

ABC Application

Applications Development

Project Scope and Requirements Document

July 25, 2022

Version 4.0

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Document History

Version	Date	Modifications	Author
1.0	August 1, 2022	Version 1.0	Todd Conlin
2.0	August 16, 2022	Additions and modifications were made to this document after the meeting held with stakeholders on August 15, 2009. All additions, updates, and deletions discussed in the meeting have been highlighted in yellow.	Todd Conlin
3.0	August 23, 2022	Feedback from stakeholders	Todd Conlin
4.0	July 25, 2022	Updated for the Applications Development team	Todd Conlin

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1. Purpose

The purpose of this document is to identify the scope and business requirements for the ABC application. The business requirements are summarized from user requests compiled during questionnaire work sessions. In addition, a high-level description of the project, objectives, timelines, and major features of the new application are compiled into the business requirements.

Note: This project will be developed by the Applications Development Team

2. Scope

The scope of this project is to develop a web application which replaces the existing XYZ application. The new application will use a streamlined user interface connected to a SQL 2005 database which will retrieve some data from the data store.

2.1 Project Goals

The goals for the ABC application are:

- Build a web application which allows users to locate contact and phone number information for specific HUBs, Centers, Region/District contacts, and Complaint Contacts domestically.
- Develop a method for importing data store information to increase application accuracy.
- Create a new user interface utilizing ASP.NET 3.5 hosted in Tampa's server farm environment with a SQL 2005 database for storage.
- Redesign the administrative functions allowing administrators to make updates easier.
- Remove and consolidate pages that currently exist in the XYZ application
- Incorporate Active Directory authentication.
- Provide a reporting solution to query and export specific data.
- Provide a weekly backup which will be stored outside of the application.
- Design support for international SLICS and multilingual support for a future version of the application.
- Add additional fields to the application such as: zip code, state, Fax number, etc.

2.2 Justification

The justification for the project is to promote shorter call times by providing an efficient software user interface with more accurate data for contacting HUBs and Centers.

The current application runs on outdated software and on a server which has no hardware maintenance contract. The application is vulnerable to long outages in the event of a hardware failure.

The new ABC application will be developed with current software technology and hosted in the Tampa server farm which provides 99% up time due to redundancy.

2.3 Success Criteria

The success criterion to be used is to development the ABC application which will meet end-user requirements in an efficient and timely manner.

There are four major items the Applications Development team will accomplish in the re-write.

1. Adapt the application to 5 digit alpha/numeric codes
2. Automate the Center, HUB, RRDD, and ABC maintenance
3. Clean up sections that are no longer used in the old application
4. Simplify the maintenance of phone numbers and name changes

2.4 Time Frame

The anticipated deliverable date and milestones are defined in the following table. A MS Project plan has been created with a work breakdown structure to be completed after all business requirements have been collected, analyzed, and design has begun.

Project Milestone	Milestone Due Date	Milestone Status
Gather Requirements	July 21, 2009	Delayed; completed May 28, 2009
Project Management, Requirements	September 2, 2009	Completed
Analysis and Design	September 15, 2009	On schedule
Development	November 1, 2009	On schedule
SQA Testing	November 15, 2009	On schedule
Application in production (live)	November 17, 2009	On schedule

3. Project Stakeholders

Activity	Responsibility	
Determine stakeholders	Applications Development	Project Manager
Stakeholders	<p>Business Unit 1 (Executive)</p> <p>1)</p> <p>2)</p> <p>Business Unit 2 (Stakeholders)</p> <p>1)</p> <p>2)</p> <p>Business Unit 3 (Operations)</p> <p>1)</p> <p>2)</p> <p>Applications Development</p> <p>1)</p> <p>2)</p> <p>3)</p> <p>4)</p> <p>5)</p>	
Business Requirements	Applications Development	Todd Conlin
Systems Analysis and Design	Applications Development, Las Vegas	

Activity		Responsibility
Development	User Interface (UI)	Applications Development, Las Vegas
	Database	
	Reports	
	Administration	
Software Quality Assurance (SQA) Testing		<p>Applications Development, Las Vegas; <u>Test Team Stakeholders</u> (operations):</p> <ol style="list-style-type: none"> 1) 2) 3) 4)

Activity	Responsibility	
Deployment	Todd Conlin	Update training materials; provide training documentation for USERS and administrators who will use ABC.
	Tampa Computer Environment	Document IDR, fillout SQL Server Request form, coordinate software timelines and moves with the Tampa group.

4. Business Requirements – Login and Security

4.1 Login Page

4.1.1 Password maintenance will be handled by the local site administration team

4.1.2 Support 2 methods for authentication

4.1.2.1 Active directory ID and password

4.1.2.2 A user's ID and password stored in the application's database

4.1.3 Login Page - other considerations

4.1.3.1 The login page will be designed to accommodate future enhancements such as multilingual support.

4.1.3.2 When an attempt to login with an incorrect user ID or password occurs, an error message will be displayed: Check Username / Password

4.2 Security - User Administration

4.2.1 The old security model was requested by stakeholders for the new application:

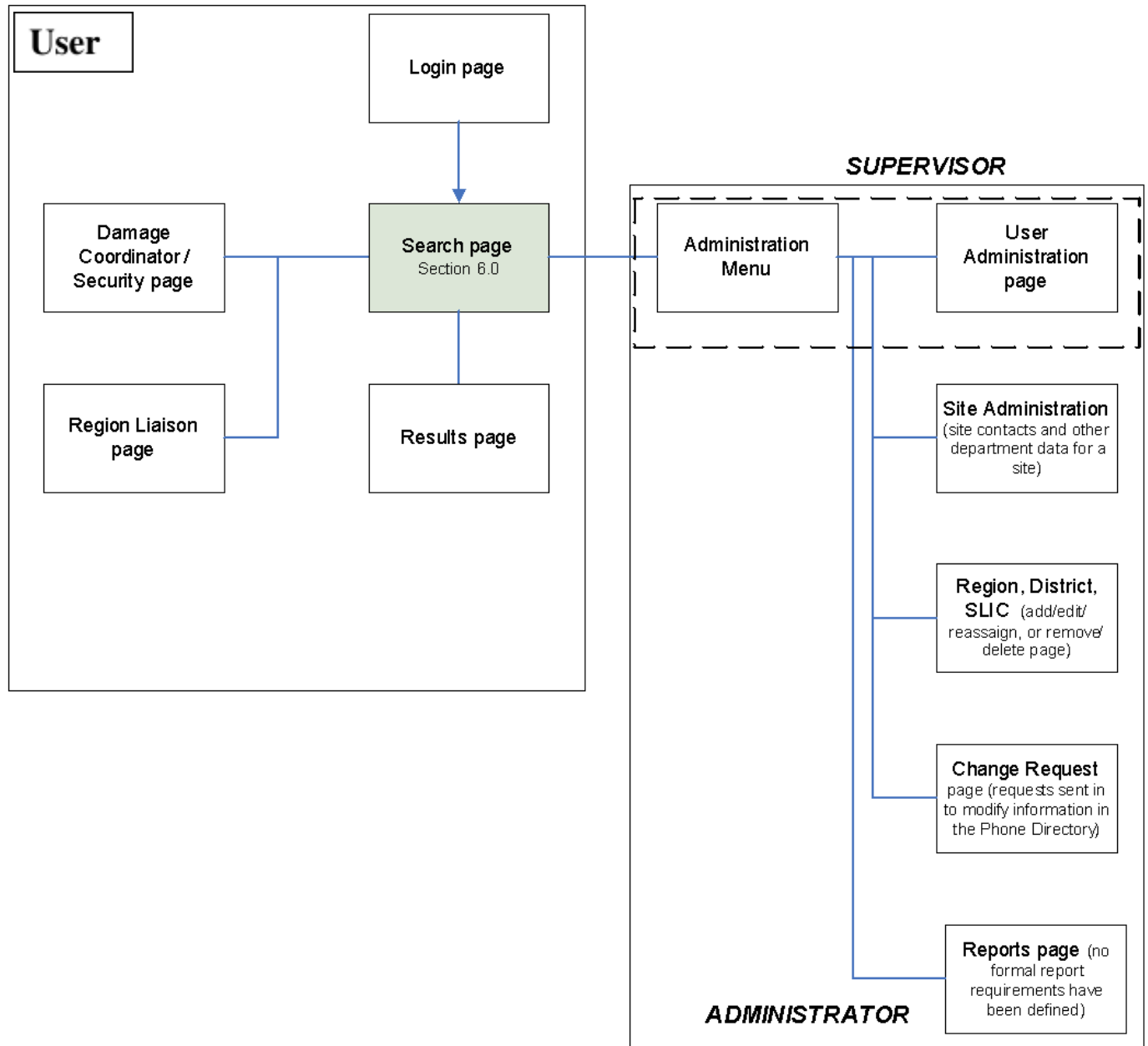
4.2.1.1 USER: user has read only

4.2.1.2 Supervisor: user can create/modify/delete users utilizing the User Administration tool

4.2.1.3 Administrator: user can read/modify/create users and information for the entire application. The administrator will have access to administrative functions in the application.

4.2.2 Application Layout – Security Levels

USER, Supervisor, Administrator



4.2.3 Create a user – the following fields were suggested from the business requirements questionnaires.

First name		Required
Last name		Required
e-mail address		Not required
Phone number		
User ID		Required
Active Directory ID?	Yes / No	
Password		
Retype Password		
Security Level	[drop down]	Required
	USER	
	Supervisor	
	Administrator	
Select Site	[drop down]	Required
	Detroit Chicago Los Angeles San Pedro Santa Monica Tampa Orlando Puerto Rico • Hong Kong * • Tokyo *	
Active/Inactive	Yes / No	
SAVE	Button	Required

4.2.4 All data in the ABC application is confidential and requires a login. ABC employees only are allowed to access the application, except for special circumstances where anonymous login to the application is permitted. Sites that will not being removed from the Phone Directory version 2.0 are:

- San Diego
- Boston
- Dallas
- Reno
- Kansas City

5. Data Integrity

- 5.1 A business requirement exists to import data into the new application from the Data store table TORGNZN. The following fields may be used from the TORGNZN table for specific pages of the application because the data is accurate.

Region	REG_NR
District	DIS_NR
SLIC	OGZ_NR
HUB, PKG,	OGZ_NA
HUB or PKG	OP_TYP
State	ST_CD
Country	CNY_CD

- 5.2 The Data store will be imported into the new application for pages where feasible. The import will occur once prior to deploying the application.
- 5.3 After the deployment of the Phone Directory, the Data store data will be pulled weekly and a data comparison will occur. If any of the data fields mismatch, the application will display these mismatches in a communications window for the applications' administrators to confirm and update changes manually in the application.
- 5.4 A business requirement exists to import postal code data to link with SLIC numbers. This business requirement enables users to search for information by postal code. The TMSTTWN table in Data store may be used to accommodate this request because the data is accurate.

Postal Code	PSL_CD
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- 5.5 The SLIC fields in the application must comply with the SLICE Project requirements which introduce 5 character SLIC numbers.
- 5.7 A new business requirement was introduced to use city as a search parameter. A feasibility study has been completed. City will be used as a search parameter.

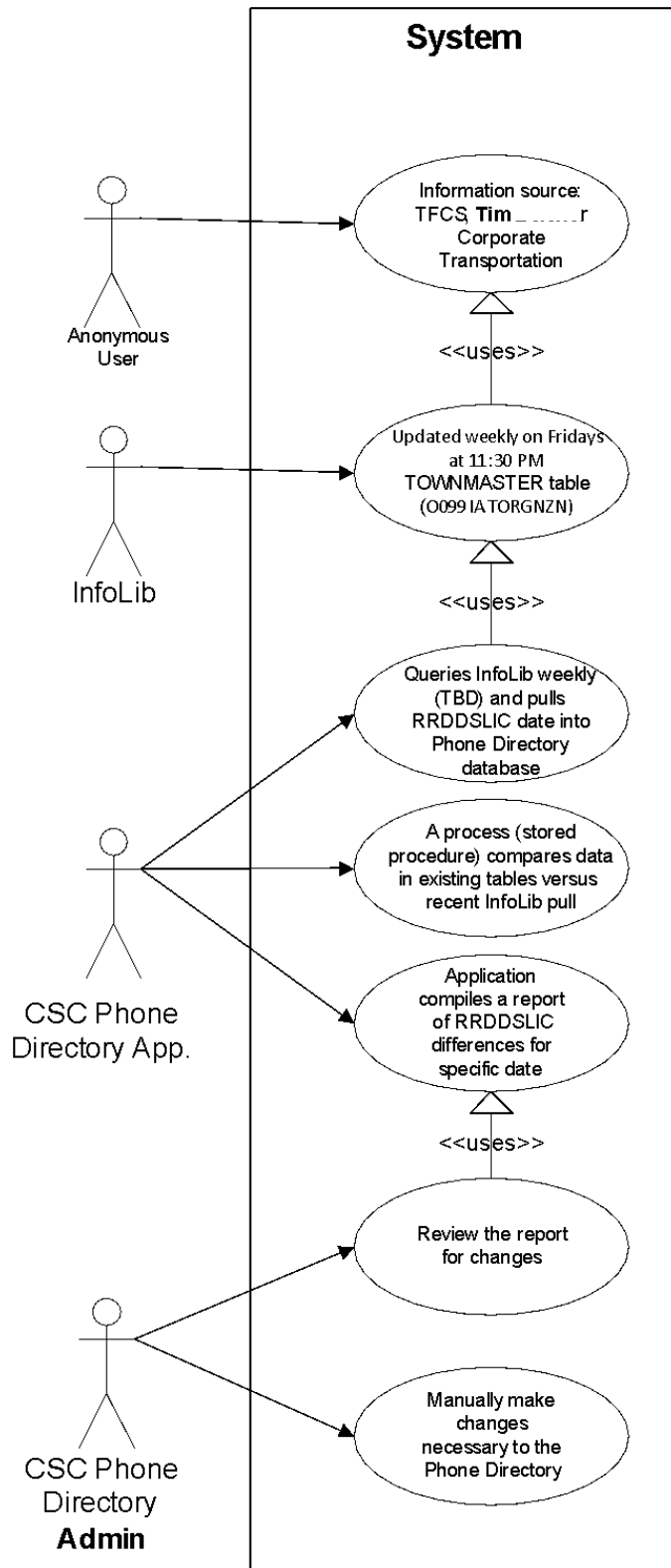
Table: TWMSTTWN

Field name	Data store Column
City	CTY-NA

- 5.8 A new business requirement was introduced to roll up centers under HUBs. A feasibility study was conducted and a hierarchy rollup of centers under UPS HUBs does not exist in the Data store.

5.6 Below is a UML diagram of how the data store will be used:

The data store TOWNMASTER table update schedule must be confirmed.



6. Search Page / Results Page

6.1 After a user logs into the ABC application, the first screen that may appear is the Search page. From the Search page, a user can search for contact information using any of the following search criteria:

- Region number
- District
- SLIC number
- State
- Country (US only for version 2.0)
- Postal Code
- [DROP DOWN RADIO BUTTON]
 - HUB
 - Center
- City

6.2 The Results Page will return the following information when a user runs a search from the Search Page.

- RRDD
- SLIC number
- Type – HUB or Center
- HUB / Center name
- Phone number(s) / include Atlas number field (if filled out)
- Saturday Phone number - For SLICs that do not have coverage by other SLICs, “Closed” should be entered into the Saturday Phone number field.
- Fax number

6.3 The OTPU, CC, and OCA fields will no longer be displayed on the Results page as the account numbers are no longer used in the old application.

6.4 The Results Page will have sortable columns

7. Complaint Coordinator page

7.1 From the search page, a user can click an icon to access the Complaint Coordinator / Security page. The following information will be displayed on this page:

- RRDD
- District name
- Name
- Coordinator Type (Primary, Secondary)
- E-mail address
- Primary Phone number, extension
- Secondary Phone number

7.2 The View button in the old version of the application will no longer be available in the new version. It was originally created to print a single record. The ABC application will provide an external file for printing data contained in the application.

7.3 When an administrator needs to add or edit a record on this page, the following fields were suggested from the business requirements questionnaires.

Region	[drop down]
District	[drop down] Filtered by region selected
District Name	
Coordinator Type	[DROP DOWN] Primary Secondary
Name	
E-mail Address	
Phone Number (s)	
Extension	
SAVE	[button]

8. **Region / District Contact page**

8.1 The page was requested to be renamed from “District Contact” to “Region Contact”. Later, it was decided to be named Region / District Contact.

8.2 Add region contact information.

8.3 The district contact information will be displayed similar to the old application. The districts will roll up to a region.

8.4 The region / district alignment will be injected once prior to deployment. It will be the responsibility of ABC administrators to manually update all data in the application.

8.5 Phone numbers and contact names will not be imported from Data store.

8.5 When an administrator needs to add or edit a record on this page, the following fields will be provided:

Region	[drop down]
District	[drop down] Filtered by region selected
Type	[drop down] Region Contact District Contact
Contact Type	[DROP DOWN] Primary Secondary
Region / District Name	
Mon – Fri Phone Number	Multiple #s acceptable
Saturday Phone Number	Multiple #s acceptable
Mobile / Cell Phone Number	
SAVE	[button]

8.6 From the Region Contact list page, the following information will be displayed:

- RRDD
- SLIC
- Type (region or district)
- Contact Type
- Mon – Fri Phone Number
- Saturday Phone Number
- Mobile / Cell Phone Number

9. Site Administration

9.1 The following Site Types will not be included in ABC:

- COS
- Billing

9.2 Page view - the following fields were suggested from the business requirements questionnaire.

The location of Site Administration information is yet to be determined. (Either in CSC Web page or another external location, i.e. SharePoint)

9.3 Site Administration for section 9.2 will not use the following fields

Site Name	
Address1	
Address2	
City	
State	
Zip	
Country	

9.4 Site Administration for the ABC will use the following fields. The following fields were suggested as they are currently used in the IRIS application.

Site Code	
Site Name	
Vendor	[drop down]
Country	[drop down]
Time Zone	[drop down]
Active?	Yes/No

10. Region, District, SLIC Page Administration

10.1 Needs the ability to add/edit/or delete information for a SLIC. Requirement exists to be able to edit all fields associated with the Results page.

10.2 Needs the ability to add/edit/or delete information for a Region. Requirement exists to be able to edit all fields associated with the Results page.

10.3 Needs the ability to add/edit/or delete information for a District. Requirement exists to be able to edit all fields associated with the Results page.

10.4 Needs the ability to capture multiple phone numbers for each SLIC (HUB or Center) or Complaint contact

- Mon - Fri phone number(s), Saturday Phone number(s), FAX number

10.5 Data elements which may be needed based on the business requirements feedback:

10.5.1 Add a HUB, Center– idea prior to the design phase

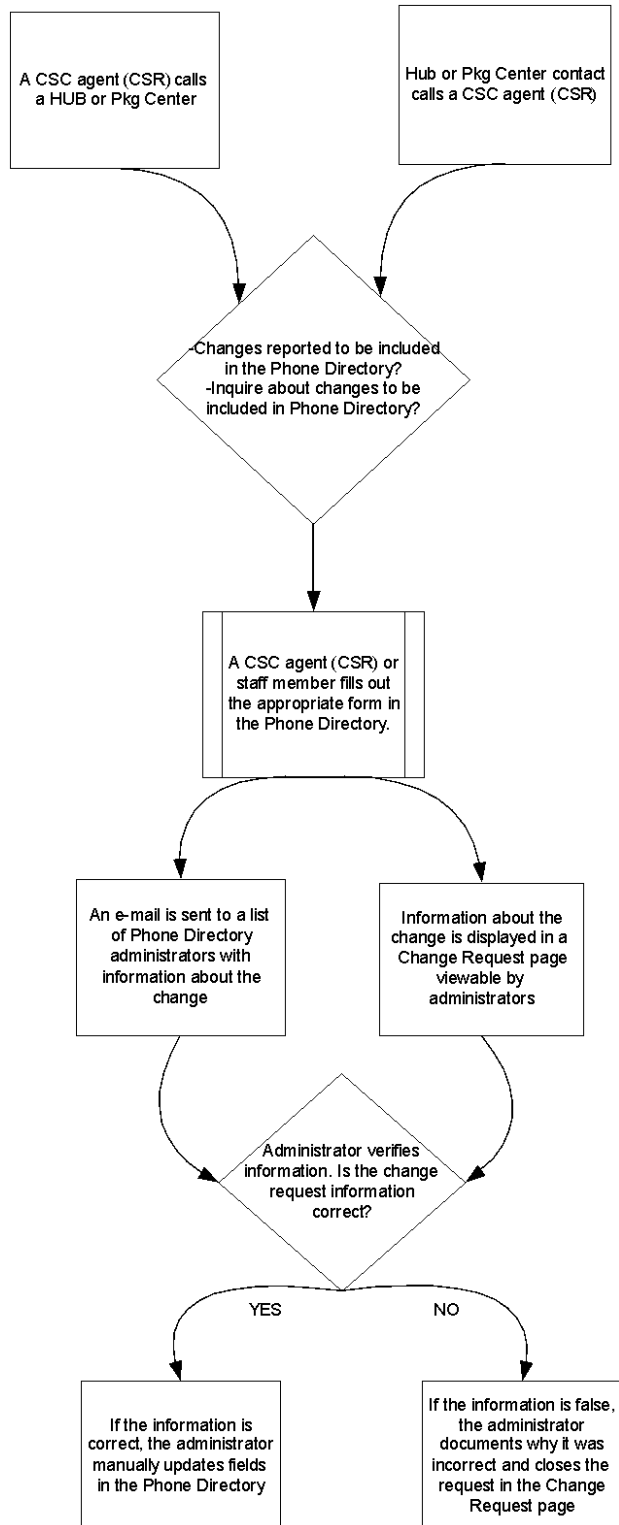
Field Name	Required/Misc
Region	[drop down - existing regions in app]
District	[drop down - contingent on region selected]
SLIC	
Center	
Mon - Fri phone number(s)	Include ATLAS numbers if available
Saturday phone number(s)	Include ATLAS numbers if available
Mobile / Fax Numbers	
Updated by	
SAVE button	

10.5.2 Edit/Delete Region or District, Hub, Center, APT, PAS – idea prior to the design phase

Field Name	Required/Misc
Region	[drop down - existing regions in app]
District	
SLIC	
Center	
Hub	
Center / Hub Name	
Last Updated	
Updated by	
Update button	
Delete RR ## button	
Delete DD ## button	
SAVE button	

11. Change Request page

11.1 **Current** change request process for the existing XYZ application:



- 11.2 All change requests may be updated manually in ABC.
- 12.3 A new process for submitting updates (change request) was not provided by stakeholders.
- 11.3 A list, similar to the Important News screens may be displayed for updates. A button for listing comments about an update made or not made may be provided for the administrators.
- 11.4 A historical log of all changes made must be captured for 12 months and may be available in a report.
- 11.5 Administrators may update all records in the application, including district realignments.

12. Reports

- 12.1 A weekly data extract of the application's data is required and should be stored in an external location, such as SharePoint
- 12.2 Report storyboards and use cases will be defined in the design phase of the project.
- 12.3 Stakeholders should submit report ideas to the Applications Development team

13. Project Requirements

13.1 Security

13.1.1 Access to the CSC Phone Directory version 2.0 will be restricted to authorized CSC employees. Operation supervisors, managers, coaches, and specific USERS will access the Phone Directory. Site administrators or local TSG will be in charge of creating IDs and changing passwords for non-active directory users.

13.1.2 A supervisor or administrator that creates an ID for a non-CSC employee may have their account terminated.

13.1.2 Maintenance, user audits, and data integrity of the new application is the responsibility of:

- Kate Jonus, ABC Corp. manager
- Nina Wicker, ABC Corp. supervisor

13.1.2 A requirement exists to develop a web page (URL) which allows controlled anonymous access for non-ABC users. Non ABC users will not have the ability to submit a change request within the application.

The above item requires follow up with specific stakeholders.

13.2 System Availability

The ABC application will be available to all domestic sites. The application should be available 24 x 7, unless the Applications Development team plans periodic maintenance.

13.3 Reliability

This is not a critical application. The application will be setup in the Common Environment based on quantifiable justifications. The new application may experience downtime up to 8 hours.

13.4 Project Costs

Applications Development Team costs only:

4 weeks of requirements, analysis, design	\$
8 weeks of development	\$
5 weeks of SQA, documentation, code, support	\$