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METHODOLOGY

GENERAL METHODOLOGY GUIDE

NEOXEN MODUS METHODOLOGY

RELEASE 5.0.0

NEOXEN MODUS METHODOLOGY

RELEASE 5.0.0.1

INTRODUCTION TO GENERAL METHODOLOGY GUIDE

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Table of Contents

1 About this Document

This document summarizes the contents, principles and objectives of Neoxen® Modus General Methodology Guide. Neoxen® Modus is an industry standard methodology designed for Product Development, Project Work and Quality Assurance for international software and services companies.

1.1 Intended Audience

This document is intended for sales personnel, project and account managers, corporate management, partners and customers.

1.2 Organization

This document is organized as follows:

Chapter	Contents
Chapter 1	Describes the purpose of the document. It also explains the terminology and typographic conventions used in the document. A list of related documents can also be found in this chapter.
Chapter 2	Introduces and outlines the General Methodology Guide.
Chapter 3	Describes the contents of the General Methodology Guide.

1.3 Typographic Conventions

Convention	Description	
Italics	*Italicized*	Text is used to call attention to cross-references.
Bold	**Note**	Important notes are written in bold.

1.4 Terms and Concepts

The following abbreviations, terms and concepts are used in the document:

1.4.1 Abbreviations

Abbreviation	Meaning, definition
CMMI	Capability Maturity Model Integration
CR	Change Request
ISO	International Organization for Standardization
MSF	Microsoft Solutions Framework
PMBOK	Project Management Body of Knowledge
PMI	Project Management Institute
PRINCE2	Projects in Controlled Environments
RFA	Ready for Acceptance
RFP	Request for Proposal
QA	Quality Assurance
QMS	Quality Management System
SEI	Software Engineering Institute
SOW	Statement of Work
TR	Trouble Report

1.4.2 Terminology

Term, Concept	Meaning, definition
Professional Services	Professional Services is an organization that provides a suite of services ranging from high-level consulting to improve business processes to custom application development, implementation, training and support.
Neoxen® Modus	Neoxen® Modus is a Product Development, Project Work and Quality Assurance Methodology based on over a decade of software engineering expertise, best industry practices and well-acknowledged standards and guidelines listed in *Appendix I.*

1.5 Related Documentation

The following list comprises all documents referred to herein. It also lists documents, which provide with additional information about this topic:

#	Document
[1]	Introduction to Auditing Guide
[2]	Introduction to Project Management Guide
[3]	Introduction to Development Guide
[4]	Introduction to QA and Software Testing Guide
[5]	Introduction to Support Services Guide

2 Introduction

Neoxen® Modus Methodology is based on over a decade of software engineering and consultancy expertise, best industry practices and the well-acknowledged ISO standards and guidelines listed in *Appendix I.* Neoxen® Modus is verified against other accepted industry standards, such as PMI's PMBOK, Six Sigma, PRINCE2, SEI CMMI and MSF.

2.1 Introduction to General Methodology Guide

The General Methodology Guide describes the work phase model for customer projects, i.e. work and task breakdown. It covers the phases from tendering through acceptance of delivery to support and maintenance, as well as the results of each phase. These include the documents created and updated in each phase. The project management tasks, such as planning and follow-up, are described in the Project Management Guide.

Although General Methodology Guide is primarily intended for sales personnel, account and project managers, it is also suitable study material for all the company’s representatives participating in the project work, as well as for integrators, partners and contractors.

The General Methodology Guide describes the Project Methodology with its main phases, Quality Assurance processes, standards and guidelines, support and change request management. It covers the phases from Request for a Proposal to Delivery Acceptance, from tendering to maintenance.

There are templates and checklists available to support project work and they are referred to in the General Methodology Guide. These templates and checklists give detailed information on how to carry out project phases, how to create the documents, specifications, plans, reports, etc.

2.2 Outlining

Neoxen® Modus provides well-acknowledged and proven methodology for software design, implementation and deployment, training and support services based on years of industry experience for packaged solutions, enabling efficient production of wide variety of business solutions in order to address customers' specific business objectives. These objectives vary in scale from single-site installations to enterprise wide integrated operative solutions.

Many customers have already adopted process improvement as a key enabler for extending their business strategies. These customers are interested in bringing their existing business model under the control of a collaborative methodology solution to increase their business efficiency.

Neoxen® Modus offers a proven track record for addressing this business objective. Neoxen® Modus engages analysis, design, configuration, migration and deployment activities to successfully transition existing business models from static procedures to intelligent and versatile methods.

Neoxen® Modus ensures that the customers receive experienced and knowledgeable assistance at the earliest possible point in their overall business development strategy. Neoxen® Modus delivers a professional, best practices approach to supporting process improvement as well as provides guidance in the methodology deployment planning and implementation process.

When business, process, or platform specifications dictate the extension of product or integration functionality beyond configurable capabilities, consultants can apply Neoxen® Modus Methodology expertise to ensure production of technically outstanding solutions that customize the platform to the specific business requirement or technical environment in a controlled manner.

Neoxen® Modus offers technology support and integrated methodology solutions, incorporating the planning, assessment, and implementation of software technology and services in order to extend the function, operation or scale of implementation. Neoxen® Modus satisfies the requirements from both customers and partners across the software engineering areas and business environments.

Through the process improvement methodology and support provided, Neoxen® Modus assists in efficiently implementing platform features and services in support of development and deployment initiatives being driven by a customer or partner. Neoxen® Modus can support hands-on implementations and reviews of designed or deployed features and it can also encompass dynamic production of any component in diverse software solutions.

Neoxen® Modus presupposes planning and research during the early stages of a project. Product or Project Manager plans for a successful project by allotting adequate time to understand the client's industry, competition and requirements. Neoxen® Modus recognizes the most valuable resource for project research: the client.

Neoxen® Modus recommends interviewing client representatives to obtain a complete picture of project requirements and goals, taking full advantage of the client's expertise. Project managers provide the project team with functionality requirements and usability guides based on the information acquired during this needs assessment stage. This definition and subsequent documentation, revised and approved by the client, ensures the creation of a solution that is both reflective of the client's needs and in alignment with the highest standards set by Neoxen® Modus Methodology.

2.3 Benefits of Using the Methodology

The methodology described in the General Methodology Guide is applicable to projects of all sizes, using a 'light' version for small initiatives. The methodology presented in is used in feasibility study, change survey, specification and design projects, as well as in implementation and deployment projects. The methodology is not limited to software development and delivery projects, but may also be utilized in an applied form in any product development or subcontracting projects.

Each project will go through the same phases, some projects more systematically than others.

The use of the methods promotes systematization and repeatability and saves time in the long run. Some time will be spent on and must be reserved for the study of the methodology in the first project. With each of the subsequent projects, the use of the methodology will become easier and more professional.

Project managers and Quality Assurance personnel should also use this guide as a checklist from time to time, even after they have become familiar with the methodology.

3 Contents of the General Methodology Guide

Standardizing Project Methodology endorsing phased planning and management under the umbrella of Neoxen® Modus aims at carrying out projects as production-like repeatable processes where agreed standard methods are followed systematically in project planning, task assignments, as well as in supervising and managing work.

3.1 Request for a Proposal

This part of the General Methodology Guide describes how RFP's are registered and handled and how the BackOffice solutions are linked to the methodology.

3.2 Preparing a Tender

General Methodology Guide describes the guidelines for preparing a tender: How are the contents of the tender described, how should the work be estimated and how to create a preliminary schedule, what should be taken into account in pricing (Price book, Deliverables, Licenses, Customization, Time & Material, work efforts of technical staff and specialists, Discounts, Training, etc.). It also describes the approval processes, tender signing, archiving and closing of the tender.

3.3 Making a Contract

This part of the General Methodology Guide describes how the contract negotiations should be started, how the contract proposal should be verified and what legal advice should be used. It also describes how to prepare the Statement of Work (SOW), how and by whom the contract is signed and how it should be archived.

3.4 Project Start-up and Detail Planning

General Methodology Guide describes the guidelines for starting a project systematically. There are phases described for reviewing the SOW, creating project breakdown and setting the milestones, creating work breakdown and Implementation Plan, naming project team and instructions for internal and external kick-off meetings.

There are some other optional documents described as well, such as Certification Plan, Configuration Management Plan and Documentation Plan.

3.5 Specifications

This part of the General Methodology Guide describes the specifications created in each step, their contents and producers. The most important specifications are:

- Solution Requirements
- Software Requirements
- Architecture Specification & Detailed Design

3.6 Implementation and Quality Assurance

General Methodology Guide describes the detailed guidelines for the implementation and Quality Assurance. There are separate in-depth guides for both topics. However, this part of the General Methodology Guide draws the foundation methodology used in software development and testing.

3.7 Installation, On-site Testing and Acceptance of the Delivery

This part of the General Methodology Guide describes the prerequisites and phases for on-site activities after the successful integration tests at the company. These consist of installation and on-site testing procedures and delivery verification steps leading to a Ready for Acceptance (RFA).

Also the customer training, customer's acceptance tests and actual acceptance procedure is described in this section.

3.8 Warranty Period and Hand-over to Support

Neoxen® Modus describes the detailed guidelines for handing over the project deliverables to Support Services in a systematic and consistent manner. There is a separate in-depth guide for this topic. However, this part of the General Methodology Guide draws the foundation methodology and describes the upper level processes for conducting the transfer.

3.9 Maintenance and Change Request Management

This part of the General Methodology Guide describes the procedures for managing Change Requests (CR) and Trouble Reports (TR) after the deliverables have been passed for maintenance.

Appendix I: ISO Compliance

Neoxen Modus Methodology conforms to following standards:

Standards and Guidelines	Purpose
ISO 9000:2000, Quality management systems - Fundamentals and vocabulary	ISO 9000:2000, Quality management systems - Fundamentals and vocabulary.
ISO 9001:2000, Quality management systems – Requirements	This is the requirement standard you use to assess your ability to meet customer and applicable regulatory requirements and thereby address customer satisfaction. It is now the only standard in the ISO 9000 family against which third-party certification can be carried.
ISO 9004:2000, Quality management systems - Guidelines for performance improvements	This guideline standard provides guidance for continual improvement of your quality management system to benefit all parties through sustained customer satisfaction.
ISO 19011, Guidelines on Quality and/or Environmental Management Systems Auditing (currently under development)	Provides you with guidelines for verifying the system's ability to achieve defined quality objectives. You can use this standard internally or for auditing your suppliers.
ISO 10005:1995, Quality management - Guidelines for quality plans	Provides guidelines to assist in the preparation, review, acceptance and revision of quality plans.
ISO 10006:1997, Quality management - Guidelines to quality in project management	Guidelines to help you ensure the quality of both the project processes and the project products.
ISO 10007:1995, Quality management - Guidelines for configuration management	Gives you guidelines to ensure that a complex product continues to function when components are changed individually.
ISO 10011-1:2002, Guidelines for quality and/or environmental management systems auditing - Part 1: Auditing	Gives you guidelines on the main requirements for auditing a quality system.
ISO 2382-1:1993, Information technology - Vocabulary - Part 1: Fundamental terms	Provides the standardized terminology.
ISO 10013:1995, Guidelines for developing quality manuals	Provides guidelines for the development, and maintenance of quality manuals, tailored to your specific needs.
ISO/TR 10014:1998, Guidelines for managing the economics of quality	Provides guidance on how to achieve economic benefits from the application of quality management.
ISO 10015:1999, Quality management - Guidelines for training	Provides guidance on the development, implementation, maintenance and improvement of strategies and systems for training that affects the quality of products.

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Page	Description

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