



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

new Item of Work
in list [Change Requests](#)

Description [Edit](#)

a new report is required to show XXXXX
the report needs to be available to the Data Warehouse as company-wide access is required

Custom Fields

PRODUCTION TAR...	QUOTE EXPIRY	DELIVERY EXPEC...
Jun 30 at 12:00 PM	+ Add date...	+ Add date...

Attachments

DOCX **Project Analysis.docx** [Comment](#) - [Delete](#) - [Edit](#)
Added a minute ago

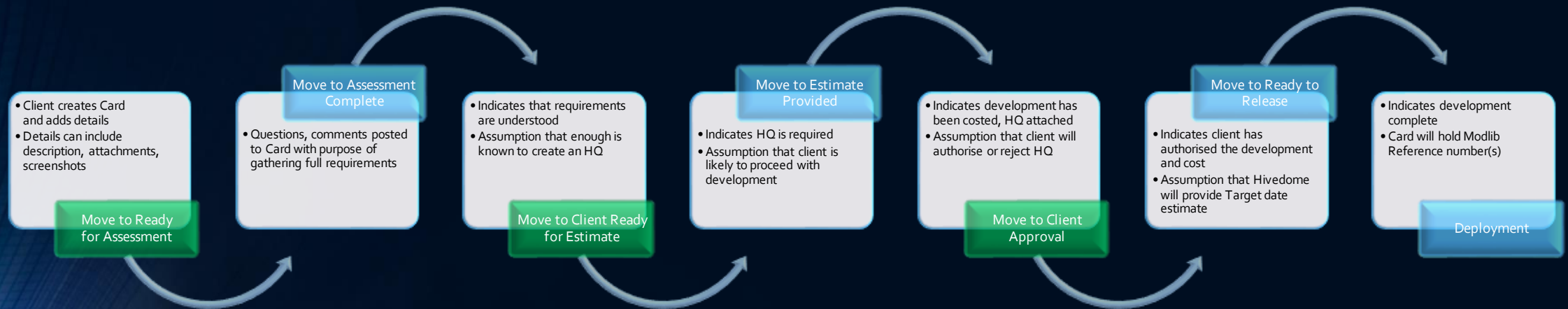
[Add an attachment](#)

ACTIONS

- Move
- Copy
- Watch
- Archive
- Share

- 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

The screenshot shows a Jira card titled "new Item of Work" with the following content:

- Description:** "a new report is required to show xxxxx the report needs to be available to the Data Warehouse as company-wide access is required".
- Custom Fields:**
 - PRODUCTION TAR...: Jun 30 at 12:00 PM
 - QUOTE EXPIRY: May 31 at 12:00 PM
 - DELIVERY EXPEC...: Jun 17 at 12:00 PM
 - MODLIB REFEREN...: 12345
 - NG PACKAGE: 8.9.3
- Attachments:**
 - HQ1234.docx (Added a few seconds ago)
 - Project Analysis.docx (Added 14 minutes ago)

On the right side, there are sections for "ADD TO CARD" (Members, Labels, Checklist, Due Date, Attachment), "POWER-UPS" (Custom Fields), and "ACTIONS" (Move, Copy, Watch, Archive, Share).

- 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