Documentation Consultants, Offices in Philadelphia, PA, Texas & South Florida, Phone: 215-780-0074, Email: inquiry@doccons.com

Documentation Consultants'

User Guide

www.SDLCforms.com

Revision History

Date	Version	Author	Change
02/01/08	1.0	Ken Fass	Initial release
1/16/09	1.1	Ken Fass	Added new forms
10/17/11	2.1	Ken Fass	Updated document to reflect new version 2.1 of SDLCforms.
04/23/14	2.3	Ken Fass	Updated document to reflect enhanced version 2.3 forms.
05/18/14	2.4	Rebecca C.	Reduced document for clarity.
08/12/15	2.5	Rebecca C.	Provided additional detail on the description of each form.
10/25/15	2.6	Rebecca C.	Added new Starter Package to document.
11/25/15	3.0	Rebecca C.	Added 30 new forms to inventory.

Table of Contents

1   Introduction

This document is a User Guide for reviewing the purpose of each form or template in the Documentation Consultants' **SDLCforms** documentation.

This User Guide includes the following:

1. A summary table of the forms that are provided in the four **SDLCforms** packages: SmallBiz, JumpStart, Professional and Ultimate.
2. A detailed explanation of the forms and templates.

Audience

This document is intended for program managers, developers and quality assurance personnel who must complete Documentation Consultants' **SDLCforms** documentation.

2   List of the Forms and Templates by Project Phase

Form Name	Type	Description
Project Concept / Initiation Phase		
Project Initiation Agenda	W	Provides initial project agenda for a "kick-off" meeting, whereby key stakeholders and sponsors, and key business and technology members are identified.
Project Charter	W	Provides the business goals, objectives, scope and management direction for starting the project in the Initiation phase. It sets project expectations and processes to ensure agreement on the project approach.
Business Case Document	W	Identifies whether there is a potential business value to the proposed project idea or initiative before the organization commits time, resources and expenditures.
Feasibility Study	W	A study that uses business and technical information and cost data to determine the economic potential and practicality (i.e., feasibility) of a project.
Value Proposition Template	W	Completing the Value Proposition Template will assist an individual/department determine if there is value in a proposed application, system or product, often provided by an outside vendor or contractor, and help in the final decision making process. This template is used in conjunction with the Business Case Document.
Project or Issue Submission Form	W	A one-page summary that identifies the proposed project, opportunities, business goal, project scope and issues, and alternatives or recommendations.
Project Cost - Benefit Analysis	W	Provides information that will be performed in the project, including business objectives and project description, such as completion criteria, risk assessment, constraints, impact analysis, project success measures, critical success factors, project approach, roles and participants.
Project Team Definition	W	Identifies the business and technical groups and individuals responsible for the initiation, analysis, development, testing, installation and approval of the project.
Stakeholder Identification List	W	Stakeholder identification includes the processes required to identify the people, groups and organizations that could affect or be affected by the project, to analyze stakeholder expectations and their impact on the project, and to develop appropriate strategies and tactics for effectively engaging stakeholders in a manner appropriate to the stakeholders' interest and involvement in the project.
Initiate Project Checklist	W	This checklist provides sample information to use and verify that major initial project functions and tasks have been completed within the Concept phase in the Project Management Life Cycle.
Project Resource Plan	W	This document provides a centralized source for definition of all resources required for a project, including: - Project team personnel - Required resources / skill sets - Facility resources - Personnel resource profile - Project team organization - Resource assumptions, risks and mitigations - Stakeholder approvals.
Concept of Operations (CONOPS)	W	The Concept of Operations, or CONOPS, is a *Capabilities Needs Assessment* investigation to gain a Users' and Stakeholders' perspective on a major change initiative. As such, it is both an analysis and a formal document that describes high-level capabilities requirements that have been identified as necessary to achieve the mission of the IT organization, and its subordinate organizations.

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Project Planning Phase		
Project Management Office (PMO) Checklist		The Project Management Office Checklist provides the capability to determine if the Information Technology (IT) Program Management Office (PMO) has provided the functions and tools to achieve a successful environment in support of both executive management and the project managers responsible for individual IT projects.
Statement of Work		Provides information that will be performed in the project, including business objectives and project description, such as completion criteria, risk assessment, constraints, impact analysis, project success measures, critical success factors, project approach, roles and participants.
Project Approval Document		This document formalizes approval for the project by all contributors.
Cost Estimating Worksheet		This Excel spreadsheet provides the opportunity to estimate and budget various IT costs.
Development Estimating Worksheet		This Excel spreadsheet provides the opportunity to estimate development costs for prototyping, user interfaces / reports / databases / tables, objects and integration / jobs.
Project Capital vs. Expense Costs		This Excel spreadsheet provides the opportunity to estimate various capital and expense costs for a project including IT resources, external professional services, hardware, communications, software licenses, and supplies.
Configuration Management Plan		The Configuration Management (CM) Plan informs project stakeholders about how CM is used to manage the project, what tools are used, and how they will be implemented to achieve project success.
Project Risk Information Data Collection Form		During the course of a project, potential risks can be identified by a myriad of sources. The Project Risk Information Data Collection Form's purpose is to provide a vehicle for capturing detail information on any of those risks for analysis and evaluation. Summary information from this data collection is then encapsulated in the Project Risk Analysis Plan for weekly management review.
Risk Analysis Plan		Provides a medium to record a risk analysis of the project, and is used to keep track of potential risks that may jeopardize the project's success or completion date.
Procurement Plan		Provides procedures and information to acquire hardware, software, vendors, or other needed items. It assists in determining what to acquire, when, and how...
Project Organization Chart		Know who the key "players" are on your project via a Visio graphical diagram identifying the PMO personnel, sponsors, stakeholders, and business analysts including the collaborating organizations such as Infrastructure, design, quality assurance, etc.
Roles and Responsibilities Matrix		Displays key project activities and details the responsibilities for each individual or role across every functional department.
Required Approvals Matrix		Provides a matrix of key project activities (e.g., functions, tasks, documents or phases), and who is responsible for approving them.
Activity Worksheet in Work Breakdown Structure Dictionary Form		The WBS Activity Worksheet is made available to Subject Matter Experts (SMEs) to define the scope of work required for each activity and task within the work breakdown structure. For the entries made in this worksheet, accurate activity and task descriptions can be compiled and tracked for variance during the course of a project.
Work Breakdown Structure Resource Planning Template		The Work Breakdown Structure Resource Planning Template provides a matrix of WBS tasks with the estimated duration of each task in hours with % of time required by the various skill sets to contribute to the tasks, summarized by total hours required for those skill sets.
Work Breakdown Structure		Provides a work breakdown structure table that includes the tasks to be completed within a small project in lieu of a more formal Project Plan.

COBIT Checklist and Review		The Sarbanes-Oxley Act, including COBIT Checklist and Review, provides for a standardized structure for Information Technology (IT) governance, accounting controls and compliance. COBIT Control Objectives focus on specific, detailed objectives related with each IT process.
Request for Information		A Request for Information (RFI) is used to solicit information from qualified vendors on the products and services they recommend addressing your business problem or functionality.
Root Cause Analysis		Identifies the root cause of a problem and the recommendations for a solution, including the date the problem was encountered, summary of the problem, duration of the problem, impacted business units and applications, and the recommended action and follow-up.
Project Plan		This MS Project document establishes both project execution and project control. It shows when and how a project's objectives are to be achieved by depicting the status of the major products, milestones, activities and resources required on the project.
List of Opportunities Summary		Provides a master list communication tool that summarizes project opportunities, including opportunity description, priority, target date for delivery, and owner.
System Requirements Phase		
Managing Scope and Requirements		Provides a checklist of numerous topics to help manage the scope and requirements for a project. The list works to gain customer agreement and scope creep that pushes out project completion and project costs.
Business Requirements Document		Defines the general business requirements for the project. Identifies business and end user requirements, problems or issues, project information, process information, and training and documentation requirements.
Business Requirements Presentation to Stakeholders		This document provides a PowerPoint presentation "shell" to incorporate and review the project business requirements with the stakeholders and business units sponsoring the project.
Functional Requirements Document		Defines the functional requirements for the project including the different levels of business and end user requirements, and the functional areas of the business processes.
Software Architecture Plan		This document provides a comprehensive architectural overview of the system, using a number of different architectural views to depict different aspects of the system. It is intended to capture and convey the significant architectural decisions which have been made on the system.
Use Case Template		Defines the business requirements for the project using a use case methodology, and includes problems or issues to be resolved, objectives or goals, solution(s) to be implemented, and why the solution is being implemented.
Requirements Inspection Checklist		Provides a sample quality assurance document to verify at a glance that major requirement functions and tasks have been completed.
Requirements Traceability Matrix		A method that is used to verify the association between the requirements shown in the Requirements / Specifications and other project documents, including design and testing documentation. Testing ensures that the requirements have been implemented correctly based on the design and Requirements Traceability Matrix.
Requirements Changes Impact Analysis		Provides detailed information to perform an impact analysis of requirement changes, including proposed change implications, system components and elements affected by the change, and estimated schedule and cost impacts.
Training Plan		Supports the use and maintenance of the specific system or application, and includes information about training courses and the tools and techniques that will be used.
Service Level Agreement Template		Formalizes an arrangement between your company and the client to deliver specific support services, at specific levels of support, and at an agreed-upon cost.

System Design Phase

Systems Requirements Specifications		Provides more details to the project's high level requirements, including detailed information so that the system can be built to satisfy the system requirements and quality. It includes product/functional requirements, user characteristics, operating environment, security and regulatory specifications, disaster recovery and data specifications.
Analysis and Design Document		Provides detailed information to perform an analysis and design of a system, including topics of current and future software architecture processes, interfaces, data flow, infrastructures, components, integration, and security.
Application Development Project List		Provides a list of 50+ tasks that need to be considered within an application development project.
Technical Requirements Document		Defines the technical requirements for the project to a sufficient level of detail to develop a system design and to allow testers to test the system.
Database Design Document		The Database Design Document maps the logical data model to the target database management system with consideration to the system's performance requirements. The Database Design converts logical or conceptual data constructs to physical storage constructs (e.g., tables, files) of the target Database Management System (DBMS).
Website Planning Checklist		Provides a checklist of numerous topics to consider when designing and developing a new website.
User Interface Design Template		Provides a template for structured approach to fill in detailed business and technical information for design and development of a user interface (i.e., a screen).
Report Design Template		Provides numerous topics to fill in detailed business and technical information for the design and development of a report.
Code Review Checklist		The Code Review Checklist provides a company guideline for checking code including pass/fail parameters and recording any comments when the test fails.
Conversion Plan		Describes the strategies involved in the conversion of a system or application.

Testing Phase

Documentation Quality Assurance (QA) Checklist		Provides the capability to perform a documentation quality assurance review prior to delivery and implementation.
Building Test Scenarios		Testing scenarios are hypothetical stories used to assist an individual to think through a complex problem or system. Scenarios are useful for surfacing requirements-related controversies, and to relate to those documented requirements.
Test Plan		This document provides a central artifact to govern the strategic approach of the test effort; it defines the general approach to be employed when testing the software and when evaluating the results of that testing. Planning documents will refer to the test strategy regarding the governing of detailed testing work. It also provides visible confirmation to test-effort stakeholders that adequate consideration has been given to the governing of the test effort and, where appropriate, to have those stakeholders approve the strategy.
System Quality Assurance Checklist		Verifies that various project management, methodology, testing, configuration management, and documentation and records management principles and standards have been applied to a project.
Website Testing Summary Template		Provides summary information and checklists for web quality assurance testing. Each checklist table provides questions or statements for which the tester responds with a Yes/No answer and respective comments where applicable. Completion of the checklists will help ensure the applications, functions, or features meet adequate quality assurance before being moved to production for end-user utilization.

System Test Plan		Documents all system requirements denoted in the requirements, specifications, and design documentation to plan and execute unit, system, and integration tests that ensure a high level of compliance.
User Acceptance Test Plan (UAT)		Provides management an overview of the system, applications, functions, and features that are to be tested in the UAT process. The plan and tests provide guidance to the management, staff, and business owners that the application works as expected.
Testing Bug Report		This report provides the ability to record details about an individual testing bug detected during unit, system, integration and user acceptance testing, including the bug name, area description, bug description, severity, status, priority, tester name, date tested, environment, test manager and tester names, method of testing, and who the bug was assigned to.
Testing Bug List		This list provides a status of all bugs detected during unit, system, integration and user acceptance testing, by defining the test case ID, bug name, bug description, severity, status, date tested, and type of testing method utilized.
Regression Testing Plan		Provides general information about systems or applications that require regression testing, including why testing is required, functional business areas affected and testing timeline.
Project Acceptance Document		The document formalizes acceptance of the project, and describes the products and services the customer received.

Project Monitoring and Control Phase

Change Management Log		This document is used to record changes to the baseline, including the change type, priority, the owner's name, date submitted, if escalation is required, the date it was approved, and the action / resolution of the change.
Action Item Status		This document provides that status of all project action items, including the item number and description, the assigned, due and resolved dates, the owner, priority and a status of the item.
Risk Management Log		The Risk Management Log is a management tool that identifies, assesses, and records recommended actions that management must take to alleviate the risk potential down to acceptable levels. The log provides a framework in which potential problems that threaten the delivery of the anticipated benefits of a system or application are recorded.
Issue Identification and Resolution		This document is used to individually identify each issue that may impact a project, and identify who created and resolved the issue, the type of issue, potential alternatives and recommendations, provide an estimate of the resources, man hours and costs, and management actions that were taken to resolve the issue.
Issues Management Log		The Issue Management Log provides the ability to initially identify the issue, how the issue is assessed by the project team, and what the management responses / actions are to resolve the issue.
Project Milestone Status Form		This document provides a vehicle for capturing the latest status of due date, completion date, and the milestone/task status (in-process, completed or delinquent), milestones, goals, or tasks including the milestone/task description, person responsible for that milestone/task.
COBIT Objectives and Audit Activity Report		This document provides a tracking vehicle for defining and statusing COBIT (Control Objectives for Information and Related Technology) objectives and activities for auditing purposes.
Project Status Report		Summarizes the project status, including project activity, information about the project, planned activities for next period, and deliverable description and status; management changes, risks and issues status.

Meeting Summary	W	Documents the meeting date and time, participants, meeting minutes, conclusions and action items status.
Production Turnover / Deployment Phase		
Process Guide	W	Provides information about system, application or process instructions, procedures, and process flows, which are shown in step-by-step text format as well as visual graphics.
Installation Planning Guide	W	Provides information for the installation of the system, application or data, including installation strategy, planning and risk factors, and security.
Software User Guide	W	Provides training or reference information for using the system, product, application or data. The Guide explains the major components, benefits, access information, and navigation instructions.
System Administration Guide	W	Provides procedures and information to administer and maintain a system, product or application, and includes an overview, data assets, processing, server and database administration, and backup instructions.
Operations Guide	W	Provides procedures and information to run a system, product or application. It includes scheduled operations, unique tasks, troubleshooting, auditing, and best practices.
Production Implementation Plan	W	Provides the last step in formal approval and implementation of the project. It identifies the objectives, impacted devices, production delivery steps, technical support information, hardware and software components, testing and acceptance, rollback/contingency plan, and required training and documentation.
Production Turnover Approval	W	Provides a process that ensures changes to the production environment are planned, approved, tested, executed, and reviewed in a systematic efficient and controlled manner.
Project Closure / Maintenance Stage		
Lessons Learned Template	W	The Lessons Learned Template provides an opportunity for reflection after a project has been completed. It is highly beneficial to record what worked well with the project and where improvements can be made. Once the project has been completed, a Lessons Learned discussion should be scheduled with key stakeholders in the project to discuss what was learned from the project.
Transition Out Plan	W	The Transition Out Plan is used to describe how project deliverables will be brought to full operational status, and integrated into ongoing operations and subsequently maintained. Its purpose is to ensure that these deliverables will be used effectively to produce the requisite Business Value after project completion.
Post Project Review Survey Questionnaire	W	During the Project Closure / Maintenance phase of a project, the Project Management Office (PMO) conducts a survey to gather feedback on the project to improve performance on subsequent projects. This survey will assist the PMO in gathering project sponsors and team member's thoughts and perspectives on the project.
Post Project Review	W	Upon completion of a project, good practice is to assess how you did on the project, in conjunction with a Lesson Learned Report. General question are asked of the stakeholders and to determine how well you performed against the project schedule and budget.
Modification / Change Control Request	W	Used to review system / application change requests to evaluate and approve technically sound and secure "changes" to the production environment and to limit potential impact to business capabilities and/or IT operational capacity, architecture, infrastructure, compliance, and schedules.
Disaster Recovery Plan Information	W	Documents a disaster recovery plan as part of an overall contingency plan to complete that restoration task and keep the company running. A disaster recovery plan is required for any publicly traded company and companies that need to

		minimize loss under which the company site is unable to function under standard daily business procedures.
Certificate of Compliance and Acceptance of Deliverable		The Certificate of Compliance is generally used to accept and validate project deliverables provided by outside contractors and developers in accordance with a task order or purchase order, but can be used in any situation where you wish to review the status of deliverables by internal organizations on a given project.
Request for New Application / Enhancement		This document permits a business unit, other departments or auditors to initiate the process of requesting a new application or an enhancement to an existing application.
Product Retirement Plan		Provides detailed instructions for retirement of a system or application, and describes how the hardware, software, data, and documentation associated with the application will be detached from production and archived or migrated.
Global Application Support Summary		The Global Application Support Summary provides a vehicle to record critical design, development, production support, Infrastructure, and security data on all applications. The information recorded herein is used to update any IT applications defining your application environment.
Developer Knowledge Transfer Report		The Developer Knowledge Transfer Report provides a vehicle for conveying details about a system or application for production support developers. This document will provide the support for developers by transferring knowledge for the application from the initial development people to new developers with precise knowledge about the project development.

2.1 Side-By-Side Comparison of Forms in SDLCforms Packages

Starter Package 8	SmallBiz Package 15	JumpStart Package 30	Professional Package 60	Ultimate Package 92
Project Initiation Phase				
				Project Initiation Agenda
Project Charter	Project Charter	Project Charter	Project Charter	Project Charter
Business Case Document	Business Case Document	Business Case Document	Business Case Document	Business Case Document
				Feasibility Study
				Value Proposition Template
				Project or Issue Submission Form
				Project Cost-Benefit Analysis
		Project Team Definition	Project Team Definition	Project Team Definition
				Stakeholder Identification List
				Initiate Project Checklist
			Project Resource Plan	Project Resource Plan
				Concept of Operations
Project Planning Phase				
				Project Management Office (PMO) Checklist
		Statement of Work	Statement of Work	Statement of Work
		Project Approval Document	Project Approval Document	Project Approval Document
			Cost Estimating Worksheet	Cost Estimating Worksheet
		Development Estimating Worksheet	Development Estimating Worksheet	Development Estimating Worksheet
				Project Capital vs. Expense Costs
				Configuration Management Pan
			Risk Information Data Collection Form	Risk Information Data Collection Form
			Risk Analysis Plan	Risk Analysis Plan

				Procurement Plan
				Project Organization Chart
	Roles and Responsibilities Matrix	Roles and Responsibilities Matrix	Roles and Responsibilities Matrix	Roles and Responsibilities Matrix
	Required Approvals Matrix	Required Approvals Matrix	Required Approvals Matrix	Required Approvals Matrix
				Activity Worksheet WBS Dictionary Form
				WBS Resource Planning Template
				Work Breakdown Structure
				COBIT Checklist and Review
				Request For Information
				Root Cause Analysis
Project Plan	Project Plan	Project Plan	Project Plan	Project Plan
				List of Opportunities Summary
Requirements Definition Phase				
				Managing Scope and Requirements
Business Requirements Document	Business Requirements Document	Business Requirements Document	Business Requirements Document	Business Requirements Document
		BR Presentation to Stakeholders	BR Presentation to Stakeholders	BR Presentation to Stakeholders
	Functional Requirements Document	Functional Requirements Document	Functional Requirements Document	Functional Requirements Document
				Software Architecture Plan
				Use Case Template
			Requirements Inspection Checklist	Requirements Inspection Checklist
		Requirements Traceability Matrix	Requirements Traceability Matrix	Requirements Traceability Matrix
				Requirements Changes Impact Analysis
			Training Plan	Training Plan
				Service level Agreement Template

System Design Phase				
	System Requirements Specifications	System Requirements Specifications	System Requirements Specifications	System Requirements Specifications
			Analysis and Design Document	Analysis and Design Document
				Application Development Project Checklist
		Technical Requirements Document	Technical Requirements Document	Technical Requirements Document
				Database Design Document
			Website Planning Checklist	Website Planning Checklist
			User Interface Design Template	User Interface Design Template
			Report Design Template	Report Design Template
				Code Review Checklist
			Conversion Plan	Conversion Plan
Testing Phase				
			Documentation QA Checklist	Documentation QA Checklist
			Building Test Scenarios	Building Test Scenarios
		Test Plan	Test Plan	Test Plan
			System Quality Assurance Checklist	System Quality Assurance Checklist
				Website Testing Summary Template
	System Test Plan	System Test Plan	System Test Plan	System Test Plan
User Acceptance Test Plan (UAT)	User Acceptance Test Plan (UAT)	User Acceptance Test Plan (UAT)	User Acceptance Test Plan (UAT)	User Acceptance Test Plan (UAT)
			Testing Bug Report	Testing Bug Report
Testing Bug List	Testing Bug List	Testing Bug List	Testing Bug List	Testing Bug List
			Regression Testing Plan	Regression Testing Plan
			Project Acceptance Document	Project Acceptance Document
Project Monitoring and Control Phase				
			Change Management Log	Change Management Log
	Action Item Status	Action Item Status	Action Item Status	Action Item Status
			Risk Management Log	Risk Management Log

	Issue Identification and Resolution	Issue Identification and Resolution	Issue Identification and Resolution	Issue Identification and Resolution
			Issues Management Log	Issues Management Log
			Project Milestone Status Form	Project Milestone Status Form
				COBIT Objectives Audit Activity Report
Project Status Report	Project Status Report	Project Status Report	Project Status Report	Project Status Report
Meeting Summary	Meeting Summary	Meeting Summary	Meeting Summary	Meeting Summary
Production Turnover / Deployment Phase				
				Process Guide
		Installation Planning Guide	Installation Planning Guide	Installation Planning Guide
			Software User Guide	Software User Guide
			System Administration Guide	System Administration Guide
				Operations Guide
		Production Implementation Plan	Production Implementation Plan	Production Implementation Plan
		Production Turnover Approval	Production Turnover Approval	Production Turnover Approval
Project Closure / Maintenance Phase				
		Lessons Learned Template	Lessons Learned Template	Lessons Learned Template
			Transition Out Plan	Transition Out Plan
				Post Project Survey Questionnaire
			Post Project Review	Post Project Review
		Modification / Change Control Request	Modification / Change Control Request	Modification / Change Control Request
		Disaster Recovery Plan Guidelines	Disaster Recovery Plan Guidelines	Disaster Recovery Plan Guidelines
				Certificate Compliance and Acceptance
			Request for New Application / Enhancement	Request for New Application / Enhancement
		Product Retirement Plan	Product Retirement Plan	Product Retirement Plan
				Global Application Summary
			Developer Knowledge Transfer Report	Developer Knowledge Transfer Report

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3   Contents of Each SDLCforms Package

<table>
<tr><td colspan="3" align="center">Starter
Package</td></tr>
<tr><th>Form Name</th><th>Type</th><th>Description</th></tr>
<tr><td colspan="3">Project Concept / Initiation Phase</td></tr>
<tr><td>Business Case Document</td><td>W</td><td>Identifies whether there is a potential business value to the proposed project idea or initiative before the organization commits time, resources and expenditures.</td></tr>
<tr><td>Project Charter</td><td>W</td><td>Provides the business goals, objectives, scope and management direction for starting the project in the Initiation phase. It sets project expectations and processes to ensure agreement on the project approach.</td></tr>
<tr><td colspan="3">Project Planning Phase</td></tr>
<tr><td>Project Plan</td><td>P</td><td>This MS Project document establishes both project execution and project control. It shows when and how a project's objectives are to be achieved by depicting the status of the major products, milestones, activities and resources required on the project.</td></tr>
<tr><td colspan="3">Requirements Definition Phase</td></tr>
<tr><td>Business Requirements Document</td><td>W</td><td>Defines the general business requirements for the project. Identifies business and end user requirements, problems or issues, project information, process information, and training and documentation requirements.</td></tr>
<tr><td colspan="3">Testing Phase</td></tr>
<tr><td>User Acceptance Test Plan (UAT)</td><td>W</td><td>Provides management an overview of the system, applications, functions, and features that are to be tested in the UAT process. The plan and tests provide guidance to the management, staff, and business owners that the application works as expected.</td></tr>
<tr><td>Testing Bug List</td><td>W</td><td>This list provides a status of all bugs detected during unit, system, integration and user acceptance testing, by defining the test case ID, bug name, bug description, severity, status, date tested, and type of testing method utilized.</td></tr>
<tr><td colspan="3">Post-Production Stage</td></tr>
<tr><td>Project Status Report</td><td>W</td><td>Summarizes the project status, including project activity, information about the project, problems or delays, issues, planned activities for next period, and deliverable description and status.</td></tr>
<tr><td>Meeting Summary</td><td>W</td><td>Documents the meeting date and time, participants, meeting minutes, conclusions and action items status.</td></tr>
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SmallBiz Package

Form Name	Type	Description
Project Initiation Phase		
Project Charter	W	Provides the business goals, objectives, scope and management direction for starting the project in the Initiation phase. It sets project expectations and processes to ensure agreement on the project approach.
Business Case Document	W	Identifies whether there is a potential business value to the proposed project idea or initiative before the organization commits time, resources and expenditures.
Project Planning Phase		
Project Plan	PJ	This MS Project document establishes both project execution and project control. It shows when and how a project's objectives are to be achieved by depicting the status of the major products, milestones, activities and resources required on the project.
Roles and Responsibilities Matrix	W	Displays key project activities and details the responsibilities for each individual or role across every functional department.
Required Approvals Matrix	W	Provides a matrix of key project activities (e.g., functions, tasks, documents or phases), and who is responsible for approving them.
Requirements Definition Phase		
Business Requirements Document	W	Defines the general business requirements for the project. Identifies business and end user requirements, problems or issues, project information, process information, and training and documentation requirements.
Functional Requirements Document	W	Defines the functional requirements for the project including the different levels of business and end user requirements, and the functional areas of the business processes.
System Design Phase		
System Requirements Specifications	W	Provides more details to the project's high level requirements, including detailed information so that the system can be built to satisfy the system requirements and quality. It includes product/functional requirements, user characteristics, operating environment, security and regulatory specifications, disaster recovery and data specifications.
Testing Phase		
System Test Plan	W	Documents all system requirements denoted in the requirements, specifications, and design documentation to plan and execute unit, system, and integration tests that ensure a high level of compliance.
User Acceptance Test Plan (UAT)	W	Provides management an overview of the system, applications, functions, and features that are to be tested in the UAT process. The plan and tests provide guidance to the management, staff, and business owners that the application works as expected.
Testing Bug List	W	This list provides a status of all bugs detected during unit, system, integration and user acceptance testing, by defining the test case ID, bug name, bug description, severity, status, date tested, and type of testing method utilized.
Project Monitoring and Control Phase		
Action Item Status	W	This document provides that status of all project action items, including the item number and description, the assigned, due and resolved dates, the owner, priority and the current status of the item.

Issue Identification and Resolution		This document is used to individually identify/document each issue that may impact a project, and identify who created and resolved the issue, the type of issue, potential alternatives and recommendations, provide an estimate of the resources, man hours and costs, and management actions that were taken to resolve the issue.
Project Status Report		Summarizes the project status, including project activity, information about the project, problems or delays, issues, planned activities for next period, and deliverable description and status.
Meeting Summary		Documents the meeting date and time, participants, meeting minutes, conclusions and action items status.

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JumpStart Package

Form Name	Type	Description
Project Initiation Phase		
Project Charter	[W]	Provides the business goals, objectives, scope, and management direction for starting the project in the Initiation phase. It sets project expectations and processes to ensure agreement on the project approach.
Business Case Document	[W]	Identifies whether there is a potential business value to the proposed project idea or initiative before the organization commits time, resources and expenditures.
Project Team Definition	[W]	This document identifies the business and technical groups and individuals responsible for the initiation, analysis, development, testing, installation and approval of the project.
Project Planning Phase		
Statement of Work	[W]	Provides information that will be performed in the project, including business objectives and project description, such as completion criteria, risk assessment, constraints, impact analysis, project success measures, critical success factors, project approach, roles and participants.
Project Approval Document	[W]	This document formalizes approval for the project by all contributors.
Development Estimating Worksheet	[X]	This Excel spreadsheet provides the opportunity to estimate development costs for prototyping, user interfaces / reports / databases / tables, objects and integration / jobs.
Roles and Responsibilities Matrix	[W]	Displays key project activities and details the responsibilities for each individual or role across every functional department.
Required Approvals Matrix	[W]	Provides a matrix of key project activities (e.g., functions, tasks, documents or phases), and who is responsible for approving them.
Project Plan	[P]	This MS Project document establishes both project execution and project control. It shows when and how a project's objectives are to be achieved by depicting the status of the major products, milestones, activities and resources required on the project.
Requirements Definition Phase		
Business Requirements Document	[W]	Defines the general business requirements for the project. Identifies business and end user requirements, problems or issues, project information, process information, and training and documentation requirements.
Business Requirements Presentation to Stakeholders	[P]	This document provides a PowerPoint presentation "shell" to incorporate and review the project business requirements with the stakeholders and business units sponsoring the project.
Functional Requirements Document	[W]	Defines the functional requirements for the project including the different levels of business and end user requirements, and the functional areas of the business processes.
Requirements Traceability Matrix	[W]	A method that is used to verify the association between the requirements shown in the Requirements / Specifications and other project documents, including design and testing documentation. Testing ensures that the requirements have been implemented correctly based on the design and Requirements Traceability Matrix.
System Design Phase		
Systems Requirements Specifications	[W]	Provides more details to the project's high level requirements, including detailed information so that the system can be built to satisfy the system requirements and quality. It includes product/functional requirements, user characteristics, operating

		environment, security and regulatory specifications, disaster recovery and data specifications.
Technical Requirements Document	W	Defines the technical requirements for the project to a sufficient level of detail to develop a system design and to allow testers to test the system.
Testing Phase		
Test Plan	W	This document provides a central artifact to govern the strategic approach of the test effort; it defines the general approach to be employed when testing the software and when evaluating the results of that testing. Planning documents will refer to the test strategy regarding the governing of detailed testing work.
System Test Plan	W	Documents all system requirements denoted in the requirements, specifications, and design documentation to plan and execute unit, system, and integration tests that ensure a high level of compliance.
User Acceptance Test Plan (UAT)	W	Provides management an overview of the system, applications, functions, and features that are to be tested in the UAT process. The plan and tests provide guidance to the management, staff, and business owners that the application works as expected.
Testing Bug List	W	This list provides a status of all bugs detected during unit, system, integration and user acceptance testing, by defining the test case ID, bug name, bug description, severity, status, date tested, and type of testing method utilized.
Project Monitoring and Control Phase		
Action Item Status	W	This document provides that status of all project action items, including the item number and description, the assigned, due and resolved dates, the owner, priority and the current status of the item.
Issue Identification and Resolution	W	This document is used to individually identify/document each issue that may impact a project, and identify who created and resolved the issue, the type of issue, potential alternatives and recommendations, provide an estimate of the resources, man hours and costs, and management actions that were taken to resolve the issue.
Project Status Report	W	Summarizes the project status, including project activity, information about the project, problems or delays, issues, planned activities for next period, and deliverable description and status.
Meeting Summary	W	Documents the meeting date and time, participants, meeting minutes, conclusions and action items status.
Production Turnover / Deployment Phase		
Installation Planning Guide	W	Provides information for the installation of the system, application or data, including installation strategy, planning and risk factors, and security.
Production Implementation Plan	W	Provides the last step in formal approval and implementation of the project. It identifies the objectives, impacted devices, production delivery steps, technical support information, hardware and software components, testing and acceptance, rollback/contingency plan, and required training and documentation.
Production Turnover Approval	W	Provides a process that ensures changes to the production environment are planned, approved, tested, executed, and reviewed in a systematic efficient and controlled manner.
Project Closure / Maintenance Phase		
Lessons Learned Template	W	The Lessons Learned Template provides an opportunity for reflection after a project has been completed. It is highly beneficial to record what worked well with the project and where improvements can be made.
Modification / Change Control Request	W	Used to review system / application modification requests to evaluate and approve technically sound and secure changes to the production environment and to limit potential impact to business capabilities and/or IT operational capacity, architecture, infrastructure, compliance, and schedules.

Disaster Recovery Plan Information		Documents a disaster recovery plan as part of an overall contingency plan to complete that restoration task and keep the company running. A disaster recovery plan is required for any publicly traded company and companies that need to minimize loss under which the company site is unable to function under standard daily business procedures.
Product Retirement Plan		Provides detailed instructions for retirement of a system or application, and describes how the hardware, software, data, and documentation associated with the application will be detached from production and archived or migrated.

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Professional Package

Form Name	Type	Description
Project Initiation Phase		
Project Initiation Agenda	W	Provides initial project agenda for a "kick-off" meeting, whereby key stakeholders and sponsors, and key business and technology members are identified.
Project Charter	W	Provides the business goals, objectives, scope and management direction for starting the project in the Initiation phase. It sets project expectations and processes to ensure agreement on the project approach.
Business Case Document	W	Identifies whether there is a potential business value to the proposed project idea or initiative before the organization commits time, resources and expenditures.
Project Team Definition	W	This document identifies the business and technical groups and individuals responsible for the initiation, analysis, development, testing, installation and approval of the project.
Project Resource Plan	W	This document provides a centralized source for definition of all resources required for a project, including project team size, required resources, facility needs, resource types and sources, project team organization, resource assumptions, risks and mitigations.
Project Planning Phase		
Statement of Work	W	Provides information that will be performed in the project, including business objectives and project description, such as completion criteria, risk assessment, constraints, impact analysis, project success measures, critical success factors, project approach, roles and participants.
Project Approval Document	W	This document formalizes approval for the project by all contributors.
Cost Estimating Worksheet	X	This Excel spreadsheet provides the opportunity to estimate and budget various IT costs.
Development Estimating Worksheet	X	This Excel spreadsheet provides the opportunity to estimate development costs for prototyping, user interfaces / reports / databases / tables, objects and integration / jobs.
Risk Information Data Collection Form	W	During the course of a project, potential risks can be identified by a myriad of sources. The Project Risk Information Data Collection Form's purpose is to provide a vehicle for capturing detail information on any of those risks for analysis and evaluation. Summary information from this data collection is then encapsulated in the Project Risk Analysis Plan for weekly management review.
Risk Analysis Plan	W	Provides a medium to record a risk analysis of the project, and is used to keep track of potential risks that may jeopardize the project's success or completion date.
Roles and Responsibilities Matrix	W	Displays key project activities and details the responsibilities for each individual or role across every functional department.
Required Approvals Matrix	W	Provides a matrix of key project activities (e.g., functions, tasks, documents or phases), and who is responsible for approving them.
Activity Worksheet in Work Breakdown Structure Dictionary Form	W	The WBS Activity Worksheet is made available to Subject Matter Experts (SMEs) to define the scope of work required for each activity and task within the work breakdown structure. For the entries made in this worksheet, accurate and activity and task descriptions can be compiled and tracked for variance during the course of a project.

Work Breakdown Structure Resource Planning Template		The Work Breakdown Structure Resource Planning Template provides a matrix of WBS tasks with the estimated duration of each task in hours with % of time required by the various skill sets to contribute to the tasks, summarized by total hours required for those skill sets.
Project Plan		This MS Project document establishes both project execution and project control. It shows when and how a project's objectives are to be achieved by depicting the status of the major products, milestones, activities and resources required on the project.
Requirements Definition Phase		
Business Requirements Document		Defines the general business requirements for the project. Identifies business and end user requirements, problems or issues, project information, process information, and training and documentation requirements.
Business Requirements Presentation to Stakeholders		This document provides a PowerPoint presentation "shell" to incorporate and review the project business requirements with the stakeholders and business units sponsoring the project.
Functional Requirements Document		Defines the functional requirements for the project including the different levels of business and end user requirements, and the functional areas of the business processes.
Requirements Inspection Checklist		Provides a sample quality assurance document to verify at a glance that major requirement functions and tasks have been completed.
Requirements Traceability Matrix		A method that is used to verify the association between the requirements shown in the Requirements / Specifications and other project documents, including design and testing documentation. Testing ensures that the requirements have been implemented correctly based on the design and Requirements Traceability Matrix.
Training Plan		Supports the use and maintenance of the specific system or application, and includes information about training courses and the tools and techniques that will be used.
System Design Phase		
Systems Requirements Specifications		Provides more details to the project's high level requirements, including detailed information so that the system can be built to satisfy the system requirements and quality. It includes product/functional requirements, user characteristics, operating environment, security and regulatory specifications, disaster recovery and data specifications.
Analysis and Design Document		Provides detailed information to perform an analysis and design of a system, including topics of current and future software architecture processes, interfaces, data flow, infrastructures, components, integration, and security.
Technical Requirements Document		Defines the technical requirements for the project to a sufficient level of detail to develop a system design and to allow testers to test the system.
Website Planning Checklist		Provides a checklist of numerous topics to consider when designing and developing a new website.
User Interface Design Template		Provides a template for structured approach to fill in detailed business and technical information for design and development of a user interface (i.e., a screen).
Report Design Template		Provides numerous topics to fill in detailed business and technical information for the design and development of a report.
Conversion Plan		Describes the strategies involved in the conversion of a system or application.
Testing Phase		
Documentation Quality Assurance (QA) Checklist		Provides the capability to perform a documentation quality assurance review prior to delivery and implementation.
Building Test Scenarios		Testing scenarios are hypothetical stories used to assist an individual to think through a complex problem or system. Scenarios are useful for surfacing requirements-related

		controversies, and to relate to those documented requirements
Test Plan	W	This document provides a central artifact to govern the strategic approach of the test effort; it defines the general approach to be employed when testing the software and when evaluating the results of that testing. Planning documents will refer to the test strategy regarding the governing of detailed testing work.
System Quality Assurance Checklist	W	Verifies that various project management, methodology, testing, configuration management, and documentation and records management principles and standards have been applied to a project.
System Test Plan	W	Documents all system requirements denoted in the requirements, specifications, and design documentation to plan and execute unit, system, and integration tests that ensure a high level of compliance.
User Acceptance Test Plan (UAT)	W	Provides management an overview of the system, applications, functions, and features that are to be tested in the UAT process. The plan and tests provide guidance to the management, staff, and business owners that the application works as expected.
Testing Bug List	W	This list provides a status of all bugs detected during unit, system, integration and user acceptance testing, by defining the test case ID, bug name, bug description, severity, status, date tested, and type of testing method utilized.
Regression Testing Plan	W	Provides general information about systems or applications that require regression testing, including why testing is required, functional business areas affected and testing timeline.
Project Acceptance Document	W	The document formalizes acceptance of the project, and describes the products and services the customer received.
Project Monitoring and Control Phase		
Change Management Log	W	This document is used to record changes to the baseline, including the change type, priority, the owner's name, date submitted, if escalation is required, the date it was approved, and the action / resolution of the change.
Action Item Status	W	This document provides that status of all project action items, including the item number and description, the assigned, due and resolved dates, the owner, priority and the current status of the item.
Risk Management Log	X	The Risk Management Log is a management tool that identifies, assesses, and records recommended actions that management must take to alleviate the risk potential down to acceptable levels.
Issue Identification and Resolution	W	This document is used to individually identify/document each issue that may impact a project, and identify who created and resolved the issue, the type of issue, potential alternatives and recommendations, provide an estimate of the resources, man hours and costs, and management actions that were taken to resolve the issue.
Issues Management Log	X	The Issues Management Log provides the ability to initially identify the issue, how the issue is assessed by the project team, and what the response / actions are to resolve the issue.
Project Milestone Status Form	W	This document provides a vehicle for capturing the latest status of due date, completion date, and the milestone/task status (in-process, completed or delinquent), milestones, goals, or tasks including the milestone/task description, person responsible for that milestone/task.
Project Status Report	W	Summarizes the project status, including project activity, information about the project, problems or delays, issues, planned activities for next period, and deliverable description and status.
Meeting Summary	W	Documents the meeting date and time, participants, meeting minutes, conclusions and action items status.

Production Turnover / Deployment Phase		
Installation Planning Guide		Provides information for the installation of the system, application or data, including installation strategy, planning and risk factors, and security.
Software User Guide		Provides training or reference information for using the system, product, application or data. The Guide explains the major components, benefits, access information, and navigation instructions.
System Administration Guide		Provides procedures and information to administer and maintain a system, product or application, and includes an overview, data assets, processing, server and database administration, and backup instructions.
Production Implementation Plan		Provides the last step in formal approval and implementation of the project. It identifies the objectives, impacted devices, production delivery steps, technical support information, hardware and software components, testing and acceptance, rollback/contingency plan, and required training and documentation.
Production Turnover Approval		Provides a process that ensures changes to the production environment are planned, approved, tested, executed, and reviewed in a systematic efficient and controlled manner.
Project Closure / Maintenance Phase		
Lessons Learned Template		The Lessons Learned Template provides an opportunity for reflection after a project has been completed. It is highly beneficial to record what worked well with the project and where improvements can be made.
Transition Out Plan		The Transition Out Plan is used to describe how project deliverables will be brought to full operational status, and integrated into ongoing operations and subsequently maintained. Its purpose is to ensure that these deliverables will be used effectively to produce the requisite Business Value after project completion.
Post Project Review		Upon completion of a project, good practice is to assess how you did on the project, in conjunction with a Lesson Learned Report. General question are asked of the stakeholders and to determine how well you performed against the project schedule and budget. This survey will assist the PMO in gathering project sponsors and team members' thoughts and perspectives on the project.
Modification / Change Control Request		Used to review system / application modification requests to evaluate and approve technically sound and secure changes to the production environment and to limit potential impact to business capabilities and/or IT operational capacity, architecture, infrastructure, compliance, and schedules.
Disaster Recovery Plan Information		Documents a disaster recovery plan as part of an overall contingency plan to complete that restoration task and keep the company running. A disaster recovery plan is required for any publicly traded company and companies that need to minimize loss under which the company site is unable to function under standard daily business procedures.
Request for New Application / Enhancement		This document permits a business unit, other departments or auditors to initiate the process of requesting a new application or an enhancement to an existing application.
Product Retirement Plan		Provides detailed instructions for retirement of a system or application, and describes how the hardware, software, data, and documentation associated with the application will be detached from production and archived or migrated.
Developer Knowledge Transfer Report		The Developer Knowledge Transfer Report provides a vehicle for conveying details about a system or application for production support developers.

Form Name	Type	Description
Ultimate Package		
Project Initiation Phase		
Project Initiation Agenda	W	Provides initial project agenda for a "kick-off" meeting, whereby key stakeholders and sponsors, and key business and technology members are identified.
Project Charter	W	Provides the business goals, objectives, scope and management direction for starting the project in the Initiation phase. It sets project expectations and processes to ensure agreement on the project approach.
Business Case Document	W	Identifies whether there is a potential business value to the proposed project idea or initiative before the organization commits time, resources and expenditures.
Feasibility Study	W	A study that uses business and technical information and cost data to determine the economic potential and practicality (i.e., feasibility) of a project.
Value Proposition Template	W	Completing the Value Proposition Template will assist an individual/department determine if there is value in a proposed application, system or product, often provided by an outside vendor or contractor, and help in the final decision making process.

This template is used in conjunction with the Business Case Document. |
Project or Issue Submission Form	W	A one-page summary that identifies the proposed project, opportunities, business goal, project scope and issues, and alternatives or recommendations.
Project Cost - Benefit Analysis	W	Provides information that will be performed in the project, including business objectives and project description, such as completion criteria, risk assessment, constraints, impact analysis, project success measures, critical success factors, project approach, roles and participants.
Project Team Definition	W	This document identifies the business and technical groups and individuals responsible for the initiation, analysis, development, testing, installation and approval of the project.
Stakeholder Identification List	W	The Stakeholder Identification List provides the capability to identify the people that could affect or be affected by any project, to analyze stakeholder's expectations and their impact on the project, and to develop specific strategies and tactics for effectively engaging stakeholders to reflect the stakeholder's interest and involvement in the project.
Initiate Project Checklist	W	This checklist provides sample information to use and verify that major initial project functions and tasks have been completed within the Concept phase in the Project Management Life Cycle.
Project Resource Plan	W	This document provides a centralized source for definition of all resources required for a project, including project team size, required resources, facility needs, resource types and sources, project team organization, resource assumptions, risks and mitigations.
Concept of Operations	W	The Concept of Operations, or CONOPS, is a Capabilities Needs Assessment investigation to gain a Users' and Stakeholders' perspective on a major change initiative. As such, it is both an analysis and a formal document that describes high-level capabilities requirements that have been identified as necessary to achieve the mission of the IT organization, and its subordinate organizations.

Project Planning Phase

Project Management Office (PMO) Checklist		The Project Management Office Checklist provides the capability to determine if the Information Technology (IT) Program Management Office (PMO) has provided the functions and tools to achieve a successful environment in support of both executive management and the project managers responsible for individual IT projects.
Statement of Work		Provides information that will be performed in the project, including business objectives and project description, such as completion criteria, risk assessment, constraints, impact analysis, project success measures, critical success factors, project approach, roles and participants.
Project Approval Document		This document formalizes approval for the project by all contributors.
Cost Estimating Worksheet		This Excel spreadsheet provides the opportunity to estimate and budget various IT costs.
Development Estimating Worksheet		This Excel spreadsheet provides the opportunity to estimate development costs for prototyping, user interfaces / reports / databases / tables, objects and integration / jobs.
Project Capital vs. Expense Costs		This Excel spreadsheet provides the opportunity to estimate various capital and expense costs for a project including IT resources, external professional services, hardware, communications, software licenses, and supplies.
Configuration Management Plan		The Configuration Management (CM) Plan informs project stakeholders about how CM is used to manage the project, what tools are used, and how they will be implemented to achieve project success.
Risk Information Data Collection Form		During the course of a project, potential risks can be identified by a myriad of sources. The Project Risk Information Data Collection Form's purpose is to provide a vehicle for capturing detail information on any of those risks for analysis and evaluation. Summary information from this data collection is then encapsulated in the Project Risk Analysis Plan for weekly management review.
Risk Analysis Plan		Provides a medium to record a risk analysis of the project, and is used to keep track of potential risks that may jeopardize the project's success or completion date.
Procurement Plan		Provides procedures and information to acquire hardware, software, vendors, or other needed items. It assists in determining what to acquire, when, and how...
Project Organization Chart		Know who the key "decision makers" are on your project via a Visio graphical diagram identifying the PMO personnel, sponsors, stakeholders and business analysts including the collaborating organizations such as infrastructure, design, quality assurance, etc.
Roles and Responsibilities Matrix		Displays key project activities and details the responsibilities for each individual or role across every functional department.
Required Approvals Matrix		Provides a matrix of key project activities (e.g., functions, tasks, documents or phases), and who is responsible for approving them.
Activity Worksheet in Work Breakdown Structure Dictionary Form		The WBS Activity Worksheet is made available to Subject Matter Experts (SMEs) to define the scope of work required for each activity and task within the work breakdown structure. For the entries made in this worksheet, accurate and activity and task descriptions can be compiled and tracked for variance during the course of a project.
Work Breakdown Structure Resource Planning Template		The Work Breakdown Structure Resource Planning Template provides a matrix of WBS tasks with the estimated duration of each task in hours with % of time required by the various skill sets to contribute to the tasks, summarized by total hours required for those skill sets.
Work Breakdown Structure		Provides a work breakdown structure table that includes the tasks to be completed within a small project in lieu of a more formal Project Plan.

COBIT Checklist and Review		The Sarbanes-Oxley Act, including COBIT Checklist and Review, provides for a standardized structure for Information Technology (IT) governance, accounting controls and compliance. COBIT Control Objectives focus on specific, detailed objectives related with each IT process.
Request for Information		A Request for Information (RFI) is used to solicit information from qualified vendors on the products and services they recommend addressing your business problem or functionality.
Root Cause Analysis		Identifies the root cause of a problem and the recommendations for a solution, including the date the problem was encountered, summary of the problem, duration of the problem, impacted business units and applications, and the recommended action and follow-up.
Project Plan		This MS Project document establishes both project execution and project control. It shows when and how a project's objectives are to be achieved by depicting the status of the major products, milestones, activities and resources required on the project.
List of Opportunities Summary		Provides a master list communication tool that summarizes project opportunities, including opportunity description, priority, target date for delivery, and owner.
Requirements Definition Phase		
Managing Scope and Requirements		Provides a checklist of numerous topics to help manage the scope and requirements for a project. The list works to gain customer agreement and scope creep that pushes out project completion and project costs.
Business Requirements Document		Defines the general business requirements for the project. Identifies business and end user requirements, problems or issues, project information, process information, and training and documentation requirements.
Business Requirements Presentation to Stakeholders		This document provides a PowerPoint presentation "shell" to incorporate and review the project business requirements with the stakeholders and business units sponsoring the project.
Functional Requirements Document		Defines the functional requirements for the project including the different levels of business and end user requirements, and the functional areas of the business processes.
Software Architecture Plan		This document provides a comprehensive architectural overview of the system, using a number of different architectural views to depict different aspects of the system. It is intended to capture and convey the significant architectural decisions which have been made on the system.
Use Case Template		Defines the business requirements for the project using a use case methodology, and includes problems or issues to be resolved, objectives or goals, solution(s) to be implemented, and why the solution is being implemented.
Requirements Inspection Checklist		Provides a sample quality assurance document to verify at a glance that major requirement functions and tasks have been completed.
Requirements Traceability Matrix		A method that is used to verify the association between the requirements shown in the Requirements / Specifications and other project documents, including design and testing documentation. Testing ensures that the requirements have been implemented correctly based on the design and Requirements Traceability Matrix.
Requirements Changes Impact Analysis		Provides detailed information to perform an impact analysis of requirement changes, including proposed change implications, system components and elements affected by the change, and estimated schedule and cost impacts.
Training Plan		Supports the use and maintenance of the specific system or application, and includes information about training courses and the tools and techniques that will be used.
Service Level Agreement Template		Formalizes an arrangement between your company and the client to deliver specific support services, at specific levels of support, and at an agreed-upon cost.

System Design Phase

Systems Requirements Specifications		Provides more details to the project's high level requirements, including detailed information so that the system can be built to satisfy the system requirements and quality. It includes product/functional requirements, user characteristics, operating environment, security and regulatory specifications, disaster recovery and data specifications.
Analysis and Design Document		Provides detailed information to perform an analysis and design of a system, including topics of current and future software architecture processes, interfaces, data flow, infrastructures, components, integration, and security.
Application Development Project List		Provides a list of 50+ tasks that need to be considered within an application development project.
Technical Requirements Document		Defines the technical requirements for the project to a sufficient level of detail to develop a system design and to allow testers to test the system.
Database Design Document		The Database Design Document maps the logical data model to the target database management system with consideration to the system's performance requirements. The Database Design converts logical or conceptual data constructs to physical storage constructs (e.g., tables, files) of the target Database Management System (DBMS).
Website Planning Checklist		Provides a checklist of numerous topics to consider when designing and developing a new website.
User Interface Design Template		Provides a template for structured approach to fill in detailed business and technical information for design and development of a user interface (i.e., a screen).
Report Design Template		Provides numerous topics to fill in detailed business and technical information for the design and development of a report.
Code Review Checklist		The Code Review Checklist provides a company guideline for checking code including pass/fail parameters and recording any comments when the test fails.
Conversion Plan		Describes the strategies involved in the conversion of a system or application.

Testing Phase

Documentation Quality Assurance (QA) Checklist		Provides the capability to perform a documentation quality assurance review prior to delivery and implementation.
Building Test Scenarios		Testing scenarios are hypothetical stories used to assist an individual to think through a complex problem or system. Scenarios are useful for surfacing requirements-related controversies, and to relate to those documented requirements.
Test Plan		This document provides a central artifact to govern the strategic approach of the test effort; it defines the general approach to be employed when testing the software and when evaluating the results of that testing. Planning documents will refer to the test strategy regarding the governing of detailed testing work.
System Quality Assurance Checklist		Verifies that various project management, methodology, testing, configuration management, and documentation and records management principles and standards have been applied to a project.
Website Testing Summary Template		Provides summary information and checklists for web quality assurance testing. Each checklist table provides questions or statements for which the tester responds with a Yes/No answer and respective comments where applicable. Completion of the checklists will help ensure the applications, functions, or features meet adequate quality assurance before being moved to production for end-user utilization.
System Test Plan		Documents all system requirements denoted in the requirements, specifications, and design documentation to plan and execute unit, system, and integration tests that ensure a high level of compliance.

User Acceptance Test Plan (UAT)	W	Provides management an overview of the system, applications, functions, and features that are to be tested in the UAT process. The plan and tests provide guidance to the management, staff, and business owners that the application works as expected.
Testing Bug Report	W	This report provides the ability to record details about an individual testing bug detected during unit, system, integration and user acceptance testing, including the bug name, area description, bug description, severity, status, priority, tester name, date tested, environment, test manager and tester names, method of testing, and who the bug was assigned to.
Testing Bug List	W	This list provides a status of all bugs detected during unit, system, integration and user acceptance testing, by defining the test case ID, bug name, bug description, severity, status, date tested, and type of testing method utilized.
Regression Testing Plan	W	Provides general information about systems or applications that require regression testing, including why testing is required, functional business areas affected and testing timeline.
Project Acceptance Document	W	The document formalizes acceptance of the project, and describes the products and services the customer received.
Project Monitoring and Control Phase		
Change Management Log	W	This document is used to record changes to the baseline, including the change type, priority, the owner's name, date submitted, if escalation is required, the date it was approved, and the action / resolution of the change.
Action Item Status	W	This document provides that status of all project action items, including the item number and description, the assigned, due and resolved dates, the owner, priority and the current status of the item.
Risk Management Log	X	The Risk Management Log is a management tool that identifies, assesses, and records recommended actions that management must take to alleviate the risk potential down to acceptable levels.
Issue Identification and Resolution	W	This document is used to individually identify/document each issue that may impact a project, and identify who created and resolved the issue, the type of issue, potential alternatives and recommendations, provide an estimate of the resources, man hours and costs, and management actions that were taken to resolve the issue.
Issues Management Log	X	The Issues Management Log provides the ability to initially identify the issue, how the issue is assessed by the project team, and what the response / actions are to resolve the issue.
Project Milestone Status Form	W	This document provides a vehicle for capturing the latest status of due date, completion date, and the milestone/task status (in-process, completed or delinquent), milestones, goals, or tasks including the milestone/task description, person responsible for that milestone/task.
COBIT Objectives and Audit Activity Report	W	The Sarbanes-Oxley Act, including COBIT Checklist and Review, provides for a standardized structure for Information Technology (IT) governance, accounting controls and compliance. COBIT Control Objectives focus on specific, detailed objectives related with each IT process.
Project Status Report	W	Summarizes the project status, including project activity, information about the project, problems or delays, issues, planned activities for next period, and deliverable description and status.
Meeting Summary	W	Documents the meeting date and time, participants, meeting minutes, conclusions and action items status.
Production Turnover / Deployment Phase		
Process Guide	W	Provides information about system, application or process instructions, procedures, and process flows, which are shown in step-by-step text format as well as visual

		graphics.
Installation Planning Guide	W	Provides information for the installation of the system, application or data, including installation strategy, planning and risk factors, and security.
Software User Guide	W	Provides training or reference information for using the system, product, application or data. The Guide explains the major components, benefits, access information, and navigation instructions.
System Administration Guide	W	Provides procedures and information to administer and maintain a system, product or application, and includes an overview, data assets, processing, server and database administration, and backup instructions.
Operations Guide	W	Provides procedures and information to run a system, product or application. It includes scheduled operations, unique tasks, troubleshooting, auditing, and best practices.
Production Implementation Plan	W	Provides the last step in formal approval and implementation of the project. It identifies the objectives, impacted devices, production delivery steps, technical support information, hardware and software components, testing and acceptance, rollback/contingency plan, and required training and documentation.
Production Turnover Approval	W	Provides a process that ensures changes to the production environment are planned, approved, tested, executed, and reviewed in a systematic efficient and controlled manner.
Project Closure / Maintenance Phase		
Lessons Learned Template	W	The Lessons Learned Template provides an opportunity for reflection after a project has been completed. It is highly beneficial to record what worked well with the project and where improvements can be made.
Transition Out Plan	W	The Transition Out Plan is used to describe how project deliverables will be brought to full operational status, and integrated into ongoing operations and subsequently maintained. Its purpose is to ensure that these deliverables will be used effectively to produce the requisite Business Value after project completion.
Post Project Survey Questionnaire	W	During the Project Closure / Maintenance phase of a project, the Project Management Office (PMO) conducts a survey to gather feedback on the project to improve performance on subsequent projects. This survey will assist the PMO in gathering project sponsors and team member's thoughts and perspectives on the project. This questionnaire is often used in conjunction with the Post Project Review in summarizing findings.
Post Project Review	W	Upon completion of a project, good practice is to assess how you did on the project, in conjunction with a Lesson Learned Report. General question are asked of the stakeholders and to determine how well you performed against the project schedule and budget. This survey will assist the PMO in gathering project sponsors and team members' thoughts and perspectives on the project.
Modification / Change Control Request	W	Used to review system / application change requests to evaluate and approve technically sound and secure "changes" to the production environment and to limit potential impact to business capabilities and/or IT operational capacity, architecture, infrastructure, compliance, and schedules.
Disaster Recovery Plan Information	W	Documents a disaster recovery plan as part of an overall contingency plan to complete that restoration task and keep the company running. A disaster recovery plan is required for any publicly traded company and companies that need to minimize loss under which the company site is unable to function under standard daily business procedures.
Certificate of Compliance and Acceptance of Deliverable	W	This Certificate of Compliance is generally used to accept and validate project deliverables provided by outside contractors and developers in accordance with a task order or purchase order, but can be used in any situation where you wish to review the status of deliverables by internal organizations on a given project.

Request for New Application / Enhancement	[W]	This document permits a business unit, other departments or auditors to initiate the process of requesting a new application or an enhancement to an existing application.
Product Retirement Plan	[W]	Provides detailed instructions for retirement of a system or application, and describes how the hardware, software, data, and documentation associated with the application will be detached from production and archived or migrated.
Global Application Support Summary	[W]	The Global Application Support Summary provides a vehicle to record critical design, development, production support, Infrastructure, and security data on all applications. The information recorded herein is used to update any IT applications defining your application environment.
Developer Knowledge Transfer Report	[W]	The Developer Knowledge Transfer Report provides a vehicle for conveying details about a system or application for production support developers.

4 Detailed Explanation of Forms and Templates

4.1 Introduction

Documentation Consultants forms and templates (written in Microsoft Word, Excel, Visio, Project and PowerPoint) support organizational processes, specifically business and information systems that use or wish to use a Software Development Life Cycle (SDLC) methodology.
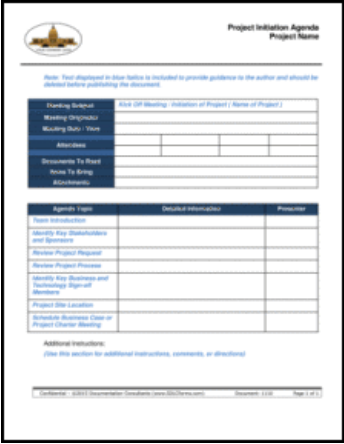
SDLCforms consists of five optional packages, Starter, SmallBiz, JumpStart, Professional, and Ultimate, which are available in a wide-range of forms that let you start out small by expanding your existing processes to leap ahead into a new comprehensive methodology without the pain of endless hours of discussion, trial and error, and hundreds of thousands of dollars of consultant's costs.

4.2 Description of Forms and Templates

The following tables provide a description of the forms and templates by phase and documentation within the SDLC phases. Use and completion of the various forms is dependent upon project complexity, management's work philosophy, auditing requirements, and government laws and

4.3 Project Concept/ Initiation Phase

Form Name	Description
Project Initiation Agenda 	Provides initial project agenda for a "kick-off" meeting, whereby key stakeholders, sponsors, and key business and technology members are identified. The agenda is the best opportunity for a project manager to energize his/her team, and to establish a sense of common objectives and to evaluate the project team. It provides entries to identify agenda topics and who on the project team will present detailed information on each topic. The Project Initiation Agenda contains the following topics: ■ Meeting Subject ■ Meeting Originator ■ Meeting Date & Time ■ Attendees ■ Documents To Read ■ Items Required ■ Attachments ■ Agenda Topic ■ Detailed Information ■ Presenter.

Project Charter
 	
	The Project Charter provides the business goals, objectives, and management direction for starting the project in the Initiation phase. It sets project expectations and processes to ensure agreement on the project approach. It outlines the project objectives, identifies the main stakeholders, and identifies the authority of the project manager.
	
	The Project Charter provides a high level single-page overview of a project for review by executive management. The document ensures that everyone involved in the project is aware of its purpose and objectives.
	
	The Project Charter contains the following topics:
	
	■ Business Case
	■ Opportunity Statement
	■ Business Goal(s)
	■ Project Scope
	   • In-scope processes
	   • Out-of-scope processes
	■ Project Team
	■ Stakeholders
	■ Project Milestones (by yearly quarter)
	■ Projected costs.

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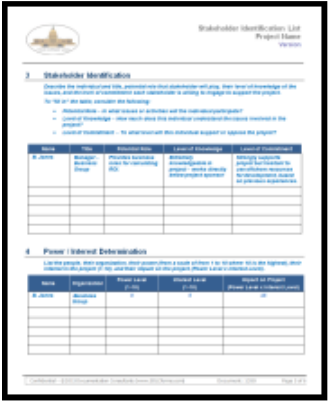| Form Name	Description

Business Case Document	The Business Case Document identifies whether there is a potential business value to the proposed project idea or initiative before the organization commits time, resources, and expenditures.
	
	The Business Case Document commences with a detailed explanation of the business need, issue or problem and how it will be addressed and supported.
	
	Information includes quantitative and qualitative benefits, risks, requirements, procurement, lifecycle costs, schedule, quality, social, and environmental issues.
	
	It also includes other information such as financial gains, cost savings, potential market share, increased usability, and productivity that would help to determine program or project approval.
	
	The Business Case, in conjuncture with the Project Charter, is often used to present a case to executive management to determine whether a project will be evaluated in more depth to determine its immediate applicability for development.
	
	The Business Case Document contains the following topics:
	
	▪ General Information
	  • Request Number
	  • IT Sponsor
	  • Stakeholders
	  • Purpose
	  • Project Description
	  • Benefits
	
	▪ Recommendations and Alternatives
	  • Recommendations
	  • Options/Alternatives
	  • Critical Success Factors
	  • Additional Comments
	
	▪ Costs and Resources
	  • High Level Cost Estimate
	  • Related Projects
	  • Resources
	  • Key Milestones
	▪ Authorization to proceed by stakeholders.

Feasibility Study	The Feasibility Study contains business and technical information and cost data to determine the economic potential and practicality (i.e., feasibility) of a project using techniques that help evaluate a project and/or compare it with other projects. The Feasibility Study helps to answer various questions that could apply to a prospective project or study: ▪ How difficult will it be to build and whether the firm has enough experience using a specific technology, and whether the new system will perform adequately? ▪ How much time is available to build the new system, when can it be built, whether it interferes with normal business operations, type and amount of resources required, etc? ▪ What are the contingencies and mitigation plans if the project takes too long to implement or does not work? ▪ Are there any environmental factors that need to be considered or will the company's own culture clash with the results of the project? ▪ Are there sufficient human resources available for project development and after it goes live?

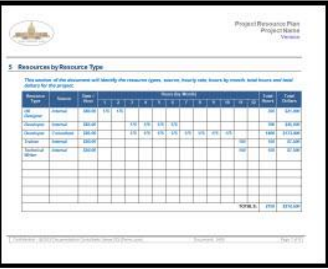| Form Name	Description
	Do current work practices and procedures support a new system?
	■ Will the cost/benefit analysis determine the true expected benefits and savings and lead to the next step; a decision to design and implement the system?
	The Feasibility Study contains the following topics:
	■ Introduction, Purpose, Objectives, and Scope ■ System Overview and Background • System, Plant or Operational Details • Current Systems and Processes • Current Operations • Physical Environment • User Organization. ■ Deliverables and End Products ■ Analysis, Solutions and Alternatives ■ Approvals.
Value Proposition Template	Completing the Value Proposition Template will assist an individual/department determine if there is value in a proposed application, system or product, often provided by an outside vendor or contractor, and help in the final decision making process. This template is used in conjunction with the Business Case Document. The Value Proposition Template contains the following topics: • Product or service offering • Project description • Target market • Pain threshold • Capabilities needed • Required features • Benefits • Make vs. Buy decision.
Project or Issue Submission Form	The Project or Issue Submission Form is a one-page summary that identifies the proposed project, opportunities, business goals, project scope and issues, and alternatives or recommendations. The Project or Issue Submission Form is used to identify at a high level potential business / IT opportunities by identifying the business drivers, key systems impacted, and the programs, applications, and departments that are also impacted. The business goals are also defined to reduce costs, increase efficiency, to satisfy regulatory requirements, or to comply with IT Governance mandates. In-scope and out-of-scope items are addressed to clearly define the objective of the project or issue, as well as identifying projected costs. Additional entries are provided to identify a description of the project, any critical issues, and alternatives and recommendations that may provide a viable path.

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Form Name	Description
Project Cost/Benefit Analysis Template	The Project/Cost-Benefit Analysis identifies the proposed project, opportunities, business goals, project scope and issues, alternatives or recommendations, and authorization by key stakeholders.

The form identifies whether there is potential business value (i.e., financial gains/losses and risks) to the proposed project, idea or initiative to commit time, resources and expenditures, providing solution benefits and costs to obtain management approval and secure funding.

The Project/Cost-Benefit Analysis contains the following topics:

🟥 General Information
- Project Name
- IT Sponsors
- Stakeholders
- Purpose
- Project Description
- Benefits
- Assumptions and Constraints
- Related Projects

🟥 Recommendations and Alternatives
- Recommendations
- Options/Alternatives
- Critical Success Factors

🟥 Costs and Resources
- Key Milestones
- Resources
- Schedule/Milestone Costs
- Risks and Impact
- Risk Analysis
- Cost/Benefit Analysis

🟥 Authorization.
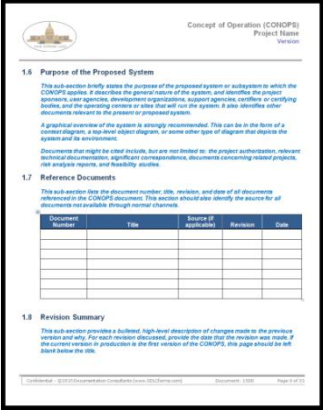
Form Name	Description
Project Team Definition	This document identifies the business and technical groups and individuals responsible for the initiation, analysis, development, testing, installation and approval of the project.
	The project team consists of resources assigned to work and achieve project deliverables and objectives. The team can consist of resources within one functional organization or be a cross-functional team with members from multiple organizations.
	They are responsible for:
	■ Knowing the work to be accomplished.
	■ Scheduling the assigned activities.
	■ Finishing assigned work on-time, within budget, and with approval.
	■ Communicating status and outstanding issues.
	The Project Team Definition contains the following topics:

	■ Meeting Overview
	  • Meeting Subject
	  • Meeting Originator
	  • Meeting Date & Time
	  • Attendees
	  • Attachments
	  • Agenda Topic
	  • Detailed Information
	  • Attachments
	■ Identification of Stakeholders
	■ Identification of Project Participants
	■ Milestone Schedule,

Stakeholder Identification List	The Stakeholder Identification List provides the capability to identify the people that could affect or be affected by any project, to analyze stakeholder's expectations and their impact on the project, and to develop specific strategies and tactics for effectively engaging stakeholders to reflect the stakeholder's interest and involvement in the project.
	Stakeholder identification includes the processes required to identify the people, groups and organizations that could affect or be affected by the project, to analyze stakeholder expectations and their impact on the project, and to develop appropriate strategies and tactics for effectively engaging stakeholders in a manner appropriate to the stakeholders' interest involvement in the project.
	Creating an effective plan for managing stakeholders, stakeholders need to be clearly identified and assessed. Stakeholders are identified by performing a stakeholder analysis in which potential stakeholders and relevant information (interests, involvement, influence, and potential impact on project success) are gathered, documented and analyzed.
	The Stakeholder Identification List helps ensure that stakeholders are effectively involved in project decisions and execution throughout the lifecycle of the project, by:
	• Identifying who the stakeholders are by name, title, potential role, level of knowledge and level of commitment to the project.
	• Determining the power and interest of each stakeholder and their impact on the project.
	• Managing and controlling the stakeholders continually throughout the project.

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Form Name	Description
Initiate Project Checklist	The checklist provides various checkoff items to verify that major initial project functions and tasks have been completed within the Initiation phase, which is the first phase in the Project Management Life Cycle.
	The checklist provides for verification that all of the mandatory functions have been accomplished.
	The Initiate Project Checklist contains the following topics:

	■ Purpose for Project
	■ Systems Development Life Cycle
	■ Project Concept Phase Checklist
	  • Mission Statement
	  • Market / Opportunity Assessment
	  • Business Case
	  • Feasibility Study
	  • Project Charter
	  • End of Initial Phase Management
	  • Review or Signoff
	  • Project Team
	  • Project Schedule

Project Resource Plan	This document provides a centralized source for definition of all resources required for a project, including project team size, required resources, facility needs, resource types and sources, project team organization, resource assumptions, risks and mitigations.
	The Project Resource Plan contains the following topics:

	• Project team size
	• Required resources / skill sets
	   o resource type
	   o source of personnel
	   o quantity
	• Facility resources
	   o facility type
	   o need date
	   o quantity
	• Personnel resource profile
	   o Resource type
	   o Source
	   o Rate / Hour
	   o Hours by month
	   o Total hours
	   o Total Dollars
	• Project team organization
	• Resource assumptions, risks and mitigations
	• Stakeholder approvals.

Form Name	Description
Concept Of Operations (CONOPS)	The Concept of Operations, or CONOPS, is a *Capabilities Needs Assessment* investigation to gain a Users' and Stakeholders' perspective on a major change initiative. As such, it is both an analysis and a formal document that describes high-level capabilities requirements that have been identified as necessary to achieve the mission of the IT organization, and its subordinate organizations.
	The CONOPS is primarily used as a communications document by the internal business customers. The CONOPS may also be used to help coordinate development of business cases as inputs to a Request for New Applications and/or Business Requirements Documents (BRD).
	The purpose of the CONOPS is to help internal customer's better express their business needs, in terms of capabilities required, and should therefore be process focused and system agnostic. If IT Systems needs are identified, the CONOPS can serve as a business needs assessment document. In that scenario, the CONOPS is a useful component within the project planning activities associated with the Concept/Initiation Phase of the Systems Development Life Cycle (SDLC).
	The CONOPS provide direction for identifying parameters in the following areas:
	- Capabilities needed - Operation and Support Description - Justification for and Nature of Change - Potential Impacts - Concepts for a Proposed System - Scenarios - Functional Capabilities - Summary of Impacts - Analysis of the Proposed System.

4.4 Project Planning Phase

Form Name	Description

Project Management Office (PMO) Checklist
 	
	The Project Management Office Checklist provides the capability to determine if the Information Technology (IT) Program Management Office (PMO) has provided the functions and tools to achieve a successful environment in support of both executive management and the project managers responsible for individual IT projects.
	The checklist contains the following topics:
	• Purpose and intended audience
	• Organizational responsibilities:
	   o Project Management Office (PMO)
	   o Project managers
	• PMO framework, interfaces and tools illustration
	• PMO framework, interfaces and tools Checklist
	• Data required by Project Managers
	• Project manager's toolset illustration
	• Project manager's interfaces and toolset checklist.

Statement of Work (SOW) 	Provides information that will be performed in the project, including business objectives and project description, such as completion criteria, risk assessment, constraints, impact analysis, project success measures, critical success factors, project approach, roles and participants. The Statement of Work (SOW) must be agreed to by all stakeholders to complete a project. The SOW must contain sufficient detail so all stakeholders understand the required scope of work, the duration of work, and identification of the specific deliverables. The Statement of Work contains the following topics: 🟥 Introduction • Stakeholders and Contacts 🟥 Business Objectives • Business Need or Opportunity • Business (Product) Description and Solutions • Deliverables • Software Verification and Validation 🟥 Project Description • Completion Criteria • Risk Assessment • Constraints • Dependency Linkages • Impact • Measures of Project Success • Roles and Key Project Participants 🟥 Project Estimates • Estimated Schedule • Resource Requirements - Team and Support Resources

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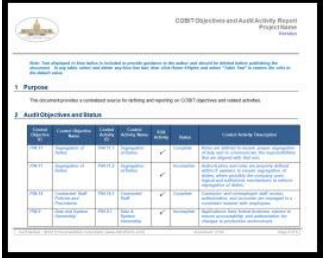| Form Name	Description
	• Estimated Costs 🟥 Project Controls • Risk / Contingency Management • Issue Management • Change Management
Project Approval Document 	The Project Approval Document formalizes approval for the project by the project sponsor and all stakeholders and contributors. The Project Approval Document contains the following topics: 🟥 Overview • Topic • Description 🟥 Project Description 🟥 Approval Information • Responsibility / Organization • Name • Approved Signature • Date
Cost Estimating Worksheet 	This Excel spreadsheet provides the opportunity to estimate and budget various IT costs (-10% - +25%). The Project Cost Estimate identifies project costs by: 🟥 WBS / Task # 🟥 Task / Activity Name 🟥 Resource Class (Business analyst, developer, etc.) 🟥 Hours The Project Cost Estimate identifies costs by: • IT Resources • External professional services • Hardware/communications and maintenance • Software license fees and maintenance • Other fees (travel, training, etc.) **Formulas** The embedded formulas include the following: • IT Resources Project Cost = Staff Hours X Hourly Rate • Professional Services Cost = Hours X Hourly Rate • Hardware / Communications & Maintenance Costs Subtotal = Total of individual items • Software Licenses & Maintenance Costs Subtotal = Total of individual items • Other (Travel, Supplies, etc.) Costs Subtotal = Total of individual items • Total = all of the above. • Risk / Contingency Reserve = 15% (user definable) of Total

Form Name	Description
	• Grand Total = All of the above.
Development Estimating Worksheet	This Excel spreadsheet provides the opportunity to estimate development costs for prototyping, user interfaces, reports, databases, tables, objects, and integration / jobs.
	The Development Estimating Worksheet consists of two tabs: Development Estimation Worksheet and a Servers Pricing Calculator.
	This Development Estimating Worksheet Excel spreadsheet consists of the following sections: Development Estimation Worksheet, Recommended Staffing, software & Licensing costs, ongoing support costs, and summary total costs.
	Development Estimation Worksheet
	The Development Estimation Worksheet provides formulas to calculate the following topics:
	◼ Estimating Topics • Prototypes • User Interface / Reports • Tables • Objects • Integration / Jobs • Conversion / Migration • Configuration / Setup • Documentation & Discovery • Miscellaneous Tasks... ◼ Calculate Total Development Resources
	Recommended Staffing
	◼ Recommended Staffing
	Software and Licensing Costs
	◼ Software and Licensing Costs
	Ongoing Support Costs
	◼ Ongoing Support Costs
	Summary Total Costs
	◼ **Summary Total Costs**
	Servers Pricing Calculator
	The Servers Pricing Calculator provides formulas to calculate the following topics:
	• Windows 2000/2003/2010 Servers • Microsoft Active Directory Servers • Microsoft IIS Servers • Microsoft Exchange Servers • Microsoft SQL Servers • Oracle Database Servers.

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Form Name	Description
Project Capital vs. Expense Costs	This Excel spreadsheet provides the opportunity to estimate various capital and expense costs for a project including IT resources, external professional services, hardware, communications, software licenses, and travel and supplies.
	The Project Capital and Expenses Costs can then be tracked against the budget allocated for the project.
	The Project Capital Vs. Expense Costs contains the following topics:
	■ Capital/Expense Worksheet
	• Project Management
	• Pre-Development Costs
	• Development Costs
	• Post-Development Costs
	• Hardware/Communications and Maintenance
	• Software Licenses
	• Software Maintenance
	• Other (Travel, supplies, etc.)
	• Subtotal
	• Contingency
	• Grand Total.
Configuration Management Plan	The Configuration Management (CM) Plan informs project stakeholders about how CM is used to manage the project, what tools are used, and how they will be implemented to achieve project success.
	The plan contains the following topics:
	• Target audience
	• Configuration management organization
	• Activities and responsibilities
	o Setting up project activities
	o Project planning life cycle activities
	o Management activities
	• Decision process and responsibilities
	o Project activities
	o Process audit activities
	• Configuration Control Board (CCB) responsibilities
	• Individual Configuration Control Board responsibilities
	• Configuration control process
	o Configuration Control definition
	o Configuration Control steps
	• Configuration audits
	• Configuration Management plan approval.

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Form Name	Description
Risk Information Data Collection Form	During the course of a project, potential risks can be identified by a myriad of sources. The Project Risk Information Data Collection Form's purpose is to provide a vehicle for capturing detail information on any of those risks for analysis and evaluation. Summary information from this data collection is then encapsulated in the Project Risk Analysis Plan for weekly management review. The form contains the following topics: • Section 1: Risk Identification • Section 2: Risk Root Cause Analysis • Section 3: Risk Evaluation • Section 4: Risk consideration and response

Risk Analysis Plan	Provides a medium to record a risk analysis of the project, and is used to keep track of potential risks that may jeopardize the project's success or completion date.
	
	The Project Risk Analysis template will help identify, evaluate, and manage risks you may face and assist in deciding whether your strategies could control the risk in a cost-effective way, i.e.,:
	
	■ Identify risk, e.g., lack of resources, operational disruptions, access denial, procedural failures, quality problems; tasks take too long, cost over-runs, budget problems, and technical failure.
	
	■ Estimate the risk and probability of the event occurring.
	
	■ Manage the risk and crisis prevention.
	
	The Project Risk Analysis contains the following topics:
	
	■ Purpose for Project
	
	■ Project Information
	  • Project Description
	  • Goals, Objectives, and Scope
	  • Assumptions, Dependencies, and Constraints
	
	■ Risk Analysis Table in which the risk threat is identified, the priority score established, the risk mitigation strategy and date are recorded, and the contingencies / triggers defined.

Procurement Plan	Provides procedures and information to acquire hardware, software, vendors or other needed items. It assists in determining what to acquire, when, and how.
	The Procurement Plan is used to provide information about the purchase of goods and services. It will help to decide how vendors will be selected, managing, costs, strategy, and who will be involved at each stage of the process.
	The Procurement Plan contains the following topics

	🟥 Introduction
	   • Purpose, Scope, and Objectives
	   • Project Background
	   • Referenced Documentation

	🟥 Procurement Information
	   • Customer / Contract Manager
	   • Item(s) to be acquired and estimated value
	   • Duration of contract or service
	   • Market capability
	   • Risks
	   • Procurement timeline
	   • Roles and responsibilities

	🟥 Procurement Strategy
	   • Pricing strategy
	   • Dollar limits
	   • Purchase Order requisition thresholds
	   • Procurement method
	   • Competitive solicitation

Project Organization Chart	Know who the key "players" are on your project via a Visio graphical diagram identifying the PMO personnel, sponsors, stakeholders, and business analysts including the collaborating organizations such as Infrastructure, design, quality assurance, etc.
	To compliment the traditional organization charts that define individual members within all business organizations, the Project Organization Chart permits you to graphically depict only the pertinent personnel directly involved in each project, including (but not limited to):
	🟥 PMO
	🟥 Project managers
	🟥 Sponsors
	🟥 Business analysts
	🟥 Infrastructure
	🟥 Database design / reporting
	🟥 Quality Assurance
	🟥 Technical Support
	🟥 Any other pertinent organizations.

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Roles and Responsibilities Matrix	Displays key project activities and details the responsibilities for each individual or role across every functional department. The matrix can optionally be created in a table or spreadsheet form within the document.
	Projects come in different sizes and there are different ways and requirements on how people are organized. Multiple matrices are provided to help fill that need.
	■ Small projects: Little organizational structure is generally needed.
	■ Large projects: Many people are involved. It is important that people understand what they are expected to do, what role they are expected to fill, and the approval process.
	■ Responsibility Matrix: This technique is used to define the general responsibilities for each project role (i.e., who does what), communicates the roles to the team, and ensures people know what is expected from them.
	The Roles and Responsibilities Matrix contains the following topics:
	■ Purpose
	• Setting Up a Responsibility Matrix
	• Sample Matrix Roles and Responsibilities Description
	• Roles and Responsibility Matrix
	• Standard Roles and Responsibility Matrix
	• RACI Roles and Responsibility Matrix

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Required Approvals Matrix	Provides a matrix of key project activities (e.g., functions, tasks, documents or phases), and who is responsible for approving them.
	The Required Approvals Matrix contains the following topics:
	■ Purpose for Project
	• Sample Roles and Responsibilities Descriptions
	• Approval Matrix

Business Case Study
Feasibility Study
Cost / Benefit Analysis
Project Approval Document
Project Charter
Functional Requirements
Technical Requirements
Requirements Traceability Matrix
Project Plan
Training Plan
System Design Document
Technical Design Document
Process Guide
Installation Guide
Software User Guide
System Administrators Guide
Operations Guide
Technical Test Plan
User Acceptance Test Plan
Product Acceptance Document
Production Turnover Approval
Project Feedback Analysis
Modification Request

Activity Worksheet in Work Breakdown Structure Dictionary Form	The WBS Activity Worksheet is made available to Subject Matter Experts (SMEs) to define the scope of work required for each activity and task within the work breakdown structure. For the entries made in this worksheet, accurate and activity and task descriptions can be compiled and tracked for variance during the course of a project.
	The Activity Worksheet In Work Breakdown Structure Dictionary Form contains the following topics:
	• Task number, date issued and owner • High level task description • List of work activities • Goals and objectives • Identification of task deliverables • Acceptance criteria • Assumptions and constraints • Skills and resources assigned to task(s) • Materials required • Estimated and actual task duration • Estimated and actual task costs • Estimated and actual due date • Before and after task interdependencies • Approvals.
Work Breakdown Structure Resource Planning Template	The Work Breakdown Structure Resource Planning Template provides a matrix of WBS tasks with the estimated duration of each task in hours with % of time required by the various skill sets to contribute to the tasks, summarized by total hours required for those skill sets.
	The skill sets include the following:
	■ Project Manager ■ Business Analysts ■ Architect ■ GUI development ■ Software development ■ Database Development ■ Quality Assurance / Testing.
	The breakdown template includes the following task categories:
	■ Project WBS ■ Business Process Analysis ■ System Design ■ Commercial Off-The-Shelf (COTS) Product Assessments ■ Detail Software & Hardware Configurations ■ System & Hardware Implementation ■ Custom Software Development ■ Integration & Testing ■ Deployment.

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Work Breakdown Structure (WBS)	A method that is used to verify the association between the requirements shown in the Requirements / Specifications and other project documents, including design and testing documentation.
	A work breakdown structure element may be a product, data, service, or any combination thereof. WBS is a hierarchical and incremental decomposition of the project into phases, deliverables and work packages. A WBS also provides the necessary framework for detailed cost estimating and control along with providing guidance for schedule development and control.
	The Work Breakdown Structure contains the following topics:
	🟥 Work Breakdown Structure: • Project Name • Department • Preparer • Project Number • Project Manager • Task # • Task Name • Description • Group or Individual Responsible • Due By
COBIT Checklist and Review	The Sarbanes-Oxley Act, including the COBIT Checklist and Review, provides for a standardized structure for Information Technology (IT) governance, accounting controls and compliance. COBIT Control Objectives focus on specific, detailed objectives related with each IT process.
	COBIT provides management and business process owners with an Information Technology control model that helps to understand and manage the risks related with IT. COBIT helps link missing items between business risks, control needs, and technical issues.
	COBIT Control Objectives focuses on specific, detailed control objectives related with each IT process. For each of the 30+ IT structure processes, there are detailed control objectives that align the overall structure with objectives from primary sources comprising standards and regulations relating to IT. It includes statements of the desired results or objectives to be achieved by implementing specific control procedures within an IT activity and, thereby, provides a clear policy and good practice for IT control throughout the industry and worldwide.
	The COBIT Checklist and Review contains the following topics:
	🟥 Introduction 🟥 COBIT Control Objectives 🟥 COBIT Component Summary 🟥 COBIT Processes • Planning and Organization • Acquisition and Implementation • Delivery and Support • Monitoring
Request For Information (RFI)	A Request for Information (RFI) is used to solicit information from qualified vendors on the products and services they recommend addressing your business problem or functionality.
	An RFI is primarily used to gather information to help make a decision on what steps to take next. RFIs are therefore seldom the final stage and are instead often used in combination with the following: request for proposal (RFP), request for tender (RFT), and request for quotation (RFQ). In addition to gathering basic information, an RFI is often used as a solicitation sent to a broad base of potential suppliers for the purpose of conditioning suppliers' minds, developing strategy, building a database, and preparing for an RFP or RFQ.

	The Request For Information contains the following topics: 🟥 Introduction and Purpose 🟥 RFI Information • Confidentiality Information • RFI Process Stipulations • RFI Schedule • Vendor Presentation 🟥 Business Opportunity Overview • Company Profile • Business Driver • Business Application Functions and Features 🟥 RFI Response Configuration 🟥 Vendor Response Information • General Vendor Information • Vendor Vision and Capability 🟥 Product or Application Technical Information • Product or Application Technical Functions & Features • Hardware Requirements • Software Requirements 🟥 Vendor Pricing Information 🟥 Total Lifecycle Costs
Root Cause Analysis 	Identifies the root cause of a problem and the recommendations for a solution, including the date the problem was encountered, summary of the problem, duration of the problem, impacted business units and applications, and the recommended action and follow-up. RCA is applied to methodically identify and correct the root causes of events, rather than to simply address the symptomatic result. Focusing correction on root causes has the goal of entirely preventing problem recurrence. Conversely, RCFA (Root Cause Failure Analysis) recognizes that complete prevention of recurrence by one corrective action is not always possible. The Root Cause Analysis contains the following topics: 🟥 Summary • Date Problem Occurred • Summary of Problem • Duration of Problem • Impact of Problem • Business Units / Sites / Departments Impacted • Applications(s) Impacted • Sequence of Events • Recommended Action Items.
Project Plan	Establishes both project execution and project control. It shows when and how a project's objectives are to be achieved by depicting and statusing the major products, milestones, activities, and resources required on the project. The Project Plan uses all of the capabilities provided within Microsoft's Project software to provide a maximum degree of control over your project. The Project Plan includes all facets of SDLC staging which you can quickly modify to conform to your project.

	The project plan is created by the project manager based on input from the various members of the project team and the stakeholders. The plan must be reviewed and agreed upon by at least the project team and all stakeholders.
	
	The plan is sequenced by the following phases:
	
	• Project Initiation
	• Project Planning
	• Requirements Definition
	• System Design and Development
	• Testing and Acceptance
	• Installation
	• Production Turnover
	• Post Production.
	
	Microsoft Project features that have been integrated into this pre-filled version of the Plan include the following:
	
	🟥 Task
	    • Task Name
	    • Duration
	    • Percent Complete
	    • Priority
	    • Start Date
	    • Finish Date
	🟥 Predecessors
	    • ID
	    • Task Name
	    • Type Lag
	🟥 Resources
	    • Resource Name
	    • Units
	🟥 Constraints
	    • Deadline
	    • Constraint Type
	    • Constraint Date
	    • WBS Code
	    • Earned Value Method

List of Opportunities Summary
 	
	The List of Opportunities Summary is a tool that summarizes project opportunities, including opportunity description, priority, target date for delivery, and owner.
	
	The List Of Opportunities Summary contains the following topics:
	
	🟥 Opportunity
	    • Topic / Phase
	    • Opportunity Description
	    • Priority (High/Medium/Low)
	    • Target Date
	    • Actual Date
	    • Owner
	    • Comments

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4.5 System Requirements Phase

Form Name	Description
Managing Scope and Requirements Checklist	Provides a checklist of numerous topics to help manage the scope and requirements of a project. The list works to gain customer agreement and avoid scope creep that pushes out project completion and project costs.
	Managing the project scope, requirements, and meeting customer expectations are major factors in the success of a project. Poor scope definition, stakeholder analysis, and weak sponsorship could lead to costly and untimely project failure.
	This checklist helps you to manage project scope and requirements, e.g.,
	☐ Identify project stakeholders
	☐ Ensure the requirements are documented
	☐ Obtain commitment on deliverables, schedules, and resources
	☐ Handle changes to the project scope
	☐ Acquire early agreement on project scope to avoid scope creep
	☐ Foresee and manage risks
	☐ Attain greater customer satisfaction and effective execution.
	The Managing Scope and Requirements Checklist contains the following topics:
	☐ Purpose ☐ Product or system overview ☐ Reason for application, system or project ☐ Assumptions, dependencies, and constraints ☐ List of stakeholders ☐ Risks ☐ Scope/Requirements checklist.
Business Requirements Document (BRD)	Defines the general business and different levels of requirements, including the business and end user requirements, problems or issues, project information, process information, training, and documentation requirements.
	The most common objectives of the Business Requirements Document (BRD) are to :
	☐ Gain acceptance of these requirements from all stakeholders
	☐ Provide a foundation to communicate how the solution will satisfy the customer's business needs
	☐ Provide input into the next phase of the project
	☐ Describe, in both an overall perspective and through functional requirements, how the customer's needs will be met by the solution.
	The BRD can be perceived as the most important document within the SDLC process, as unless it is clearly defined in easily understood business terms, major project schedule and budget slippages will rapidly occur.
	The Business Requirements Document contains the following topics: ☐ Project Information • Project Description

Form Name	Description

	• Project Approach
	• Goals, Objectives, and Scope
	• Business Drivers
	• Stakeholders
	• Assumptions, Dependencies, and Constraints
	• Risks
	• Costs
	• Delivery Dates
	
	■ Process Information
	  • Current Processes
	  • New Processes or Future Enhancements
	
	■ Requirements Information
	  • High-Level Business Requirements
	  • System Interfaces
	  • Infrastructure Requirements
	
	■ Other Requirements Information
	  • Product, Organizational, System, and External Requirements
	  • Usability, Performance, Operations, and Maintenance Requirements
	  • Content/Data/Sample Report Requirements
	  • Screen Requirements
	  • Training and Documentation Requirements

Business Requirements Presentation to Stakeholders
 	
Project Name
Business Requirements Presentation to <Business Units>
Presented by <Your Name, Title>
Date
CONFIDENTIAL <Your company logo or name>
	This document provides a PowerPoint presentation "shell" to incorporate and review the project business requirements with the stakeholders and business units sponsoring the project.
	
	The presentation slides contain the following topics:
	
	• Why business requirements are critically important
	• Project information
	  o Project background
	  o Project description
	  o Project approach
	• Goals, objectives and scope
	• Project stakeholders
	• Assumptions, dependencies and constraints
	• Project Costs
	  o Cost item
	  o Project cost – capital or expense
	  o Annual maintenance / administration / support costs
	• Milestone delivery dates
	• Current and future process flows
	• High level business requirements
	• System interfaces
	• Infrastructure requirements
	• Other requirements.

Functional Requirements Document	Defines the functional requirements for the project including the different levels of business and end user requirements, and the functional areas of the business processes.
	Functional requirements specify particular results of a system and may be calculations, technical details, data manipulation and processing and other specific functionality that define *what* a system is supposed to accomplish. This is contrasted with non-functional requirements which specify overall characteristics such as cost and reliability.
	Behavioral requirements describing all the cases where the system uses the functional requirements are captured in use cases.
	Functional requirements are supported by non-functional requirements (also known as *quality requirements*), which impose constraints on the design or implementation (such as performance requirements, security, or reliability). The plan for implementing *functional* requirements is detailed in the system *design*. The plan for implementing *non-functional* requirements is detailed in the system *architecture*.
	The Functional Requirements Document: contains the following topics:

The Functional Requirements Document: contains the following topics:

- 🟥 Purpose
  - Project Description
  - Project Approach
  - Goals, Objectives, and Scope
  - Business Drivers
  - Stakeholders
  - Assumptions, Dependencies, and Constraints
  - Risks
  - Costs
  - Delivery Dates
- 🟥 Process Information
  - Current Processes
  - New Processes or Future Enhancements
- 🟥 Requirements Information
  - Functional Requirements
  - Infrastructure Requirements
  - Other Requirements
  - Non-Functional Requirements
- 🟥 Interfaces
  - System Interfaces
  - Software Interfaces
  - Hardware Interfaces

Software Architecture Plan	This document provides a comprehensive architectural overview of the system, using a number of different architectural views to depict different aspects of the system. It is intended to capture and convey the significant architectural decisions which have been made on the system.
	The Software Architecture Plan contains the following topics:
	- Scope - Definitions, acronyms and abbreviations - References - Overview of document - Architectural representation - Architectural goals and constraints - Use-Case view - Logical view - Overview of design model - Architecturally significant design packages - Process view - Deployment view - Implementation view - Data view - Size and performance - Quality.
Use Case Template	Defines the business requirements for the project using a use case methodology, and includes problems or issues to be resolved, objectives or goals, solution to be implemented, and why the solution is being implemented.
	This template provides information to prepare a use case requirement document. A use case describes "who" can do "what" with the system. The use case technique is used to capture a system's behavioral requirements by detailing scenario-driven situations through the functional requirements.
	Use cases, stated simply, provide a description of sequence of events that lead to a system doing something useful. Each use case describes how the actor (i.e., initiator of the interaction) will interact with the system to achieve a specific goal. One or more scenarios may be generated from a use case toward achieving the goal.
	The Use Case Template contains the following topics: ■ Purpose for Project ■ Project Information - Project Approach - Goals, Objectives, and Scope - Business Drivers - Stakeholders - Assumptions, Dependencies, and Constraints - Risks - Costs ■ Process Information ■ Requirements Information - High-Level Business Requirements - System Interfaces - Infrastructure Requirements

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	🟥 Use Case Specifications
	   • Overview
	   • Simplified Method and Traditional Method
	   • Sample Template
	   • Product, Organizational, System, and External Requirements
	   • Usability, Performance, Operations and Maintenance Requirements
	   • Content / Data / Sample Report Requirements
	   • Screen Requirements
	   • Training and Documentation Requirements

Requirements Inspection Checklist
 	
	Provides a sample quality assurance document to verify at a glance that major requirement functions and tasks have been completed.
	
	It is imperative that an inspection of the requirements and specifications be performed to ensure correctness and quality. Errors and omissions may dramatically affect the timeliness, quality, and costs of the project.
	
	The Requirements Inspection Checklist contains the following topics:
	
	🟥 Purpose
	
	🟥 Requirements Checklist
	   • General Information
	   • Correctness
	   • Requirements Traceability
	   • Interfaces
	   • Behavioral requirements
	   • Non-Behavioral requirements
	   • Other Information.

Requirements Traceability Matrix	The matrix is used to verify the association between the requirements shown in the Requirements / Specifications and other project documents, including design and testing documentation. Testing ensures that the requirements have been implemented correctly based on the design and the Matrix.
	Requirements traceability refers to the ability to describe and follow the life of a requirement, i.e., through all phases of development such as requirements, specification statements, design, tests, models, and developed components.
	In most cases, Information Technology (IT) staff is concerned with making sure all individual requirements are identified and lead to complete testing.
	For requirements tracing and resulting reports to work, the requirements must be of good quality. Requirements of poor quality transfer work to subsequent phases of the Systems Development Life Cycle (SDLC), increasing costs, extending the schedule, and creating disputes with the customer.
	The Requirements Traceability Matrix contains the following topics:
	■ Purpose
	■ Requirements Checklist
	• General Information
	• Interfaces
	• Behavioral Requirements
	• Non-Behavioral Requirements
	• Correctness
	• Requirements Traceability
	• Other Information
Requirements Changes Impact Analysis	Provides detailed information to perform an impact analysis of requirement changes, including proposed change implications, system components and elements affected by the change, and estimated schedule and cost impacts.
	The goal of impact analysis (the Requirements Changes Impact Analysis form) is to determine what would be affected by a particular change. This includes identifying the requirements or specifications that will be modified and indicating any dependencies and relationships.
	This template helps with the following:
	■ Implications of the proposed change
	■ System elements affected by the proposed change
	■ Effort of estimation for a change
	■ Impact analysis reporting.
	The Requirements Changes Impact Analysis contains the following topics:
	■ Purpose
	■ Product or system information
	■ Reason and description of requirements changes
	■ Assumptions, dependencies, and constraints
	■ List of stakeholders
	■ Risks
	■ Proposed changes checklist
	■ System components and elements affected by change
	■ Estimated schedule and cost impact

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Training Plan	Supports the use and maintenance of the specific system or application, and includes information about training courses and the tools and techniques that will be used.
	The Training Plan includes definition of the objectives of the training, what the training will consist of, who will be trained, the schedule and approvals.
	The Training Plan contains the following topics:
	🟥 Overview
	• Introduction
	• Scope
	🟥 Training
	• Training Approach
	• Training and Environment Requirements
	• Training Courses
	• Training
	• Technical Support Training Course Topics
	• User Training Course Topics
	• Training Schedule
	🟥 Approval and Signoff
Service Level Agreement Template (SLA)	Formalizes an arrangement between your company and the client to deliver specific support services, at specific levels of support, and at an agreed-upon cost. A common feature of an SLA is a contracted delivery time (of the service or performance).
	The primary objective of the Service Level Agreement Template is to identify those services that are included and NOT included in the agreement, identify the names of the applications covered under the agreement, and how the agreement may be terminated. It also will stipulate how the agreement is amended, the required levels of effort, and how the agreement is renewed. The vendor will also be required to provide metrics reporting.
	SLAs commonly include segments to address a definition of services, performance measurement, problem management, customer duties, warranties, disaster recovery, and termination of agreement. In order to ensure that SLAs are consistently met, these agreements are often designed with specific lines of demarcation and the parties involved are required to meet regularly to create an open forum for communication. Contract enforcement (rewards and penalties) should be rigidly enforced, but most SLAs also leave room for annual revisitation so that it is possible to make changes based on new information.
	Within the agreement, the following general terms and conditions are specified:
	🟥 Term of agreement
	🟥 Organizations
	🟥 Approvals
	🟥 Key Contacts
	🟥 Dependence on other organizations
	🟥 Roles and responsibilities.
	A list of the applications covered under the agreement, identifying the application name, disaster recovery tier, normal availability schedule, maintenance schedule, severity level, and pertinent comments.
	The levels of support required of the vendor are addressed to identify, troubleshoot, and resolve production issues, as well as support time guidance.

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4.6 System Design Phase

Form Name	Description

Systems Requirements Specifications	Provides more details to the project's high level requirements and detailed information so that the system will be built to satisfy the system requirements and quality. It includes product/functional requirements, user characteristics, operating environment, security and regulatory specifications, disaster recovery, and data specifications.
	
	A business analyst (BA), sometimes titled system analyst, is responsible for analyzing the business needs of their clients and stakeholders to help identify business problems and propose solutions. Within the systems development life cycle domain, the BA typically performs a liaison function between the business side of an enterprise and the information technology department or external service providers.
	
	The System Requirements Specifications contains the following topics:
	
	■ Introduction
	    • Purpose
	    • Scope
	    • Roles and Responsibilities
	
	■ System Requirements Specifications
	    • Product Functional Specifications
	      - Functional System Specifications
	      - Software Specifications
	      - Hardware Specifications
	    • User Characteristics / Ergonomic Specifications
	      - System - User Ergonomics
	    • Operating Environment Specs
	      - Computer Systems Environmental Specifications
	    • Security Specifications
	      - Physical Hardware Security Specifications
	      - System Security Specifications
	      - Network Security Specifications
	    • Regulatory Specifications
	    • Disaster Recovery Specifications
	      - Disaster Recovery Specifications
	      - Business Resumption Specifications
	    • Manufacturer Specifications
	    • Data Specifications
	    • Network Impact Specifications.

Form Name	Description
Analysis and Design Document	Provides detailed information to perform an analysis and design of a system, including topics on current and future software architecture processes, interfaces, data flow, infrastructures, components, integration, and security.
	This template takes a systems approach to information system analysis and design. It uses the sequential software development process where progress flows from the top to the bottom, like a waterfall through the phases of Conception, Initiation, Analysis, Design, Construction, and Testing. The initial stages provide a validation to the project whereby costly errors and poor design are caught early reducing rework and costs downstream.
	The Analysis And Design Document contains the following topics:
	☐ Overview of system, infrastructure, and software ☐ Design assumptions and support considerations ☐ Summary of changes from inception ☐ Business and application impact ☐ Current software architecture ☐ Proposed software architecture ☐ Security and audit considerations ☐ Architecture design ☐ Interface design ☐ Design, development, and integration ☐ Application layer information ☐ Implementation and software execution ☐ Infrastructure impact ☐ Future improvements ☐ Approvals.
Application Development Project Checklist	Provides a list of 50+ tasks that need to be considered within an application development project.
	The Application Development Project Checklist is a management planning tool that helps project and development management to routinely ensure they are meeting project timelines and deliverables. It provides a quick view of the tasks and functions within the respective work stages.
	A successful delivery includes meeting or beating budget estimates, timelines, or exceeding standards of quality, and achieving the highest level of overall customer satisfaction. Management is also responsible for continuously defining and monitoring project assumptions, communicating task deliverables and status, and managing project variables, namely scope, budget, and timeline.
	The Application Development Project Checklist contains the following topics:

	☐ Project or system definition
	☐ Application overview and purpose
	☐ Assumptions, dependencies, and constraints
	☐ List of stakeholders
	☐ Risks
	☐ Application development checklist:
	  • Project definition
	  • Analysis phase
	  • Design phase
	  • Development phase
	  • Testing phase
	  • Implementation phase
	  • Evaluation phase.

Technical Requirements Document	Defines the technical requirements for the project. It contains all of the requirements for the system in sufficient level of detail to develop a system design and to allow testers to test the system.
	The Technical Requirements Document provides information that state the technical requirements, which pertain to the technical aspects that your system must fulfill, such as the total complement of activities, hardware, software, test, integration, functions, features, capabilities, operations, performance-related issues, reliability issues, and availability issues.
	A Technical Requirements Document satisfies the following criteria:
	■ Contains a complete description of the software's purpose and functionality
	■ Details as to how the software will perform in terms of speed, response time, availability, portability, maintainability, recovery speed and more
	■ Use cases of how users will use the software
	■ A definition of how the application with interact with other hardware and program
	■ Non-functional requirements (e.g.: performance engineering requirements, quality standards, or design constraints)
	The Technical Requirements Document contains the following topics:
	■ Overview
	• Purpose and Scope
	• Referenced Documentation
	• Requirement Assumptions and Support Considerations
	■ Specific Technical Requirements
	• Technical Requirements
	o System Requirements
	o Network Requirements
	o Database Requirements
	o User Interface Requirements
	o System Interfaces Requirements
	o Security Requirements.
Database Design Document	The Database Design Document maps the logical data model to the target database management system with consideration to the system's performance requirements. The Database Design converts logical or conceptual data constructs to physical storage constructs (e.g., tables, files) of the target Database Management System (DBMS).
	The Database Design Document contains the following topics:
	• Document objectives
	• Intended audience
	• Key personnel
	• Data owners
	• Assumptions, constraints and dependencies
	• System Overview
	o Database management system configuration
	o Database software utilities
	o Support software
	• Architecture
	o Hardware architecture
	o Software architecture
	o Datastores
	• Database-Wide design decisions
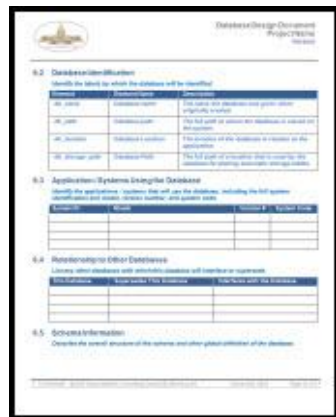
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	○ Interfaces ○ Key factors influencing design ○ Behavior ○ DBMS platform ○ Security and availability ○ Distribution ○ Backup and restore operations ○ Maintenance - Database administrative functions ○ Responsibilities ○ Database identification ○ Applications / systems using the database ○ Relationships to other databases ○ Schema information ○ Physical design ○ Physical structure ○ Entity mapping ○ Mapping rules ○ Operational implications ○ Data transfer requirements ○ Data formats ○ Business rules ○ Storage ○ Backup and recovery - Detailed database design ○ Data software objects and resultant data structures ○ Database management system files - Reporting requirements.
Website Planning Checklist 	Provides a checklist of numerous topics to consider when designing and developing a new website. The Website Planning Checklist provides information to help you focus on what you want to achieve by having a web site. It helps you avoid spinning your wheels or spending money on services you don't need, list the capabilities you want the site to have, and consider the cost factors associated with those capabilities. Your answers will help determine if the plan, design, and costs will justify the results. The Website Planning Checklist contains the following topics: 🟥 Purpose and Introduction 🟥 Planning Checklist: - Audience Analysis - Audience Profile - Strategy - Competitor Analysis - Strategy - Determine your approach - Site content - Advertising and maintenance - Site structure - Organizing your information - Navigation - Text headings and in-text links - Visual design and layout

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• Creating images	
• User interface design techniques	
• Testing.	

User Interface Design Template	The User Interface Design Template provides a vehicle to document all of the parameters that are necessary to define a screen design or redesign prior to the start of any programming activities.
	Within the document you can define the screen details (names, screen description, major purpose/function, etc.), tab design, definition of each field, action/command buttons, any special rules, actions, formats, color schemes, popup and error messages, and navigation rules.
	The User Interface Design Template contains the following topics:

■ The application or product name

■ The product or system overview

■ The reason for the redesign or new product development

■ The screen name and processing to be performed by the screen

■ Any assumptions, dependencies or constraints on the design

■ Risks

■ List of stakeholders

■ Security restrictions.

The following parameters are identified for each screen design:

Field Type	Field type and name
Data Type	Data types
Length	Associated functions and processes
Required Fields	Define required vs. optional fields
Calculations	Define any calculations or formulas
Display Only Fields	Define the databases and tables to be utilized
Dropdown/List Boxes	Define all dropdown, list or combo boxes
Field navigation	Field tab sequence
Default Data	Identify special or unique processes, functions, fields or actions
Font name and style	Font name and regular, bold, bold italic or italic
Font color and size	Define color code and point size
Rules	Any special rules governing development
Buttons	Define all command or action buttons
Pop-up messages	Define action and content of popup messages
Formats	Date and time formats

	Events	Define next event to occur

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Report Design Template	Provides numerous topics to fill in detailed business and technical information for the design and development of a report.

Within the document you can explain the purpose of the report, the development reason, and the report details, including the intended audience, who can run the report, frequency, report input parameters (parameter, input data type, and text input), report fields (field name, description, database or table source, calculated field, the formulas and or functions), group field information, sort order, page header and footer contents.

The Report Design Template contains the following topics:

- The application or product name
- The product or system overview
- The reason for the redesign or new product development
- Report name and development reason for content of report
- Frequency of report and security/accessibility
- Where is the report run from?
- Any assumptions, dependencies or constraints on the design

The following parameters are identified for the report:

- Risks
- List of stakeholders
- Security restrictions.

The template provides easy-to-fill tables to define the following parameters for each report:

Input parameters	Input data types & specific text to appear on report
Calculations	Define any calculations or formulas
Report fields on report	■ Description ■ Database of table data derived from ■ Field result based on calculation (yes/no)? ■ Describe formula or calculation
Group field information	■ Description of grouping ■ Print group name in header/footer?
Sort order information	■ Report sort fields ■ Description of sort fields ■ How is sort performed?
Report and Page header and footer	Description of report and page headers and footers
Report sample	Provide sample of report format
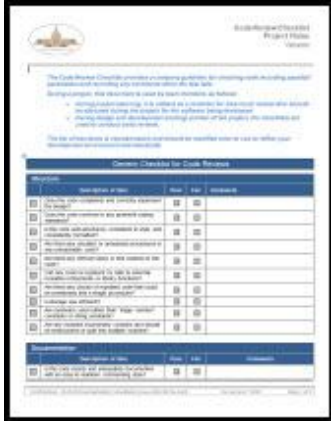
Code Review Checklist	The Code Review Checklist provides a company guideline for checking code including pass/fail parameters and recording any comments when the test fails.
	The Code Review Checklist contains the following topics:
	• Structure
	• Documentation
	• Variables
	• Style
	• Architecture
	• Arithmetic operations
	• Loops and branches
	• Defensive programming
	• Maintainability
	• Requirements and functionality
	• System and library calls
	• Reusability
	• Robustness
	• Security
	• Control structures
	• Resource leaks
	• Error handling
	• Timing
	• Validation and test
	• Hardware.
Conversion Plan	Describes the strategies involved in the conversion of a system or application.
	This plan describes the overall approach, assumptions, and processes that will be used in the data conversion. It includes an inventory and cross reference of source and target data elements, schema, metadata and all self-describing files; process for data extraction, transformation and loading for each data source; tools needed to execute the conversion; and strategy for data quality assurance and control.
	The Conversion Plan is implemented as follows:
	■ The conversion team uses this document to communicate to the client the strategy for successfully converting a system to another system.
	■ The conversion team uses this document as a roadmap for performing the conversion. All members of the team, both the project team and stakeholders, should understand and follow the same strategy.
	■ The project manager uses this document to understand how the conversion team plans to perform the conversion, and how the conversion effort may impact the overall project.
	The Conversion Plan contains the following topics:
	■ Introduction
	Purpose and Scope
	Referenced Documentation
	■ Conversion Information
	• System Overview
	• System Conversion Overview
	• Conversion Description
	• Types of Conversion
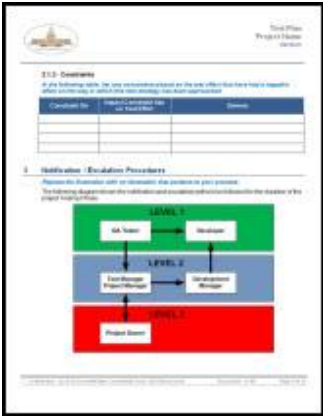
	- Conversion Strategy
	     - Conversion Risk Factors
	● Conversion Tasks
	     - Conversion Planning
	     - Pre-Conversion Plans
	     - Major Tasks and Procedures
	● Conversion Schedule
	● Security
	
	■ Conversion Support
	  ● Hardware
	  ● Software
	  ● Facilities
	  ● Materials
	  ● Personnel

4.7 Testing Phase

Form Name	Description

Documentation QA Checklist Template	Provides the capability to perform a documentation quality assurance review prior to delivery and implementation.
	
	The primary objective of the Documentation Quality Assurance Checklist is that all documentation should be reviewed for quality assurance prior to delivery and implementation. It is imperative that the documentation is technically correct and complete, uses a consistent format, is written at the appropriate audience level, and is free or spelling and grammatical errors.
	
	The Quality Assurance (QA) Checklist provides directions for examining each of the following parameters:
	
	■ QA Topic:
	   • Document Properties
	   • Track Changes
	   • Title Page
	   • Table of Contents
	   • Headers and Footers
	   • Heading and Section Titles
	   • Spelling and Grammar Check
	   • Document content, format, and style
	   • Acronyms
	   • Appendices
	   • Contact Information
	   • Cross-References
	   • Footnotes
	   • Graphics
	   • Hyperlinks
	   • Index
	   • Page and Section Breaks
	   • Page Numbers
	   • Process and Workflow Charts
	   • Special Characters
	   • Table of Figures
	   • Tables and Charts
	   • Terminology.

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Form Name	Description
Building Test Scenarios	Testing scenarios are hypothetical stories used to assist an individual to think through a complex problem or system. Scenarios are useful for surfacing requirements-related controversies, and to relate to those documented requirements.

The Test Scenario instructions contains the following topics:

- Difference between a test case and a test scenario
- The ideal test scenario
- Why use test scenarios?
- 12 ways to create good test scenarios
- Filling in a typical test scenario.

A typical test scenario requires the following entries:

- Version #
- Build #
- Test Scenario ID
- Process ID
- Environment
- Machine tested on
- Test scenario description
- Objective of the scenario
- Assumptions and constraints
- Identification of any test files or test data
- Author
- The last date modified
- Reviewer's name and date
- Executor's name and date
- Test steps.

Test Plan

This document provides a central artifact to govern the strategic approach of the test effort; it defines the general approach to be employed when testing the software and when evaluating the results of that testing. Planning documents will refer to the test strategy regarding the governing of detailed testing work.

It also provides visible confirmation to test-effort stakeholders that adequate consideration has been given to the governing of the test effort and, where appropriate, to have those stakeholders approve the strategy.

The Test Plan contains the following topics:

- Features to be and not to be tested
- Description of the testing approach.
- Identifying and justifying unit, integration, UAT, operational readiness, and beta tests
- Measuring the extent of testing
- Dependencies, assumptions and constraints
- Notification and escalation procedures
- Measures and metrics
- Testing tasks
- Suspension criteria and resumption of testing
- Approvals.

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Form Name	Description
System Quality Assurance Checklist	Verifies that various project management, methodology, testing, configuration management, and documentation and records management principles and standards have been applied to a project.

Records the following parameters on each of the following topics:

🟥 Project Management (PM):

🟥 Procedural controls

🟥 Resources

🟥 Documented activities

🟥 Tracking and oversight.

🟥 Methodology:
   * Software methodology
   * Application or written controls
   * Technical reviews during development
   * Testing
   * Requirements information
   * Design information
   * Code listing
   * Performance and maintenance history
   * Purchased software products and service
   * Compatibility with bundled product
   * Virus free entry
   * Hardware methodology
   * Application of written controls
   * Technical reviews
   * Testing
   * Purchased hardware products and service
   * Compatibility with bundled product

🟥 Testing:
   * Procedural controls
   * Test document and structure
   * Testing in the user environment
   * Software
   * Product maintenance
   * User manual

🟥 Configuration Management:
   * Planned and user activity
   * Change and version management
   * Status of Change Management items

🟥 Documentation and Records Management:
   * Documents that direct work activity
   * Technical and user documentation
   * Supporting record
   * Electronic documents and records.

Website Testing Summary Template	Provides summary information and checklists for web quality assurance testing. Each checklist table provides questions or statements for which the tester responds with a Yes/No answer and respective comments where applicable. Completion of the checklists will help ensure the applications, functions, or features meet adequate quality assurance before being moved to production for end-user utilization.
	The Website Testing Summary Checklist includes functional testing, usability testing, interface testing, compatibility testing, performance testing, and security testing.
	The template identifies the following parameters to determine if the website testing meets adequate testing and quality assurance.
	General Website QA Review:
	◼ Site and Page Design
	◼ Navigation
	◼ Search
	◼ Text and Typography
	◼ Links
	◼ Graphics.

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Form Name	Description
System Test Plan	Documents all system requirements denoted in the requirements, specifications, and design documentation to plan and execute unit, system, and integration tests that ensure a high level of compliance.
	A test plan is a systematic approach to testing a system. This template helps document the strategy that will be used to verify and ensure that a product or system meets its design specifications and other requirements. The test plan documents the major elements of a test strategy that should be described in the test plan: Test Approach, Coverage, Environment, Methods, and Responsibilities.
	The System Test Plan contains the following topics::
	■ Purpose for Project 　• Reference Documents
	■ System Test Description 　• Test Goals and Objectives 　• Test Entrance and Exit Criteria 　　- Entrance Criteria 　　- Exit Criteria
	■ System Test Approach 　• Scope of System Testing 　　- Test Categories 　• Risk Assessment
	■ Test Environment 　• Hardware 　• Software 　• Tools
	■ Test Plan Schedule
	■ Testing Matrix 　• Assumptions, Pre-Conditions, Risks 　• Test Instructions 　• Test Completion Summary 　• Associated Defects

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Form Name	Description
User Acceptance Test Plan (UAT)	Provides management an overview of the system, applications, functions and features that are to be tested in the User Acceptance Test Plan (UAT) process. The plan and tests provide guidance to management, staff, and business owners that the application works as expected.

User Acceptance Testing is that phase of software development in which the software, which previously should have undergone both system and "Alpha" testing, is tested from the viewpoint of the targeted audience or business representation.

Utilization of the UAT accomplishes many goals, but most importantly, it measures the quality of the application being tested. Several factors contribute to the importance of making UAT testing absolutely mandatory for any software development effort, including the following:

- Reducing the cost of developing the application. Minimal savings that might occur in the early stages of the development cycle by delaying testing efforts are almost certainly bound to increase development costs later.

- Ensuring that the application behaves exactly as expected. For the vast majority of programs, unpredictability is the least desirable consequence of using an application.

- Reducing the total cost of ownership. By providing software that looks and behaves as shown in your documentation, your customers require fewer hours of training and less support from product experts.

- Developing loyalty and word-of-mouth market share. Finding success with a program that offers the kind of quality that only thorough testing can provide is much easier than trying to build a customer base on defect-riddled code.

The User Acceptance Test Plan contains the following topics/entries:

■ Purpose
  • Reference Documents

■ User Acceptance Test Description
  • Test Goals and Objectives
  • Test Entrance and Exit Criteria
    - Entrance Criteria
    - Exit Criteria
  • Test Deliverables

■ UAT Test Approach
  • Scope of UAT Testing
  • Test Categories
  • Risks, Dependencies, Assumptions, and Constraints

■ Functional Testing
  • Functionality Included
  • Functionality Excluded

■ Test Environment
  • Hardware
  • Software
  • Tools

■ Test Plan Schedule
  • Roles and Responsibilities

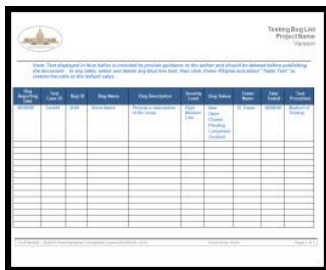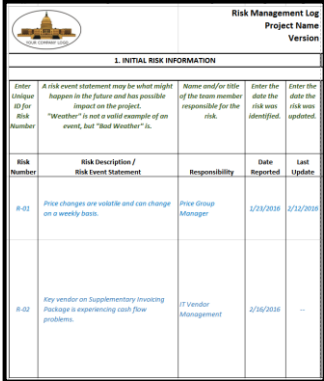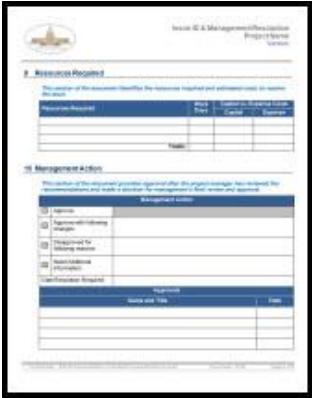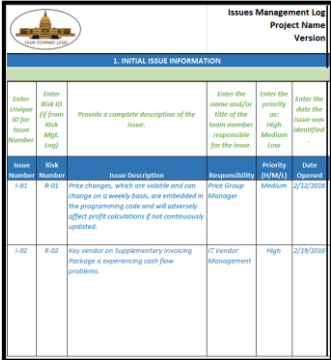|	
Testing Bug Report	This report provides the ability to record details about an individual testing bug detected during unit, system, integration and user acceptance testing, including the bug name, area description, bug description, severity, status, priority, tester name, date tested, environment, test manager and tester names, method of testing, and who the bug was assigned to. The Testing Bug Report contains the following entries: - Project general description - List of team members - The Milestone ID - Definition of milestone, goal, function or task - Responsible person - Due date - Completion Date - Milestone status (in-process, completed or delinquent).
Testing Bug List	This list provides a status of all bugs detected during unit, system, integration and user acceptance testing, by defining the test case ID, bug name, bug description, severity, status, date tested, and type of testing method utilized. The Testing Bug List contains the following entries: - Bug reporting date - Test Case ID (if applicable) - Bug ID - Bug name - Bug description - Severity level (High. Medium, low) - Bug Status (New, open, closed, pending, completed, on hold) - Tester name - Date tested - Test procedure method of testing.
Regression Testing Plan	Provides general information about systems or applications that require regression testing, including why testing is required, functional business areas affected, and testing timeline. Regression testing is a type of software testing that seeks to uncover new software bugs, or regressions, in existing functional and non-functional areas of a system after changes such as enhancements, patches or configuration changes, have been made to them. The Regression Testing Plan includes a definition of regression testing, types of regression testing, the regression test approach, scope of regression testing, test categories, and risks, dependencies, assumptions and constraints. The Functional testing sections identify the major activities, techniques, assumptions, constraints, and tools to be used to test major applications. A Test Plan Schedule identifies each task description, number of days allocated for testing, and the start and end dates. Test instructions identify the step number, test instructions, expected result, whether the test passed or failed, and any comments. The Regression Testing Plan contains the following topics: - Total number of defects opened during testing - Number of defects fixed during testing - Number of defects to be fixed after system implementation

	• Number of other defects that will not be fixed or will be dropped.
Project Acceptance Document	The document formalizes acceptance of the project, and describes the products and services the customer received.
	This is the final step in the process after an application goes "Live," and is important to ensure that your customers are satisfied that the project has provided the benefit they perceived in that project.
	The Project Acceptance Document contains the following topics:
	🟥 Topic
	• Project Name
	• Project Number
	• Department or Business Unit Name
	• Department or Business Unit Cost Center
	• Sponsor Name and Telephone Number
	• Project Manager Name and Telephone Number
	🟥 Project Description
	🟥 Statement of Acceptance
	🟥 Signatures

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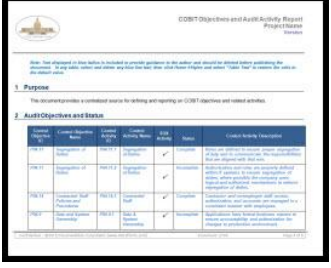
4.8 Project Monitoring and Control Phase

Form Name	Description
Change Management Log	This document is used to record changes to the baseline, including the change type, priority, the owner's name, date submitted, if escalation is required, the date it was approved, and the action / resolution of the change. The log consists of the following parameters: • Change number • Change type • Change description • Priority (critical, high, medium, low) • Owner • Date submitted • Is escalation required? • Date change approved • Action or resolution.
Action Item Status	This document provides that status of all project action items, including the item number and description, the assigned, due and resolved dates, the owner, priority and a status of the item. The status consists of the following parameters: • Description and impact on project • Date assigned • Owner • Priority (high, medium, low) • Due date • Current status • Date resolved.
Risk Management Log	The Risk Management Log is a management tool that identifies, assesses, and records recommended actions that management must take to alleviate the risk potential down to acceptable levels. The log provides a framework in which potential problems that threaten the delivery of the anticipated benefits of a system or application are recorded. The Risk Management Log contains the following topics: 🟥 Initial Risk Information • Risk Description / Risk Event Statement • Responsibility for the risk • Date reported and date updated 🟥 Risk Assessment Data • Impact (High / Medium / Low) • Specific impact of risk • Probability of occurrence (High / Medium / Low) • Timeline (Near term / Medium / Far Term) • Status of response o Plan developed but not enacted

Form Name	Description
	o Plan enacted but effect not determined o Plan enacted and effective ■ Risk Response / Action • Completed action • Planned future actions • Risk status.
Issue Identification and Resolution	This document is used to individually identify each issue that may impact a project, and identify who created and resolved the issue, the type of issue, potential alternatives and recommendations, provide an estimate of the resources, man hours and costs, and management actions that were taken to resolve the issue. The Issue Identification and Resolution contains the following topics: • Issue identification • Issue type • Complete description of issue • Potential impact if issue not resolved • Assignment of issue • Resolution alternatives • Resolution recommendations • Resources required • Management action to resolve issue.
Issues Management Log	The Issues Management Log provides the ability to initially identify the issue, how the issue is assessed by the project team, and what the response / actions are to resolve the issue. The Issue Management Log consists of 3 sections to document each issue: 1. Initial Issue Information 2. Issue Assessment Data 3. Issue Response / Action. The Initial Issue Information section contains entries to identify the issue number, enter the Risk ID number (if applicable), a complete description of the issue, who is responsible, the priority, and the date it was opened. The Issue Assessment section identifies the impact, what type of issue (development, database, etc.) and the target resolution date. The Issue Response / Action section identifies the resources required to resolve the issue, detailed alternatives or recommendations, and the action taken by management.

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Form Name	Description
Project Milestone Status Form	This document provides a vehicle for capturing the latest status of due date, completion date, and the milestone/task status (in-process, completed or delinquent), milestones, goals, or tasks including the milestone/task description, person responsible for that milestone/task. The Milestone Status Form contains the following topics: • Project general description • List of team members • The Milestone ID • Definition of milestone, goal, function or task • Responsible person • Due date • Completion Date • Milestone status (in-process, completed or delinquent).
COBIT Objectives and Audit Report	The Sarbanes-Oxley Act, including COBIT Checklist and Review, provides for a standardized structure for Information Technology (IT) governance, accounting controls and compliance. COBIT Control Objectives focus on specific, detailed objectives related with each IT process. The Audit Objectives and Status report contains the following topics: • Control Objective ID • Control Objective Name • Control Activity ID • Control Activity Name • Applicable to SOX • Status (complete, pending, incomplete) • Description of the Control Activity.

Form Name	Description
Project Status Report	Summarizes the project status, including project activity, information about the project, problems or delays, issues, planned activities for next period, and deliverable description and status. It also contains sections for reporting on WBS metrics and tasks, changes, issues and risks.
	The Project Status Report is generally used to communicate weekly or bi-weekly project status to your customers, the PMO and IT management.
	The Project Status Report contains the following topics:
	▪ Distribution ▪ General Overview of Project Status ▪ Administration ▪ Project Activity ▪ Problems or Delays Encountered ▪ Issues to be Resolved ▪ Planned Activities
	In addition, the report statuses the following activities:
	▪ Deliverables ▪ Work Breakdown Structure current week's and previous week's completion metrics ▪ Completed, past due and upcoming WBS tasks ▪ Open, approved and rejected changes ▪ Open and closed issues ▪ Open and closed risks.
Meeting Summary	The Meeting Summary documents the meeting date and time, participants, meeting minutes, conclusions, and action items status.
	The Meeting Summary contains the following topics:

	▪ Meeting Subject
	   • Meeting Originator
	   • Meeting Date / Time
	   • Attendees
	▪ Meeting Overview
	▪ Discussion about meeting topics
	▪ Any conclusions
	▪ Identification of potential issues or risks
	▪ Action item status: the status, description, person responsible, due date and any comments.

4.9   Production Turnover / Deployment Phase

Form Name	Description
Process Guide	Provides information about the system, application or process instructions, procedures, and process flows, which are shown in step-by-step text format as well as visual graphics to explain the action performed. A process guide is used to communicate the process management guidelines to support a specific process. It could serve as the source of guidelines for a wide range of audiences, e.g., a process to be followed by a company, department, business unit, or customer service. Your guide can certainly include a lot of information but you should always keep your organization's needs and interests in mind when you create a process guide. The Process Guide contains the following topics: 🟥 Introduction • Purpose and Scope • Background • Audience • Referenced Documentation 🟥 Process Information • Major Procedures, Tasks, and Functions 🟥 Other Process Information.
Installation Planning Guide	Provides information for the installation of the system, application or data, including installation strategy, planning and risk factors, and security. An Installation Planning Guide is an essential document when the installation process is sufficiently complex to require a documented plan. Key elements of the plan often encompass the installation strategy, risk factors, schedule, information about files and scripts, backup and recovery procedures, hardware, software and network inventory, and especially the tasks and procedures that must be executed to ensure a successful installation. The Installation Planning Guide contains the following topics: 🟥 Introduction • Purpose • Objectives • Key Stakeholders and Points of Contact 🟥 Installation Information • System Overview • Installation Overview • Scope • Environment • Installation Risk Factors • Security • Pre-Installation Plans and Requirements • Installation Schedule 🟥 Installation Instructions • Major Phases • Tasks and Procedures

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Form Name	Description

	• Backup Procedures
	• Rollback and Recovery Procedures
	• Change Control Procedures
	
	🔴 Installation Support
	   • Hardware Inventory
	   • Software inventory
	   • Network Inventory
	   • Facilities

Software User Guide	Provides training or reference information for using the system, product, application or data. Explains the major components, benefits, access information, and navigation instructions.
	
	The Software User Guide helps you develop a software manual, which is a technical communication document to help people understand a software application or IT system. Most user guides use simple language with short sentences and contain both a written guide and the associated images or screenshots of how the program should look.
	
	The user guide contains both a written guide and the associated images. It includes screenshots of the human-machine interface(s), and includes clear, simplified diagrams. The language used is matched to the intended audience, with technical terms kept to a minimum or explained thoroughly.
	
	It is important that the writer create the document with careful attention as to the intended audience.
	
	The Software User Guide contains the following topics:
	
	🔴 Introduction
	   • Purpose and Scope
	   • Background
	   • Audience
	   • Referenced Documentation
	
	🔴 What Is the (Application, System or Process)
	   • Major Components, Functions, and Features
	   • Benefits
	   • Users
	   • Authorization Profile
	
	🔴 Access Information
	   • General Information A User Should Know
	
	🔴 Navigation
	   • Navigating Menus
	   • Navigate Main Summary
	   • Action Item Description and Uses
	
	🔴 Major Procedures, Tasks, and Functions

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Form Name	Description
System Administration Guide	Provides procedures and information to administer and maintain the system, product or application, and includes an overview, data assets, processing, server and database administration, and backup instructions.
	As opposed to the Software User Guide, the System Administration Guide is targeted at a technical audience, generally for Infrastructure or technical support personnel.
	The System Administration Guide helps you develop a technical communication document, to administer a software application or IT system. Most system administration guides use both simple and technical language with short sentences and contain both a written guide and associated images or screenshots of how the program should look, feel, and run.
	The guide includes, e.g., information on how to start and stop the system, trouble shoot unexpected shutdowns, system operations, user accounts and security, administration tasks, user and technical configurations, manage transaction logs and repository space, make and restore backups, use utility commands, interface with other systems, etc.
	The System Administration Guide contains the following topics:
	■ Introduction 　• Purpose 　• Objectives 　• Referenced Documentation
	■ General System Information 　• Overview 　• Data Assets 　• Processing 　• Environment 　　- Facilities 　　- Hardware Inventory 　　- Software Inventory 　　- Network Inventory
	■ Administration and Maintenance 　• Server Administration 　• Account Administration 　• System & Software Administration and Maintenance 　• Database Administration and Maintenance 　• Backup

Form Name	Description
Operations Guide	Provides procedures and information to administer and run the system, product or application. Includes scheduled operations, unique tasks, troubleshooting, auditing, and best practices. The operations guide is the authoritative guidebook of how things are done in your business. It gives you an effective way of communicating policy and procedures. Content will vary from business to business, but the structure of an operations manual is universal. It should be comprised of the following sections: • Company History, Vision & Organization • Products & Services • Policies • Position Statements • Systems (Action Plans) The Operations Guide contains the following topics: ▪ Introduction • Purpose and Objectives • Audience ▪ General System Information • Overview • Key Contacts • Environment and Assets - Facilities - Hardware Inventory - Software Inventory - Network Inventory - Interfaces ▪ Operations, Administration, and Maintenance • Processing Overview • Responsibility • Operations Calendar • Operating Procedures ▪ Maintenance and Troubleshooting • Change Management • Configuration Management • Server Administration • Account Administration • System & Software Administration and Maintenance • Database Administration and Maintenance

Form Name	Description
Production Implementation Plan (PIP)	The Production Implementation Plan provides planning information for production approval and implementation of the project, and describes the steps necessary to place the project into production. It identifies the objectives, impacted devices, production delivery steps, technical support information, hardware and software components, testing and acceptance, rollback/contingency plan, and required training and documentation. Its main purpose is to ensure when the application is uploaded to production, the transition will be without impact to the other applications and the production environment. The Production Implementation Plan contains the following topics: 🟥 Production Implementation • Description/Objective • Impacted Devices • Production Delivery • Technical Support Information • Potential Impacts • Software Components & Implementation Steps • Hardware Components • Hardware Implementation Steps • Testing and Acceptance • Rollback and Contingency • Required User Training and Documentation • Other Emergency Contacts.
Production Turnover Approval	The Production Turnover Approval process is intended to ensure that: 🟥 All systems and code are tested in a quality assurance (QA) manner and the production environment works as planned before being approved and released to production. 🟥 All systems and code are approved by key personnel and groups affected (e.g., developers, testers, business management, and IT management) prior to production release. 🟥 Problems found during production migration are controlled (e.g., rollback procedures are instituted) to ensure the production environment is not adversely affected. The Production Turnover Approval contains the following topics: 🟥 Introduction • Purpose • Project / System Overview • Scope 🟥 Production Turnover Approval Request 🟥 Approval and Signoff

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4.10 Project Closure / Maintenance Phase

Form Name	Description

Lessons Learned Template
 	
	The Lessons Learned Template provides an opportunity for reflection after a project has been completed. It is highly beneficial to record what worked well with the project and where improvements can be made. Once the project has been completed, a Lessons Learned discussion should be scheduled with key stakeholders in the project to discuss what was learned from the project.
	
	The Lessons learned Template provides the following entries:
	
	• Project close-out discussions
	 o Attendees
	 o Project's biggest successes
	• Lessons learned that worked well or didn't work well:
	 o Knowledge area
	  ▪ Project initiation
	  ▪ Project planning
	  ▪ Project management
	  ▪ Staffing
	  ▪ Project communications
	  ▪ Project funding
	  ▪ Project costs
	  ▪ Schedule compliance
	  ▪ Project roles and responsibilities
	  ▪ Risk management
	  ▪ Procurement
	  ▪ Requirements definition
	  ▪ Scope creep
	  ▪ Development
	  ▪ Quality assurance testing
	  ▪ Training
	  ▪ Documentation
	• Approvals.
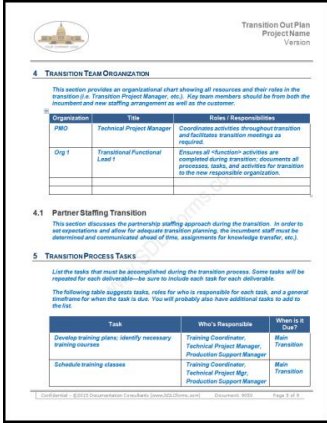
| Transition Out Plan	The Transition Out Plan is used to describe how project deliverables will be brought to full operational status, and integrated into ongoing operations and subsequently maintained. Its purpose is to ensure that these deliverables will be used effectively to produce the requisite Business Value after project completion.
	
	The transition process is a sum of the work to be done to create an effective support apparatus.
	
	The Transition Out Plan contains the following topics:
	• Transition Approach
	• Transition Plan Objectives
	• Transition Team Organization
	• Transition Process Tasks
	• Knowledge Transfer Process
	• Product Delivery
	    o Rollout Plan
	    o Data Migration
	• Communication Plan
	• Transition Schedule
	• Handover and Acceptance.

Post Project Review Survey Questionnaire	During the Project Closure / Maintenance phase of a project, the Project Management Office (PMO) conducts a survey to gather feedback on the project to improve performance on subsequent projects. This survey will assist the PMO in gathering project sponsors and team member's thoughts and perspectives on the project. This questionnaire is often used in conjunction with the Post Project Review in summarizing findings. Recipients of the survey questions can answer each question by selecting from a range of responses from "Strongly Agree" to "Strongly Disagree." The types of questions asked are organized as follows: • Section 1: General Project Issues • Section 2: Project Communications • Section 3: Scheduling and Estimating • Section 4: Design and Implementation • Section 5: Test Processes • Section 6: Training and Documentation • Section 7: General Process Questions.

Post Project Review	Upon completion of a project, good practice is to assess how you did on the project, in conjunction with a Lesson Learned Report. General question are asked of the stakeholders and to determine how well you performed against the project schedule and budget. This survey will assist the PMO in gathering project sponsors and team members' thoughts and perspectives on the project.
	The Post Project Review can be utilized as a standalone document or in conjunction with the Post Project Survey Questionnaire, which provides the ability to gather responses from all stakeholders prior to holding a meeting to answer the issues raised in this document.

The Post Project Review contains 10 sections that record answers about the following topics:
- General project Issues
- Project Communications
- Scheduling and Estimating
  - Project phase schedules and actual completion dates
- Design and Implementation
- Test Processes
- Training and Documentation
- General process Questions
- Project Costs
- Project cost items budgets vs. actuals
- Approval section.
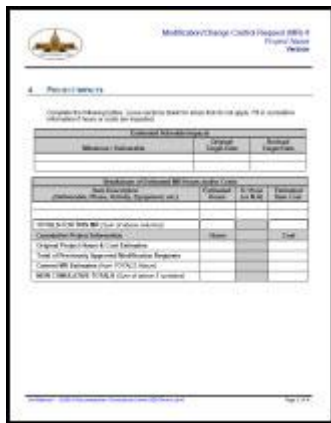
Modification / Change Control Request	Used to review system / application modification requests to evaluate and approve technically sound and secure "changes" to the production environment and to limit potential impact to business capabilities and/or IT operational capacity, architecture, infrastructure, compliance, and schedules.

The Modification Request provides information to request and justify a modification (change) request. The request is a document containing a call for an adjustment of a system; it is a major part of the change management process. It states what needs to be accomplished, but not how the change should be carried out.

Change requests are typically requested for the following reasons:
- Problem reports that identify bugs that must be fixed.
- System enhancement requests from users.
- Events in the development of other systems.
- Changes in the underlying structure and/or standards (e.g., a new operating system).
- Senior management requests.

The Modification Request contains the following topics:
- Reason for the Change
- Description
- Assumptions
- Project Impacts
  - Estimated Schedule Impacts
  - Breakdown of Estimated Hours and/or Costs
  - Capital / Expense Worksheet
- Approvals

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Disaster Recovery Plan Information	Documents a disaster recovery plan as part of an overall contingency plan to complete the restoration task and keep the company running. A disaster recovery plan is required for any publicly traded company and companies that need to minimize loss under which the company site is unable to function under standard daily business procedures.
	The Disaster Recovery Plan contains the following topics:
	■ What is disaster recovery?
	■ Goals, objectives, and scope
	■ Disaster recovery team
	■ Disaster recovery time
	■ Disaster recovery site
	■ Critical services or information
	■ Technology priority for services and applications
	■ Response process (notice of problem, assessment, and resolution)
	■ Disaster recovery declaration
	■ Notification and recovery procedures
	■ Network, Internet and Windows Server recovery plan
	■ Electronic mail and telecommunications recovery plan.
Certificate of Compliance and Acceptance of Deliverable	This Certificate of Compliance is generally used to accept and validate project deliverables provided by outside contractors and developers in accordance with a task order or purchase order, but can be used in any situation where you wish to review the status of deliverables by internal organizations on a given project.
	The Certificate requires the following entries:
	• Contractor / Independent section to be completed
	o Task order number
	o Deliverable number
	o Deliverable name
	• Project manager section to be completed
	o Task order number
	o Deliverable number
	o Deliverable name
	• Contracting office section to be completed
	o Task order number
	o Deliverable number
	o Deliverable name
	• Contractor's project manager signs and dates the form.

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Request for New Application / Enhancement	This document permits a business unit, other departments or auditors to initiate the process of requesting a new application or an enhancement to an existing application.
	The Request requires the following entries to be completed by the requestor:
	• Requestor / Business sponsor
	• Applicable department
	• Contact person
	• Request Type
	o New application
	o Enhancement to existing application
	o Minor correction
	• Description of request
	• Priority (Critical, high priority, low priority, delete)
	• Potential risks
	• Funding sources qualified
	• Related projects
	• Attachments
	The Request requires the following entries to be completed by the project manager / development manager:
	• Estimated development hours
	• Anticipated delivery date
	• Conclusions
	• Approvals.
Product Retirement Plan	The Product Retirement Plan provides a detailed roadmap to retire a product, system or application. It includes how the hardware, software, data and documentation associated with the system or application will be detached from production and archived or migrated to backup status.
	It also identifies how users and support personnel will be notified to retire the system and associated activities.
	The retirement strategy is identified for both hardware and software, as well as how the information will be archived or retired, and data migrated.
	The Product Retirement Plan contains the following topics:
	• Product or system information
	• Reason for retirement
	• Costs and benefits
	• Any assumptions
	• Dependencies or constraints
	• List of stakeholders
	• Risks
	• Implementation dates.

Global Application Support Summary	The Global Application Support Summary provides a vehicle to record critical design, development, production support, Infrastructure, and security data on all applications.
	The information recorded herein is used to update any IT applications defining your application environment.
	The Global Application Support Summary contains the following topics:
	Section 1 – Applications Data
	Section 2 – Design and Development/Integration
	Section 3 – Production Support
	Section 4 – Infrastructure
	Section 5 – Security
	Section 6 – Instructions for Completing Index.
Developer Knowledge Transfer Report	The Developer Knowledge Transfer Report provides a vehicle for conveying details about a system or application for production support developers. This document will provide the support for developers by transferring knowledge for the application from the initial development people to new developers with precise knowledge about the project development.
	The Developer Knowledge Transfer Report requires the following entries:
	- References - Key Personnel - Business users - Subject matter experts (SMEs) - Developers - Technical knowledge - Core languages - Dependent languages - Reporting tools - Databases - Operating systems - Business Knowledge - Application knowledge - Application level function - Application environment - Flows / diagrams - Server side application components - Client side application components - User – network environment.