Custom Development Procedures

Four-Phase Application System Development Procedure

Information Technology Solutions and Support uses a four-phase procedure for larger projects that take greater than 120-160 hours of development time.

Note: 120/160 hours is a flexible range provided to better serve the customers particular needs.

Phase 1, Preliminary Analysis - The analyst meets with the customer to discuss the current situation, project needs, budget constraints and timeline requirements. The analyst completes a proposal that presents a general approach to a satisfactory solution. It contains the cost for the continuing with Phase 2 and cost estimates for Phases 3 and 4. The customer is billed after presentation of the Phase 1 proposal.

Phase 2, Detailed System Design - The analyst and customer collaborate to define detailed specifications of the application. The analyst produces a comprehensive plan for creating the application. The customer receives cost information for Phase 3, as well as a refined cost estimate for Phase 4. The customer is billed after presentation of the Phase 2 proposal.

Phase 3, Design Implementation - In this phase, coding and testing takes place to create the system. Programs and procedures are thoroughly documented, and initial end-user training is performed. A successful system test marks the end of Phase 3 and the customer is billed for the development.

Phase 4, System Operation - Once implementation is complete, the new system enters the system operation phase. The system begins to support the customer's operations as specified in the design. The customer may choose maintenance support from Customer Applications during this phase.

Memorandum Development Procedure

Information Technology Solutions and Support uses memorandum development for medium-sized projects that take less than 120-160 hours of development time. This procedure eliminates some steps, which in large projects can control costs and eliminate errors, but can be less effective and prohibitively time-consuming in smaller endeavors. Instead of the longer, detailed development documents, we use a memorandum to provide a cost estimate and to describe the work to be performed.

Note: A smaller development project can rapidly increase in size when seemingly minor changes are made to its definition. If a project increases in scope, we work with you to change to the Four-Phase Development Procedure.

Small Development Procedure

This procedure is used for work on systems developed by Information Technology Solutions and Support, which takes 24 hours or less to complete. We use a one-page form to describe the terms of a small, low-risk project. If the scope of work increases during development, we will usually recommend changing to a more formal development procedure.