

**CMA CGM Shared Service Centre (India) Pvt.Ltd.**

**IT Development**

**Standard Operating Procedure**

**(Scope Document and Tailoring Details)**

**Version History**

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| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description** |
| **0.1** | **06.11.2015** | **Ananthakrishnan ANBALAGAN** | **First Draft** |
| **1.0** | **09.11.2015** | **Ananthakrishnan ANBALAGAN** | **First baseline version.** |
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**Approval List**

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| --- | --- | --- |
| **Name** | **Designation** | **Approval Status** |
|  |  |  |
| **Hemanth Kumar BABU** | **Deputy Director - Development** | **Approved with changes** |
| **Kareem Basha** | **Sr.Mgr Quality** | **Tailoring is approved.** |
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# Purpose

To describe the list of activities performed in IT development.

# Scope

This project covers Regular & Lite projects scope and deliverables

# Terms & Definitions

| **Acronyms/Abbreviations** | **Definitions** |
| --- | --- |
| CAPA | Corrective action preventive Action |
| BRD | Business Requirement document |
| WBS | Work breakdown structure. |
| HLD & LLD | High level design & low level Design. |
|  |  |

# References

| **Reference** | **Description** |
| --- | --- |
| Analysis and Design SOP | Process available in \\ssci\QMS\SSCChennai\Information Technology\SOP\General |
| Coding and Unit testing | \\ssci\QMS\SSCChennai\Information Technology\SOP\General |
| Testing Functional Regression UAT | Process available in \\ssci\QMS\SSCChennai\Information Technology\SOP\General |

# Process

BRD review and review details tracking

## Entry Criteria

* IT development start activity once Baselined BRD is received.

## Task Details

### Effort estimation & project classification

* Effort will be estimated based on WBS estimation method.
* If the project Effort is more than 30 Man Days, project will be classified as Regular project and all the process activities detailed under “Deliverables- Regular Project” to be followed.

### Coding Process

* Coding will be in PHP
* Eclipse IDE.
* MySQL Database.
* Code review
* Tracking code review defects to closure.
* Maintain details of action taken for code review defects
* Fixing defects.
* Unit test case preparation.
* Unit test case review [Only for Regular Projects]
* Unit test execution
* Unit test results review [Only for Regular Projects]

### Testing process

* System testing &Regression test cases will be prepared based on approved BRD and Technical Specification (HLD & LLD). [Only for Regular Projects]
* System test/Regression test cases need to be reviewed and approved. [Only for Regular Projects]
* Regression testing will be done post fixing UAT defects if any. [Only for Regular Projects]
* Testing will be documented and executed by Functional Support Team

## Validation

* There are no open code review defects.
* There are no open Testing defects.

## Exit Criteria

* Successfully sign off from UAT Testing team

# Output Deliverables

1. **Regular projects- Deliverables:**

* Effort estimates-approved.
* “Clarification Log” to track the requirements clarifications.
* Project plan in excel
* Technical Specification
* TS Review & Approval
* Coding & adherence to coding Standards
* Code review report
* RTM(Requirement traceability Matrix)
* UTC writing.
* UTC Review & Approval
* System /Functional /regression test cases preparation and review.
* Test result review.
* Defect tracking at all phases. Details of action taken on defects need to be tracked.
* Sign off mails.
* Post implementation support details

# Quality Measure

* Planned effort VS Actual effort.
* Planned schedule VS Actual schedule.
* CAPA (corrective action and preventive action in case of deviations more than +5%).