ICT Project

Reference Catalogue of Project Deliverables

# Document

## Synopsis

A catalogue of common deliverables to consider for projects with an ICT aspect, for reference by other project documentation. Referencing a central list reduces duplication and potential imprecision and risk.

## Purpose

This document is for reference by other project delivery documents to reduce their need to duplicate terms and acronyms already defined here.

The list provides a list of deliverables to consider for inclusion when developing work items for new projects.

## Metadata

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## Project Management Deliverables

## Technical Project Management Deliverables

Issue Registry

: a registry of actual issues -- versus the Risk of possible *issues* which are tracked with a *Risk Registry*.  
Categories for issues that require addressing may include Funding, Resourcing, Scheduling, Change, Quality, Functionality.

Risk Registry

: a list of perceived risks rated by the product of their impact times their chance of occurring.   
Categories of Risks may include Funding, Resourcing, Scheduling, Change, Quality, Functionality.  
Risks should be *Remediated* or *Mitigated* by *Controls*.

WorkItem Management Service

: a configured service to manage *WorkItems* (e.g. ADO, JIRA, GitLabs, etc.) developed from a Backlog, in turn developed from Issues, Requests, or Requirements.  
Note: the service should preferably be part of an *ALM* Suite to reduce startup delays due to integration configuration requirements.

## Definition Deliverables

Stakeholder Map

A circular target map of Stakeholders involved or affected in some way by the delivery of the Service.   
The closer the center the more affected by the project.  
The circular diagram is accompanied by a explanatory catalogue describing the identified stakeholders.  
Consider Identifying and including: Sponsors, Public Users, Sector Users, Business Users, Business Support Specialists, General Support Specialists, Operations Specialists, Maintenance Specialists, Development Specialists, Privacy Specialists, Security Specialists, etc.

Business Requirements

: a catalogue of high level outcomes desired by the Sponsor and defined by Business SMEs.

Quality Requirements

: a catalogue of ISO-25010 defined qualities expected of the system, ISO-25012 defined qualities of the data the system manages, and ISO-25022 defined qualities of the user experience of using the system.

Functional Requirements

: a catalogue of the functions, including User Operations, required by User Stakeholders. Note that a key risk to missing stakeholder expectations is that the Functional Requirements are developed from primarily Business SMEs, to the exclusion of other stakeholder groups, including General Support, Operations, Maintenance, Security specialists.

System Requirements

: are the logical combination of Quality and Functional Requirements, and are delivered by completing both of those.

Transitional Requirements

## Design Deliverables

Solution Architecture Description

Technical Design Descriptions (TDD)

## Development Deliverables

**Support Deliverables**

Application Support Guide (ASG)

: a document defining how to provide support to *system* *user*.

**Operations Deliverables**

Operations Manual:

A manual describing the system’s operations, and how to a User with a Role that includes Permissions to perform an Operation can perform it.

**Maintenance Deliverables**

Configuration Documentation

A description of how to configure the system once it has been deployed.

This documentation is referenced during the development of Deployment Pipeline.

Deployment Documentation

: a description of how to deploy a system, configured, to a target infrastructure.   
The documentation can be as simple as an page or area in the wiki shared by Development Specialists and Maintenance Specialists, or developed as a document maintained in a project’s Document Management Service (DMS).

Scheduled Task Registry

: a schedule of repeating Maintenance Tasks (e.g.: Subscriptions for DNS Services, Subscriptions for Services, Repurchase of Certificates, Planned Cyclical Upgrades, etc.)

# Appendices

None.