

PutITout Modus Operandi

April 2009

Introduction

PutITout is a forward thinking web development agency.

We deliver digital production to digital communications agencies. We do this through a great team of London based technical and project managers and an offshore resource that we have been working happily with for the last 2 ½ years.

London based project managers oversee each project; seamlessly delivering projects with a friendly local voice to the specification you dictate.

PutITout – intelligent development

Key personnel

Project manager (London based): The project manager is your lead contact within putITout and will be the person who keeps you up to date with all project information and is available for face to face meetings where necessary.

Responsible for ensuring the entire project runs smoothly and efficiently and that delivery is to your requirements the project manager is involved from the start. Working with you through the planning phase of the project, the project manager helps you produce all the scope documentation, including the functional and technical specifications, the wireframes, sitemap and project plan. During development the project manager oversees the progress of the project, mapping it along the plan providing visibility for everyone as well as ensuring fluid communication between all parties.

During testing, the project manager leads both the internal functional QA and the client side UAT testing to ensure they are thorough and complete.

Technical manager: The technical manager leads the development of the project.

With a deeper understanding of the technical requirements of your project the technical manager liaises on a technical level between your technical experts and our development teams. Working closely with the project manager, the technical manager identifies potential areas of risk in the development plan, allowing action to be taken to mitigate these risks, thus reducing their affect on the project time line.

During testing, the technical manager leads the internal technical testing and QA phases.

Development teams: From a core internal development team that take on the majority of our projects, putITout utilizes the wealth of skills that the global digital community has to offer and will pick the best teams to tackle a project according to the projects requirements. As technologies advance and market demand shifts, we ensure that our development delivery is always at the forefront of the market.

Delivery:

Requirement gathering & Scope documentation

The first stage of a project requires the production of scope documentation. The scope documentation details the exact requirements of the project and is produced so that all parties know exactly what is going to be delivered and there are no misunderstandings or crosses in communication. Scope documentation usually consists of Scope of Work (functional & technical specifications), Wireframes & Project Plan.

These documents can be produced by either putITout or the client. If it is produced by putITout, sufficient requirement gathering will be required to ensure the document is complete and accurate. If the client produces the scope, then putITout will need time to review the documentation to ensure it is up to the required standard and all areas are understood before proceeding.

Sign off of the scope documentation is required before the project can progress to the next stage.

Development:

Upon sign off, site development can progress. The development process is set out in stages to provide the client with as much visibility as possible. This visibility allows the client to have control over the progress of the build, ensuring any delays or misunderstandings are kept to an absolute minimum and do not impact the project timelines overall.

The coding is managed using versioning software which keeps records of all changes and advancements that are made to the code. This ensures that any mistakes can be easily identified and quickly rectified, again reducing the impact on the project progress.

Testing (QA/UAT)

There are two levels of testing, internal (code, QA) and external (functionality, UAT). The internal testing is carried out by a dedicated testing team and occurs throughout development. This testing ensures the code follows our development guidelines, as well as any other technical standards, specified in the project scope.

The external testing is done by, initially, our project manager, and then finally, by the client. This phase tests whether the project follows the scope documentation and adheres to the requirements laid out there.

In order to ensure projects' delivery timeline does not slip, the clients are also issues with a testing plan which they must follow.

Change Control

It is inevitable that changes will be requested after the scope documentation has been signed off. These changes are put through our change control process. This process analyses the effect this change will have on the scope. It identifies at what development stage the change can be implemented or whether it needs to wait until after the project is finished. It also identifies the cost implication to the client of implementing this change, this can be both positive and negative.

Only once all this has been done and the client signs off on the change will it be incorporated into the scope documentation.

Quoting & Payment Structure

putITout will provide a quote for work at the start of a project. This quote is built off a basic understanding of the projects requirements and on assumptions that putITout makes.

putITout requires receipt of a deposit of 50% of the initial quote before commencing on the delivery model outlined above.

Once delivery is underway, the quote goes through a review at the end of the scope documentation stage. Here, the quote is amended according to the exact details of the requirements and can go up or down.

At any point where the change control process is implemented, the quote is also reviewed.

Upon final delivery of the project, putITout will then invoice the outstanding balance of the project, according to the signed off scope document, payment terms 30 days.

To discuss any individual project, please call 020 7837 5200 or mail charlie@putITout.co.uk