ICT Project Guidance

Definition:  
Requirements -   
Default Solution System(s)   
Transitional Requirements

Version:

0.1

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## Purpose

To diminish project delivery risk by defining requirements and expectations to transition from the current state to a preferred target state.

## Synopsis

Transitional Requirements cover the requirements for collaborative design, development, and delivery of a service.

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## Introduction

BOSSCARD/ RAID: Background [], Objective, Options, Scope[In/Out], Stakeholders [Users], Constraints, Assumptions, Risks, Dependencies, Decisions, Deliverables.

Default Issues

Commonly misunderstood as covering only “Transition into BAU”.

# Transitional Requirements

## Resourcing

##### TR-ID: **Stakeholder Analysts**

**Category**: Transitional/Resourcing

**Responsible**: Supplier

**Statement**: A Stakeholder Analyst Role MUST be resourced as an integral part of the design and delivery resource team.

**Rationale**: A Stakeholder Analyst – as opposed to a Business [stakeholder] Analyst – elicits Stakeholder Requirements from *all* Stakeholders involved with the service over its full service lifespan.

**Details**: While a full stakeholder map would include sponsor and user categories, a it would also include the following list of specialist SMEs to query for functional requirements:  
- Business Service Consumer SME,  
- Business Service Support SME,  
- [General] Customer Support Specialist SME,  
- System Operations Specialist SME,  
- System Monitoring Specialist SME,   
- System Maintenance Specialist SME,  
- Privacy Specialist SME,   
- Security Specialist SME,  
- Enterprise Data Warehouse Specialist SME.  
  
Note that single persons may fulfil multiple SME roles – but it is a high risk if a Business Service Support SME is also fulfilling the Business Service Consumer

**Prompts:** Is a Stakeholder Analyst Role part of the delivery team?

##### TR-ID: **Test Analysts**

**Category**: Transitional/Resourcing

**Responsible**: Supplier

**Statement**: A Test Analyst Role MUST be resourced as an integral part of the delivery resource team.

**Rationale**: A Test Analyst – as opposed to a Business Analyst – develops automatable Acceptance Criteria for custom code developers for work items previously developed by Business Analysts for stakeholders.

**Details**: The Test Analyst is expected to be capable of developing Acceptance Criteria in the “Gherkin” Domain Specific Language (DSL).

**Prompts:** Is a Test Analyst Role part of the delivery team?

##### TR-ID: **Test Developers**

**Category**: Transitional/ Resourcing

**Responsible**: Supplier

**Statement**: A Test Developer Role MUST be resourced as an integral member of the delivery resource team.

**Rationale**: Tests are required to be automated, run by a pipeline. These tests require a developer with the skill to develop tests via code (as opposed to either manual testing or pseudo test development -- recording operations using a testing platform).  
IF the solution’s service(s) are SaaS   
THEN the tests will not be testing custom code but will be testing configuration, system settings, workflows, and data provisioning.

**Details**: A Test Developer is required to develop Acceptance Criteria into code.

**Prompts:** Is a Test Developer part of the delivery team?  
Does the Test Developer have experience coding tests?

##### TR-ID: **Delivery** **Pipeline** **Developers**

**Category**: Transitional/Resourcing

**Responsible**: Supplier

**Statement**: A pipeline development engineer MUST be provided to develop a delivery pipeline that will repeat multiple steps to deploy to multiple environments in a consistent manner.

**Rationale**: A delivery pipeline is the single most important system to develop to ensure continuity of service while resource come and go from a proejct.

**Details**: The resource will be expected to develop a deliver pipeline that will   
- Run Infrastructure as Code and Datbase Schema as Code to develop target environments and data stores,  
- optionally check out, compile, static test, deploy, configure services,  
- configure settings, provision, and dynamic test systems.  
Systems and Tests are developed by other roles (see Test Developers and System Developers).

**Prompts:** …

##### TR-ID: **System Developers**

**Category**: Transitional/Resourcing

**Responsible**: Supplier

**Statement**: System Developers MUST be provided to develop custom systems and/or custom supporting integration and provisioning code.

**Rationale**: Even when procuring SaaS services there is a tremendous amount of supporting code that is required to be developed.

**Details**: Common development tasks include developing ETL services in between services, integrating services via APIs, etc.

**Prompts:** What custom development tasks are envisioned?  
Will resources be provided for these tasks?  
Are they skilled and experienced in these tasks?

##### TR-ID: **Separate Business Service Consumer SME**

**Category**: Transitional/Resourcing

**Responsible**: Sponsor

**Statement**: The Business Service Consumer SME MUST be a different resource than the Business Service Support Specialist SME.

**Rationale**: There is a large risk that a business service support SME will – unintentionally -- reflect what business service support specialists wish from the service to assist their tasks, rather than reflecting what business service consumers wish.

**Details**: Different stakeholder groups often desire different outcomes. While this is normal, it is important that – of all stakeholder groups -- the desires and or needs of system consumers are captured clearly unadulterated by other stakeholder groups’ perspective.  
Note that [paying] service consumers often desire more functionality and quality than an internal [paid] stakeholder would accept.

**Prompts:** Is the service consumer SME separate from the business service provider or business service support specialist SME?

##### TR-ID: **Senior Role Ratio**

**Category**: Transitional/Resourcing

**Responsible**: Supplier

**Statement**: Supplied Role positions MUST be filled by 1/3 senior roles.

**Rationale**: Experienced roles collaborate and complete work items at a faster rate than junior roles that need guidance.

**Details**: Qualifications presented must remain acceptable to the sponsor.

**Prompts:** Are 1/3 or more of the supplied resources senior in experience in their role?

## Training

##### TR-ID: **Security Training**

**Category**: Transitional/Training

**Responsible**: Sponsor/Vendor

**Statement**: Vendor provided resources MUST complete sponsor supplied yearly security training.

**Rationale**: Security Quality Non-Functional Requirements cannot be met if stakeholders are ignorant of what actions are insecure and to be avoided.

**Details**: The training may be as simple as reading a supplied guidance document or sitting and passing an electronic training module and assessment.

**Prompts:** Specific items to test for are an understanding that:  
- Confidential information (e.g.: integration credentials) are NOT to be included in any document and/or persisted in any EDMS (e.g.: SharePoint) or distributed version control system (e.g., Git).   
- Production Data is not to be accessed or handled by stakeholders outside of a system running in a production data environment. It is NOT to be used in whole or in part, obfuscated or not, to develop Data for testing purposes.   
- Production or Confidential information is not to be transmitted outside of a functioning and auditing environment (e.g.: as email attachments, etc.).

##### TR-ID: **Training Material**

**Category**: Transitional/TODO

**Responsible**: …

**Statement**: Training Material is required to be developed

**Rationale**: …

**Details**: …

**Prompts:** …

## Deliverables

##### TR-ID: **Application Support Guide (ASG)**

**Category**: Transitional/TODO

**Responsible**: …

**Statement**: Training Material is required to be developed

**Rationale**: …

**Details**: …

**Prompts:** …

Browsers = 4%

Bakgorund processes will not affect performance

Latency is 39ms from Australia.

## Tooling

##### TR-ID: **Devices, Services, Licenses**

**Category**: Transitional/Tooling

**Responsible**: Supplier

**Statement**: Stakeholders MUST use sponsor devices, services, licenses unless permitted otherwise.

**Rationale**: Avoid supplier lock-in.

**Details**: The sponsor organisation will provide access to the following services:  
- A virtual meeting and chatting service for discovery, design, and delivery collaboration,  
- An [online] suite of work document development tools (e.g., Office 365)  
- A Electronic Document Management Service (EDMS) for the development and persisting of versioned developed documents.  
- A work item visual management service (e.g.: agile or scrum kanban) to collect, refine, prioritise and action work items by team resources,  
- A Distributed Repository/Code Versioning Service for persisting custom developed system and/or supporting code. Note that even if the solution’s key systems are SaaS based, custom code will be developed for configuring, integrating, provisioning and/or automated testing of the services.  
- Adequate development Integrated Development Environment (IDE) instances and/or licenses,  
- [optionally] Laptop devices as needed, sufficiently resourced (memory, CPU, etc.) for role’s intended tasks

**Prompts:** Are there any other devices, services you will require licensing and/or provisioning to discover, define, design, develop and deliver the solution’s services in a usable state?

## Process

##### TR-ID: **Datastore**

**Category**: Transitional/Integration

**Responsible**: All

**Statement**: Documents MUST be developed and managed in the sponsor’s appropriate electronic datastores.

**Rationale**:

**Details**: Documents are not to be developed in the supplier’s datastore, limiting sponsor feedback till handover.

**Prompts:** None.

##### TR-ID: **Certificates Replacing**

**Category**: Transitional/TODO

**Responsible**: …

**Statement**: …

**Rationale**: …

**Details**: …

**Prompts:** …

##### TR-ID: **Security Incidents**

**Category**: Transitional/TODO

**Responsible**: …

**Statement**: Must be immediately reported to Sponsor Organisation’s TODO.

**Rationale**: …

**Details**: …

**Prompts:** …

## Access

##### TR-ID: **User Accounts**

**Category**: Transitional/Integration/Preparation

**Responsible**: Sponsor

**Statement**: The Sponsor MUST provision access within systems the supplier resources require access to.

**Rationale**: Data to legacy systems is required. Access is granted via Service Accounts.

**Details**: The default way is to make develop user accounts within the organisation directory service for users, but the actual required method may vary system to system.

**Prompts:** None.

##### TR-ID: **Service Accounts**

**Category**: Transitional/Integration/Preparation

**Responsible**: Vendor

**Statement**: Production Data Environment Service Accounts MUST be requested  
to support Data Provisioning and Migration tasks

**Rationale**: Data to legacy systems is required. Access is granted via Service Accounts.

**Details**: One Service Account is required per legacy system as well as per authoritative source system.

**Prompts:** None.

## Environments

##### TR-ENV-ID: **Environments**

**Category**: Transitional/Environments

**Responsible**: Vendor

**Statement**: Multiple Environments MUST be developed, associated to different domain controllers:

**Rationale**: Deployments of system and/or configuration MUST be passed through multiple test environments before being deployed to the Production website.

**Details**: Environments must be built using Infrastructure as Code, executed by a pipeline.  
Environments to create include:  
  
- Non-Production Domain Controller:  
 - Build Test (BT)  
 - Developer Test (DT)  
 - System Test (ST)  
 - User Test (UT)  
- Production Data Domain Controller:  
 - Integration Test (IT)  
 - Training (TR))  
 - Production (PR)

**Prompts:** …

WAF

## Integrating

…

## Provisioning

Data provisioning occurs

##### TR-ID: **Provisioned Datasets**

**Category**: Transitional/TODO

**Responsible**: Vendor

**Statement**: Datasets and Reference Data MUST be provisioned via authenticated, authorised, audited APIs.

**Rationale**: Bypassing validation introduces errors.   
Permitting the bypassing of auditing introduces security risks.

**Details**: Loading Reference Data from spreadsheets and/or direct datastore instructions is specifically NOT permitted.

**Prompts:** Do the solution’s system(s) have APIs sufficient for migrating legacy data to them?   
Does the vendor organisation have prior successful experience with ETL’ing legacy data?

## Data Migration

Lists known tasks to migrate data from legacy systems to replacement systems.

##### TR-ID: **Migrated Legacy Data**

**Category**: Transitional/Data/Migrations

**Responsible**: Vendor

**Statement**: Legacy system data MUST be loaded into the solution’s system(s) via authenticated, authorised, audited API endpoints.

**Rationale**: Bypassing validation introduces errors.   
Permitting the bypassing of auditing introduces security risks.

**Details**: ETL operations may query legacy system datastores directly if their APIs are insufficient, but they may not access the system’s operational datastores directly, bypassing operation auditing.  
Neither can databases backups be created elsewhere and loaded by backup restoration processes.  
Imported legacy records will require Transforming into the new schema’s shape. Additionally, Foreign Keys to Reference Data will require remapping.

**Prompts:** Do the solution’s system(s) have APIs sufficient for migrating legacy data to them?   
Does the vendor organisation have prior successful experience with ETL’ing legacy data?

## Media Development

##### TR-MED-ID: **Print & Web Resources**

**Category**: Transitional/Media

**Responsible**: Sponsor

**Statement**: The project MUST develop common resources to be used when developing web and print media and material.

**Rationale**: A common look improves recognisability, permitting stakeholders and system users to focus on usability.

**Details**: Resources would include fonts, [accessible] icons, graphics, styling guidelines, document templates (e.g.: PowerPoint, Word) provided in a commonly team accessible cloud location.

**Prompts:** …

##### TR-MED-ID: **Sponsor Organisation Corporate Website Media**

**Category**: Transitional/Media

**Responsible**: Sponsor

**Statement**: The project MUST develop media and text for the corporate website.

**Rationale**: Groups external to the project may know how to dedicate a section of a website for this project’s use, but they don’t know what to write about the project.

**Details**: Develop the material in the languages available on the corporate website.  
The material must link to the solution’s system(s) Home Page.

**Prompts:** …

##### TR-MED-ID: **Project Website Media**

**Category**: Transitional/Media

**Responsible**: Sponsor

**Statement**: The project MUST develop media for dedicated stand-alone project website.

**Rationale**: The media Permits the publishing of a Privacy Statement, Copyright Statement and Contact options, separate from the solution’s service(s) which may not be configurable in such a way (e.g.: is a SaaS) -- but can *link* to the above-mentioned statements.

**Details**: Note that such sites are often read-only and do not collect any Personal Information (PI) and therefore can have the lowest data classifications.  
The site will require the development of a DNS name registration and certificate to publish the site as a subdomain of the project (eg: <https://info.ourservice.ourorganisation.tld/> )

**Prompts:** …

##### TR-MED-ID: **Privacy Statement Media**

**Category**: Transitional/Media

**Responsible**: Sponsor

**Statement**: Solution service(s) specific privacy statement MUST be created, communicating what personal data will be collected, what it is collected for, whom it will be shared with, and the process to follow to request corrections.

**Rationale**: A system user must be provided the means to ascertain the privacy cost to using a service.

**Details**: The privacy statement can be developed from an sponsor organisation provided template.  
The statement can be hosted on the service itself, or the service’s project website.

**Prompts:** …

##### TR-MED-ID: **Copyright Statement Media**

**Category**: Transitional/Media

**Responsible**: Sponsor

**Statement**: Solution service(s) specific copyright statement MUST be created.

**Rationale**: …

**Details**: The statement can be hosted on the service itself, or the service’s project website.

**Prompts:** …

##### TR-MED-ID: **Contact Options Media**

**Category**: Transitional/Media

**Responsible**: Sponsor

**Statement**: Solution service(s) specific copyright statement MUST be created.

**Rationale**: A user must be provided information to obtain support.

**Details**: The statement may be linked to from the Privacy Statement, when it describes the process to follow to correct collected personal information.   
  
The statement can be hosted on the service itself, or the service’s project website.

**Prompts:** …

##### TR-MED-ID: **Planned Downtime Message Media**

**Category**: Transitional/Media

**Responsible**: Sponsor

**Statement**: Downtime Notification Message MUST be created.

**Rationale**: Users MUST be notified ahead of time regarding planned upcoming downtime to permit them to plan alternate activities during that time.

**Details**: Depending on the system the notifications are shown in-system, and/or emailed out.  
If in-system, the notifications are typically succinct due to available banner message area available. If sent out by email, the notifications must be less succinct.

**Prompts:** …

## Systems

##### TR-SYS-ID: **Corporate Website**

**Category**: Transitional/Systems

**Responsible**: Sponsor

**Statement**: The project MUST develop a corporate website area.

**Rationale**: Improve discoverability and trustability of the service by linking to its services from an already trusted site.

**Details**: The media must link to the solution’s system(s) Home Pages.

**Prompts:** …

##### TR-SYS-ID: **Project WebSite**

**Category**: Transitional/Media

**Responsible**: Sponsor

**Statement**: The project MUST develop a dedicated stand-alone website.

**Rationale**: Permits the publishing of a Privacy Statement Media, Copyright Statement Media and Contact Options media, separate from the solution’s service(s) which may not be configurable in such a way (e.g.: is a SaaS) -- but can *link* to the above-mentioned statements.

**Details**: Note that such sites are often read-only and do not collect any Personal Information (PI) and therefore can have the lowest data classifications.  
The site will require the development of a DNS name registration and certificate to publish the site as a subdomain of the project (eg: <https://info.ourservice.ourorganisation.tld/> )

**Prompts:** …

##### TR-ID: **User Feedback Service**

**Category**: Transitional/Systems

**Responsible**: Sponsor

**Statement**: The solution requires the provisioning of a service to collect user feedback.

**Rationale**: Improvement of service should be influenced primarily by service consumer feedback as to frustrations, suggestions, and approvals – not service providers.

**Details**: The system may be an enterprise-wide service within which a tenancy needs licensing, developing, provisioning.  
Unacceptable is a site survey. Or collection of emails.  
  
The service should be referenced from the Project website.

**Prompts:** …

## Discovery

## Definition

##### TR-ID: **Business Requirements**

**Category**: Transitional/Definition

**Responsible**: Sponsor

**Statement**: Business Requirements MUST be developed to capture the problem, purpose and value expected from investing in the creation of the planned solution’s system(s).

**Rationale**: …

**Details**: Informs the subsequent development of the Stakeholder Requirements.

**Prompts:** …

##### TR-ID: **Stakeholder Map**

**Category**: Transitional/Definition

**Responsible**: Sponsor

**Statement**: A stakeholder map MUST be developed, capturing RASCI related stakeholders.

**Rationale**: …

**Details**: Informs the development of the Stakeholder Requirements.

**Prompts:** …

##### TR-ID: **Stakeholder Requirements**

**Category**: Transitional/Definition

**Responsible**: Sponsor

**Statement**: Stakeholder Requirements MUST be developed, capturing how stakeholders expect to help deliver the business outcomes defined within the Business Requirements.

**Rationale**: …

**Details**: Informs the subsequent development of the Functional System Requirements.

**Prompts:** …

## Development

## Quality Assurance

##### TR-ID: **Automated QA**

**Category**: Transitional/Quality Assurance

**Responsible**: Supplier

**Statement**: Quality Assurance other than Exploratory Testing MUST be only performed by automation within a delivery pipeline.

**Rationale**: Manual testing tasks grow to being too long to be able to be completed within delivery iterations, delaying delivering value to system users.

**Details**: The recommended approach is to develop testing stages within a delivery pipeline:  
- Static Testing on the code, irrespective of the environment.  
- Dynamic Testing in the Non-Production Data Build Test (BT) environment.  
- Performance Testing in the User Test (UT) environment.

**Prompts:** Does the team resources include a Test Developer?  
Is the Test Developer capable of developing tests (as opposed to recording operation sequences using a Testing platform)?

## Deployment

##### TR-ID: **Approved Production Data Environment Deployments**

**Category**: Transitional/Deployment

**Responsible**: Supplier

**Statement**: Custom Development MUST not be deployed to production data environments without prior approval by the sponsor.

**Rationale**: The sponsor will require the deployment to change managed to coordinate with other activities (comms, etc.).

**Details**: …

**Prompts:** TODO

## Supporting

…

## Monitoring

Must integrate with MoE’s Security Information and Event Management system (SIEM) and log all security events.

## Onboarding

Onboarding of organisations (not the same as onboarding users).

## Operating

##### QR-DEF-USA-OP-00: **Prenotification**

**Category**: ISO-25010/Usability/Operability

**Statement**: Downtimes of the service MUST be pre-notified.

**Rationale**: Let [Users](#Term_SystemUser) plan their reliance on the service.

**Details**: The notification must be via channels they access most regularly.

**Prompts:** Is the notification in-system?  
How is notification made to users not currently using the system?

## Maintenance

##### QR-MAIN-GEN-00: **Maintained Current**

**Category**: ISO-25010/Maintainability/General

**Statement**: The solution [SaaP](#Term_SaaP) service(s) components, dependencies and encryption algorithms MUST be kept current to the latest version minor released within the last 6 months.

**Rationale**: Incremental small manageable updates improve security while decreasing the risk, documentation, and specialisation required for larger updates done at larger intervals.  
Systems that are not upgraded risk the risk of not be certifiable for use.

**Details**: Note:   
this may best be defined as a transitional requirement.

**Prompts:** What strategy is used to remain abreast of service’s components versions, and prioritising work to upgrade libraries and components?  
What strategies are used to remain abreast of the available versions of dependent service [API](#Term_API)s, and prioritising work to upgrade to the latest version?  
What strategies are used to remain abreast of the available versions of cryptographic algorithms, and prioritising work to upgrade to the latest version?

## Decommissioning

##### TR-END-DATA-00: **Collaboration Termination & Data Repatriation**

**Category**: Transitional

**Statement**: Vendor MUST return or delete as directed all Sponsor IP and/or data accumulated while collaborating with the sponsor organisation.

**Rationale**: Access to data or IP in an unregulatable and/or unmonitorable manner may be used in contravention of data use disclosures or become a security risk.

**Details**: Consider Material collected or developed for Discovery, Definition, Design, Development, Assurance, Delivery, Operation, Maintenance.  
This may include but is not limited to collecting all copies of:  
- System and Processes Documentation  
- Reports   
- Developed Media  
- System Design Documentation  
- System Access Credentials  
While Vendors should only have access to non-production data, consider still retrieving all copies of:   
- Reference Data  
- Test Data  
- [System Data](#Term_SystemData) (Backup or Operational)

**Prompts:** …

Appendices

Appendix A - Document Information

### Images

[Figure 1: TODO Image 2](#_Toc144995112)

### Tables

[Table 1: TODO Table 3](#_Toc145048484)

[Table 2: TODO Table 2 3](#_Toc145048485)

### References

**There are no sources in the current document.**

### Review Distribution

The document was distributed for review as below:

|  |  |
| --- | --- |
| Identity | Notes |
|  |  |
|  |  |
|  |  |

### Audience

The document is technical in nature, but parts are expected to be read and/or validated by a non-technical audience.

### Structure

Where possible, the document structure is guided by either ISO-\* standards or best practice.

### Diagrams

Diagrams are developed for a wide audience. Unless specifically for a technical audience, where the use of industry standard diagram types (ArchiMate, UML, C4), is appropriate, diagrams are developed as simple “box & line” monochrome diagrams.

### Terms

Refer to the project’s Glossary.

##### IT

: acronym for Information, using Technology to automate and facilitate its management.

##### ICT

: acronym for Information & Communication Technology, the domain of defining Information elements and using technology to automate their communication between entities. IT is a subset of ICT.

Appendix B – Requirement Template

The following is the template used to describe a requirement in this document:

##### TR-ID: **Title**

**Category**: Transitional/TODO

**Responsible**: …

**Statement**: …

**Rationale**: …

**Details**: …

**Prompts:** …

Appendix D – TODO

The following requirements are to be completed and categorized.

##### **TODO**

Document Repository

Code Repository

Work Item Management

ALM

Tools Used Must be agreed

Methodologies Must be agreed

Twilight./ Supported Technologies

##### TR-ENV-00: **Accredited Environments & Platforms**

**Category**: Transitional/

**Statement**: The solution must use Accredited Platforms for Environments and Services

**Rationale**: …

**Details**: Cloud Providers, Service Providers must be accredited.

**Prompts:** Accreditation is a recurring event.

### Collaboration

Work Makeup

##### TR-COLAB-00: **Title**

**Category**: …

**Statement**: The vendor organisation MUST ensure that 1/3 of the technical staff provided have demonstrable senior experience in their respective fields.

**Rationale**: …

**Details**: …

**Prompts:** …

##### TR-COLAB-00: **Title**

**Category**: …

**Statement**: The vendor organisation MUST ensure that at least 1/3 of resources working on the [project](#Term_Project) are technical implementors.

**Rationale**: …

**Details**: …

**Prompts:** …

##### TR-COLAB-00: **Title**

**Category**: …

**Statement**: Vendor organisation resources MUST remain approved by the sponsor organisation.

**Rationale**: The sponsor organisation may have had a negative previous experience working with some resource.

**Details**: The vendor organisation must propose to the sponsor organisation the names of resources they wish to bring on to the project.

**Prompts:** What are the names of the key resources expected to be part of the project.

##### ID: **Agreed Collaboration Services**

**Category**: …

**Statement**: The [vendor organisation](#Term_VendorOrganisation) MUST use [sponsor organisation](#Term_SponsorOrganisation) agreed digital services to manage the discovery, definition, design, development, assessment, delivery, operation and maintenance of the solution.

**Rationale**: The [sponsor organisation](#Term_SponsorOrganisation) remains responsible for providing the service to service consumers even if and after collaboration between [sponsor](#Term_SponsorOrganisation) and [vendor](#Term_VendorOrganisation) has terminated.

**Details**: - Domain Services (e.g., AAD)  
- Team Collaboration & Communication Services (e.g.: MS Teams, other)  
- Electronic Document Management Service (e.g.: SharePoint, other)  
- Knowledge Management Service (e.g.: Confluence, other)  
- Code Store (e.g., ADO, GitHub, etc.)

**Prompts:** …

### Setup

### Delivery

##### ID: **Automated Infrastructure and Schema Development**

**Category**: Transition/Delivery

**Statement**: IF an installed SaaP, the delivery pipeline MUST first develop the target environment’s infrastructure.

**Rationale**: The development of infrastructure

**Details**: The process will use the sponsor organisation’s preferred [Infrastructure as Code](#Term_InfrastructureAsCode) approach to do this.

**Prompts:** Does the vendor organisation have experience with [infrastructure as code](#Term_InfrastructureAsCode)?   
Does the vendor organisation have experience with the vendor’s specific type of [infrastructure as code](#Term_InfrastructureAsCode)?

##### ID: **Automated Compilation, Packaging, Deployment, Integration**

**Category**: Transition/Delivery

**Statement**: The solution’s system(s) will be configured, data provisioned and dynamically tested by automation.

**Rationale**: …

**Details**: …

**Prompts:** …

### Data

##### ID: **Data Provisioning**

**Category**: Transitioning/Data

**Statement**: The solution’s system(s) MUST be provisioned with data only through its authenticated, authorised, audited, and validated [API](#Term_API)s.

**Rationale**: Authorisation, auditing and validation is not performed when importing data directly into datastores.

**Details**: Develop [custom supporting code](#Term_CustomSupportingCode) to invoke [API](#Term_API)s of source systems, transform the data as required, then call the [API](#Term_API)s of the target systems.  
Sources to consider as being viable sources are systems of record and legacy systems.   
If the source system does not have [API](#Term_API)s it is acceptable to revert to querying its datastore directly, but the subsequent loading into new system(s) *must* remain via the target system [API](#Term_API)s.

**Prompts:** Does the solution’s system(s) have the [API](#Term_API)s required to provision data as needed to deliver the solution?  
Does the vendor organisation have sufficient current experience in developing ETL pipelines under these circumstances?  
Summarise how the process may work.

##### ID: **Data Provisioning Automation**

**Category**: Transition/Data

**Statement**: The vendor organisation will use approved technologies and approaches to automate the extraction, transformation and loading (ETL) from existing systems (legacy or otherwise) into validated endpoints of the solution’s system(s) [API](#Term_API)s.

**Rationale**: …

**Details**: TODO

**Prompts:** …

### Deliverables

##### TR-DEL-DOC-00: **Role Execution Documentation**

**Category**: …

**Statement**: The vendor organisation MUST develop [documentation](#Term_Documentation) for sponsor organisation resources to perform their [role](#Term_Role)s as required.

**Rationale**: …

**Details**: The vendor organisation will prepare individual documents for each of the following generic [Role](#Term_Role)s:  
- User Support Services: to support Users with general system tasks  
- Business Service Support specialists: to support Users with business service specific tasks  
- Operations Service specialists: describing how to configure settings of the system, preparing it for use by Users  
- Maintenance Service specialists: describing how to monitor and maintain the solution’s systems and components.  
- Deployment specialists: describing how to operate the automated pipeline.

##### TR-DEL-DOC-00: **Registries**

**Category**: …

**Statement**: The vendor organisation MUST develop registries for handover.

**Rationale**: …

**Details**: Risks  
Issues  
Recurring Tasks (e.g.: certificate renewals)

**Prompts:** …