

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

**IT Development**

**Standard Operating Procedure**

**(Scope Document and Tailoring Details)**

**Version History**

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Date** | **Author** | **Description** |
| 0.1 | 06.11.2015 | Ananthakrishnan ANBALAGAN | First Draft |
| 1.0 | 09.11.2015 | Ananthakrishnan ANBALAGAN | First baseline version. |
| 1.1 | 20-Jan-2016 | Ananthakrishnan ANBALAGAN / Deepak | Amended – Section 5.2.2, added integration testing |
| 1.2 | 08-Mar-2016 | Hemanth Kumar | Communication and Escalation Matrix, Process Maps, Deployment Architecture |
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|  |  |  |  |

**Approval List**

|  |  |  |
| --- | --- | --- |
| **Name** | **Designation** | **Approval Status** |
|  |  |  |
| Venkat N | Director - IT |  |
| Gurbir Singh | Sr.Director – IT |  |
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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 |

# Communication and Escalation Matrix

|  |  |  |
| --- | --- | --- |
| **IT Application Development - Communication Matrix** | | |
| **Levels** | **Contact Person** | **Email ID** |
| Level 1 | Ananthakrishnan ANBALAGAN | SSC.AANBALAGAN@cma-cgm.com |
| Level 2 | Hemanth Kumar BABU | SSC.HKBABU@cma-cgm.com |
| Level 3 | Venkatasubramanian NARASIMHAN | SSC.VNARASIMHAN@cma-cgm.com |
| Level 4 | Gurbir Singh BHATIA | SSC.GSBHATIA@cma-cgm.com |

|  |  |  |
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| Level 1 | Ananthakrishnan ANBALAGAN | SSC.AANBALAGAN@cma-cgm.com |
| Level 2 | Hemanth Kumar BABU | SSC.HKBABU@cma-cgm.com |
| Level 3 | Venkatasubramanian NARASIMHAN | SSC.VNARASIMHAN@cma-cgm.com |
| Level 4 | Gurbir Singh BHATIA | SSC.GSBHATIA@cma-cgm.com |

# Process

BRD review and review details tracking

## Process Map



## Entry Criteria

* IT development starts 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
* Integration testing will be taken into consideration, based on the scope of the application/project.

### Testing process

* 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
* Integration 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

# Deployment Architecture



# Quality Measure

* Planned effort VS Actual effort.
* Planned schedule VS Actual schedule.
* CAPA (corrective action and preventive action in case of deviations more than +/-10%).