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Human Capital Development and Management (HCDM) – Acceptance Plan

AMIR II Achievement of Market-Friendly Initiatives and Results

July 2005

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JORDAN AMIR II

Achievement of Market-Friendly Initiatives and Results

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Acceptance Plan
Final
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The opinions expressed herein are those of the author(s) and do not necessarily reflect the opinions of the United States Agency for International Development or the United States Government or Chemonics International or any firms in the AMIR Program consortium or the management of the AMIR Program.

Revision History

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1.0	March, 2005	Baha AbuSalem, Saleh Abdulqader	Initial Draft
1.1	July 24, 2005	Amani Muhtaseb	Updated based on the output of the project Envisioning phase
1.1	July 27, 2005	Ahmad Aboudi	Review
1.2	August 03, 2005	Ahmad Aboudi	Updated the document. Added: 'Environment Requirements' section. 'Qualifications of problems', 'Testing and data migration strategy', and 'Problem Resolution and Corrective Action' subsections.
1.3	August 15, 2005	Ahmad Aboudi	Updated HCDM Acceptance Checklist/ HR system Requirements: Career & Succession Planning are not within the Pilot scope. Updated the section "Evaluating and Validating System Features". Section "Commitments of JNC" "Point number 3.

Abstract

This document presents the acceptance plan for the Human Capital Development and Management system proposed by Black Iris.

References

The information presented in this document is based on:

Reference 1: HCDM- Envisioning - Software Requirements Specification – Arabic document Version (1.4) Dated Aug16th, 2005.

Reference 2: Black Iris - HCDM - Technical Response - Version (3.0) Dated March 22nd, 2005.

Reference 3: HCDM - Envisioning - Human Resources Gap Analysis document وثيقة فجوة التحليل Version (1.3) Dated July, 2005.

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Introduction

This document presents the acceptance plan for the Human Capital Development and Management (HCDM) system that proposed by Black Iris. It presents the responsibilities of each of the involved parties, the acceptance process, and a checklist of a collection of business and technical requirements that should be verified and validated before the proposed HCDM can be accepted. The document also presents a list of reference documents that relate to the acceptance process and the acceptance checklist.

The information and additional requirements presented in this document were collected through several discussions that took place during several demonstrations of the proposed solution and during the requirement gathering sessions. These additional requirements can be described as a collection of customizations and additional features that JNC believes should be included in the proposed solution for it to be fully compliant with JNC's day-to-day operations and long term policies.

Responsibilities

This section identifies the responsibilities of AMIR, JNC, and Black Iris in preparing and performing the HCDM system acceptance activities.

Commitments of AMIR Program

During the HCDM system acceptance process, and according to the acceptance guidelines presented in this report, AMIR agrees to:

1. Track and report the acceptance process progress to all involved parties.
2. Coordinate communications and acceptance activities between JNC and Black Iris.
3. Ensure that JNC and Black Iris are following the acceptance process described in section “**Error! Reference source not found.**” below.
4. Accept/Reject system features in accordance to the acceptance guidelines presented in this report, and within the agreed upon timeframe for system features acceptance/rejection.
5. As the player of the Business/Technical Evaluation Committee role, jointly sign-off with JNC on acceptance of modules that are conforming to the business and user requirements identified in the HCDM - Technical Response document.

Commitments of JNC

During the HCDM system acceptance process, and according to the acceptance guidelines presented in this report, JNC agrees to:

1. Facilitate the acceptance process by allocating and dedicating the required resources that will validate the system against the stipulated business/technical requirements.
2. Accept/Reject system features in accordance to the acceptance guidelines presented in this report, and within the agreed upon timeframe for system features acceptance/rejection.
3. Jointly sign-off with AMIR on final acceptance of modules that are conforming to the business and user requirements identified in RFP JA0422, Technical Response document, Software Requirement Specifications (SRS) document, and the Gap Analysis document.
4. Coordinate with AMIR to ensure an effective acceptance process that will result in full acceptance of the proposed HCDM system, and within the timeframe set by AMIR for the acceptance process.

Commitments of Black Iris

During the HCDM system acceptance process, and according to the acceptance guidelines presented in this report, Black Iris:

1. Provide a break down of the system features into measurable, manageable sub-features that can be easily evaluated and validated by AMIR and JNC for acceptance/rejection.
2. Implement fixes/updates of rejected system features within a reasonable timeframe that will not affect the project’s closure date.

3. Coordinate with AMIR to ensure an effective acceptance process that will result in full acceptance of the proposed HCDM system, and within the timeframe set by AMIR for the acceptance process.

Environment Requirements

This section explains the environment requirements needed to execute the acceptance testing successfully.

Backend Systems

The backend systems for the HCDM system are any external applications that the system integrates with in order to provide the user of HCDM with a service or query. The HCDM system will interact with the following backend systems in order to provide the services

1. Encyclopedia
2. Financial system

All the backend systems providing the services should be up and running at the time of acceptance testing to ensure that the system is fully functioning

Servers

Sharepoint server

Minimum Requirements	
Processor	Computer with Pentium III-compatible or later processor
Operating System	Microsoft Windows Server 2003 Enterprise Edition with SP1
Memory	A minimum of 512 Mega (MB) of RAM
Hard Disk	<ul style="list-style-type: none">• 1.5 GB of available hard disk space
Other Requirements	<ul style="list-style-type: none">• Microsoft .NET Framework with SP1• Microsoft Internet Information Services (IIS) IIS 6.0• Microsoft Sharepoint Portal server 2003• Microsoft windows sharepoint services (wss)• Wss SP1 Arabic version• SPS SP1 Arabic version

MenaHR server

Minimum Requirements	
Processor	Computer with Pentium III-compatible or later processor
Operating System	Microsoft Windows Server 2003 Enterprise Edition

Minimum Requirements	
Memory	A minimum of 1 Giga (GB) of RAM
Hard Disk	<ul style="list-style-type: none">• 1 GB of available hard disk space
Other Requirements	<ul style="list-style-type: none">• Microsoft Internet Information Services (IIS) IIS 6.0• MenaHR, MenaMe, Mena360, and MenaExplorer to be installed

Database Servers

Minimum Requirements	
Processor	Computer with Pentium III-compatible or later processor
Operating System	<ul style="list-style-type: none">• Microsoft Windows Server 2003 Enterprise Edition
Memory	A minimum of 1 Giga (GB) of RAM
Hard Disk	<ul style="list-style-type: none">• 20 GB of available hard disk space
Other Requirements	<ul style="list-style-type: none">• Microsoft SQL Server™ 2000 with SP3a

Client machines

Minimum Requirements	
Processor	Computer with Pentium II-compatible or later processor
Operating System	NA
Explorer	<ul style="list-style-type: none">• IE 5.5 or later• Screen Resolution: 800X600• Java script
Memory	A minimum of 128 MB of RAM
Hard Disk	20 MB of available hard disk space
Other Requirements	

HCDM Acceptance Process

This section describes the acceptance process that should be followed by all involved parties (AMIR, JNC, and Black Iris). This process ensures effectiveness and timeliness of the acceptance activities. The acceptance process will undertake an iterative approach, where several evaluation/validation activities will take place until all the requirements are covered and signed-off.

Identifying Measurable System Features

This is the first stage of the acceptance process. At this stage, Black Iris is required to break down the proposed system (HR and SAT) into measurable and manageable modules (components) that will be evaluated and validated by AMIR and JNC.

The break down process should take into consideration dependencies between the different modules; related modules should be logically grouped to facilitate the evaluation/validation activities. Proposing an effective break down of the system will ensure a smooth and efficient acceptance process.

A suggested break down of the system is to divide it into several modules, where each module implements on or more of the requirements listed in the tables of section **“Error! Reference source not found.”**.

Evaluating and Validating System Features

At this stage, AMIR and JNC will evaluate and validate each module of the proposed system. The acceptance checklist presented in section **“Error! Reference source not found.”** identifies the party(s) that is authorized to accept/reject the implementation of a requirement. In any case where more than one party is identified:

- Both parties should approve the implementation of a requirement to grant sign-off.
- At least one party should reject the implementation of a requirement to decline sign-off

If a module is accepted, the identified party(s) will sign-off the requirement(s) associated with that module, and Black Iris will be notified with this decision within one business day.

If a module is rejected, Black Iris will be notified within one business day. The timeframe required to fix/updat the rejected module will be determined by Black Iris, and agreed upon with AMIR (see **“Error! Reference source not found.”** for details).

Implementing Fixes/Updates

At this stage, Black Iris will apply fixes/updates against rejected modules. The timeframe required to apply these fixes/updates is to be proposed by Black Iris, and agreed upon with AMIR. In all cases, Black Iris should ensure that fixes/updates are applied, tested, and available for another round of evaluation/validation within the project timeframe indicated in the contract.

HCDM Acceptance Checklist

This section lists the collection of business and technical requirements that describe the HCDM system in terms of

- Installation of Sharepoint Portal server and HR system.
- Deliverable Documentations.
- Deliverable Trainings.
- High Level Requirements
- SAT Requirements
- HR System Requirements
- Non Functional
- Technical Requirements
- Additional Requirements

These items are obtained as is from HCDM- Software Requirements Specification Document, the Technical Response document, and HCDM-Human Resources Gap Analysis document وثيقة فجوة التحليل. Reference numbers corresponds to a detailed description of the requirement that can be found in the SRS and the technical response documents

Installation of Sharepoint Portal server and HR system

- 1- Confirm that the Sharepoint Portal server has been installed and customized at Customs servers.
- 2- Confirm that the HR system including the MenaHR, MenaMe, Mena360 has been installed and customized at Customs servers.

Deliverable Documentations

1. Confirm that all document deliverables have been received by Customs as they are listed below:
 - a. Software Requirements Specifications.
 - b. Acceptance Plan.
 - c. HR System user guide manual.
 - d. Sharepoint administrator and user guide manuals.
2. Agree on acceptance of documents and obtain an exact and final list of feedback. If feedback is provided, then the documents will become accepted upon addressing this feedback.
3. Feedback and update to the documents must occur during the period of acceptance testing

Deliverable Trainings

Confirm all the following trainings have been delivered to the Customs team:

- 1- Sharepoint Portal Server 2003.
- 2- SQL Server 2000 Reporting Services.
- 3- SAT system end user training.
- 4- HR system end user training.

HIGH Level Requirements

(Refer to [Reference 2](#) above)

Requirement Category	Item Reference	Check	Comments	Required Signature	Sign-Off
High Level Requirements	HLR1			JNC	
	HLR2			JNC	
	HLR3			JNC	
	HLR4			JNC	
	HLR5			JNC	
	HLR6			JNC	
	HLR7			AMIR, JNC	
	HLR8			JNC	
	HLR9			JNC	
	HLR10			JNC	
	HLR11			AMIR, JNC	
	HLR12			JNC	
	HLR13			JNC	
	HLR14			JNC	
	HLR15			JNC	
	HLR16			JNC	
	HLR17			JNC	

SAT Requirements

(Refer to [Reference 1](#) above)

Requirement Category	Item Reference	Check	Comments	Required Signature	Sign-Off
Functional Requirements (SAT Analysis Phase Requirements)	SR1.1			AMIR, JNC	
	SR1.2			AMIR, JNC	
	SR1.3			AMIR, JNC	
	SR1.4			AMIR, JNC	
	SR1.5			AMIR, JNC	
	SR1.6			AMIR, JNC	
	SR1.7			AMIR, JNC	
	SR1.8			AMIR, JNC	
	SR1.9			AMIR, JNC	
	SR1.10			AMIR, JNC	
	SR1.11			AMIR, JNC	
	SR1.12			AMIR, JNC	
	SR1.13			AMIR, JNC	
	SR1.14			AMIR, JNC	
	SR1.15			AMIR, JNC	
	SR1.16			AMIR, JNC	
Functional Requirements (SAT Training Design Phase Requirements)	SR2.1			AMIR, JNC	
	SR2.2			AMIR, JNC	

Requirement Category	Item Reference	Check	Comments	Required Signature	Sign-Off
	SR2.3			AMIR, JNC	
	SR2.4			AMIR, JNC	
	SR2.5			AMIR, JNC	
	SR2.6			AMIR, JNC	
	SR2.7			AMIR, JNC	
	SR2.8			AMIR, JNC	
Functional Requirements (Continue - SAT Training Design Phase Requirements)	SR3.1			AMIR, JNC	
	SR3.2		Moved to Validation Phase.	AMIR, JNC	
	SR3.3		Moved to Validation Phase.	AMIR, JNC	
	SR3.4			AMIR, JNC	
	SR3.5			AMIR, JNC	
Functional Requirements (SAT Conduct Phase Requirements)	SR4.1			AMIR, JNC	
	SR4.2			AMIR, JNC	
	SR4.3			AMIR, JNC	
Functional Requirements (SAT Validation Phase Requirements)	SR5.1			AMIR, JNC	
	SR5.2			AMIR, JNC	
	SR5.3			AMIR, JNC	

HR system Requirements

(Refer to [Reference 2](#) and [Reference 3](#) above)

Requirement Category	Item Reference	Check	Comments	Required Signature	Sign-Off
System Data Requirements (Employee Records)	DR1.1			JNC	
	DR1.2			JNC	
System Data Requirements (Job Description)	DR2.1			JNC	
System Data Requirements (Performance)	DR3.1			JNC	
	DR3.2			JNC	
System Data Requirements (Training)	DR4.1			JNC	
	DR4.2			JNC	
	DR4.3			JNC	
System Data Requirements (Job Rotation)	DR5.1			JNC	
System Data Requirements (Career Planning)	DR6.1		Not within the Pilot scope. Postponed for the Roll out phase.	JNC	
System Data Requirements (Succession Planning)	DR7.1		Not within the Pilot scope. Postponed for the Roll out phase.	JNC	
Reporting and Workforce Planning	WP1			AMIR, JNC	
HR Gap Analysis New HR Requirements (متطلبات جديدة في نظام الموارد البشرية)	HCDM- Human Resources Gap Analysis Document.			JNC	

Requirement Category	Item Reference	Check	Comments	Required Signature	Sign-Off
HR Gap Analysis Evaluation System Requirements (متطلبات في نظام التقييم)	HCDM- Human Resources Gap Analysis Document.			JNC	
HR Gap Analysis Job Rotation Requirements (متطلبات في نظام التدوير الوظيفي)	HCDM- Human Resources Gap Analysis Document.			JNC	
HR Gap Analysis Competitions Requirements (متطلبات في نظام المنافسات)	HCDM- Human Resources Gap Analysis Document.			JNC	
HR Gap Analysis Training Module Requirements (متطلبات في نظام التدريب)	HCDM- Human Resources Gap Analysis Document.			JNC	
HR Gap Analysis Integration between HR system and Financial system (متطلبات في عمليات الربط)	HCDM- Human Resources Gap Analysis Document.			JNC	
HR Gap Analysis Report Generator's extra fields (حقول اضافية)	HCDM- Human Resources Gap Analysis Document.			JNC	

Non functional Requirements

(Refer to [Reference 2](#) above)

Requirement Category	Item Reference	Check	Comments	Required Signature	Sign-Off
Non Functional Requirements (Usability)	NFR1			AMIR, JNC	
	NFR2			AMIR, JNC	
Non Functional Requirements (Security)	NFR3			AMIR, JNC	
	NFR4			AMIR, JNC	
	NFR5			AMIR, JNC	
Non Functional Requirements (Accessibility)	NFR6			AMIR, JNC	
Non Functional Requirements (Expandability)	NFR7			AMIR, JNC	
Non Functional Requirements (Supportability)	NFR8			AMIR, JNC	
	NFR9		Refer to RFP	AMIR, JNC	
	NFR10		Refer to RFP	AMIR, JNC	
	NFR11			AMIR, JNC	
Non Functional Requirements (Reliability)	NFR12			AMIR, JNC	
Non Functional Requirements (Performance)	NFR13			AMIR, JNC	

Technical Requirements

(Refer to [Reference 2](#) above)

Requirement Category	Item Reference	Check	Comments	Required Signature	Sign-Off
Technical Requirements	TR1			JNC	
	TR2			JNC	
	TR3			JNC	
	TR4			JNC	
	TR5			JNC	

Additional Requirements

This section lists any additional requirements that were collected through several discussions that took place during several demonstrations of the proposed solution.

Requirement Category	Requirement Category	Item Reference	Check	Comments	Required Signature	Sign-Off
General	<p>The required Ad-Hoc reporting functions will be implemented using MS SQL Server 2000 Enterprise Edition (OR MenaExplore that comes part of the HR system).</p> <p>The required server license is covered by the Enterprise Agreement with Microsoft; JNC will provide the required licensing for MS SQL Server 2000 Enterprise Edition.</p>	AR1			JNC	
	<p>Customs will obtain full ownership of the HR solution source code (MenaHR, Mena360, and MenaMe) if for any reason MenaITeach</p>	AR2			JNC	

Requirement Category	Requirement Category	Item Reference	Check	Comments	Required Signature	Sign-Off
	can no longer operate within their line of business.					
Sending Notifications	The system should allow a System Administrator (or a privileged user) to identify multiple recipients of notification e-mails	AR3			JNC	
	A system administrator (or a privileged user) can enable/disable the E-mail notification feature for any function within the system	AR4			JNC	
Organization Chart	The system should comply with the organization chart of JNC. The chart will depict the hierarchy of individuals within JNC and the system will support the privileges granted/revoked to/from employees in the organization	AR5			JNC	

Requirement Category	Requirement Category	Item Reference	Check	Comments	Required Signature	Sign-Off
	chart.					
	<p>The constructed organization chart should be utilized when granting/revoking privileges to the system users.</p> <p>Privileges are granted/revoked to/from an employee are governed by his/her location and hierarchy within the organization chart.</p>	AR6			JNC	
User Interface	A scroll bar should be added to the side navigation bar; the right-side navigation bar in the Arabic version, and the left-side navigation bar in the English version.	AR7			JNC	
Security	Single-Sign-On: A single username/password pair will be required to gain access to the system; including SAT, MenaHR, Mena360,	AR8			JNC	

Requirement Category	Requirement Category	Item Reference	Check	Comments	Required Signature	Sign-Off
	MenaMe...					
	Microsoft Active Directory Integration: The system will integrate with an existing Active Directory to manage username/password pairs	AR9			JNC	
Security	User Privileges: The system should allow a System administrator to set/configure access privileges for different users and different functions/pages within the system. Granted privileges are based on the role the user is performing within JNC (follows the JNC Organization Chart).	AR10			JNC	
Evaluating Training Courses	The system should allow a privileged user the ability to set a deadline for a training course	AR11			JNC	

Requirement Category	Requirement Category	Item Reference	Check	Comments	Required Signature	Sign-Off
	evaluation. Any user is not allowed to conduct the evaluation after this deadline is reached.					
Evaluating Employees After Attending Training Courses	The system should allow a supervisor to evaluate his/her staff after they have attended a training course.	AR12			JNC	
Vacations	The number of vacation days granted to an employee should comply with the regulations set by the Civil Service Bureau (CSB)	AR13			JNC	
Changes to the CBS Rules and Regulations	Any major changes imposed by the law will be reflected on the system free of charge, even if the signed support/maintenance agreement expires.	AR15			JNC	
Changes to the CBS Rules and Regulations	The system allows Customs to reflect minor	AR16			JNC	

Requirement Category	Requirement Category	Item Reference	Check	Comments	Required Signature	Sign-Off
	changes to the CSB rules and regulations against the system. Major changes are covered by the point above					
Ad-Hoc Reporting	<p>The system should allow each user to save ad-hoc reports for his/her personal usage or for public use based on privileges and access rights granted by the generator of the report.</p> <p>Any other user of the system will not have access to these reports unless the creator granted access to these</p>	AR17			JNC	
Training	Training approach proposed by Black Iris is "Train-The-Trainer"	AR18			JNC	
	Black Iris is required to provide training on Microsoft SQL Server 2000 Enterprise Edition reporting	AR19			JNC	

Requirement Category	Requirement Category	Item Reference	Check	Comments	Required Signature	Sign-Off
	features.					
	<p>Black Iris is required to provide training on:</p> <ol style="list-style-type: none"> 1. How to use Microsoft Share Point to build Ad-Hoc reports 2. How to use Microsoft Share Point reporting tools 	AR20			JNC	
Support and Maintenance	<p>Black Iris, Estarta and MenaITeach should compile a unified support/maintenance scheme.</p> <p>Contents of the agreement will be agreed upon by JNC, Black Iris, Estarta, and MenaITeach.</p>	AR21			JNC	
Integration	<p>Integration points between the proposed HR System and the SAT Knowledgebase should be automated.</p> <p>Example: The user is not required to open a page on the HR System to obtain the</p>	AR22			JNC	

Requirement Category	Requirement Category	Item Reference	Check	Comments	Required Signature	Sign-Off
	<p>list of Customs Jobs & Job Competencies. Instead, the SAT Knowledgebase would provide a list of the Job Competencies from which the user can select one or more competency.</p> <p>The example above is presented for explanatory reasons only. It does not cover all the cases where such a mechanism is required.</p>					
	<p>Integration of the HR System with SAT Knowledge Base, JNC's Financial System and JNC Encyclopedia. The HR system will export data to the three systems, but will not receive any data from them.</p>	<p>AR23</p>			<p>JNC</p>	

Qualification of Problems

Bugs will be prioritized according to the following classification during the acceptance test:

Class	Failure Classification	Expected Actions
High	<ul style="list-style-type: none"> • Site is not operational • Data integrity errors • Functionality not working • System crashes • Database errors • Very slow response 	Fix and test
Medium	<ul style="list-style-type: none"> • Refresh Problems • Bad Error Handling • Inconsistency in behavior 	Record for future enhancements
Low	<ul style="list-style-type: none"> • Image size is not proper • Font • Look and feel • Visual Deficiencies 	Record for future enhancements

Testing and Data Migration Strategy

This section shows the data migration and the testing strategies that need to be followed during the acceptance testing.

- The Black Iris will perform the data migration just one day before the starting of the acceptance testing at the end of Customs working day. This will ensure having latest data on both systems (current HR and the new HR systems).
- The Customs team needs to decide on the 200 employees to migrate their data to the new HR system as part of the Pilot Phase of the HCDM project.
- The Customs team needs to decide on the team members that will be participating in testing the new system.
- The testing team will have a dummy environment to try out all possible cases.
- The testing team will perform some real transactions on the current HR system, as well as, they will try the same transactions on the new HR system and compare results.
- The testing team needs also to try new cases on the dummy environment.
- For the SAT testing team, they will be able as well to try all possible cases.
- By the end of the acceptance testing, and once the system is accepted, the Black Iris team will perform another data migration for the 200 employees to the new system with their up-to-date records.

Problem Resolutions and Corrective Action

- The testing period is one month (four working weeks).
- The first three working weeks are for testing the applications (SAT and HR) and reporting bugs.
- The last working week is for executing the actual acceptance and getting the sign off for all the deliverables.

- For the 1st week, the Customs team needs to perform 2 rounds of testing. The 1st round starts Sunday – end of Monday. The 2nd round starts Tuesday – end of Thursday.
- For the 2nd and 3rd weeks, the Customs team needs to perform 1 round of testing. This round starts Sunday – end of Thursday.
- By the end of each round, the Customs team reports a bugs' sheet to the Customs project manager.
- The Customs project manager reports the bugs or defects sheet to the Black Iris project manager.
- The Black Iris project manager acknowledges the receipt of report.
- Development and quality team (for both Estarta and MenaITech) reviews the reported bugs, investigation and feedback is sent if needed.
- The quality team will classify the reported bugs and the development team takes actions according to their classifications.
- The Black Iris team will fix the reported bugs and install a new build at Customs within 2-3 working days.
- During the last week (4th week), the Customs team starts the acceptance and signing off the delivered applications (SAT and HR).