Client Development Boards

CLIENT GUIDE

Overview

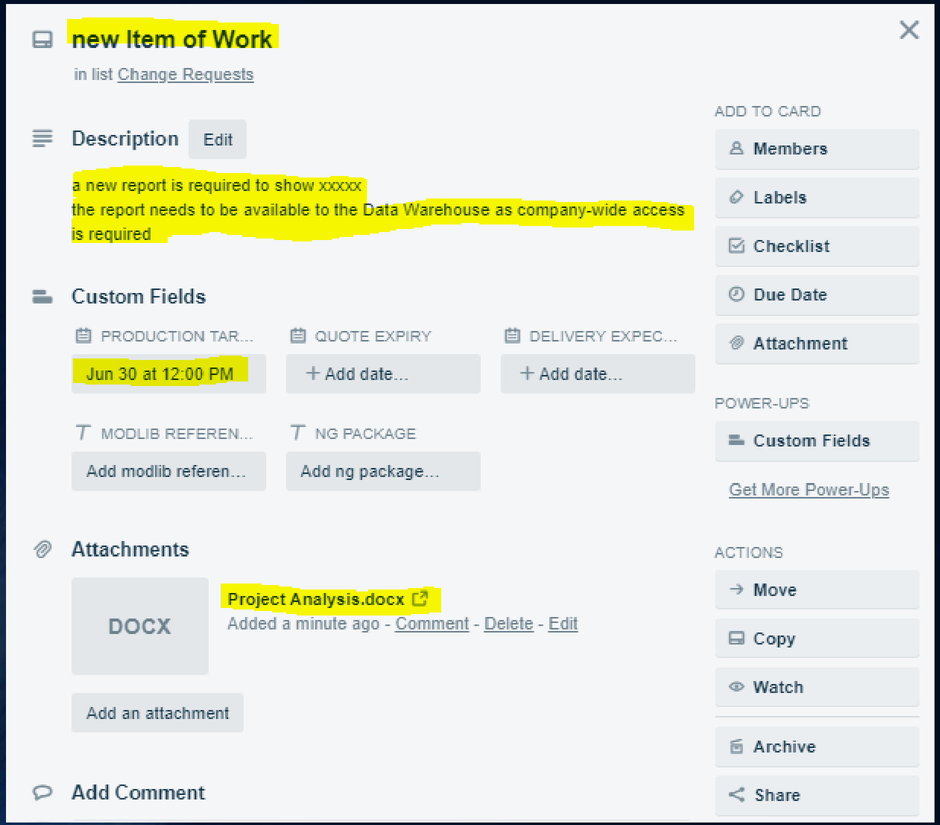
- A Development Board is a shared, online resource for managing software development requests, in place of email/zendesk
- Boards are client specific and private
- Members of a board will include Analysts representing the Client and Hivedome Subject Matter Experts (SME)
- New Items of Work (IoW) include:
  - Full Change Requests (CR) for consideration under Hivedome Quote (HQ), and
  - Adhoc Developments/Tasks under T&M (Time Managed Activity)

Board Layout

- A Board consists of 7 Lists
- A Card represents 1 Item of Work (IoW)
- Each List represents the current ‘state’ of a Card
- Each List can contain multiple Cards

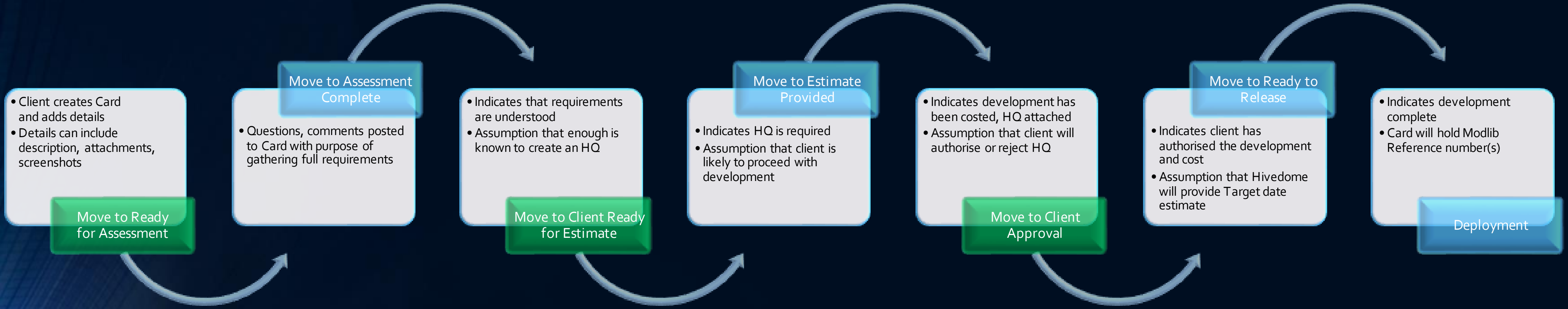
List	Purpose
Change Requests	New Cards are added here by the client
Ready for Assessment	Cards are moved here when being ‘discussed’
Assessment Complete	Cards in here contain ‘understood’ requirements
Client Ready for Estimate	Cards are moved here when an HQ is required
Estimate Provided	Cards in here will have an HQ attached
Client Approval	Cards are moved here when the HQ has been authorised
Ready to Release	Cards in here have been developed and deployment can be requested

Initial Card Content Supplied by Client



- Title: Clients unique reference for IoW
- Description: Brief overview of purpose of IoW
- Production Target: Proposed date for release to production environment
- Attachments: Files, screenshots used to describe detail of the development

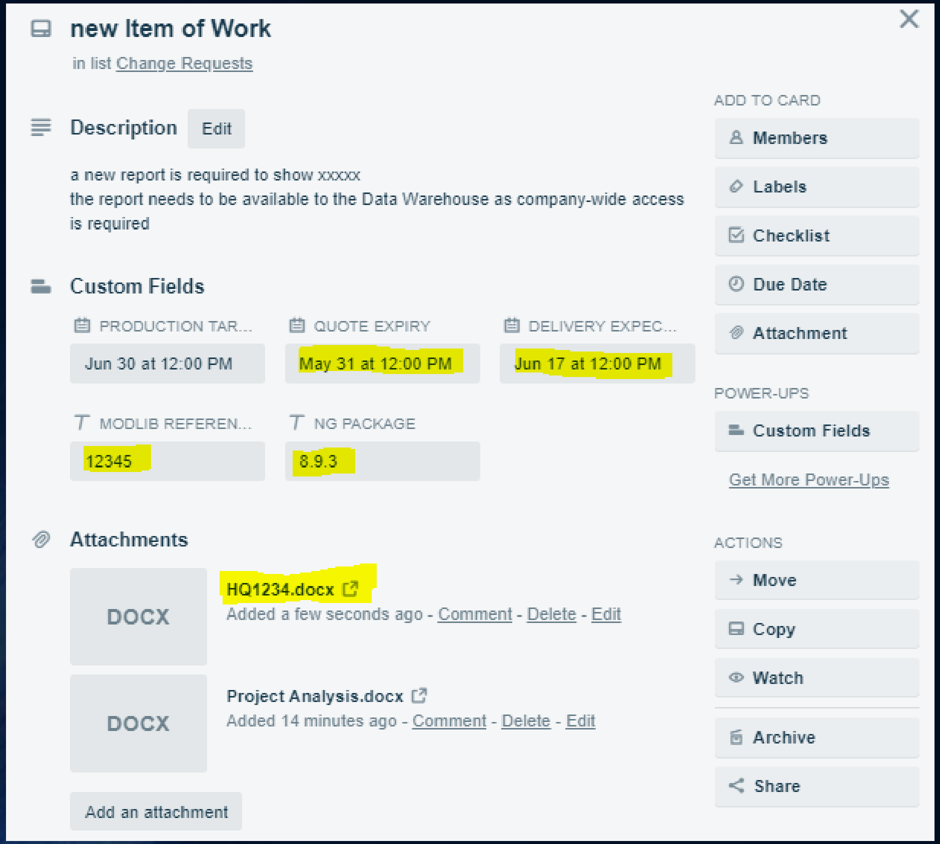
Card Lifecycle



Action for Hivedome

Action for Client

Card Content Added by Hivedome



- Attachments: HQ added once assessment complete and card has been moved to Client Ready for Estimate
- Quote Expiry: Added when HQ attached and card moved to Estimate Provided
- Delivery Expected: Estimated completion date of development, may be adjusted when scheduling confirmed
- Modlib Reference(s): Added when IoW is Development Complete
- NG Package: Added if IoW is dependent on changes to ITAS Services

Review

- An Item of Work can result in a fixed-price HQ or a time estimate can be provided for developments/tasks to be invoiced T&M basis
- Clients should use the Production Target to indicate priority when multiple Items of Work and for dependent/linked IoWs labels can be used to identify these (free-format)
- Any Production Target provided is considered but does not guarantee when a development will be ready for deployment
- The Delivery Expected date will be maintained by Hivedome and will be refined from an initial typical ‘turn-around’ timeframe to a more solid ‘target’ as scheduling permits

Board Management

Time spent by the Hivedome SME team will be *harvested* at two key stages:

Ready for Assessment

Client Ready For Estimate

A *fair* number of hours will be allocated per month to each client

Harvested time will be monitored and reviewed on a quarterly basis