Project Workflow

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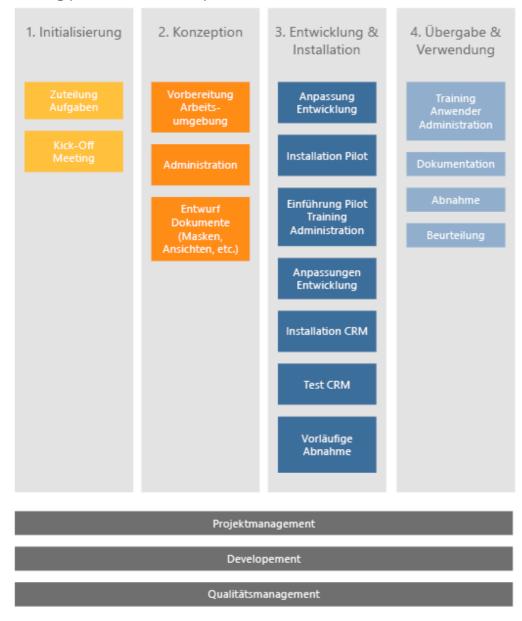
1 Project Workflow

1.1 Project Implementation Phases CRM

The project methodology of GEDYS IntraWare GmbH stipulates that projects are systematically split into different chronological and cross-phase work packages and steps. This results in the following procedure for the implementation of GEDYS IntraWare CRM:

1. Initialisierung	2. Konzeption	3. Entwicklung & Installation	4. Übergabe & Verwendung
Zuteilung Aufgaben	Vorbereitung Arbeits-umgebung	Anpassung Entwicklung	Training Anwender Administration
Kick-Off Meeting	Administration	Installation Pilot	Dokumentation
	Entwurf Dokumente (Masken, Ansichten, etc.)	Einführung Pilot Training Administration	Abnahme
		Anpassungen Entwicklung	Beurteilung
		Installation CRM	
		Test CRM	
		Vorläufige Abnahme	

Projektmanagement

Developement

Qualitätsmanagement

1.2 Initialization Phase

This phase includes the setup of the project organization (checking the available resources, appointing the project members, and assigning tasks and responsibilities), the draft and definition of a schedule, and the kickoff meeting.

1.3 Concept Phase

The results from the initialization phase are defined as work packages in a project plan using a planning tool. The different work packages should stick to the items specified in the quote/order as far as possible.

Furthermore, the working environment is prepared with all administrative components. Databases are set up and administered on the respective servers. The masks and views relevant to the application are roughly designed.

1.4 Development / Installation Phase

In this phase, the various functions are developed according to the specifications outlined in the function description created for the respective project.

The project's progress is reviewed in regular project sessions.

Once the main masks/documents/views with their basic functions are completed, a pilot installation will be conducted at the customer's site.

This provides the customer with a prototype. This prototype already contains all requested masks with the desired changes and customizations.
The underlying functions are complete according to the specifications.

Preliminary training of the customer's project team (project lead, administration) takes place when the pilot is installed.
The customer is then able to test and evaluate the basic functionality and mask design.
This way, they can already be changed and corrected in advance if required.

While the customer is testing, the developers keep on developing. It is recommended to hold several (depending on the project's size) project sessions with the customer during the project.

When the development and the internal test phase are completed, the final software is installed at the customer's.

The test phase starts. Any errors are fixed and documented along with their corrections in the error DB.
A preliminary acceptance takes place.

2 Transfer and Use

After the previous phases have been completed, the complete system is ready to be accepted. Upon request, the project documentation is handed over, and the pending training for power and end users as well as administrators takes place.

The project is wrapped up after the customer has submitted the formal acceptance in writing and a score-based evaluation of the project.

3 Project Plan

The project plan (annex) shows the various work packages and the time required for their implementation.
The final schedule, including training, roll-out, etc., will be defined following the conclusion of the agreement in a meeting with the customer.