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# SUPPORT SERVICES

SUPPORT SERVICES GUIDE

NEOXEN MODUS METHODOLOGY

RELEASE 5.0.0

# NEOXEN MODUS METHODOLOGY

RELEASE 5.0.0.2

# INTRODUCTION TO SUPPORT SERVICES GUIDE

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# 1 About this Document

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

The methodology is developed in a EUREKA project.

## 1.1 Intended Audience

This document is intended for support personnel, project personnel, R&D, QA personnel, 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 Support Services Guide. |
| Chapter 3 | Describes the contents of the Support Services Guide. |

## 1.3 Typographic Conventions

| Convention | Description | |
|---|---|---|
| *Italics* | *Italics* | 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 |
| COTS | Commercial Off-the-Shelf (product) |
| 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 General Methodology Guide |
| [2] | Introduction to Project Management Guide |
| [3] | Introduction to Development Guide |
| [4] | Introduction to QA and Software Testing Guide |
| [5] | Introduction to Auditing 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 Support Services Guide

The Support Services Guide describes the standardized processes in Support Services Organization. Together with the accompanied how-to documents it covers the work phases, responsibilities, maintenance, and change management.

Although Support Services Guide is primarily intended for support personnel, product and project managers and development team members, it is also suitable study material for all the company's representatives participating in the project work, including the account managers, members of R&D and project steering boards.

The Support Services Guide describes the processes, guidelines and general methodology for personnel working in the Support Services. It also lists all the mandatory pre-requisites needed for successful hand-over of project deliverables to support organization.

There are templates and checklists available for deliveries-to-support process and support work, and they are referred to in the Support Services Guide. These templates and checklists give detailed information on how to ensure smooth service.

## 2.2 Outlining

With our years of project experience we know that every project is different. Just as the software solutions provide a number of ways for an enterprise to leverage their flexibility, those same opportunities can provide a challenge when it comes time to upgrade a customized solution to the next release. A variety of other factors can contribute to challenges in upgrading the solutions. In any environment, changes in maintenance approaches over time result in environments that need significant preparation before an upgrade can be undertaken. Also for these reasons, in order to ensure smooth upgrades and revenue streams we need well-defined procedures on how to hand over the deliverables to support organization. For instance, an initial high-level system review and well-defined processes are critical to a successful upgrade.

Regardless of the readiness of the environment and the business community to undertake an upgrade project, proper planning, systematic preparation, and participation is a key to success. Commitment to scope is also paramount. Attempting the introduction of new features and new modules can negatively impact reaching the paramount goal of upgrading the customized solutions.

As described in the QA and Software Testing Guide thorough project deliverable testing during all the project phases can also be a valuable asset in minimizing potentially adverse impact during the future upgrades. The amount of post-delivery support can usually be directly correlated based on the amount of testing and number of resources dedicated to the QA phases in the project. The less time spent testing, the more post-delivery support, the higher is the likelihood of post-delivery and upgrade issues.

The client-centric processes defined in the Support Services Guide assist in building lasting relationships and strong revenue streams. Effective support services for customized solutions can make the difference between success and failure in customer relations. Satisfied customers tell three others of their experience, unhappy customers tell eleven others. In order to efficiently support customized solutions Neoxen® Modus sets the following objectives:

- Determine feasibility and approach to centralize support services for customized solutions
- Identify cost effective options and alternatives
- Determining realistic service objectives and associated metrics
- Define a high level strategy to achieve the desired service model
- Develop and prioritize specific initiatives to support this strategy
- Determining appropriate staffing and scheduling

Standardizing project management practices and extending them to cover support services aims at carrying out projects as production-like repeatable processes where agreed standard methods are followed systematically in development, project work, quality planning, defect management and correction, as well as in improving maintenance, customer support and future upgrades of the deliverables.

## 2.3 Benefits of Using the Methodology

The methodology described in the Support Services Guide is applicable to initiatives of all sizes, using a 'light' version for small projects. 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 product development or subcontracting projects, for example.

Each project will go through the same phases, some projects more systematically than others, and produce the same supportive material to allow professional and accurate technical support.

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.

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

# 3 Contents of the Support Services Guide

Support Services Guide covers the top-down model for working in the Support Services. It also covers the major areas relating to successful hand-over of deliverables in order to avoid typical shortcomings.

Support Services Guide lists the supportive material and describes the contents of deliverables considered as pre-requisites for hand-over. These are defined in close co-operation with solution key experts and they include the functional, technical and user documentation, list of contacts persons (Second Line and Third Line Support), software packages, system descriptions, deployment information, installation instructions, maintenance plans, etc.

In large customized solutions the project organization produces a dedicated Transition Plan, which describes the phases and deliverables for each phase. It also contains a plan for knowledge transfer with scheduled training, whenever necessary.

# 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.<br>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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|---|---|---|---|---|
| Accuracy (software works as manual says) | [ ] | [ ] | [ ] | [ ] |
| Completeness (enough information) | [ ] | [ ] | [ ] | [ ] |
| Clarity (easy to understand) | [ ] | [ ] | [ ] | [ ] |
| Organization (structure of subject matter) | [ ] | [ ] | [ ] | [ ] |
| Figures, if any (useful) | [ ] | [ ] | [ ] | [ ] |
| Examples, if any (useful) | [ ] | [ ] | [ ] | [ ] |
| Index, if any (ability to find topics) | [ ] | [ ] | [ ] | [ ] |
| Usability (ability to access information fast) | [ ] | [ ] | [ ] | [ ] |

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