

## Enterprise Content Management (ECM) Development Process

This document will give you a brief description of our goals and how NDOR's ECM Team develops a project from beginning to end.

The overall goal of our development team is to satisfy the customers by streamlining their processes through early and continuous delivery of valuable software. ECM and Customers will work together throughout the project, to build champions and support the ECM production once all requirements have been met, and customer acceptance has been obtained. .

Once a project has been approved for development the ECM team will work with the Customers to gather business requirements. The ECM and Customers will work together to develop a Project Charter (project detailed goals).

Iteration development is an approach to build software during several iterations in sequences. Each iteration will be composed of blocks of work agreed upon with the Customer and ECM Teams, known as User Stories (set of requirements/features). Iteration development will be the approach during all ECM projects for the overall lifecycle.

At the end of each iteration a demonstration will be given to the Customers for feedback and migrated from the Development (DEV) platform to the Customer Acceptance Testing (CAT) platform. Business Technology Support Division (BTSD) will have Quality Assurance (QA) testing performed, and the Customers will test after each iteration to assure the requirements are working as expected. Following the iteration the team reflects on how to become more effective, then tunes and adjusts its behavior accordingly.

