STIBO SYSTEMS
MASTER DATA MANAGEMENT

STEP Custom Extension Delivery Process

Technology Consulting - 2021

Agenda
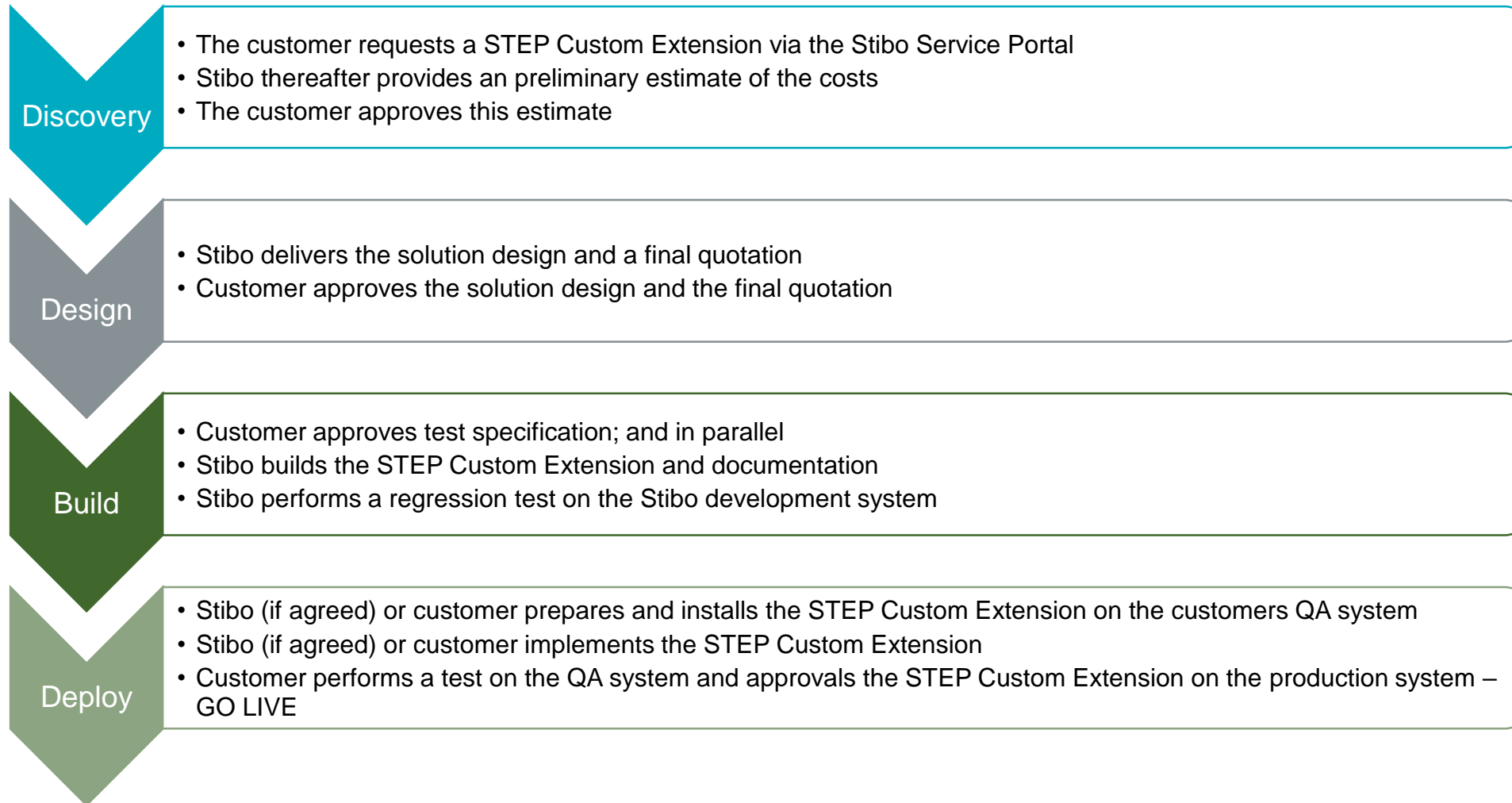
STEP Custom Extension

Delivery Phases

STEP Custom Extension Support

STEP Custom Extensions

- A STEP custom extension is functionality in the system which is beyond the standard STEP system. A STEP Custom Extension is therefore a customized software enhancement of the STEP software

- **Examples**

  - Mapping or transformation of data as part of integration between the ERP system and the STEP system

  - Automated creation or processing of workflow tasks

  - Customized STEP Portal user interface components

STEP Custom Extension Delivery Phases

Discovery
- The customer requests a STEP Custom Extension via the Stibo Service Portal
- Stibo thereafter provides an preliminary estimate of the costs
- The customer approves this estimate

Design
- Stibo delivers the solution design and a final quotation
- Customer approves the solution design and the final quotation

Build
- Customer approves test specification; and in parallel
- Stibo builds the STEP Custom Extension and documentation
- Stibo performs a regression test on the Stibo development system

Deploy
- Stibo (if agreed) or customer prepares and installs the STEP Custom Extension on the customers QA system
- Stibo (if agreed) or customer implements the STEP Custom Extension
- Customer performs a test on the QA system and approvals the STEP Custom Extension on the production system – GO LIVE

Discovery

- The customer requests the STEP Custom Extension via the Stibo Service Portal.

- Stibo provides a preliminary (or ballpark) estimate over the costs for the customer to facilitate their business decision to proceed.

- If the customer wishes Stibo to proceed, then Stibo is to provide a technical solution design.

- The estimate is a preliminary estimate of the costs are only based on the business requirements provided by the customer. The estimate is provided as a cost range

- If the total estimate provided is expected to exceeds 150 hours then Stibo will not deliver a preliminary estimate. Stibo will in this case provide an estimate for completion of the solution design document only.

- As part of completing the solution design document Stibo will provide a quotation for the design, build, and delivery of the STEP Custom Extension.

- The customer is given the opportunity to cancel the request for a STEP Custom Extension after the solution design is received. If customer cancels then Stibo will only invoice the costs and services provided until the cancelation.

- Once the estimate is approved by customer Stibo proceeds to Design Phase

Design

- A Stibo solution architect analyzes the business requirements and provides a solution design via the Stibo Service Portal

- The solution architect facilitates the customer review to ensure scope of work is well-defined and in line with the business requirements

- The Stibo project manager provides a quotation based on final estimate from the solution architect

- Customer is to

  - Approve the quotation

  - Approve the solution design

  - Provide a purchase order if needed

Quotation

- **A quotation is provided by Stibo together with the solution design document**

- The quotation will consist of:

  - **Software license fee** – analysis, design and build costs only

  - **Support fee** – yearly fee covering support and upgrades of the STEP custom extension to minor STEP releases

  - **Implementation fee** – other costs such as quality assurance, data migration, patching, implementation, consultancy, and project management

- Once quotation is signed-off by customer:

  - Stibo resources are allocated

  - Delivery dates are confirmed

Build

- **Test Specification**

  - Defines the acceptance criteria for the STEP custom extension

  - Is based on the solution design document and uploaded to the Stibo Service Portal

  - Customer must review and approve via the Stibo Service Portal

- **During Build Phase, Stibo is to**:

  - Develop the STEP custom extension

  - Conduct unit testing

  - Conduct a regression test on a Stibo hosted development system

  - Create the technical documentation

Deployment

Stibo prepares and patches customer Test or QA environments

Stibo configures and implements the STEP customer extension

Customer performs a test on Test or QA environments

Final patching, acceptance testing and approval of the production environment

Training and handover from Stibo – GO LIVE

STEP Custom Extension Support

- Support requests must be raised according to the Support Services agreement

- Support services are provided for

  - Errors – the STEP custom extension is not performing according to the technical specifications

  - Upgrades of the STEP custom extension to minor STEP releases

- Changes to existing custom extensions must be raised as new extension requests in the Stibo Service Portal

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