Product Quality Plan

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CONTENTS

[1. INTRODUCTION 3](#_Toc395100844)

[1.1 Purpose and contents of this document 3](#_Toc395100845)

[1.2 Project Background 3](#_Toc395100846)

[1.3 Project Objectives 3](#_Toc395100847)

[2. HIGH-LEVEL SYSTEM DESCRIPTION 3](#_Toc395100848)

[2.1 Description of proposed system 3](#_Toc395100849)

[2.2 IN SCOPE 3](#_Toc395100850)

[2.3 OUT OF SCOPE 3](#_Toc395100851)

[3. BUSINESS REQUIREMENTS 3](#_Toc395100852)

[3.1 FUNCTIONAL REQUIREMENTS 3](#_Toc395100853)

[3.2 NON-FUNCTIONAL REQUIREMENTS 3](#_Toc395100854)

[3.2.1 Usability 3](#_Toc395100855)

[3.2.2 Reliability 3](#_Toc395100856)

[3.2.3 Performance 3](#_Toc395100857)

[3.2.4 Security 3](#_Toc395100858)

[3.2.5 Supportability 3](#_Toc395100859)

[4. APPENDIX A - ACKNOWLEDGEMENTS AND CONTACT LIST 3](#_Toc395100860)

[5. APPENDIX B ETC. - OTHER SUPPORTING DOCUMENTATION 3](#_Toc395100861)

# INTRODUCTION

A brief description of the project will be described clearly at a high level and in a business context.

For Example: "The pilot is to be rolled out to approximately 15 users in Central House. Some initial requirements gathering has taken place, and initial applications agreed to be included in the image. There is a process in place for users to access other software as needed."

# QUALITY PLAN PROCESSES

## Quality Standards

This section details all quality standards previously defined which will be followed by this project.

For example:

This Project

* Will use the ISD Project Delivery Framework
* The Required Products Checklist (ISD PDF) will be agreed at the outset of a project between the project manager and the PDM and will define those work products required for this project.
* Project Management will baseline initial estimates and track all changes for the duration of the project

## Quality Assurance

Quality Assurance Activities focussed on the processes being used to manage and deliver the solution and to evaluate the overall project performance on a regular basis. Quality assurance is a method to ensure the project will satisfy the quality standards and will define and record quality reviews, test performance, and customer acceptance. This section will list the major assurance activities, processes and monitoring activities for the project.

For example:

Project Delivery Framework

This project will use the ISD Project Delivery Framework, the standardized approach to delivering standard and large projects managed by ISD.

All Documents

* Are stored in a location accessible to the project team and major stakeholders. A new SharePoint site has been requested, and a PSO is in place to administer it.
* Will be subject to version control
* Will be approved by a minimum of one business owner in addition to Mr Project Manager
* Will follow a consistent format - the template used on the Project Delivery Framework is recommended.
* Will be produced in a timely manner

Risk and Issue Register

* Is updated weekly in consultation with the project team and major stakeholders.
* Is submitted in overview with the monthly report
* Shows major issues within a day of their discovery and each will be communicated to relevant stakeholders and project team members
* Shows major and new risks which will be reviewed at each Project Board
* Each risk will have an owner, someone who can take responsibility for monitoring the risk and reducing its impact to the project where feasible.

Requirements

* Functional and non-functional requirements will be produced
* All requirements will be subject to formal review and sign-off by the Project Board
* All requirements will be subject to the defined Change Process and Version Control throughout the project once signed off by the Project Board.
* This project will have an objective to deliver 90+% of all the functional requirements set out by the users.
* Requirements will be prioritised and delivered in order (where possible)

Project Board

* The board members are clear on their roles on the project and attend meetings regularly
* Board minutes will be created within three days of the meeting and circulated promptly
* Board minutes will be approved by the chair
* Actions recorded will be dated and completed on time
* Project gateways will be passed with all processes completed without issue

Change procedures

* Software
  + a request for change is documented and circulated to interested parties
  + each request is examined and considered before approval is given
  + changes will be thoroughly tested before being applied
  + approval for each change is documented
  + changes released at a time agreed with interested parties and release notes documented
* Project scope changes will be agreed according to a change procedure that includes business and technical design signoff.
* Defects will be documented and their resolution considered in priority order (see also Tools and Techniques)

Project Deliverables to be tested

* Single Sign-on
* Packaged Software functionality
* Packaged Software performance
* Scanner performance
* System security
* System backup and restore
* Vendor Support Service

## Quality Control

Quality Control activities are performed continually to verify that project management and project deliverables are of high quality and meet quality standards.

For example:

Software Design and Code Review

* System design will follow ISD System Applications Development Standards for PHP products
* All UCL customisations will be subject to code review
* Code review metrics will be published to the project team

Test Strategy

* A Test Strategy will be produced and signed off by the Project Board

System testing

* A System Test plan will be produced and signed off by the project team
* Test staff will be assigned
* Configuration data will be reviewed and signed off prior to the start of system testing
* Manual test scripts will be written and peer-reviewed
* Test metrics will be produced daily during the system test phase

UAT scenarios and tests

* A UAT plan will be produced and signed off by the business
* UAT tasks will be agreed in consultation with users of the current live system
* Scripts will be written in to exercise system requirements include actions, expected results, results and whether the test have passed or failed.
* A template for scripts is followed and made available to the project team
* Script contents will be subject to document approvals and change control

Performance Testing

* Will be undertaken by ISD Quality Services
* Scripts will be developed in parallel to UAT and exercised in a staging environment prior to go live
* Security and Penetration Testing
* Will be undertaken by the ISD Information Security Group managed by Bridget Kenyon
* Will run in parallel to UAT

## Quality Tools and Techniques

This section describes all quality-related tools and techniques that the project will employ, how the tools will be used, and who is responsible for managing and reporting from these.

For example:

SharePoint document repository

* This project will use a dedicated SharePoint Site @ https://www.ucl.ac.uk/isd/community/projects/framework
* Administration and Access to this site will be managed by the Project Support Office

Oracle Test Management Tool for:

* storing and monitoring the progress of tests
* logging and monitoring of issues and defects
* test coverage and defect metrics
* OTM will be administered by the Project Test Lead

Apache JMeter Performance Testing

* Apache JMeter will be used for performance testing
* Performance testing will be undertaken by assigned staff from Quality Services

## Roles and Responsibilities

This section will detail the project team members with specific responsible for quality assurance activities, including specific acceptance tests and project governance.

For example:

Roles and responsibilities:

* Test Lead
* Project Governance/Auditor for quality reviews
* Chair of defect prioritisation meeting
* Chair of performance review meeting
* Change control manager
* Change & Communications manager
* Project Support
* Quality Champion (Project Board member)

## Deliverables Acceptance Criteria

This section details the Acceptance Criteria for the project deliverables.

For example:

System Test Deliverables

* 97% test coverage of system tests
* No outstanding Priority 1 defects
* All outstanding defects documented and actioned
* Test completion report signed off

User Acceptance Deliverables

* 100% test coverage of business user scenarios
* No outstanding Priority 1 defects
* No more than 2 priority 2 defects outstanding
* All outstanding defects (Priority 2&3) documented and actioned
* Test completion report signed off and delivered to Vendor

## Audit and Quality Reviews

This section describes any reviews or audits planned for the project. May contain the process for lessons learnt feedback into the project as it continues

## Quality Reporting

This section contains a description of the reporting to be produced to allow the quality of the project to be gauged.

For example

* Breakdown of requirements against functionality delivered will be available for the Project Board
* Test coverage and defect metrics will be made available throughout the system and UAT test phases
* System, Performance and User Acceptance test reports will be deliverables from those test phases
* A quality report will be written at the end of the project and published