	IT System Implementation & Development	Document Number:
	Policies and Procedures	2P-SS-07.09
Department: Information Technology	**Effective Date:** January 8, 2021	**Revision No.** 1

Scope

This document covers step by step procedures for F2 systems implementation and/or development using standard project methodology for following:

- New Project Implementation / Roll-out

- Existing System Enhancements

Developments will only be based on approved Functional Business Requirement (FBR) submitted by Project Team.

Ownership

Project Lead & Information Technology (IT) Manager/s is responsible for cascading to all concerned personnel and that it reflects actual practices.

Definition of Terms

- PL – Project Lead

- PS – Project Sponsor

- FBR – Functional Business Requirement

- UAT – User Acceptance Test

- BCP – Business Continuity Plan

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Policies

1. Project Team usually composed by the following key persons:

   ○ Project Sponsor

   ○ Project Lead

   ○ Operations Manager

   ○ IT Manager

   ○ IT Programmer

   ○ Super User

2. Project Lead is responsible for over-all status of the project such as documentations, budget approval and other relevant tasks.

3. Documents with asterisk [*] are required during project implementation:

   ○ Project Plan

   ○ Project Charter & Budget

   ○ Business Narrative / SOP

   ○ *FBR Document

   ○ *Test Script

   ○ *UAT Sign-Off

- *Training Materials

- *Training Sign-Off

- Cut-Over Plan

- BCP Document

- Issues Log

- Post Go-Live Review

4. Project Plan Methodology consist of following phases:

- Request / Define

- Data Gathering

- Develop

- Test

- Train

- Go-Live

- Post Go-Live

5. IT Programmer to develop or enhance systems based on identified specifications from approved FBR. In case of re-changes, PL to update FBR Document and to discuss with Project Team for re-approval.

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6. Developed systems should be tested under UAT environment. All scenarios under Test Script should be followed by assigned Super User. Any error during testing should be advised to IT Programmer for immediate adjustment.

7. IT Programmer to conduct Super User training for the Project Team, while End User training to be conducted by Super User.

8. Once UAT has been completed, Operations Manager & Super User to sign UAT Sign-Off confirming that all scenarios have been thoroughly tested.

9. Project Team to conduct Readiness Review for final go-live confirmation. This confirmation together with signed UAT Sign-Off will serve as basis of deployment to production environment based on Project Plan schedule.

10. All identified issues under production environment should be recorded under Issues Log. For systems related issues, IT Programmer to do resolutions, otherwise, for non-system related issues, Super Users to do resolutions.

11. In case of any modifications or new requests during Go-Live Phase, this will be considered as separate project. Thus, existing project should be closed and new project for system enhancements should be established.

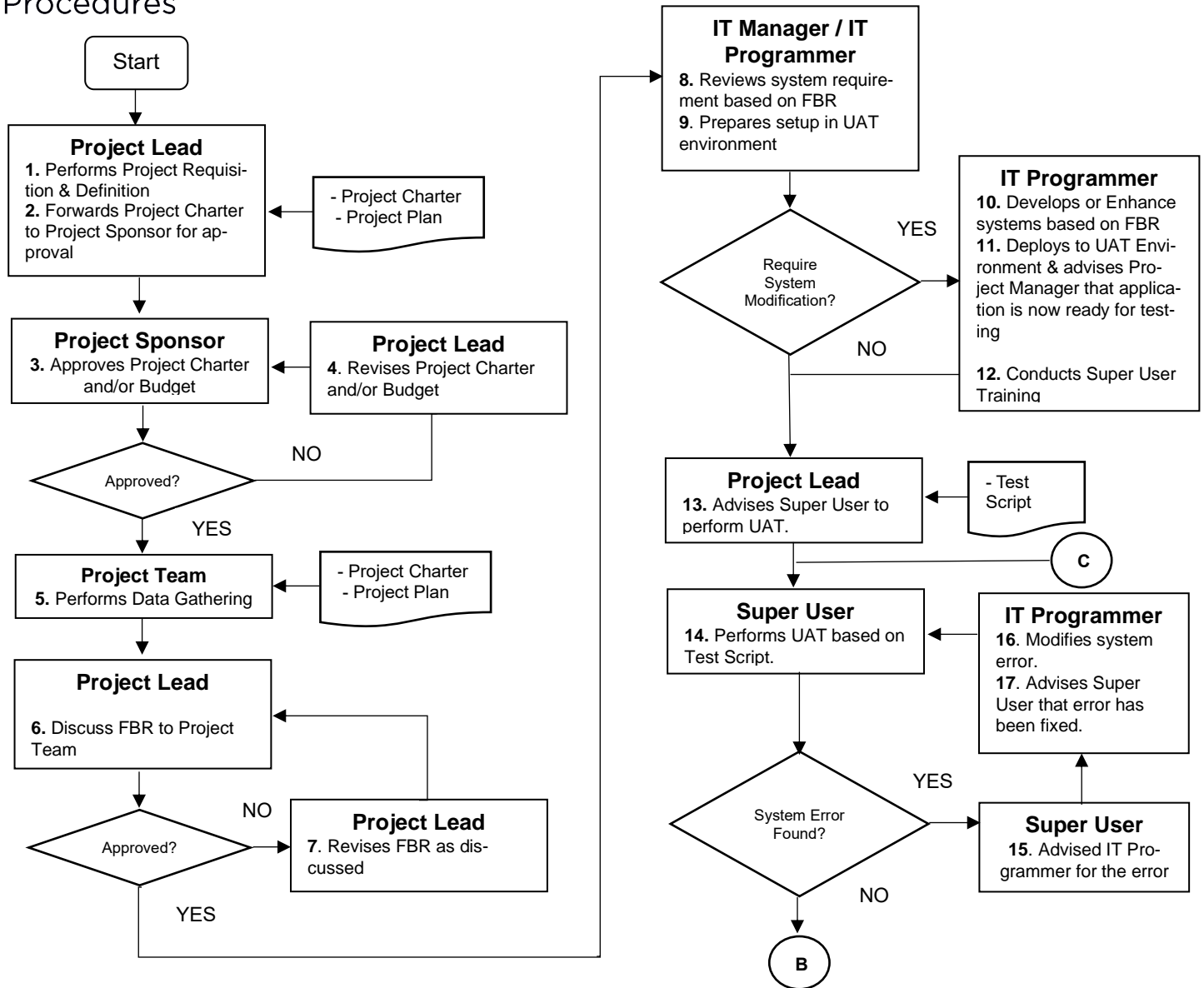|	IT System Implementation & Development	Document Number:
F2 LOGISTICS LET'S MOVE. NOW.	Policies and Procedures	2P-SS-07.09

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Procedures

```
                    ┌─────────┐
                    │  Start  │
                    └─────────┘
                         │
                         ▼
┌──────────────────────────────┐
│        Project Lead          │       ┌──────────────────┐
│ 1. Performs Project Requisi-  │◄──────│ - Project Charter │
│ tion & Definition            │       │ - Project Plan    │
│ 2. Forwards Project Charter   │       └──────────────────┘
│ to Project Sponsor for ap-    │
│ proval                       │
└──────────────────────────────┘
                │
                ▼
┌──────────────────────────┐      ┌──────────────────────────┐
│    Project Sponsor       │      │      Project Lead        │
│ 3. Approves Project Charter │◄───│ 4. Revises Project Charter │
│ and/or Budget            │      │ and/or Budget            │
└──────────────────────────┘      └──────────────────────────┘
                │
                ▼
          ◇ Approved? ◇ ──── NO ───►
                │
               YES
                ▼
┌──────────────────────────┐      ┌──────────────────┐
│      Project Team        │      │ - Project Charter │
│ 5. Performs Data Gathering │◄────│ - Project Plan    │
└──────────────────────────┘      └──────────────────┘
                │
                ▼
┌──────────────────────────┐
│      Project Lead        │
│ 6. Discuss FBR to Project │◄──────────────┐
│ Team                     │               │
└──────────────────────────┘      ┌──────────────────────────┐
                │                  │      Project Lead        │
                ▼            NO    │ 7. Revises FBR as dis-    │
          ◇ Approved? ◇ ────────►│ cussed                   │
                │                  └──────────────────────────┘
               YES
```

```
┌──────────────────────────┐
│   IT Manager / IT         │
│   Programmer              │
│ 8. Reviews system require- │
│ ment based on FBR         │
│ 9. Prepares setup in UAT   │
│ environment              │
└──────────────────────────┘
                │
                ▼                              ┌──────────────────────────┐
          ◇ Require                            │      IT Programmer       │
          System          ──── YES ──────────► │ 10. Develops or Enhance  │
          Modification? ◇                      │ systems based on FBR     │
                │                              │ 11. Deploys to UAT Envi-  │
               NO ◄───────────────────────────│ ronment & advises Pro-    │
                │                              │ ject Manager that applica- │
                ▼                              │ tion is now ready for test- │
┌──────────────────────────┐                   │ ing                      │
│      Project Lead        │  ┌────────────┐   │ 12. Conducts Super User  │
│ 13. Advises Super User to │◄─│ - Test     │   │ Training                 │
│ perform UAT.             │  │   Script   │   └──────────────────────────┘
└──────────────────────────┘  └────────────┘
                │                        (C)
                ▼
┌──────────────────────────┐      ┌──────────────────────────┐
│      Super User          │      │      IT Programmer       │
│ 14. Performs UAT based on │◄─────│ 16. Modifies system      │
│ Test Script.             │      │ error.                   │
└──────────────────────────┘      │ 17. Advises Super        │
                │                  │ User that error has      │
                ▼                  │ been fixed.              │
          ◇ System Error           └──────────────────────────┘
          Found? ◇ ──── YES ────►┌──────────────────────────┐
                │                  │      Super User          │
               NO                 │ 15. Advised IT Pro-      │
                │                  │ grammer for the error    │
                ▼                  └──────────────────────────┘
               (B)
```
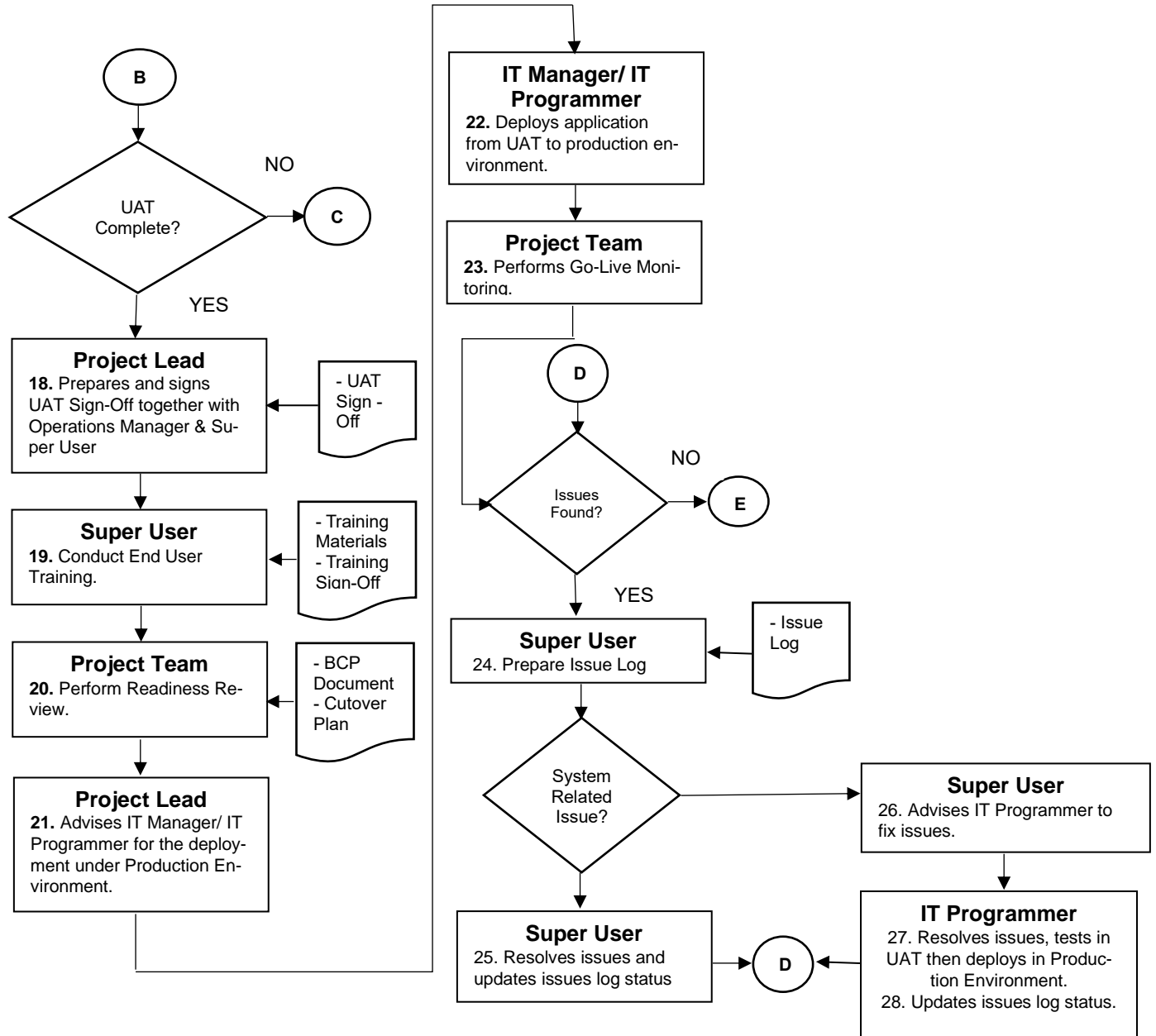
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IT Manager/ IT Programmer
22. Deploys application from UAT to production environment.

Project Team
23. Performs Go-Live Monitoring.

B

UAT Complete? — NO → **C**
YES

Project Lead
18. Prepares and signs UAT Sign-Off together with Operations Manager & Super User
— - UAT Sign - Off

Super User
19. Conduct End User Training.
— - Training Materials - Training Sign-Off

Project Team
20. Perform Readiness Review.
— - BCP Document - Cutover Plan

Project Lead
21. Advises IT Manager/ IT Programmer for the deployment under Production Environment.

D

Issues Found? — NO → **E**
YES

Super User
24. Prepare Issue Log
— - Issue Log

System Related Issue? → **Super User** 26. Advises IT Programmer to fix issues.

Super User
25. Resolves issues and updates issues log status
→ **D** ← **IT Programmer** 27. Resolves issues, tests in UAT then deploys in Production Environment. 28. Updates issues log status.

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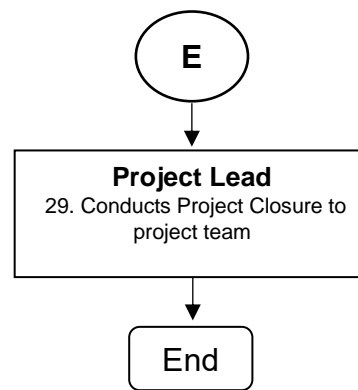**Any printed and saved copy of this document is considered uncontrolled**

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Information Technology	January 8, 2021	1

```
        ( E )
          │
          ▼
┌─────────────────────┐
│    Project Lead     │
│ 29. Conducts Project │
│  Closure to project  │
│        team          │
└─────────────────────┘
          │
          ▼
       ( End )
```

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