



# Normal Project Activities

In almost all projects, some or all of these activities will normally take place:

- Systems Analysis and Design
- Software Design and Development
- Hardware Development and Production
- Systems Testing
- Site Preparation
- Preparation of adequate documentation
- Training of customer's hardware engineers and/or software staff
- Installation and Commissioning
- System Maintenance.

## SYSTEMS ANALYSIS AND DESIGN

If the customer has not already clearly analysed the requirements and specified the system completely, RC's systems analysts will enter into discussions with the customer and spend time interviewing the staff involved in the current manual system and observing current activities. The system design resulting from this work will be thoroughly explained to the customer, checked with the keystaff involved, and following their acceptance, used as the basis for the ensuing work.

## SOFTWARE DESIGN AND DEVELOPMENT

When "off-the-shelf-" software packages do not already exist it will be necessary to design specific suites of programs and code and test them. When the customer has software staff available it is preferable to involve them at all stages of the work so that they have a complete understanding of all the software modules, the operating system, etc.

## HARDWARE DEVELOPMENT AND PRODUCTION

Should the customer require special hardware, e.g. terminals, which are not part of A/S Regnecentralen's standard product range, then the Technical Development Department will design and construct a prototype which must be approved by the customer. The required number of units can then be scheduled for production in the company's factory.

The standard hardware units required for the configuration will be ordered in good time or produced at the RC factory.

## SYSTEMS TESTING

Sufficient time is allowed in the company's system testing facility for the complete configuration to be exhaustively tested prior to shipment to the customer's site.

## SITE PREPARATION

A/S Regnecentralen will inform the customer of the necessary air-conditioning units, false floors, power supply, etc. which will be required. This information will be made known as soon as the configuration has been agreed. If so required A/S Regnecentralen can take complete responsibility for fitting out the computer room. If not a site engineer will be sent to advise the customer and to check the site prior to delivery of the hardware units.

## PREPARATION OF ADEQUATE DOCUMENTATION

If not already printed in the form of manuals, operating guides, etc. the Project Manager will make sure that adequate documentation is written describing the particular system to be installed.

Within the project strict internal standards and procedures will be adhered to at all stages. This is the only way to ensure that all development tasks are accurately documented as the work proceeds. All documents are registered with a number code in the RC Library so copies may be requested at any time.





## TRAINING

If so required, RC can provide training for the customer's hardware engineers and/or software staff. The RC Education Centre runs regular courses covering a wide range of topics, - in addition on-the-job training can be given to hardware engineers on-site after installation and/or on equipment in RC's Development Department prior to installation.

Whatever training is required, RC will endeavour to satisfy the customer's needs, e.g. training the customer's own staff who in due course will take over the complete operation of the system.

## INSTALLATION AND COMMISSIONING

The hardware installation will be carried out on the customer's site in a relatively short period by RC's qualified engineers. After final testing on-site the commissioning will take place and acceptance tests will be performed to prove to the customer that the system satisfies the requirements and performs according to the specified benchmark tests.

## SYSTEM MAINTENANCE

It is RC's policy to provide full maintenance support for a period following installation. However should the customer wish to have his own hardware engineers trained to perform the maintenance themselves, RC encourage this. RC run regular maintenance courses at the RC Education Centre, supplemented by on-the-job training on the customer's site for a short period after installation.

Hardware maintenance is divided into preventative maintenance and emergency maintenance and repair. When RC are retained to perform the maintenance a contract will be drawn up specifying the frequency of preventative maintenance and testing, and what is included in the emergency maintenance and repair service.