

PROJECTS DOCUMENT DELIVERY

- Software Requirements Specification
- Project plans on dotProject – web based, sharable project management system
- Detailed Design Mapping
- Test Specifications
- Source Code and Source Code Documentation
- End-user, Administrator, Developer, or General System documentation in & User training via Moodle Learning management system

APPROACH

Team based – The Linux Box typically structures software development projects as a collaborative effort among participants, including internal developers, internal project manager / developer, and a customer developer, project manager, or stakeholder.

Requirements Definition - for all software projects, the company expects to receive or develop a software requirements specification of an appropriate degree of formality; for larger projects, the company expects to receive or develop a formal Software Requirements Specification (SRS) based on IEEE 830-1998, or equivalent; In recent projects, The Linux Box has instituted a requirement to produce formal test specifications feature-by-feature before construction of any software code; In some projects, Data Flow Diagrams (DFDs) and/or data dictionary documents in Dublin Core format may additionally be produced.

Analysis/Design – The Linux Box typically produces a detailed mapping from formal software requirements to testable design assertions, typically incorporating this information directly in the SRS.

Development Process – The Linux Box structures projects in three general styles: a classical project style with deadlines and milestones, a problem-resolution (helpdesk ticket) style, and a Scrum -based “continuous effort with feature backlog” style; The Linux Box most frequently employs an iterative development process, typically organizing effort into teams of 2-5 people, with one developer designated internal project lead.

Project Management Tools – the Linux Box organizes uses its internal dotProject project-management system implementation for internal and customer-facing projects where possible, but uses customer-provided project-management for some customers/projects.

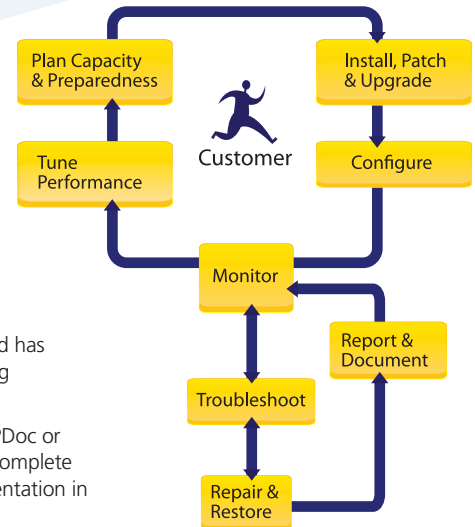
Quality Assurance – The Linux Box has focused software development quality assurance efforts on formal, requirements-driven testing decomposed by feature; the company is familiar with other testing approaches and has contributed software to facilitate automated testing of HTTP applications and web server extensions (Sing-Tsung <http://linuxbox.com/tiki/tiki-index.php?page=Sing-Tsung>).

Documentation – The Linux Box where possible produces automated documentation using Doxygen or PHPDoc or equivalent tools for all new code produced; if contracted to produce end-user or system documentation for a complete system or subsystem, the company typically uses Wiki or LaTeX format ting tools, but can also produce documentation in SGML (Docbook) format.

Change Management/Revision Control – The Linux Box conducts all internal and customer-facing development under revision control; the company used an internal CVS repository until 2003, but has migrated all new projects to Subversion; the company is also familiar with operation of a variety of other revision-control and SCM tools in wide use in the open-source and free-software communities, and will employ these or customer-mandated tools as required.

User Interface Standards – The Linux Box collaborates with user-interface specialists on a project basis; the company does have expertise in modern Web user-interface technologies and standards (CSS, Ajax, ADA - Section 508).

Community Participation – where applicable and possible, The Linux Box communicates and collaborates with open source communities reduce duplication of effort, and to ensure compatibility and long-term viability of customizations or improvements to community software.



PROJECT MANAGEMENT

Customers have access to and notification of project status via web login to the project management and help desk applications In cases where requirements are changing or still being discovered, The Linux Box typically suggests an incremental software-prototyping approach with periodic review milestones for which formal test specifications have already been produced

SUPPORT

The Linux Box provides per incident support on an hourly basis. As a matter of fact, we encourage prospects to work with us on this basis prior to signing an annual service level agreement.

We will submit a quotation based on our preliminary understanding of the requirements; once approved, we schedule the work, complete the task and validate user acceptance. We invoice only for actual time spent on the task.

The Linux Box offers flexible service level agreement options in addition to per incident support and retainer services. A client may consider purchasing an SLA to guarantee response time and qualify for discount on project hours.

Service Level Agreements are based on applications and complexity, not on number of servers or CPU's.

SLA OPTIONS

	4 Hours Response	Next Business Day
24 x 7	Yes	N/A
8 x 5	Yes	Yes

WARRANTY

30 day warranty – includes free bug fixes, revisions and deployment assistance in the event of non-conforming Linux Box code.

PROBLEM MANAGEMENT

We provide customers with a help desk trouble ticket reporting system to track progress against open issues.

CLIENTS: A SHORT LIST

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