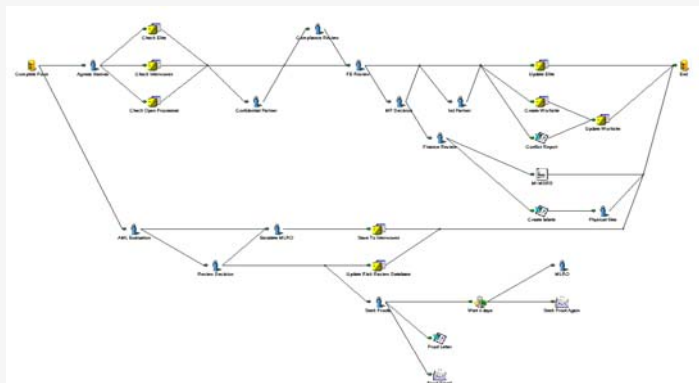


Methodology

The approach taken to successfully implement the Flexi-POD is a blend of iterative agile development, a firm specification and strong change control.

Base Specification - The Flexi-POD in its raw state provides the basis of the specification. It provides the basis for discussion on precisely how the system needs to be tailored.



Revised Specification – “The Questionnaire” contains details of the operating environment; the existing core systems and most importantly it details all the revisions required to tailor the base Flexi-POD to the precise requirements of the client. This is an exhaustive document and contains:-

- The “corporate style” to be applied to all the forms
- Additions and deletions from the Base Flexi-POD at a form (step) and field level
- Confirmation of all links to all existing systems
- Confirmation of the routing rules
- Definition of the status checking criteria
- Definition of the balance score card and definition for the risk calculation
- Confirmation that the logic for the routing is available and fully explored
- Confirmation of all the outputs, the content of the output and the availability of all merge documents.

Implementation Plan – Now that all variables are known, it may be necessary to amend timings, milestones and responsibilities within the plan.

Pricing Confirmation/Break – The content of ‘The Questionnaire’ determines whether any additional resources, above the budgeted 19 days, are required from Bluerave. If this is the case, they are fully documented and supplied to the client. Should the price be above the standard 19 days, the client has the option to cancel the project and is only responsible for paying for the 2 days already performed.

Iteration 2 – The base Flexi-POD (iteration 1) is then revised off-site by Bluerave in line with the content of ‘The Questionnaire’ and then presented back to the client. It is not expected that iteration 2 will be a 100% fit. But, it is also not expected that the client will request revisions that are sustainably different from ‘The Questionnaire’.

Iteration 3 – Further revisions are then made off-site and presented back to the client for sign off by WebEx.

To support the off-site development approach of Iterations 1, 2 and 3, mockups of the data sources of client’s core systems will have been used and there will be no integration to the clients systems.

Relocation and integration – After the client has signed off the functionality of the Flexi-POD, the Flexi-POD is relocated to the client’s environment and integrated into the clients existing data sources to the extent defined in ‘The Questionnaire’.

Testing – The clients employees work with Bluerave and apply a test pack defined by Bluerave and revised by ‘The Questionnaire’, to prove the functionality of the Flexi-POD.

Training – The training built in to the Flexi-POD delivery is sufficient for the client to successfully implement the Flexi-POD. It includes; system administration, Flexi-POD administration and “train-the-trainer” user training for the Flexi-POD.

Change Control - All revisions, excluding those contained in ‘The Questionnaire’, are deemed to be changes in the project deliverables that may affect either or both price and delivery timescales. Receipt of all change requests effectively ‘stops the clock’ on all agreed deliverables until the content of the change request and its impact have been agreed.

Project Management – The above methodology is quite prescriptive, it begins with a strong definition (specification); it has an agreed number of development iterations and has strong change control to prevent scope creep. As a consequence, this formulaic approach reduces the level of project management required and reduces traditional project risk. However, the client does need to appoint a sole individual as the contact point (project manager) and it is assumed that this person has unencumbered access to the clients other resources and information, and can therefore respond to any clarification requests by return. Consequently, clarification requests made to the clients project manager, have the effect of “stopping the clock” on all agreed deliverables until resolved.

For more details – Please contact alanc@bluerave.com