

Software Requirements Specification (SRS) Document

Acme Corporation
Professional Evaluation Application (PEA)

Version 1.0



Document Versioning Details

Version	Date	Action	Author	Approver
.1	11-Jan-2022	The first draft of the document	Robin Gupta	Raj Mathur
1.0	16-Jan-2022	Base-lined version of the document	Robin Gupta	Raj Mathur, Pat Flynn

Contents

Document Versioning Details.....	2
Contents	3
1. Introduction	5
1.1. Purpose	5
1.2. Document Overview and Intended Audience	5
1.3. Definitions and abbreviations	5
1.4. References	6
2. High-Level Description	8
2.1 Background	8
2.2 Project Scope	8
In Scope.....	8
Out of Scope	9
2.3 User/Actor Roles and Characteristics.....	9
2.4 Constraints	10
2.5 Assumptions	11
2.6 Dependencies	12
3. Functional Requirements.....	13
3.1 System Features	13
3.2 Business Process Flow	15
3.3 Wireframes/Prototype	17
3.4 User Interface Requirements	17
3.5 Use Case Listing	17
4. Non-Functional Requirements.....	20
4.1 Performance Requirements.....	20
4.2 Usability Requirements	21
4.3 Security Requirements.....	21
4.4 Training Requirements	22
4.5 Recovery Requirements.....	22
5. Other Requirements.....	23
5.1 Quality Control and Testing Requirements	23

5.2	System Maintenance and Additional Requirements	23
6.	Risks	26
7.	Completion Criteria/Exit Criteria	27
8.	Appendix.....	28

1. Introduction

Acme Corp. (client) and RCube Technology Services (vendor) entered into a mutual agreement on 20th December 2021, where Acme Corp will provide application development and allied services to RCube Technology Services for the development, testing, and release of their product 'Professional Evaluation Application (PEA)'.

1.1.Purpose

This document aims to define the business objectives and elaborate on the requirements of the product being built. The SRS document contains project scope, functional and non-functional requirements, and any assumptions, constraints, and risks associated with project success.

1.2.Document Overview and Intended Audience

The SRS document to be referenced by project management, business and the technical teams of the PEA project.

1.3.Definitions and abbreviations

Term	Definition
PMO	Project Management Office (PMO) is a department within RR Technology Services (RTS) that defines and maintains the standard of project management across the organization
Baseline version	A specification (of a document or deliverable) that has been formally reviewed and agreed on, that thereafter serves as the basis for further development, and that can be changed only through formal change control procedures
Application	An application is a computer program that is designated to perform a group of coordinated functions, tasks, or activities for the benefit of the user
System	An organized, purposeful structure that consists of interrelated and interdependent elements (components, entities, factors, members, parts etc.)
Evaluation or Assessment	Evaluation is a method to judge the competency of an individual by evaluating their responses to a series of questions

Stakeholders	Anybody (individual or organizations) that is positively or negatively impacted by the outcome of the product being developed
SPOC	A Single Point of Contact (SPOC) is a person or a department serving as the coordinator or focal point of information concerning activity or program
SME	Subject-Matter Expert (SME) or domain expert is a person who is an authority in a particular area or topic
FM	Functionality Matrix (FM) is a crisp collection of all the requirements within the project scope, structured in the form of workflows (preferably excel)
RTM	Requirement Traceability Matrix (RTM) is a document that records and tracks the relationship of the project requirements to the design, documentation, development, testing, and release of the project/product
UAT	User Acceptance Testing (UAT), also called end-user testing, is a phase of software development in which the software/application is tested in the "real world" by the intended audience
Evaluation Panel	A group of individuals (within Acme Corp.) that defines the evaluating questions for a job applicant's assessment
Recruitment	A department within Acme Corp. that is responsible for finding, screening, and recruiting job applicants/candidates
Job applicant or Candidate	The person who is applying for a specific job position within Acme Corp.
Supervisor	A person responsible for overseeing the complete activities that are being performed on the application and for the management of the users that use the application
Widgets	A widget is a self-contained piece of information usually available on the home screen (dashboard)
Analytics	Analytics is the discovery, interpretation, and communication of meaningful data within the application and is displayed on the application dashboard within a widget

1.4.References

Reference Document Details	Location
Project vision document	Project's Share Drive
Requirement Management Plan	Project's Share Drive
Staffing_Process.pdf	Project's Share Drive

Evaluation_List.pdf	Project's Share Drive
Project vision document	Project's Share Drive
Business Requirement Document	Project's Share Drive

2. High-Level Description

2.1 Background

Acme Corp is a leading publishing house specializing in educational books, magazines, and tabloids.

Acme has a dedicated team of highly experienced authors and writers whose excellent writing skills empower Acme's complete publishing portfolio. Acme's missions are to publish reading materials that educate and entertain their audiences, inspire them to achieve their life goals while inculcating feelings of compassion and care.

Acme Corp. is currently facing a challenge with its recruitment process while hiring competent authors, technical writers, and other professional staff personnel. The associates are not being thoroughly evaluated by their existing recruitment process and are turning out to be bad hires that do not fit the position entirely.

Thus, Acme Corp. wishes to create a web-based application where job applicants can attempt comprehensive evaluation tests containing a tailored set of questions.

2.2 Project Scope

Documented below are the functionalities and features that are in 'within' the project scope and 'out of' scope:

In Scope

Module 1 - Evaluation Panel

This section of the platform will allow the evaluation panel member/s (e.g., business manager, technical lead, lead analyst, project/program manager) to create an evaluation that a job applicant needs to go through against a position to be filled within Acme corp.

Module 2 – Recruitment

This section of the platform is for the talent acquisition or recruitment team, where they could create a job applicant's profile and invite the shortlisted job applicants for the evaluation.

Module 3 - Job applicant

This section caters to the job applicants who will attempt the online, on-screen assessment prepared by the evaluation panel and assigned to the job applicant by the recruitment members.

Module 4 – Supervisor

The supervisor login will be used for user management, where a pre-designated administrator will assign roles/permissions to the existing employees of an Acme corp. on the application.

The supervisor will be able to view and edit the existing evaluation and add assessments.

Out of Scope

- Chat-room/IM functionality for job applicants to chat with the recruitment team.
- Creating a separate assessment application to develop, document, and execute 'code' for technical assessments.
- Video interaction with the job applicant
- Developing any kind of android or iOS mobile apps
- Any requirements not defined under in-scope, functional requirements, non-functional requirements, and other requirements sections.

2.3 User/Actor Roles and Characteristics

Role Name: Assessment Panel

Role Designation/Title: Technical Lead, Technical Architect, Manager-Delivery, Senior Business Analyst

Role Description: Based on the job vacancy/resource requirement, the assessment panel members are responsible for defining the skills and capabilities required for the job and creating an assessment on the platform to gauge those skills in the candidate.

Frequency of use: Frequently

Role Name: Recruitment

Role Designation/Title: Human Resource executives, Talent Acquisition executives, hiring executives

Role Description: As per the recruitment requirement, members are responsible for creating a job ID, shortlisting suitable candidates, creating a candidate profile on the

platform, inviting candidates for assessment and keeping track of their status, and managing all the candidates/interviewees.

Additionally, they can also draw out detailed reports and analytics against the assessments and candidates on the evaluation platform.

Frequency of use: Frequently

Role Name: Job Applicant

Role Designation/Title: Candidate, interviewee

Role Description: Candidates are the shortlisted interviewees selected by the recruitment members against an open job position within Acme and are invited to take the assessment on the platform. Candidates can answer questions and provide feedback on their experience on the assessment platform.

Frequency of use: Occasionally

Role Name: Supervisor

Role Designation/Title: Delivery Manager, Director, Administrators

Role Description: Supervisors have complete control of the platform, and only they can assign designated roles/access to existing employees of Acme. Additionally, they can also manage assessments and candidates and view analytics and reports against candidates.

Frequency of use: Occasionally

2.4 Constraints

- a) All the requirements defined in the SRS document should not take more than 6 sprints to develop
- b) Code should not be integrated without proper unit testing
- c) A sprint could only be released following the release guidelines in the exit criteria section above.
- d) The resources usage should be planned judiciously to avoid any budget overruns
- e) The project performance should be as per the explicitly defined specifications
- f) The number of project resources should not exceed the specified numbers
- g) The project should be developed under Agile project development methodology only
- h) The project should only follow the templates, models, processes, procedures, and policies defined within Acme Corp.

- i) For security reasons, no-code development should happen outside the designated development center/office/unit
- j) Any decisions that impact the deliverables of the project and pose any risks to the application development schedule, performance, security, usability, and quality should be thoroughly discussed with the key stakeholders before implementation

2.5 Assumptions

- a) Acme Corp. to provide the business rules and validations around the requirements
- b) Acme Corp. will review and sign-off all the requirements in a timely fashion without impacting the schedule of the development team
- c) All the features under the out of scope section are not to be considered for the development
- d) Acme Corp. will provide full cooperation and support in giving all the details around the requirements and clarifying any doubts or questions that business analysts or the development teams may have
- e) All project needs are correctly analyzed, brainstormed, and thought over before implementation.
- f) English (US) will be considered as the language for communication and collaboration
- g) All the resources will be available as per the defined schedule
- h) Java will be the preferred choice of development language
- i) Acme Corp. will provide a designated single point of contact (SPOC) for all requirement related clarifications
- j) The infrastructure of the application is designed following the maximum load definition
- k) The schedule will be created assuming that all the vendors will provide their work products as per the schedule and without any delays
- l) All the estimations are based on the project conditions and what is known then.
- m) Any modifications to the existing project scope might impact the project estimations/schedule/timelines

2.6 Dependencies

- a) The project development will start only when the required software developers with adequate technical competency join the project team
- b) The successor activities begin only when the dependent predecessor activities are completed. e.g., Technical architecture design can be achieved only after the initial requirement analysis and elicitation is over
- c) The 3rd party integration and technical dependencies shall be listed in the technical design document
- d) The development shall start only when the respective user stories are approved and signed-off by the business stakeholders
- e) The UAT shall be authorized in written before the code is to be migrated to the production environment
- f) The completion of the project as per the defined schedule is dependent on resource availability and project scope. The introduction of new requirements and features may impact the project schedule and cost.
- g) Acme Corp. to provide an SME (Subject Matter Expert) for all domain/business clarifications.
- h) Application development can be started only when technical architecture design is ready
- i) Test cases can only be prepared when the respective use case document is reviewed and signed off

3. Functional Requirements

3.1 System Features

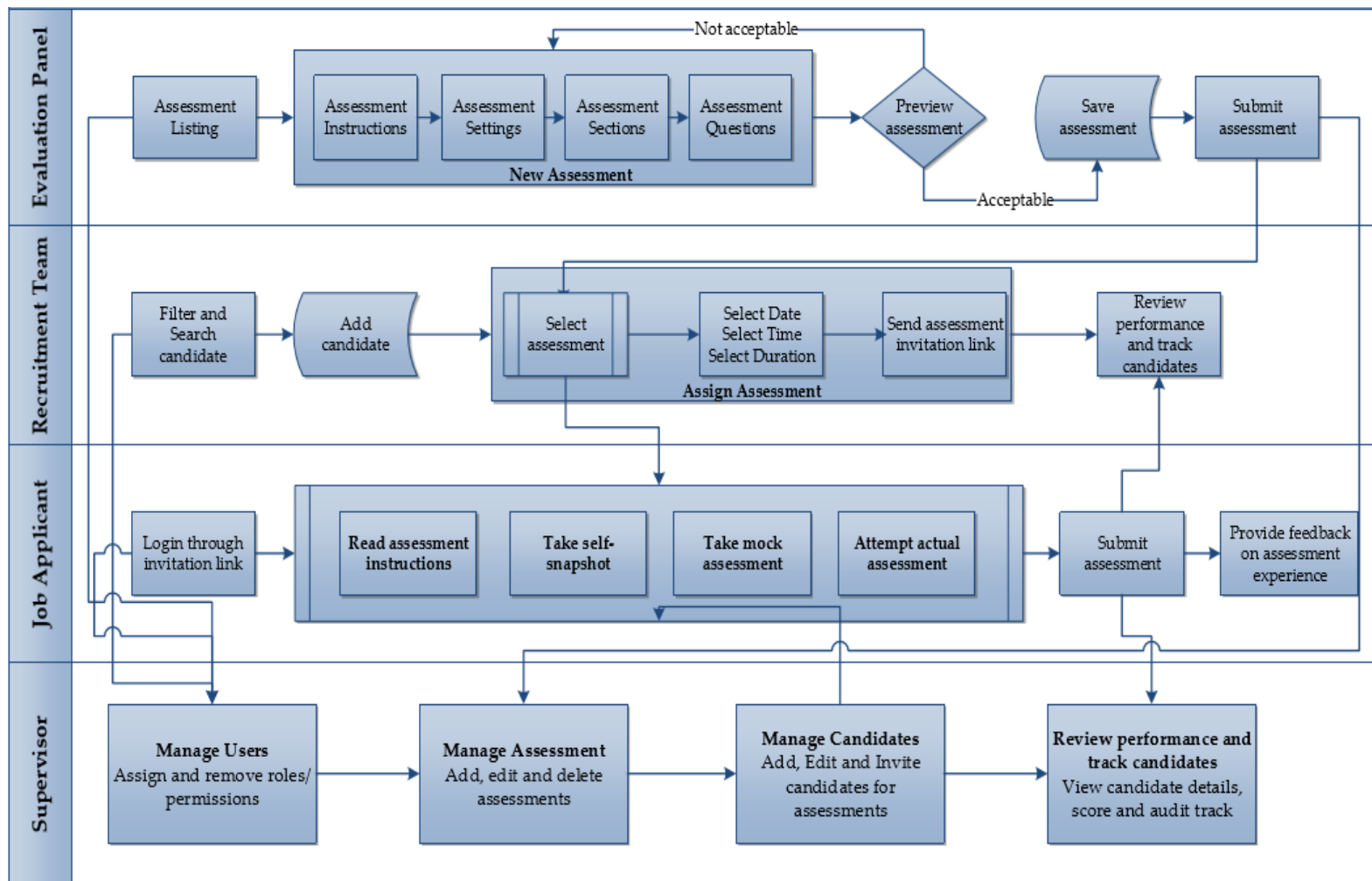
Business Req. ID	Module Name	Feature name
BR 01	Evaluation Panel	Login
BR 01	Evaluation Panel	Dashboard
BR 01	Evaluation Panel	Add new assessment
BR 01	Evaluation Panel	Assessment Instructions
BR 01	Evaluation Panel	Assessment Settings
BR 01	Evaluation Panel	Assessment Sections
BR 01	Evaluation Panel	Save assessment
BR 01	Evaluation Panel	Preview assessment
BR 01	Evaluation Panel	Share assessment with a colleague for feedback
BR 01	Evaluation Panel	Submit assessment
BR 02	Evaluation Panel	Assessment Questions - Select skill
BR 02	Evaluation Panel	Assessment Questions - Create Skill
BR 02	Evaluation Panel	Assessment Questions - Select existing questions
BR 02	Evaluation Panel	Assessment Questions - Define new question - Question type selection
BR 02	Evaluation Panel	Assessment Questions - Add questions
BR 02	Evaluation Panel	Assessment Questions - Add customized scoring / weightage
BR 02	Evaluation Panel	Assessment Questions - Add to question library
BR 02	Evaluation Panel	Assessment Questions - Delete Question
BR 03	Evaluation Panel	Assessment Listing
BR 03	Evaluation Panel	View assessment
BR 03	Evaluation Panel	Edit assessment Instructions
BR 03	Evaluation Panel	Edit assessment Settings
BR 03	Evaluation Panel	Edit assessment Sections
BR 03	Evaluation Panel	Edit assessment Questions
BR 03	Evaluation Panel	Delete assessment

BR 04	Recruitment Team	Login
BR 04	Recruitment Team	List candidates
BR 04	Recruitment Team	Add Candidate
BR 04	Recruitment Team	Select and view candidate details
BR 04	Recruitment Team	Edit Candidate details
BR 04	Recruitment Team	Delete candidates
BR 04	Recruitment Team	Invite candidates for assessment
BR 05	Recruitment Team	Review the candidate's performance
BR 05	Recruitment Team	Audit tracking
BR 06	Recruitment Team	Dashboard - Notification widget
BR 06	Recruitment	Dashboard - Assessment details widgets
BR 07	Job applicant	Receive Email
BR 07	Job applicant	Login through an invitation link
BR 08	Job applicant	Read assessment instructions
BR 08	Job applicant	Display mock questions
BR 08	Job applicant	Show elapsed time
BR 08	Job applicant	Shuffle sections
BR 08	Job applicant	Answer questions
BR 08	Job applicant	Review assessment
BR 08	Job applicant	Automatically submit assessment
BR 08	Job applicant	Provide feedback
BR 08	Job applicant	Submit assessment
BR 07	Job applicant	Login
BR 07	Job applicant	Receive Email
BR 07	Job applicant	Login through an invitation link
BR 09	Supervisor	Login
BR 09	Supervisor	List Users
BR 09	Supervisor	Assign roles/permissions
BR 09	Supervisor	Remove roles/permissions
BR 10	Supervisor	Assessment Listing
BR 10	Supervisor	View assessment
BR 10	Supervisor	Add new assessment

BR 10	Supervisor	Edit assessment
BR 10	Supervisor	Delete assessment
BR 11	Supervisor	Add Candidate
BR 11	Supervisor	Select and view candidate details
BR 11	Supervisor	Edit Candidate details
BR 11	Supervisor	Delete candidates
BR 11	Supervisor	Invite candidates for assessment

3.2 Business Process Flow

The section below defines the business process that needs to be followed around an evaluation.



Evaluation panel flow

The evaluation panel shall define a new evaluation test/assessment (for a newly opened job position) containing evaluation instructions, settings, applicable sections, and relevant individual questions within each of those sections. While previewing an evaluation, if the panel finds any issue, the evaluation shall go back for an edit. However, if the evaluation is acceptable, the panel will save and submit the evaluation. This 'saved and submitted' evaluation is now ready to be assigned to any job applicant.

Recruitment team flow

To fill the newly opened job position within Acme corp., the recruitment team shall add an (already screened and shortlisted) job applicant into the application. This job applicant shall be allotted the evaluation (submitted by the evaluation panel in the previous step) that is specially crafted for the job position he is applying for. The recruitment team will define the evaluation's date, time, and duration and send over the email (with the evaluation link) to the job applicant. Once the job applicant has attempted and submitted the evaluation, the Recruitment team will review and track the job applicant's performance.

Job applicant flow

The job applicant shall click on the evaluation invitation link, punch in the credentials shared, and login to the application. Here, along with reading the instructions and taking mock evaluation, they should attempt the actual evaluation shared with him by the recruitment team. Once the evaluation is over, they shall submit the evaluation and provide feedback on the overall experience of attempting the evaluation.

Supervisor flow

The supervisor (along with the recruitment team) will be able to review the job applicant's score & performance and perform an audit track on the job applicant's activities. Along with that, the supervisor will be able to:

- Manage all three user types (i.e., evaluation panel, the recruitment team, and the job applicant) by creating and assigning roles along with the permissions
- Add, edit and delete evaluations
- Add, edit and invite job applicants for evaluations

3.3 Wireframes/Prototype

The prototype creation is underway, and the design team will share the same post review and sign-off.

3.4 User Interface Requirements

- a) The application's user interface should be simple, intuitive, and the position of the buttons and menu items should be as per the prevalent industry norms (like having the user profile, settings, and logout on the top right side of the application header).
- b) The layout, graphics, and color scheme should be consistent for all the user types, and the user experience throughout the complete application should be seamless. Additionally, all the interface elements (buttons, lists, slider, pagination, icons, tooltip, message box, modal windows, etc...) should be predictable and blend with the overall application design.
- c) The application should be responsive and adapt itself based on the screen size being viewed, extending its usability across all devices.
- d) Wherever required, contextual help icons should tell more about the page or the specific functionality when they are clicked over.
- e) The system should communicate what is happening, and there should be pop-ups, alerts, notifications, and toasters for all the actions executed by the user.

3.5 Use Case Listing

Use Case Name	Functionalities covered
Evaluation Panel - Dashboard	Notification widget
Evaluation Panel – Assessments Listing	Assessments listing, search, and filter assessments
Evaluation Panel – Add new assessment	<ul style="list-style-type: none"> - Creating/uploading instructions for the assessments - Defining settings like difficulty level, overall cut off percentage, assessment level, etc... for an assessments - Select existing questions, define new questions by selecting question type,

	<p>answers to questions, and add weightage/scoring against questions.</p> <ul style="list-style-type: none"> - Adding assessment questions
Evaluation Panel – Edit Assessment	Editing the instructions, settings, sections, and questions of a saved assessment and submitting the assessment.
Evaluation Panel - Provide Assessment Feedback	Sharing the assessment for feedback from a colleague and providing feedback/overwriting assessment authored by another colleague
Recruitment - Dashboard	<p>Details about the following widgets:</p> <ul style="list-style-type: none"> • Notifications • Assessment shared • Assessment attempting • Assessment completed • Assessment cleared • Assessment Failed • Yet to take the assessment • Assessment shared but not attempted
Recruitment - Manage Candidates	Listing job applicants, adding/editing/deleting job applicant details from the system, and sending an invite to job applicants for assessment
Recruitment - Audit Tracking	View job applicant audit tracking
Recruitment - View Candidate Details	View job applicant assessment status, score, answers, attempt time along with job applicant details
Candidate - Mock Assessment	Read/download instructions to attempt assessment on the platform
Candidate - Attempt Actual Assessment	Answer questions, review and submit an assessment, auto submission of assessment
Candidate - Attempt Actual Assessment	Provide feedback on assessment experience on the platform
Supervisor – Dashboard	<p>Details about the following widgets:</p> <ul style="list-style-type: none"> • Notifications

	<ul style="list-style-type: none"> • Assessment shared • Assessment attempting • Assessment completed • Assessment cleared • Assessment Failed • Yet to take an assessment <p>Assessment shared but not attempted</p>
Supervisor - Manage Users	List users of the organization's active directory/domain members and assign/remove roles to/from users
Supervisor - Manage Assessment	List all the assessments on the platform, add, edit and delete assessment
Supervisor - Manage Job applicants	List all the job applicants on the platform, add, edit and delete job applicants, along with inviting job applicants for assessment
Supervisor - Review performance and track job applicants	View job applicant details, assessment status, score, answers, attempt time along with job applicant's audit details

4. Non-Functional Requirements

Elucidated below are the different sections that detail out the non-functional requirements within the application.

4.1 Performance Requirements

Since it is an application that is used by both internal (evaluation panel, recruitment team, and supervisor) and external (job applicant) users, the overall performance of the application should be optimal and seamless.

Desirable performance-related aspects of the application are:

- The application, since being web-based, should be able to run on all the internet networks having a bandwidth equal to or greater than 1 Megabits per second (Mbps)
- The application is expected to perform consistently while operating below the peak load conditions (defined below), and in cases of peak load, a 'toaster' shall be displayed alerting the user about possible impacts to performance
- Load definition – At any given point, the average load on the Application for Acme Corp could be 200-300 internal and 500 external users. However, the application should also be robust enough to handle the 'peak load' of 600 internal users and 1000 external users
- The response time for all the CRUD (Create, Read, Update, and Delete) operations within the application should be within the range of 2-5 seconds, with 5 seconds being the maximum acceptable
- In the case of user-initiated reports, the complete turnaround time for the entire report to be generated should not be longer than 8 seconds
- In case of any maintenance-related activities, the system outage should not be longer than 90 minutes. Also, such outages shall be planned during non-business hours, and all the users within Acme Corp using the application should be communicated well in advance.

The system shouldn't allow job applicants to perform assessments during the outage period and show them a toaster about the scheduled outage.

- The application should be scalable and should be able to handle a gradual increase in application load if additional hardware/computation processors are added
- The system should continuously monitor the disk space utilization and CPU utilization of the servers and send alerts to designated users in case the respective utilizations increase beyond 80%

4.2 Usability Requirements

- The application should have a clear, structured layout with the main modules represented in the application's main menu header. The interface should be intuitive, easy to navigate with the headings, and labels simple to understand. Also, the UI should appear sleek and easy to comprehend without making it difficult for the users to figure things out.
- There should be a dedicated 'Help' button for each of the main modules explaining all controls and fields on that screen.
- The performance should be within the acceptable limits with the page load time not greater than 2 seconds (in case of memory-intensive tasks or any operations taking more than 2 seconds, the 'Please wait' message should be shown on the screen).
- In case of issues and exceptions, the error message should contain sufficient information to help the user understand the problem and what needs to be done next.

4.3 Security Requirements

The application should enforce strict security norms and processes covering the following points:

- The application should validate the ID and password of the users, and only users with valid credentials are allowed to login
- In the case of 3 wrong ID/password combinations, the users should be locked out of the application
- The roles and permissions should be defined for each of the users
- Once logged in, the users should see only the modules which they are allowed as per their roles and respective permissions
- The system should take a comprehensive daily backup covering the application users, evaluations, job applicants, and answers by the job applicants along with other application parameters
- The system should take measures to control any kind of threats that steal sensitive information/data from the system, manipulate data or cause disruption of services
- The application should be subjected to stringent Vulnerability Assessment and Penetration Testing (VAPT) to assess the vulnerabilities of the system being developed. Based on the test reports, relevant actions should be taken to ensure application security.

4.4 Training Requirements

Once the application is fully developed and thoroughly tested, a support team should be trained regarding the complete usage of the application and troubleshooting against common application errors. This support team will assist the users if they face any issues while using the application and at times perform some of the tasks on behalf of the internal and external users

4.5 Recovery Requirements

Disaster may be regarded as any natural or human-made event that impacts the existing application services, operating system, infrastructure, or any other component that hinders the performance and normal functioning of the application and its services.

- In case of a disaster, there should be a provision of switching the complete infrastructure to a backup system that ensures that the application and its services remain operational. All the technical and functional details of the backup system and procedures that should be followed in case of a disaster should be maintained in a disaster recovery (DR) plan. The plan should adhere to the following tolerance levels:
 - Acceptable data limits that could get lost in the event of a disaster should not be more than 24 hours' worth of data.
 - Acceptable limits of time the business can be without the service, without incurring significant risks or significant losses is 18 hours.
 - When the system is operating out of a backup system, the performance degradation tolerance limits are within 70-80% of the peak performance.
- A disaster recovery mock drill should run every six months to ensure that the team knows what procedures to follow in case of disasters, and the DR drill logs should be documented.

5. Other Requirements

5.1 Quality Control and Testing Requirements

To ensure that the quality of the application being delivered is of high standards and is acceptable by the business, the following are the activities that should be performed:

- The scope of the testing activities is to cover the complete set of functional as well as non-functional requirements (as it shall be defined in the respective use case documents) along with the performance, usability, and security-related aspects of the application
- The testing should cover system testing (ST), module-level testing (MLT), integration testing (IT), and user acceptance testing (UAT)
- The majority of the application is to be manually tested. However, some of the functionalities that consume a considerable testing time and are heavily used (like creating assessment, etc.) should be automated for testing purposes. However, the decision regarding the same shall be taken after obtaining a consensus amongst the project stakeholders.
- Test (QA) environment should be a replica of the UAT environment
- To perform stress/load testing, there should be a provision to emulate the conditions of the system under optimal load (80% of the peak load) and full load.
- All the test data and system test cases prepared against each use case should be thoroughly reviewed by the business/SME and executed only after the respective sign-offs.
- Proper defect tracking (through a dedicated bug tracking tool) to ensure that all the issues found during tested are properly logged, tracked and closed.
- Weekly 'test execution reports' and 'defect summary' to be shared with the business. The reports should also contain test execution coverage for the week, the error density, and a listing of defects.
- Every sprint release should accompany the respective 'release notes' by the quality team detailing the extent of testing performed over the released build and the underlined issues/bugs that are still present in the release.

5.2 System Maintenance and Additional Requirements

Requirements that define some of the other aspects of the application are discussed below.

Project management requirements

- a) The project should be managed in an Agile-based project management methodology while following a Scrum-based framework. It is suggested that the sprint duration should not be more than 3 weeks, and every sprint should have a proper planning session, followed by a sprint retrospective.
- b) All the significant aspects of the project like project management, business analysis, and application testing should have their respective plans detailing out how the underlined activities have to be organized, managed and controlled.
- c) Tasks and deliverables for every sprint should be prioritized with the business/SME — also, the estimates for the deliverables and sprint capacity to be discussed.
- d) Each sprint will be followed by a demo of the tasks/functionalities achieved over the sprint to the business. The sprint velocity and burn-down charts to be made available at the end of the sprint to discuss the sprint performance.
- e) Post completion of all the sprints, the final UAT will be performed by the business, and the respective feedback shall determine the Production (Go Live) date.

Reporting requirements

The project manager should share the Weekly Performance Report (WPR) with the business detailing what all activities were scoped for the week, their respective states, and any risks or impediments around the same,

Additionally, there should be a weekly status review call and a monthly governance call with the key project stakeholders and the business to assess the performance and discuss any corrective or preventive measures.

System maintenance

The team shall support and maintain the production system post the deployment and Go-live. This support shall include the following items:

- Issues/bugs with the deployed functionalities
- End-user issues
- Login/access-related issues
- Performance concerns

- User interface/responsiveness issues
- Security threats and vulnerabilities

Resource/workforce requirements

The team working on developing the product should have the following suggested strength and experience:

Role	IT Experience (in years)	Strength
Project Manager	12+	1 (max.)
Business Analyst	5+	1
Technical Lead	8+	1 (max.)
Sr. Developer	4+	3
Developer	2+	4
Sr. Application Tester	5+	2
UI Designer/ Developer	3+	1

6. Risks

- a) The team may be late in picking up any new technology used in the project, and it might impact the timelines
- b) The new developers may not join on time which may cause a delay in rolling out project deliverables
- c) Uncontrolled changes to the project scope/lack of change management may result in scope creep
- d) Some of the functionalities may not be thoroughly analyzed and may result in an increase of scope in future
- e) The requirements might be poorly defined, limiting the level of understanding the development/testing team has
- f) Developing functionalities without obtaining a sign off on their exact functionality might result in rework
- g) Assumptions assumed around the project start may turn out to be false
- h) There may be a lot of dependency on a single/handful of resources, and unavailability of the resource might cause a bottleneck situation
- i) Any changes to the project scope/requirements will impact the existing development schedule and will result in the delay of deliverables roll out

7. Completion Criteria/Exit Criteria

Detailed below are the acceptance criteria defined for each sprint under the development cycle. The sprint should be assessed for conformance to the following standards to be deemed accepted by the business:

- The functionality and tasks to be covered in the sprint should be discussed, prioritized, documented, and signed off for their implementation.
- The development team members should do a thorough unit testing of the functionality and follow proper code guidelines and coding best practices
- The code should be subjected to a manual review by the technical lead, followed by an automated 3rd party application review. The code review and conformance report shall be attached, along with the sprint release notes.
- Based on the signed-off functionalities, the test cases shall be prepared, reviewed, and signed off by the SMEs/Acme corp stakeholders. The test execution reports and defect summary shall be shared along with the sprint release notes.
- For a sprint to be accepted, the test execution span for a sprint should be no less than 95% of the functionalities planned for that sprint.
- For a sprint to be accepted, the defect density should not be higher than 2% (2 defects per 1000 lines of code). Also, there shouldn't be any severity 1 bugs in the release, the number of severity 2 bugs should be no higher than 6, and the number of severity 3 bugs should not be greater than 10.
- For UAT to be accepted, there shouldn't be any severity 1 and severity 2 bugs in the release; the number of severity 3 bugs should be no higher than 5.

8. Appendix

Document Details	Location
Project vision document	Project's Share Drive
Requirement Management Plan	Project's Share Drive
Process_flow.png	Project's Share Drive
Staffing_Process.pdf	Project's Share Drive
Evaluation_List.pdf	Project's Share Drive
Project Management Plan	Project Management Office Directory
Configuration Management Plan	Project Management Office Directory
Issues_and_Conflict_Tracking_Log	Project Management Office Directory
Weekly Status Reports	Project Management Office Directory
Technical Design Document	Project's Share Drive
Module_Estimations.xls	Project's Share Drive
Sprint_Plans.doc	Project Management Office Directory