SILICONGRAPHICS

Quick Fix Website Development – SOW

April 18

2017

Complete scope inducing the functionality, reporting, SMM, and flow for dynamic CMS based website with Mobile and Cross Browser Compatibility.

CMS Based Website – SOW

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[1.0] Document Property;

Document Name	Quick Fix – SOW
Version Number	1.0
Date of Issue	18-04-2017
Reference Number	-

[1.1] History;

Version	Description	Author(s)	Reviewed
1.0	Project Scope of Work	Ali Ahmed	Sam D. Sharp

[1.2] Contact Information;

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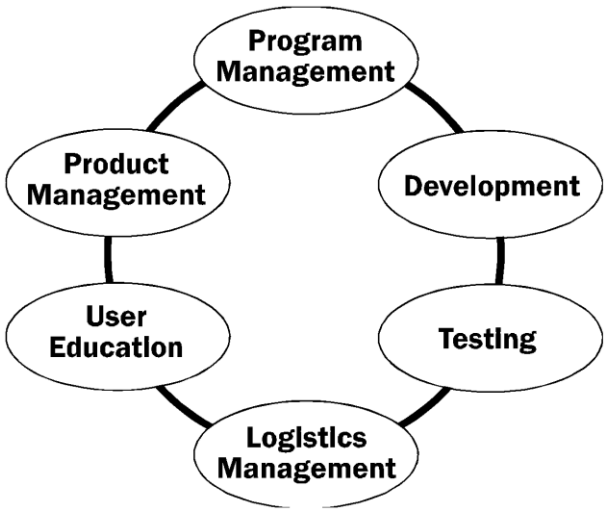
[2.0] Implementation (Methodology);

SILICON GRAPHICS has adopted the Microsoft Solutions Framework for product/project development and management. The Framework is based on the following team model. The team model for web development is defined as a small team of peers working in interdependent multidisciplinary roles. The following is a depiction of the team model:



The six roles of the team model correspond directly with the six key quality goals for an effective project team. They map as follows:

Team Role	Goal
Product Management	Satisfied Customers.
Program Management	Delivery within project constraints.
Development	Delivery to agreed specifications.
Testing	Release after addressing all issues.
User Education	Enhanced user performance.
Logistic Management	Smooth deployment and ongoing management.

Having a clearly defined role and owning a clearly defined goal increases the understanding of responsibilities and encourages ownership by the project team, which ultimately results in a better product/project. Since each goal is critical to the success of a project, the roles that represent these goals are seen as peers with an equal say in decisions.

[3.0]Maintenance & Warranty;

Maintenance will only be covered during the course of the project. Once the project is handed over to the client, the client may signup for monthly maintenance i.e. to be billed separately.

[3.1]Customer Support (DEFINITION)

Support is limited to fixing problems, solving issues and providing information concerning the product/solution/hardware provided by Silicon Graphics only. Support includes the provision of fixes and patches but no new functionality. New functionality and upgrades will be considered out of scope and will be billed separately.

[3.2]OVERVIEW

Customers may only contact the specially nominated support personnel nominated by Silicon Graphics through the contract. This will ensure that the customer's personnel can easily establish a line of communication to his support contact at Silicon Graphics to service the issue/request efficiently. Support will be provided over:

[3.3]Telephone

Over Silicon Graphics board number during business hours. The mobile numbers of primary and secondary contact staff will be given to the customer at the start of the project, which can be used for contact after office hours. Our response and fixes towards the problems etc. will be over other communication channels like Email/ Phone/ SMS/ FTP

[3.4]Online Reporting – Internet:

Updates on the project status will be provided over emails along with a URL so the client can easily follow up with the progress of his website anytime he wants.

Security Level (1 to 3)	Problem Acknowledgment	Estimated Time to Fix / Response
1 – Any issues that cause partial / complete loss of customer service or any malfunction.	90 minutes – Via SMS, Email and Phone Call	48 hours. For Severity 1 problems, Silicon Graphics Support Team will provide, where necessary assistance to the customer.
2 – Non-service affecting problems.	1 day via Email or Phone Call.	1 week.
3 – Requests for information.	1 day via Email or Phone Call.	3 working days.

The Silicon Graphics support team will deal with requested assistance to do only with software and their solutions.

[4.0] System Property;

The system which includes the following main items will remain the property of the client. Silicon Graphics will hand over the same to the client upon completion of the work along with complete documentation and user manual.

- Source Code
- Database
- PSDs
- Fonts
- Images
- Content

[4.1] Website Brief:

- The client is looking to get developed a professional website offering various services from home to corporate sector all over UAE with the MOTO to get the service person at your door step within 1 hour.
- The website will display different services the customer may order any specific service after fulfilling the requirement gathering form. Ref: https://www.urbanclap.com
- As soon the any of the service is ordered, the following people will be notified with an email along with customer details, location map and service details;
    - Website Administrator
    - Customer (Who ordered the service)
    - Supervisor/ Driver
- The website will also feature other CMS pages like About, Contact, Career, Privacy Policy, How it works, Sitemap etc.

- CMS Dashboard: The website will be developed with an efficient dashboard which will allow the administrator to add/ edit/ delete content, images, pages, services, testimonials, categories, contacts, order and many other related areas.
- Reporting: The dashboard of the website will allow the administrator to generate reports i.e. Sales, Orders, Customers, Bookings etc.
- Customer Location: Upon booking any of the service, the website will ask the user to allow automatic location access. The location then be added with the order brief.
- Customer Profile: Upon creating account, the customer can view their order history, successful service delivery, reviews etc.

[5.0] Production;

[5.1] Analysis;

Gathering and understanding client requirement, creating wire-frames to analyze the processes and flow of the website in order to ensure speedy and professional delivery.

[5.2] Design Phase;

Based on the reference websites client provided and understanding of client's business and niche, Silicon Graphics will create initial website UI (mockups) for the client.

Silicon Graphics will provide 03 mockup designs from scratch according to client's personal preferences however, the client may choose one ask for revisions until and unless he is not 100% satisfied.

The timeline (5 weeks) for the project deliverables will be start after the approval of design from the client.

[5.2.1] Reference Websites;

The UI design for Quick Fix will be based upon the client recommendations, requirements and following reference websites;

- https://www.urbanclap.com/
- http://maintenx.com
- https://mrusta.com/

[5.2.2] Navigational Structure;

Here is the basic navigational structure. Will be discussed with the client in detail and will be finalized later.

1. Home
2. About
3. Services
4. Our Experts

5. Contact Us
6. Book Now

Footer Navigations;

1. Privacy Policy
2. Sitemap
3. Terms & Condition

[5.2.3] Content & Images;

Content and images for different pages of the website are to be provided by the client. Silicon Graphics will enhance the images and transform them into banner/ slider and will add the content provided by client.

Note: Silicon Graphics also provide content writing services - billed separately.

[5.2.4] Logo Concepts;

Logo is to be provided by the client. Silicon Graphics may also provide new logo concepts upon client's request.

[5.3] Front-end Development;

[5.3.1] HTML;

As soon the design part is completed and approved from the client, the front-end development will be started i.e. HTML and CSS.

Note: Any changes from the client coming after the approval of the design phase will be treated as "Change Request" and will be billed separately.

[5.3.2] Responsive Website (BootStrap);

In order to make the website responsive and compatible with all the devises i.e. Smart Phones and tablets, Twitter Bootstrap will be used which will help the website to automatically change/ switch layout over different devices.

[5.3.3] JavaScript/ JQuery;

JavaScript/ JQuery will be used for the sliding images and main page banner moreover, custom module will also be created in the back-end, providing the client with the option to add/ edit/ delete multiple images according to their personal preferences.

[5.4] Database Design;

[5.4.1] Data Dictionary;

Design and architecture defining for the database tables will be handled and executed in this phase.

[5.4.2] ERD;

Complete entity relationship diagram will be created and designed prior to any database development work.

[5.5] Development Phase;

[5.5.1] Dashboard;

The quick dashboard of the website will be consisted of the following options.

[5.5.2] CMS Dashboard;

The back-end dashboard of Website CMS will allow the client to add/ edit/ delete the content, images, categories, services, order, reports and many other areas.

[5.5.3] Home Page Slider;

The back-end dashboard of the website will allow the client to add/ edit/ delete banner images in the home slider and link them with their respective pages.

[5.5.4] Home Page;

The home page of the website will be fully dynamics, allowing the client to add/ edit/ delete the content and images on any section of the home page.

[5.5.5] Service Page;

The back-end dashboard of the website will allow the client to add/ edit/ delete services, create new categories, publish/ un-publish reviews respective to any category/ service.

[5.5.6] Social Media Plugins & Widget;

Social media plugins and widgets will be integrated with the website to increase the visibility of client's business.

[5.5.7] Menu Management;

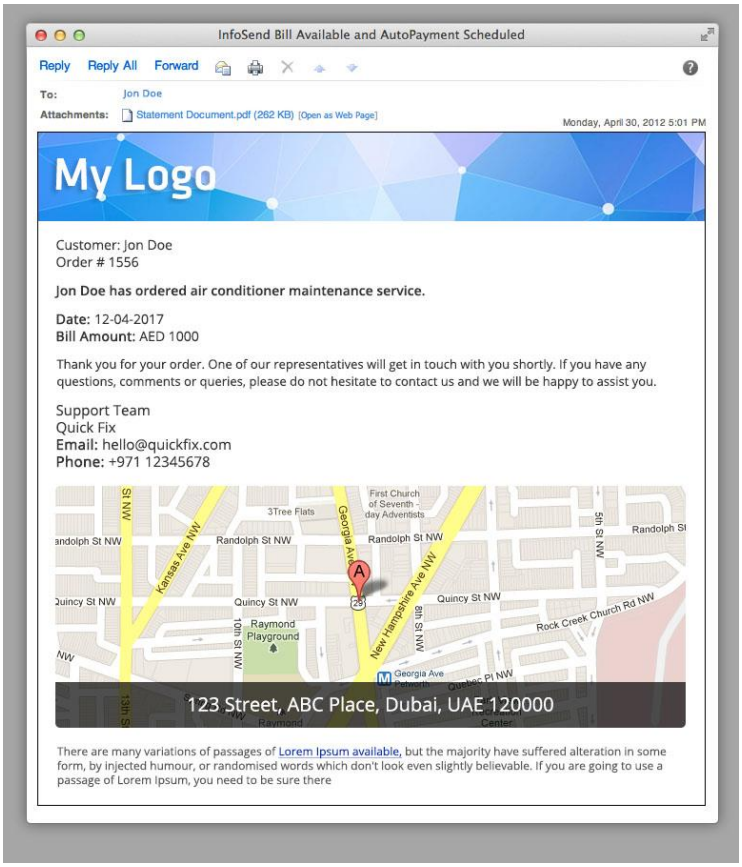
The CMS dashboard of the website will allow the client to add/ edit/ delete navigational menu names from the back-end.

[5.5.8] Reports;

The CMS dashboard of the website will allow the client to review or generate different reports regarding sales, order, successful/ unsuccessful orders and other related areas.

[5.5.9] Order Booking;

As soon any order is placed on the website. The website administrator, client and other service person/ driver will be notified via email. The complete customer details along with service order and location map will be shared via email. (Sample is attached.)



The online booking option will work like the reference site provided by the client i.e. https://www.urbanclap.com/

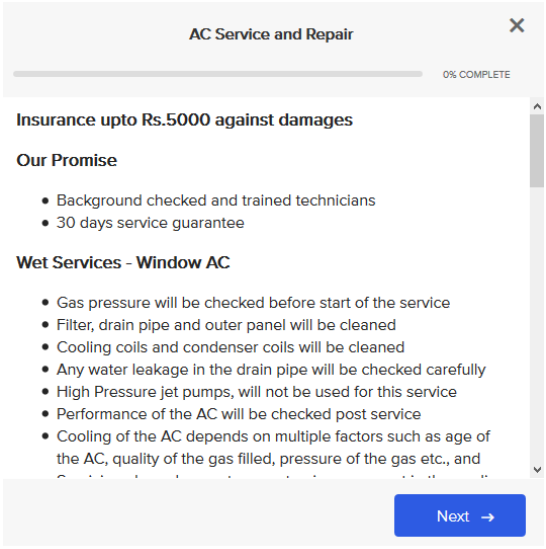
E.g: Booking A/c services from UrbanClap.com (Quick fix website will use similar flow however, the design layout will be completely different.)

Step-1: Select Service

The first step of the flow is to select the desired service by the user on QuickFix site.

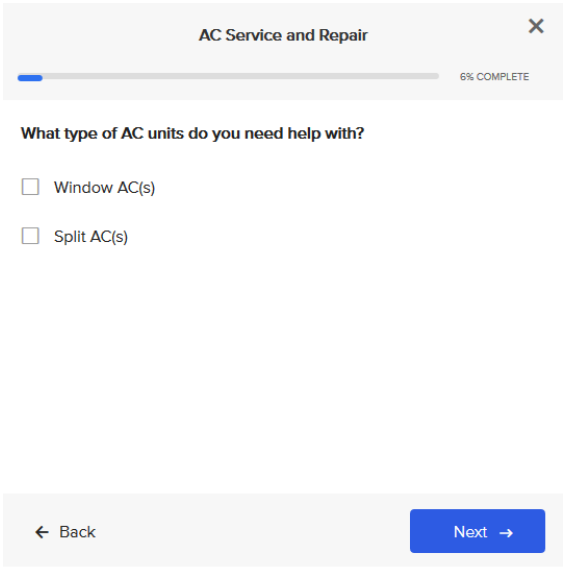
Step-2: View Details

View details regarding the chosen service.

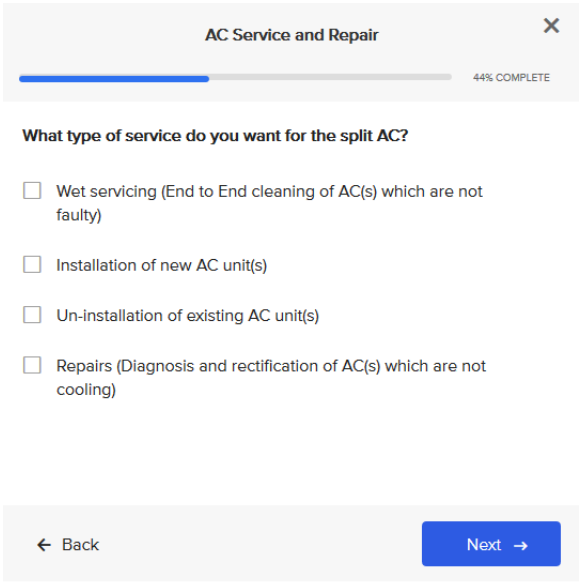


Step-3: Select attributes

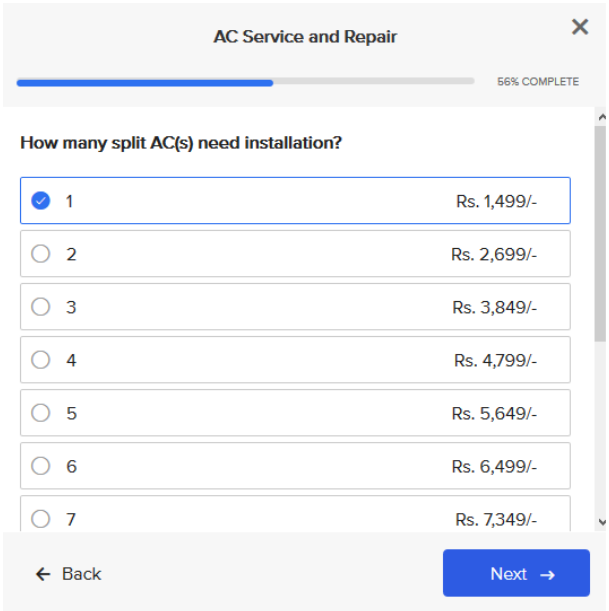
Now the user will select attributes related to the service he is going to purchase.



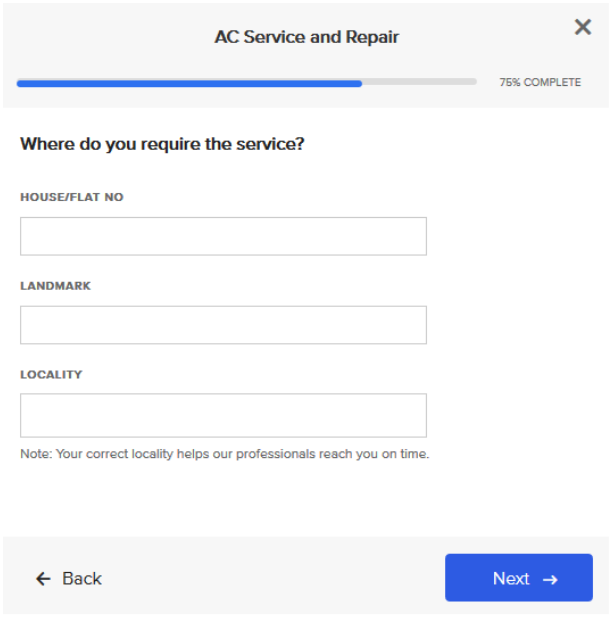
Step-4: Select service type



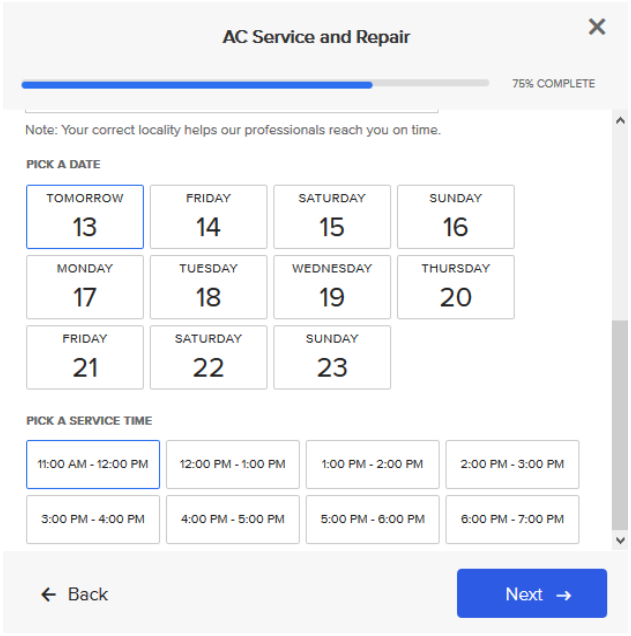
Step-5: Select Pricing



Step-6: Add location details;



Step-7: Schedule Time & Date



Step-8: Confirm Booking

Lastly the user will be asked to confirm the booking.

[6.0] Social Media Marketing;

In order to increase the brand visibility and increase visitors on the website, Silicon Graphics will do social media marketing for the client on Facebook and Instagram.

- Custom design posts
- 03 posts for Facebook/ week
- 03 posts for Instagram/ week

[7.0] Deliverables

Complete list of deliverables will be drafted and shared with the client as soon this scope document is signed, stamped and approved by the client.

[8.0] Signature & Stamp

Client Name: _____

Designation: _____

Signature: _____