

Trianic Web Solutions Project Flow Guidelines

With respect to all involved parties

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General

The main aim of this document is to determine the development terms and conditions, guarantee delivery of a qualitative Web site according to the estimated delivery date and ensure that all involved parties are satisfied with final deliveries.

The project will only be started once all issues have been discussed and documented, and all parties have agreed to use this document as a Guideline to development, delivery, support and payments.

This document should be carefully read, discussed, and agreed by the following parties:

1. Customer (by the person, who's responsible for the project development and also by the person who is responsible for the project related payments, should these be different)
2. Any representative of the customer, involved into the project development (to manage project development, provide design, development ideas, test the project, etc)
3. Developer (Trianic's Senior Officer, who's responsibility lies with project development)

Project Development Stages and Definitions

Project development consists of several stages, referred to in this documentation as “milestones”. Each milestone has its own initial values, deliverables, and acceptance criteria. If a milestone takes longer than 1 business month, provision should be made for it to be divided into several sub-milestones with their own acceptance criteria.

Each next milestone cannot be started until the Customer has accepted all deliverables of the previous milestone and all invoices, sent previously by Developer, have been paid.

Initiation Stage

At this stage of the Project the Customer or a Person/Company empowered to act for Customer provides Project requirements.

Developer discusses requirements with the Customer and then an initial Functional Specification document is created by developer and is sent to the Customer for approval.

Customer and Developer should specify the Acceptance Criteria for each milestone (stage) of the project.

Initial Values: Project Requirements (prepared by Customer)

Deliverables: Preliminary Functional Specification; Preliminary Project Time and Price Estimates – all prepared by Developer; Acceptance Criteria for Each Further Stage

Payments: once deliverables of the Initial Stage have been accepted by Customer, Developer sends an invoice for 25% of the preliminary project price

Analysis Stage

The Developer then creates a detailed Functional Specification of the project and also creates detailed Project Time, Delivery and Price Estimates.

If applicable, the Designer works with the Customer to create a site Information Architecture Layout detailing the navigation, design requirements and reviews copy for marketing analysis.

Customer and Developer should agree on the hosting platform, programming languages and other technologies, which will be used for Project development. An Appropriate Hosting Provider and Hosting Plan should be chosen.

Once Functional Specification and Information Architecture Layout have been approved, Developer may consider any significant changes as Extra Work.

Initial Values: Preliminary Functional Specification, Preliminary Project Time and Price Estimate

Deliverables: Detailed Functional Specification; Detailed Project Time, Delivery and Price Estimates; Information Architecture Layout; Hosting Provider and Hosting Plan.

Payments: no

Alpha Stage

At the beginning of this stage, Customer should provide Developer with the access to the Hosting Account.

On this stage actual project development starts. Developer works on the project on Developer's local server. Demo server will be established by Developer to let Customer monitor development progress. Developer sends Project Status Reports to the Customer on an agreed period bases.

Along with the functionality development, Developer works on design (if needed) based on Information Architecture Layout.

Initial Values: Detailed Functional Specification; Detailed Project Time, Delivery and Price Estimates; Preliminary Design Mockups; Hosting Provider and Hosting Plan

Deliverables: Updated Functional Specification and Project Estimate (if necessary), Almost Completed Design, Almost Completed Functionality – all uploaded to Customer's server if required

Payments: 25% invoice of the current project price

Beta Stage

Developer's Q&A engineer performs all required tests against the resulting Web Site. Test results are forwarded to the development team.

All un-finished yet features and design elements should be completed on this stage, design should be completely applied on the functional site.

Initial Values: Updated Functional Specification and Project Estimate (if necessary), Almost Completed Design, Almost Completed Functionality

Deliverables: Updated Functional Specification and Project Estimate (if necessary), Completed functionality; Completed and Applied Design; Tested Functionality and Design;

Payments: 25% invoice of the current project price

Release Stage

At the beginning of this stage Developer uploads latest source files and installs DB on Customer's server (if not done in previous stages).

During this stage, Developer and Designer work very closely with Customer (or Customer's representative), discussing Customer's comments and suggestions and implementing them directly into the project on the Customer's server.

Initial Values: Updated Functional Specification and Project Estimate (if necessary), Completed functionality; Completed and Applied Design; Tested Functionality and Design;

Deliverables: Updated Functional Specification and Project Estimate (if necessary), Completed and Tested Functionality and Design; Web Site Installed on Customer's Server; All Source Code and Design Source Files Sent to Customer (if required)

Payments: 25% invoice of the current project price

Support Stage

Following Project release, Customer may request free bug fixing during the 3 month period after the release date.

All additional tasks/requests can be considered as Extra Work or as a New Project and should be discussed, developed and paid accordingly.

Initial Values: Completed Project

Extra Work

Once approved, all deliverables will be used in the development of further stages of the project. This means that changing already approved deliverables of the previous stages may require additional development resource which will incur further payment.

Before the commencement of any Extra Work, the additional requirements should be discussed, documented and agreed by both Customer and Developer.

The invoice should be paid in full at the end of the stage currently being worked on

Communications

All communications during Project Development Period should be established via regular email (preferred method), Instant Messenger (MSN, ICQ, AOL, Yahoo!, etc) or our own Customer Communication Board.

Each involved party should determine the person(s) responsible for communications, prior to project commencement.