**Software Development Life Cycle (SDLC) with Timelines**

**For Electronic Incident Management Software**  
**San Diego Convention Center Corporation – RFP #25-1063**

**1. SDLC Overview**

The following **phased approach** ensures on-time delivery of the Electronic Incident Management Software, aligning with the RFP’s **Go-Live target of February 1, 2026**.

| **Phase** | **Key Activities** | **Timeline** | **Deliverables** |
| --- | --- | --- | --- |
| **1. Planning** | Requirements finalization, risk assessment | May 30 – Jun 15, 2025 | Project charter, SOW |
| **2. Design** | UI/UX mockups, database schema, security | Jun 16 – Jul 15, 2025 | Technical design docs, prototypes |
| **3. Development** | Core module coding, API integrations | Jul 16 – Sep 30, 2025 | Alpha build, test environments |
| **4. Testing** | QA, security scans, user acceptance (UAT) | Oct 1 – Nov 30, 2025 | Test reports, patched build |
| **5. Deployment** | Staging rollout, data migration | Dec 1 – Dec 31, 2025 | Production-ready system |
| **6. Training** | User training, documentation | Jan 1 – Jan 31, 2026 | Training materials, user manuals |
| **7. Go-Live** | Full production launch | **Feb 1, 2026** | Operational system |
| **8. Maintenance** | Bug fixes, updates, SLA support | Ongoing (3-year contract) | Monthly health reports |

**2. Detailed Timelines**

**Phase 1: Planning (May 30 – Jun 15, 2025)**

* **Activities:**
  + Finalize RFP requirements with Convention Center stakeholders.
  + Conduct risk assessment (security, scalability).
* **Deliverables:**
  + Approved **Project Charter** and **Scope of Work (SOW)**.

**Phase 2: Design (Jun 16 – Jul 15, 2025)**

* **Activities:**
  + UI/UX design for dispatch queue, incident reporting, and analytics dashboards.
  + Database design (segregated tables for PII).
* **Deliverables:**
  + **Wireframes** and **Azure AD integration plan**.

**Phase 3: Development (Jul 16 – Sep 30, 2025)**

* **Activities:**
  + Agile sprints (2-week cycles) for core features:
    - Dispatch queue with automated assignments.
    - Mobile incident reporting (iOS).
  + API development for SSO (Azure AD).
* **Deliverables:**
  + **Alpha build** for internal testing.

**Phase 4: Testing (Oct 1 – Nov 30, 2025)**

* **Activities:**
  + **Functional Testing:** Validate all RFP-required features.
  + **Security Testing:** Penetration tests (SOC 2 compliance).
  + **UAT:** Convention Center staff validate workflows.
* **Deliverables:**
  + **Test Summary Report** and **remediated build**.

**Phase 5: Deployment (Dec 1 – Dec 31, 2025)**

* **Activities:**
  + Deploy to staging environment for final validation.
  + Migrate legacy data (if applicable).
* **Deliverables:**
  + **Production environment** sign-off.

**Phase 6: Training (Jan 1 – Jan 31, 2026)**

* **Activities:**
  + On-site/virtual training for 60 Public Safety users.
  + Create **video tutorials** and **quick-reference guides**.
* **Deliverables:**
  + **Training completion certificates**.

**Phase 7: Go-Live (Feb 1, 2026)**

* **Activities:**
  + Monitor system performance post-launch.
  + Address Day 1 support tickets.

**Phase 8: Maintenance (Ongoing)**

* **Activities:**
  + **Weekly patches** (security/bug fixes).
  + **Quarterly audits** for SOC 2 compliance.

**3. Risk Mitigation**

| **Risk** | **Mitigation Strategy** |
| --- | --- |
| Delays in Azure AD integration | Dedicated API team; fallback to OAuth 2.0. |
| UAT feedback delays | Buffer 2 weeks in schedule. |
| Data migration errors | Pre-migration dry runs. |

**4. Compliance Alignment**

* **SSAE 16 SOC 2:** Audits during Development/Testing.
* **ISO 27001:** Security controls enforced in all phases.

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**Note:** This SDLC aligns with RFP’s **implementation timeline (Sep 1, 2025 – Feb 1, 2026)** and includes buffers for contingencies. Adjustments require stakeholder approval.