.

# Metrication Plan

## Measurement Objective

*List the measurement objective in project*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Sr. No*** | ***Objectives*** | ***Responsibility*** | ***Frequency of Measurement*** | ***Reporting of Measurement*** | ***Target to Achieve*** |
| 1 | Achieve Internal/External SLA Parameter | Project Manager / Project Lead | Monthly | Issue Log / Ticketing System Dump | 85% |

## Measures Identification

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Sr. No*** | ***Severity*** | ***Classification*** | ***Response Time*** | ***Resolution Time*** | ***Remarks*** |
| 1 | Severity 1 | Live Issue | 8 hours | 32 hours | 1. Page Alignment Issue 2. Expired /Deleted offers display 3. Script not issue on Live 4. No Index no Follow on Live 5. Data Layer Event not firing on production |
| 2 | Severity 2 | Dev/Content Issue | 8 hours | 48 hours | 1. Issues raised as part of template/content publishing. 2. Issues related to server which takes more than 24 hours to find RCA |
| 3 | Severity 3 | Enhancement | 16 hours | 2 – 5 working days | 1. Changes in the existing functionality/template. |

* + Response Time: Responding to the ticket for
    - More details of the ticket
    - Solution feasibility
    - Estimated Time for completion
    - Team member assigned
  + Resolution Time will be any of the one whichever is the latest
    - Comment with issue resolved
    - Comment with dev link post completion of the task
    - Comment with UAT link for further testing
    - Comment with production link post approval to take the task live

# Risk Management Plan

* 1. **Risk Strategy**

Specify risk strategy

* High impact and High probability
* High impact and Medium probability
* Medium impact and High probability
  1. **Risk and Mitigation Plan**

# 10. Communications

## Customer Relationship Management Plan

### Routine Customer Communication

|  |  |  |  |
| --- | --- | --- | --- |
| ***Report / Meetings*** | ***Frequency*** | ***Internal/External Customers*** | ***Responsibilities*** |
| Weekly task allocation report | Weekly | External Customers | Project Manager |
| Need-based/ Event-based calls with client |  | External Customers | Project Team |
| Monthly Report | Monthly | Internal stakeholders | Project Manager |

### Issues Escalation Mechanism

1. Tickets are raised on Email
2. Project Manager allocate the resources to work on the ticket and provide the timelines
3. If there are problems in the delivery of the ticket with regards to timelines, expectation etc the same is escalated to Project Manager

Refer –

Review of Customer Satisfaction

Bi Annually

## Internal Project Communications

### 10.2.1 Project Team Meetings

Weekly Team meeting based on the tickets received from (PROJECT NAME)Bank.

### 10.2.2 Project Status / Milestone Review and Reporting

Monthly PSR report shared with Senior/Peers

### Escalation for Critical Resources

* On changes to the project which result in 10% increase in the duration and cost of the project
* On changes in the manpower utilization or in the Organization Structure of the project which result in 10 % increase in the cost of the project / impacts the project schedule.
* On changes to the project, these result in the Project exceeding the Effort or Size thresholds established.

## Inter Group Communications

* The project plan and project folder is accessible to all the effected groups and the stakeholders

# Other Plans

**Component Development and Integration Plan**

NA

**Transition Plan**

NA

**Product Piloting Plan**

NA

**Information- base Management Plan**

**Installation Plan**

NA

**Hardware Requirements – NA**

**Software Requirements – NA**

**Space requirements and work instruction - NA**

**Customer Coordinator - NA**

**Data Migration Plan**

NA

**Porting Plan**

NA

**Parallel Run**

NA

**Warranty Plan**

NA

**Scope of Warranty as per Contract**

NA

**Work Instructions during Warranty Period**

NA

**Backup and Archival Plan**

**Training Plan**

Refer Annexure-E

**Security Plan**

Access Rights Document has been defined for the folder structure for (PROJECT NAME)Bank.

# ANNEXURE- A: PROJECT MILESTONES / DELIVERABLES PLAN

|  |  |  |
| --- | --- | --- |
| Update Date | : |  |

*[List all deliverables by phase, specify the category i.e. whether deliverables to customer, deliverables from customer, internal deliverables management deliverables along with due date of delivery]*

| ***Sr. #*** | ***Name of Milestones / Deliverable*** | ***Internal / External Customer*** | ***Planned Due Date of Delivery*** | ***Actual Due Date of Delivery*** |
| --- | --- | --- | --- | --- |
|  | NA |  | NA | NA |
|  |  |  |  |  |

# PROJECT ROLES

Refer Project Plan – Resources and Roles

# ANNEXURE- E: TRAINING PLAN

|  |  |  |
| --- | --- | --- |
| Update Date | : | 29-Nov-2018 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Sr. #*** | ***Technical/Functional/Process*** | ***Area*** | ***Resource Name*** | ***Date*** |
|  | Template rendering | **CMS** |  |  |
|  | API integrations and implementations | **JAVA** |  |  |

# ANNEXURE- F: CONTACT LIST

|  |  |  |
| --- | --- | --- |
| Update Date | : |  |

| ***Name and Designation*** | **Customer / Project Team / Others** | ***Office Tel. No. and Extension*** | ***Residence Tel. No. / Mobile No*** | ***E-mail Id*** |
| --- | --- | --- | --- | --- |
| Yash Doshi | (PROJECT NAME)BANK |  |  | Yash.doshi@aubank.in |
| Nikhil Puri | (PROJECT NAME)BANK |  |  | Nikil.puri@aubank.in |

# ANNEXURE- G: TEST STRATEGY

|  |  |  |
| --- | --- | --- |
| Update Date | : |  |

1. **Review of Artifact**

The work product would be reviewed as per the information tabulated below:

| ***Sr. No.*** | ***Work Product / Document*** | ***To be Reviewed in Reference to*** | ***Review Type*** | ***Review by*** | |
| --- | --- | --- | --- | --- | --- |
| ***Quality Control*** | |
| ***Peer*** | ***Senior*** |
|  | Project Plan | At defined changes | Individual/ Technical Review | - | Senior |
|  | Knowledge Base | As and when changes are made | Individual/ Technical Review | - | Senior |
|  | Test Cases | As per the requirement | Individual/ Technical Review | Peer | Senior |

1. **Quality Control Aspects**

*[Specify testing strategy, features to be tested, features not to be tested, and entry, suspension, resumption and exit criteria, testing*

*[Review types can be – Formal Inspection, Walkthrough, Fagan Inspection]*

1. **Customer Approval**

The work products tabulated below require formal approval by the customer. The work product will be treated as deemed approved once the date specified for approval is elapsed or as specified in the contract document.

|  |  |  |
| --- | --- | --- |
| ***Sr. No.*** | ***Work Product*** | ***To be Approved by Date*** |
| 1 | As per client schedule | As per client schedule |
|  |  |  |

1. **Features to be Tested**

*[Identify the software features and combinations of software features to be tested for each item Features which are not tested as part of the test plan are also identified. Testing requirement for an Acceptance Test Plan may be obtained from Acceptance criteria document. Testing requirements of System Test Plan my be obtained from Software Requirement Specification and Product Function Specifications., for Integration and Unit Test Plans testing requirements may be obtained from Design Specifications and Programs Specifications respectively. You can specify these in the sequence in which these are to be tested]*

| ***Test Item*** | ***Features to be Tested*** | ***Features not to be Tested*** |
| --- | --- | --- |
| Unit Testing | Form validations | Content |
| Functional Testing | Form validations | Content |

1. **Test Approach**

The testing will be done in adherence to “V Model” of testing, the responsibility of preparing and executing the test cases is as tabulated below:

| ***Sr. No.*** | ***Testing Type*** | ***Artifacts*** | ***Responsibility*** |
| --- | --- | --- | --- |
|  | Acceptance | Acceptance Test case  Acceptance test Data | Clover |
|  | System | System Test Cases  System Test Data | NA |
|  | Integration | Integration Test Cases  Integration Test Data | Clover/ |
|  | Unit | Unit Test Cases  Unit Test Data | Clover Dev team / Testing |

*[Describe in detail and approach to testing. The general approach may be followed by item / feature specific approach, or exceptions, if any.*

1. **Testing Environment Set-up**

* Hardware

|  |  |  |  |
| --- | --- | --- | --- |
| ***Sr. No.*** | ***Item*** | ***Description*** | ***Nos.*** |
| 1. | Desktop | Browser based. | 2 |

* Software / Tools

|  |  |  |  |
| --- | --- | --- | --- |
| ***Sr. No.*** | ***Item*** | ***Description*** | ***Nos.*** |
|  | WCM | Oracle CMS | 2 |
|  | Mobile Devices (Tablet included) | Browser based or Browser stimulator | 2 |

1. **Test Status Reporting**

Only Test cases are shared with (PROJECT NAME)Bank Team.

1. **Entry Criteria**

Confirmation from developer after unit testing

1. **Suspension and Resumption Criteria**

**NA**

1. **Exit Criteria**

Test Case

*[Specify the criteria that should determine whether the item has passed testing.*

*Example*

* *Unit Test Plan*

*A program is considered tested if a cycle of all test cases for the program is executed without encountering any errors.*

* *Integration Test Plan*

*Integration testing is considered complete if all interfaces have been tested and there are no priority 1 defects pending,.*

* *System Test Plan*

*The system is considered tested, if there are no priority 1 defects pending*

* *Acceptance Test Plan*
* *The system is considered tested, when the acceptance criteria is met.*
* *The acceptance criteria is:*
* *During a cycle of testing,*
* *No priority A defects are discovered.*
* *Not more than 5 priority B defects are discovered.*
* *Not more than 15 priority C defects are discovered.]*

# Section: PROCESS TAILORING AND DEVIATION

|  |  |  |
| --- | --- | --- |
|  |  |  |

1. **Process Tailoring**

| ***Sr. No.*** | ***Process / Process Element Name*** | ***Process Step / Section Name*** | ***Tailoring Needed*** |
| --- | --- | --- | --- |
|  | **LLD Document** | LLD document was observed ib in refeence to IA Doucment. | YES |
|  |  |  |  |

1. **Process Deviation**
2. Here instead of LLD document the IA Document is follwed as a reference document for all the detailed development in (PROJECT NAME)BANK.

# ACCESS RIGHTS

# ANNEXURE- J: MASTER LIST OF DOCUMENTS

|  |  |  |
| --- | --- | --- |
|  |  |  |

**Project Specific Documents**

| ***Sr No*** | ***Document Title*** | ***Ver. No.*** | ***Location*** |
| --- | --- | --- | --- |
|  | Project Plan | 1.0 | \\192.168.2.23\ADSProj\AU\_Bank\AU\_BANK\_A19DGP021\3.Planning |
|  | Knowledge Base | 1.0 | \\192.168.2.23\ADSProj\AU\_Bank\ALL\04 Execution and Control\Knowledge\_Base |

**Customer supplied Documents**

| ***Sr No*** | ***Document Title*** | ***Ver. No.*** | ***Location*** |
| --- | --- | --- | --- |
|  | Weekly Assignment Tracker |  | \\192.168.2.23\ADSProj\AU\_Bank\ALL\04 Execution and Control\WSR |

**Reports**

(All documents relating to work product reviews, soft copies of filled in checklists and other reports pertaining to project execution, tracking and management, MoMs etc)

| ***Sr No*** | ***Document Title*** | ***Ver. No.*** | ***Location*** |
| --- | --- | --- | --- |
|  | PSR (Monthly) |  | \\192.168.2.23\ADSProj\AU\_Bank\ALL\04 Execution and Control\PSR |
|  | Issue Log |  | \\192.168.2.23\ADSProj\AU\_Bank\ALL\04 Execution and Control\Issue\_Log\_List |
|  | Weekly Status |  | \\192.168.2.23\ADSProj\AU\_Bank\ALL\04 Execution and Control\WSR |