



## Project Management

As part of the sales cycle, Tacit will provide a scope of work outlining the customer's existing hardware, software and process methodologies. Tacit will capture and document details of the customer's needs or issues and then supply solutions. This scope of work will chart next steps and budgetary estimates.

### Project Teams

For each project or billable step in the project process, Tacit appoints a project manager to handle the assigned resources. Tacit uses the DOD-STD-2167 management system and each project manager is thoroughly trained in the methodologies of this DOD standard. Tacit presumes that the customer will provide his own project manager who will work in conjunction with Tacit to ensure that the project team has adequate representation from all areas of the client company including representation from the client's end user.

### System Requirements

When contracted, Tacit will conduct a series of requirement interviews that gives the customer opportunity to formally communicate his requirements and bring to light any previously undiscovered needs. The collection of this data results in a System Requirements Document (SRD) and Functional Requirements Supplement (FRS) covering 17 categories of requirements that need to be addressed in any system.

### System Design

The system design phase starts with the documentation of all public interfaces to the system. These include user interfaces, host interfaces, database interfaces, and any subsystem interfaces outside the control of Tacit Solutions. All interface information is published in an Interface Design Document (IDD) for review by the customer. It is also during the design phase that particular tools or solutions are selected. Following mutual acceptance of the IDD, Tacit develops the System Design Document (SDD). This document may be developed using flow charts, pseudo-code, class diagrams and/or UML depending on the customer's preferred methodology. The design phase culminates in a System Design Review (SDR) with the customer where each requirement is discussed with its associated solution.

### Coding

Coding commences after the design process. Internal design reviews and code reviews insure the integrity and consistency of all applications developed at Tacit Solutions. Compliance with internal standards during the design and development phase eases system maintenance and support, thus reducing the total cost of ownership.

### Testing

Before delivery all systems undergo component testing and integrated system testing. To aid in testing, Tacit produces an Integration Test Document (ITD) that identifies the test procedures and confirms each requirement as specified in the SRD. Where feasible, the test plan will also exercise each path through the application and verify the expected result. This test plan may be automated and will employ the use of repeatable data sets. The customer is expected to sign off on the ITD and to use it as the basis for their User Acceptance Test.

### Warranty

Tacit provides a warranty for all software delivered. During the warranty period all system anomalies are tracked with an internal databased tracking system. This allows Tacit to resolve issues in a timely manner and perform root cause analysis of issues, which enhances the development process and may eliminate future occurrences.

### Support

Tacit will support all hardware, software and third party software delivered as part of a system on a 7x24 hour basis. Our approach to delivering successful projects involves a disciplined systems integration process. This proven methodology helps our clients analyze their requirements, verify systems deliverables, and ensures that expectations are adequately defined, mutually agreed upon and delivered as promised. This proven methodology has enabled Tacit to develop an industry-wide reputation for bringing complex projects in **on time** and **on budget**.