

The logo for StiboSystems, featuring the company name in white text on an orange triangular background. The 'i' in 'Stibo' has a small crown-like symbol above it.

StiboSystems

STEP Custom Extension Delivery Process

Technology Consulting – 2015
Stibo Systems

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

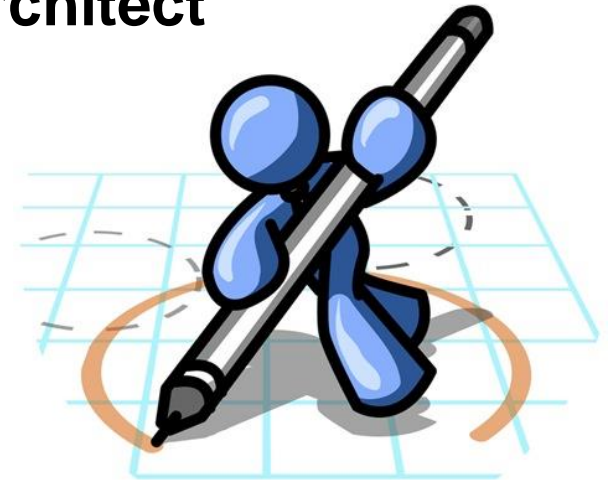
Discovery Phase

- ❖ 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 Phase

- ❖ **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



STEP Custom Extension 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 Phase

❖ 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 Phase

Stibo prepares and patches customer Dev, Test and QA environments



Stibo configures and implements the STEP custom extension



Customer performs a test on Dev, Test and 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**

Thank You