

Part B – R&D Project Plans

R&D Project Plan for Project 1

Project Title:	Travelogix Wholesale System
Project Manager:	
Date:	30/09/2012

Summary

Overseas: Developers configure **Business to Consumer (B2C) Infrastructure** using **Amazon Cloud Services** when performing data loads for product updates. Once Hand-over is complete then Production Operations in Australia will do the product updates.

Australia: Production Operations will monitor **Travel Wholesalers**, their **Suppliers** and **End Client** usage, with Service Management Tools. These record the number of Searches, Types of Searches, Geographic Areas, Single purchase for Travel or Hotel or Car Hire or Bike Hire, Package purchase with Travel, Hotel and Tours and who has paid and how they have paid and how many people are being included. Also fault handling and reporting, to both Management and Users through daily, weekly and monthly status logs.

Australia: Project Managers monitor progress and status of deliverables. Produce Project Plans and use these to track progress and for Reporting to Management. Communications with all team members is another task handled by Project Managers to check on agreed understanding of the deliverables and related time lines.

Knowledge Gained: In setting up **B2C Infrastructure** using and interfacing with the **Amazon Cloud Services**, being web based enables connection through the Internet from any site with a good connection. Also Virtual Team working across time zones and languages and obtaining good two way communication.

No	Activity
1.1	<u>Business to Consumer (B2C)</u>
1.1.1	<p><u>B2C Market Research</u></p> <p><u>Australia Supporting:</u> Business Analysts (BAs) do the B2C Market Research to check requirements for Travel Wholesalers, their Suppliers and End Client usage. Produce Wireframes for each language the system covers and their use of acceptable abbreviations. The Travel Wholesalers will sign-off the completed set of Wireframes, estimate with 20 languages and 20 form's will require 5 people per language, so requiring 100 people to complete this task.</p> <p>Australia: Project Managers review Requirements with the BA's and sign-off. Checking that all web pages have been signed-off and have no outstanding errors or changes in background colours. Update Project Plans and Report on targets.</p> <p><u>Knowledge Gained:</u> Local language layouts for the online-forms on each page and related abbreviations and interfacing with the Travel Wholesalers to gain buy in. Also the colours used have to meet local needs in Asia and Middle Eastern countries.</p>
1.1.2	<p><u>Prototype Presentation Layer</u></p> <p><u>Australia Supporting:</u> BA's will produce the Specifications and Test Plans and assist the Developers and Testers with any work arounds and obtain feedback from Travel Wholesalers and agreement and include Translation organisations.</p> <p>Overseas: Developers use Wireframes to produce the Prototype Presentation Layer developed in Javascript to cover all the forms of data formatting and presentation required by both Travel Wholesalers, their Suppliers and End Client usage.</p> <p>Overseas: Testers do the required Testing and record results and changes to obtain working pages. Layout and format in different languages will also be checked and recorded during testing and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers review test results and change log for each set of web pages for each language, update Project Plans and Report on status. Co-ordination with external Translation Organisations to handle the workload.</p> <p><u>Knowledge Gained:</u> Interfacing the Prototype Presentation Layer with the Amazon Cloud Services using Javascript. Also any changes to enable correct presentation of the different languages.</p>
1.1.3	<p><u>Prototype usage of Javascript to render views across domains</u></p> <p><u>Australia Supporting:</u> BA's will produce the Specifications and Test Plans and assist the Developers and Testers with any work arounds.</p> <p>Overseas: Developers use Javascript to render Prototype views across Amazon Cloud Services using the legacy database data, this enables language changes and any layout changes to be presented as readable pages to the Users.</p>

	<p>Overseas: Testers test access through the Amazon Cloud Services to the legacy database data and record results for doing each language set of web pages. Due to interfacing between the database and the Amazon Cloud Services timing might corrupt the data presentation and require configuration and tuning of these products and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers review test results and check there are no outstanding problems in the change log, update Project Plans and Report Progress. They may need a test panel of Users to get their feedback and approval on the quality of the characters in the different languages.</p> <p>Knowledge Gained: Rendering Prototype views across Amazon Cloud Services and using the legacy data sets. Tweaking of the legacy database, Amazon Cloud Services and Javascript for Characters in some languages to gain clarity and be readable.</p>
1.1.4	<p><u>Prototype Legacy Adaptor</u></p> <p>Australia Supporting: BA's will produce the Specifications and Test Plans and assist the Developers and Testers with any work arounds.</p> <p>Overseas: Developers develop Prototype Legacy Adaptor built using Python lxml to enable Travel Wholesalers Users to book these packages and manage the individual components separately (with separate confirmation stages and supplier payments). The Prototype Legacy Adaptor takes raw database data and presents it with titles for pages and boxes within these pages as the presentation layer. The pages are like a deck of cards setup in order for inputting Searches and outputting Views.</p> <p>Overseas: Testers test packages in each of the languages and record results and inform the Developers of any that need fixed (i.e. pages not returned and errors generated). Also checking the order of the pages presented is correct and none appear to be missing any data and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers review test results and change log to check for any outstanding items, update Project Plans and Report Progress.</p> <p>Knowledge Gained: Getting the Prototype Legacy Adaptor to work across the Amazon Cloud Services, tuning the different products to obtain the quality output for each page for both the input and output presentation layers.</p>
1.1.5	<p><u>Create Search Services using Legacy Adaptor</u></p> <p>Australia Supporting: BA's will produce the Specifications and Test Plans these will use data maps to make the Product and Search relationships clear and assist the Developers and Testers with any work arounds.</p> <p>Overseas: Developers create Search Services using the Prototype Legacy Adaptor and this will cover the required range of Search Services on the data held in the Database. This maps product names with Search Strings and for any valid Search finds and returns the correct data and languages added to the project.</p> <p>Overseas: Testers test Search Services using Prototype Legacy Adaptor for the full range</p>

	<p>of Products and Search Strings required for each product package and each language. Recording the results for the full range of Searches in each language and using Automated Test Tools if possible and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers review status of test results and change log to check for any outstanding items, update Project Plans and Report Progress.</p> <p>Knowledge Gained: Developing the right level of usability for the Search Services when using the Prototype Legacy Adaptor in each language.</p>
1.1.6	<p><u>Retrofit B2C Search into Legacy Platform</u></p> <p>Australia Supporting: BA's will produce the Specifications and Test Plans and assist the Developers and Testers with any work arounds.</p> <p>Overseas: Developers retrofit B2C Search into Prototype Legacy Adaptor required to match Users established Searches (i.e. Country, time of year, weather, etc). This requires mapping through the interface between the Search pages and the Legacy Platform.</p> <p>Overseas: Testers test the retrofit B2C Search in the Prototype Legacy Adaptor and record results, with retesting after fixes. A Sub-set of all Search Tests will be exercised using Automated Test Tools or done Manually and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers review status of test results and change log to check for any outstanding items, update Project Plans and Report Progress.</p> <p>Knowledge Gained: On the Search Strings used by the Users when using the B2C Search Services in the Prototype Legacy Adaptor.</p>
1.1.7	<p><u>Test Legacy Adaptor</u></p> <p>Australia Supporting: BA's will produce the Specifications and Test Plans and assist the Developers and Testers with any work arounds.</p> <p>Overseas: Developers resolve bugs and queries raised by the Testers and Travel Wholesaler Users. This will require interface tuning between the different products to resolve the bugs or queries and rewriting code as required for each product.</p> <p>Overseas: Testers test Prototype Legacy Adaptor, produce and use tables of different Search Strings and record results (e.g. Search successful, time taken to return results, accuracy of data returned). The full set of Tests recorded with Automated Test Tools. The mapping of all Products to all Search Strings and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers review status of test results and change log to check for any outstanding items, hold Change Board and update Project Plans and Report Progress.</p> <p>Knowledge Gained: Functionality and Performance of the Prototype Legacy Adaptor when used for B2C Search Services and how this Middleware interacts with the Database data sets.</p>

1.1.8	<p><u>Create REST Services (Application Layer) for Legacy Adaptor</u></p> <p><u>Australia Supporting:</u> BA's will produce the Specifications and Test Plans and assist the Developers and Testers with any work arounds.</p> <p>Overseas: Developers develop the Prototype Legacy Adaptor Application Layer using REST Services written in JSON. This enables easy to use and low maintenance input and output data entries and presentations.</p> <p>Overseas: Testers test the full set of tests for Legacy Adaptor Application Layer using REST Services and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress and change log to check for any outstanding items, update Project Plans and Report on Status.</p> <p><u>Knowledge Gained:</u> The functionality and performance of the REST Services used in the Application Layer and interfacing with the Prototype Legacy Adaptor.</p>
1.1.9	<p><u>Design Search Results Templates</u></p> <p><u>Australia Supporting:</u> BA's will produce the Specifications and Test Plans and design the Search Results Templates and locations of the Search Boxes in each Template and the order they are selected by the Users for each type of Search.</p> <p>Overseas: Developers produce the Templates as specified and ensure they are matched to correct search terms.</p> <p>Overseas: Testers test the full set of Templates against the Search Strings used and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress for delivery of all the Templates, change log and update Project Plans and Report on Status.</p> <p><u>Knowledge Gained:</u> How the REST Services INTERFACE with the Templates and the order the Templates appear for different Searches.</p>
1.1.10	<p><u>Design Search Boxes</u></p> <p><u>Australia Supporting:</u> BA's will produce the Specifications and Test Plans and design the Search Boxes and the valid and invalid inputs for each type of Search Box (i.e. Numeric or Alphanumeric).</p> <p>Overseas: Developers produce the Search Boxes as per the Specification and ensure they fit in the respective pages correctly.</p> <p>Overseas: Testers test and record a full set of searches for types of Travel or Holiday Destination and for the different times of the year and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress for delivery of all the Search Boxes,</p>

	<p>change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: How the REST Services function and perform with the Search Boxes and the pages they fit into.</p>
1.1.11	<p><u>Design Product Details View</u></p> <p>Australia Supporting: BA's will produce the Specifications and Test Plans and check requirements with Travel Wholesalers, for their Suppliers and End Client usage. Then Design the layout and formatting of the Product Details View, which presents the results of each search for the selected Travel or Holiday Destination with a list of options and different dates and pricing.</p> <p>Overseas: Developers develop each of the specified Product Details Views to match the full set of Search Strings.</p> <p>Overseas: Testers test and record a full set of searches for types of Travel or Holiday Destination and for the different times of the year and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress for delivery of all the Product Details View's, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: The layout and look of the Product Details View's in response to the Searches applied.</p>
1.1.12	<p><u>Develop Product Details REST Services</u></p> <p>Australia Supporting: BA's will produce the Specifications and Test Plans and define the presentation of the Product Details View's.</p> <p>Overseas: Developers construct the REST Services to achieve the required interfacing for inputs and outputs to produce the defined Product Details View's.</p> <p>Overseas: Testers test and record a full set of Searches for types of Travel or Holiday Destination and for the different times of the year using REST Services for inputting and obtaining outputs and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor, delivery of all the Product Details View's, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: From defining, constructing, debugging and testing Product Details Views using REST Services for the Search Services Application Layer.</p>
1.1.13	<p><u>Integrate Product Details View and REST Services</u></p> <p>Australia Supporting: BA's will produce the Specifications and Test Plans and define the integration of the Product Details View's for the Search Services.</p> <p>Overseas: Developers complete the integration of the Prototype Legacy Adaptor Search Services with the output presentation for each Product Details View.</p>

	<p>Overseas: Testers test and record a full set of searches for types of Travel or Holiday Destination and for the different times of the year using REST Services for inputting and obtaining outputs. They work with the User Testers to define different sets of Tests and record the results and any bugs require a Change Request to be raised.</p> <p>User Testers: Also representative groups of Users from Travel Wholesalers, their Suppliers and End Clients are organised to do tests and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress for delivery of all the Test Records, hold Change Board and update Project Plans and Report on Status.</p> <p>Knowledge Gained: From the integration of Search Services on the Legacy Platform with the Application Layer using REST Services for presenting Product Details View's. And, hosting and maintaining these using the Amazon Cloud Services.</p>
1.1.14	<p><u>Produce Administrator Documentation</u></p> <p>Australia Supporting: BA's will produce the Specifications that define the scope of the Administrators documentation for the Technical Writer to produce and Proofread the drafts.</p> <p>Australia Supporting: The Technical Writer writes the Administrators Guide and Administrators Technical Reference Manual. These documents cover all the sub-systems from 1.1.2 to 1.1.41.</p> <p>Overseas: Developers supply input to the Technical Writer for both documents, and any changes may require re-writing parts of the documents.</p> <p>Overseas: Testers check these documents and any errors require a Change Request to be raised.</p> <p>Australia: BA's do the final Proofread of these documents and then sign them off.</p> <p>Australia: Project Managers monitor progress for delivery of the documents, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: The knowledge to date recorded in the documents for day-to-day operations and maintenance of the Legacy Platform and its related Database on the Amazon Cloud Services. The Administrators Guide covering Amazon Cloud Services Monitoring and Reporting and any changes for Search Strings or presentation of Product Details View's. Administrators Technical Reference Manual to cover system diagrams for both Amazon and the Legacy Platform and Database, configuration of Amazon Cloud Services, data loading and any more technical script changes for the Legacy Adaptor.</p>
1.1.15	<p><u>Load Products</u></p> <p>Australia Supporting: The BA's liaise with the Travel Wholesalers to define and list the order for loading the product data sets and help Developers find solutions to any loading problems.</p>

	<p>Overseas: Developers load product data sets in the order required by the Travel Wholesalers.</p> <p>Overseas: Testers check these products in the data sets can be found by doing a range of Searches and recording the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of product data sets being loaded, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: Solving any loading problems with the Legacy data sets into the Amazon Cloud Services.</p>
1.1.16	<p><u>Test Product Details Module</u></p> <p>Australia Supporting: BA's write the Specification for the Product Details Module.</p> <p>Overseas: Developers build the Product Details Module as per the Specification.</p> <p>Overseas: Testers test the Product Details Module by doing a range of Searches and recording the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Product Details Module, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: Using the Product Details Module to access Product Details through the Amazon Cloud Services which host the Application and Database.</p>
1.1.17	<p><u>Create Product Rates & Pricing REST Services</u></p> <p>Australia Supporting: The BA's liaise with the Travel Wholesalers to define and list the Product Rates and Pricing with discounts and special offers in the Specification and Test Plans.</p> <p>Overseas: Developers build the Database Tables for the Product Rates and Pricing with discounts and special offers as per the BA's list and using REST Services. The REST Services enable the Travel Wholesalers to change any of the Product Rates and Pricing entries for the Suppliers or End Users.</p> <p>Overseas: Testers test a Sub-set of the Product Rates and Pricing input tests when using REST Services and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Product Rates and Pricing Tables, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: Being able to interface with the Database using the REST Services to input, access and change Product Rates and Pricing data.</p>
1.1.18	<p><u>Create Product Rates & Pricing Views</u></p> <p>Australia Supporting: The BA's liaise with the Travel Wholesalers to define the Product Rates and Pricing View's in the Specification and Test Plans.</p>

	<p>Overseas: Developers build the layout and formatting for Product Rates and Pricing View's using REST Services.</p> <p>Overseas: Testers test a Sub-set of the Product Rates and Pricing output (Views) tests when using REST Services and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Database Tables for Product Rates and Pricing View's, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: How to enable Travel Wholesalers, their Suppliers and End Clients to View the layout and formatting of the Product Rates and Pricing using REST Services with a User friendly interface.</p>
1.1.19	<p><u>Integrate Product Rates & Pricing REST Services and Views</u></p> <p>Australia Supporting: The BA's draw up the Integration Plan for Product Rates and Pricing inputs and outputs (Views) using REST Services.</p> <p>Overseas: Developers integrate both the input and output pages for Product Rates and Pricing with the Database tables.</p> <p>Overseas: Testers test a Sub-set of the Product Rates and Pricing input and output tests when using REST Services and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the integration for Product Rates and Pricing View's, hold Change Board and update Project Plans and Report on Status.</p> <p>Knowledge Gained: The Database Program is accessed by Python (Middleware) and Application Layer interfaces with the Middleware using REST Services to present the input and output pages for Product Rates and Pricing.</p>
1.1.20	<p><u>Load Product and Associated Rates</u></p> <p>Australia Supporting: The BA's liaise with the Travel Wholesalers to define and list the order for loading the Product Rates and Pricing data in the Specification and Test Plans and help Developers find solutions to any loading problems.</p> <p>Overseas: Developers Load the Product Rates and Pricing data using Python Scripts as per the ordered list.</p> <p>Overseas: Testers test the data by doing a range of Searches and recording the results, after each load and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Product Rates and Pricing data loading, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: How to write and change the Python Scripts to enable error free loading of the Product Rates and Pricing data.</p>

1.1.21	<p><u>Test Product Rates & Pricing</u></p> <p><u>Australia Supporting:</u> The BA's liaise with the Travel Wholesalers to define and list the Test Searches in the Specification and Test Plans and help the Developers fix any errors.</p> <p>Overseas: Testers check the Product Details Module by doing a range of Searches and recording the results. This also includes recording valid error messages for entering the wrong Search Strings.</p> <p>Overseas: Developers correct any bugs that prevent false or no data being returned from the Searches. Also correcting any data set errors confirmed by the Travel Wholesalers.</p> <p>Australia: Project Managers monitor progress of the Test Searches, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: How to test the Product Details Module through the Amazon Cloud Services which host the Application and Database. Gaining know-how on Optimum Configuration and Performance setting vs ROI.</p>
1.1.22	<p><u>Create Itinerary REST Services</u></p> <p><u>Australia Supporting:</u> The BA's liaise with the Travel Wholesalers to define and list the Itinerary REST Services in the Specification and Test Plans.</p> <p>Overseas: Developers construct the REST Services to enable inputting Search Strings for Itineraries by the Travel Wholesalers, their Suppliers and End Clients.</p> <p>Overseas: Testers test a Sub-set of the Itinerary input tests for using REST Services and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the REST Services for Search Strings and update Project Plans and Report on Status.</p> <p>Knowledge Gained: How to enable the full range of Search Services for the Itineraries, this includes the input and output pages using the REST Services.</p>
1.1.23	<p><u>Create Itinerary Views</u></p> <p><u>Australia Supporting:</u> The BA's liaise with the Travel Wholesalers to define and list the Itinerary REST Services Views in the Specification and Test Plans.</p> <p>Overseas: Developers create the REST Services that output the results (Views) of the Search Strings for Itineraries by the Travel Wholesalers, their Suppliers and End Clients.</p> <p>Overseas: Testers test a Sub-set of the Itinerary output (Views) tests for using REST Services and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the deliverables, change log and update Project Plans and Report on Status.</p>

	<p><u>Knowledge Gained:</u> Interfacing Users with the Itinerary View's, through using REST Services for interfacing through the Amazon Cloud Services which host the Application and Database.</p>
1.1.24	<p><u>Integrate Itinerary Views and REST Services</u></p> <p><u>Australia Supporting:</u> The BA's support the Developers to resolve any Integration problems with the Specification and Integration Plan.</p> <p>Overseas: Developers integrate REST Services with Python Scripts and the Database to form the Itinerary Module.</p> <p>Overseas: Testers test a Sub-set of the Itinerary tests for using REST Services and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Itinerary Module development, Change Board and update Project Plans and Report on Status.</p> <p><u>Knowledge Gained:</u> Integration of the Database through the Amazon Cloud Services which host the Application and Database using REST Services.</p>
1.1.25	<p><u>Produce User Documentation and Help Pages</u></p> <p>Australia: BA's define the scope of the User Guide and Help Pages for the Technical Writer to produce and Proofread the drafts and sign-off both issued products.</p> <p><u>Australia Supporting:</u> The Technical Writer writes the User Guide and Help Pages.</p> <p>Overseas: Developers supply input to the Technical Writer for both the User Guide and Help Pages.</p> <p>Overseas: Testers check both the User Guide and Help Pages and any errors require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the deliverables, change log and update Project Plans and Report on Status.</p> <p><u>Knowledge Gained:</u> Recorded in both the User Guide and Help Pages for the benefit of all the current and new Users.</p>
1.1.26	<p><u>Test Itinerary Module</u></p> <p><u>Australia Supporting:</u> The BA's liaise with the Travel Wholesalers to define and list the Itinerary Tests in Test Plan(s).</p> <p>Overseas: Testers carry out the Itinerary Tests and record the results and this covers performance, accuracy and any generated error messages and bugs require a Change Request to be raised.</p> <p>Overseas: Developers resolve error messages and bugs and BA's help to clear things up and both sign-off Change Requests when cleared.</p>

	<p>Australia: Project Managers monitor progress of the Tests, hold Change Board and update Project Plans and Report on Status.</p> <p>Knowledge Gained: How to use the input and output pages for valid Itinerary Searches using REST Services to enable the interfacing with the Hosted Legacy System in the Amazon Cloud Services.</p>
1.1.27	<p>Create Booking REST Services</p> <p>Australia Supporting: The BA's communicate with the Travel Wholesalers to define and list the Booking REST Services in the Specification and Test Plans.</p> <p>Overseas: Developers write the REST Services for doing the range of Booking Services required by the Travel Wholesalers. Include a two pass approval process from the Users, first message "If you are happy with the Booking, then press the YES button or press the CHANGE button". Final message "Check Booking and if OK, press the Proceed button" this will display the Payment page (see below).</p> <p>Overseas: Testers test a Sub-set of the Booking input tests from the Test Plans that use REST Services and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Tests, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: How to develop Booking REST Services required for the Application Layer that interfaces with the Users and enables them to make Bookings.</p>
1.1.28	<p>Create Booking Legacy Adaptor</p> <p>Australia Supporting: The BA's communicate with the Travel Wholesalers to check all the different types of Bookings are covered and listed in the Specification and Test Plans.</p> <p>Overseas: Developers develop the Booking Legacy Adaptor using Python lxml, this provides interfacing with the Database and is the Middleware between the Database and the Application Layer using REST Services.</p> <p>Overseas: Testers test a Sub-set of the Booking input and output tests from the Test Plans and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Tests, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: In the development life cycle of the Booking Legacy Adaptor and interfacing with the Database and producing lxml scripts.</p>
1.1.29	<p>Create Booking Views</p> <p>Australia Supporting: The BA's provide the full-set of Booking Views in the Specification and Test Plans, these documents also cover the different languages.</p>

	<p>Overseas: Developers create the full set of Booking Views using REST Services as covered in the Specification and Test Plans. Defined inputs are used to obtain the required outputs as Booking Views.</p> <p>Overseas: Testers test a Sub-set of the Booking Views tests from the Test Plans and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Tests, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: How to develop Booking REST Services required for the Application Layer that interfaces with the Users and enables them to View Bookings.</p>
1.1.30	<p><u>Integrate Booking Views and REST Services</u></p> <p>Australia Supporting: The BA's will support the Developers and Testers during this integration phase and produce the Integration Plan.</p> <p>Overseas: Developers will integrate the Booking Legacy Adaptor inputs and outputs with the Application Layer using REST Services.</p> <p>Overseas: Testers test a Sub-set of the Booking input and output tests from the Test Plans and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Tests, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: From successfully integrating the Booking Legacy Adaptor in the Middleware Layer and REST Services in the Application Layer.</p>
1.1.31	<p><u>Test Booking Module</u></p> <p>Australia Supporting: The BA's provide the full-set of Booking input and output Tests in the Specification and Test Plans.</p> <p>Overseas: Testers test a full set of the Booking input and output tests from the Test Plans and record the results and any bugs require a Change Request to be raised.</p> <p>Overseas: Developers resolve error messages and bugs and BA's help to clear things up. With stage by stage development and Sub-set testing the expect errors should be low at this stage.</p> <p>Australia: Project Managers monitor progress of the Tests, hold Change Board and update Project Plans and Report on Status.</p> <p>Knowledge Gained: Discovering the full operating mode for the Booking Module and any unusual forms of inputs and/or outputs to successfully make a Booking.</p>
1.1.32	<p><u>Create Payment Legacy Adaptor</u></p> <p>Australia Supporting: The BA's provide the Specification and Test Plans for the Payment</p>

	<p>Legacy Adaptor.</p> <p>Overseas: Developers will create the Payment Legacy Adaptor using Python lxml as per the Specification. The Payments data will be encrypted as security protection.</p> <p>Overseas: Testers test a Sub-set of the Payment Legacy Adaptor input and output tests from the Test Plans and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Tests, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: Being able to sync any type of Booking with the Payment Legacy Adaptor to ensure the Booking and Payment(s) are mapped correctly.</p>
1.1.33	<p><u>Create Payment REST Services</u></p> <p>Australia Supporting: The BA's provide the Specification and Test Plans for Payment REST Services, produced in different currencies to match the Users needs.</p> <p>Overseas: Developers will create the Payment REST Services as per the Specification for the Application Layer.</p> <p>Overseas: Testers test a Sub-set of the Payment REST Services with input and output tests from the Test Plans and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Tests, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: From interfacing the Payment REST Services (inputs) in the Application Layer with the Middleware Layer when making Payments.</p>
1.1.34	<p><u>Create Payment Views</u></p> <p>Australia Supporting: The BA's provide the Specification and Test Plans for Payment Views using REST Services.</p> <p>Overseas: Developers will create the Payment Views (outputs) using REST Services as per the Specification.</p> <p>Overseas: Testers test a Sub-set of the Payment Views with input and output tests from the Test Plans and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Tests, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: From interfacing the Payment Views (outputs) in the Application Layer using the REST Services with the Middleware Layer when viewing Payments that require confirmation or change.</p>

1.1.35	<p><u>Integrate REST Services and Views</u></p> <p><u>Australia Supporting:</u> The BA's will support the Developers and Testers during this integration phase.</p> <p>Overseas: Developers will integrate the Middleware Layer Payments inputs and outputs with the Application Layer using REST Services.</p> <p>Overseas: Testers test a Sub-set of the Payment input and output tests from the Test Plans and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Tests, change log and update Project Plans and Report on Status.</p> <p><u>Knowledge Gained:</u> Successful integration enables confirmation or change to Payments being made by Travel Wholesalers and/or End Clients.</p>
1.1.36	<p><u>Test Payment Module</u></p> <p><u>Australia Supporting:</u> The BA's liaise with the Travel Wholesalers to define and list the Payment Module Tests in Test Plan(s).</p> <p>Overseas: Testers carry out the Payment Module Tests and record the results and this covers performance, accuracy and any generated error messages and bugs require a Change Request to be raised.</p> <p>Overseas: Developers resolve error messages and bugs and BA's help to clear things up and sign-off Change Requests.</p> <p>Australia: Project Managers monitor progress of the Tests, hold Change Board and update Project Plans and Report on Status.</p> <p><u>Knowledge Gained:</u> How to use the input and output pages for valid Payments that are related to Bookings and use encryption to protect the Payment data.</p>
1.1.37	<p><u>Create User Management Legacy Adaptor</u></p> <p><u>Australia Supporting:</u> The BA's provide the Specification and Test Plans for the User Management Legacy Adaptor.</p> <p>Overseas: Developers will create the User Management Legacy Adaptor using Python lxml as per the Specification for the Middleware Layer.</p> <p>Overseas: Testers test a Sub-set of the User Management Legacy Adaptor input and output tests from the Test Plans and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Tests, change log and update Project Plans and Report on Status.</p>

	<p><u>Knowledge Gained:</u> The breadth that User Management Legacy Adaptor covers and how the monitoring and corrections to inputs and/or outputs are carried out or communicated to the Users.</p>
1.1.38	<p><u>Create User Management REST Services</u></p> <p><u>Australia Supporting:</u> The BA's provide the Specification and Test Plans for User Management REST Services.</p> <p>Overseas: Developers will create the User Management REST Services as per the Specification.</p> <p>Overseas: Testers test a Sub-set of the User Management input and output tests for REST Services from the Test Plans and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Tests, change log and update Project Plans and Report on Status.</p> <p><u>Knowledge Gained:</u> Interfacing the inputs between the User Management Legacy Adaptor Middleware Layer and the REST Services Application Layer.</p>
1.1.39	<p><u>Create User Management Views</u></p> <p><u>Australia Supporting:</u> The BA's liaise with the Travel Wholesalers to define and list the User Management Views.</p> <p>Overseas: Developers create the outputs (Views) for User Management by the Travel Wholesalers for their Suppliers and End Clients.</p> <p>Overseas: Testers test a Sub-set of the User Management output (Views) tests for using REST Services and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the deliverables, change log and update Project Plans and Report on Status.</p> <p><u>Knowledge Gained:</u> Interfacing Users with the outputs between the Middleware and Application Layer.</p>
1.1.40	<p><u>Integrate User Management REST Services and Views</u></p> <p><u>Australia Supporting:</u> The BA's produce Integration Plan and support the Developers to resolve any Integration problems.</p> <p>Overseas: Developers integrate REST Services with Python Scripts/Pages and the Database to form the User Management Module.</p> <p>Overseas: Testers test a Sub-set of the User Management tests for using REST Services and record the results and any bugs require a Change Request to be raised.</p>

	<p>Australia: Project Managers monitor progress of the User Management Module development, Change Board and update Project Plans and Report on Status.</p> <p>Knowledge Gained: Integration of the Database through the Amazon Cloud Services which host the Application and Database using REST Services to enable inputs and outputs to be displayed to Users.</p>
1.1.41	<p><u>Test User Management Module</u></p> <p>Australia Supporting: The BA's liaise with the Travel Wholesalers to define and list the User Management Module Tests in Test Plan(s).</p> <p>Overseas: Testers carry out the full set of User Management Module Tests and record the results and this covers performance, accuracy and any generated error messages and bugs require a Change Request to be raised.</p> <p>Overseas: Developers resolve error messages and bugs and BA's help to clear things up and sign-off Change Requests.</p> <p>Australia: Project Managers monitor progress of the Tests, hold Change Board and update Project Plans and Report on Status.</p> <p>Knowledge Gained: How to track usage of the input and output pages for valid operations by the Users of the Application, Database, REST Services and Amazon Cloud Services.</p>
1.1.42	<p><u>Develop Widget Application Programming Interface</u></p> <p>Australia Supporting: The BA's provide the Specification and Test Plan for the Widget Application Programming Interface (API).</p> <p>Overseas: Developers will develop the Widget API as per the Specification. The Widget allows updating of local or web data on Users PC or Mobile device.</p> <p>Overseas: Testers test a Sub-set of the Widget API input and output tests from the Test Plan and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Tests, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: The full cycle of operation for the Widget API on Users PC or Mobile device and displaying of the selected data source.</p>
1.1.43	<p><u>Develop Static Application Programming Interface</u></p> <p>Australia Supporting: The BA's provide the Specification and Test Plan for Static Application Programming Interface (API).</p> <p>Overseas: Developers will develop the Static API as per the Specification. Application: Used to display a static map as an image on a web page. With location by geocode and routes being programmable through the Static API.</p>

	<p>Overseas: Testers test a Sub-set of the Static API input and output tests from the Test Plan and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Tests, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: How to configure and operate the Static API with map images on web pages and overlaid location and route data. The map image application is one of many possible uses of the Static API.</p>
1.1.44	<p><u>Test Application Programming Interfaces</u></p> <p>Australia Supporting: The BA's provide the Specifications and Test Plans for both the Widget and Static API's.</p> <p>Overseas: Developers and BA's will support the Testers doing the API tests.</p> <p>Overseas: Testers test a full set of the API input and output tests from the Test Plans for both types of API and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Tests, hold Change Board and update Project Plans and Report on Status.</p> <p>Knowledge Gained: How Users gain access to the APIs and then use them for the data analysis and displaying the data in real-time or static mode.</p>
1.1.45	<p><u>Test Content Management System Integration (Wordpress)</u></p> <p>Australia Supporting: The BA's provide the Specifications, Integration Plan and Test Plans for Widget and Static API's and Content Management System (CMS) publishing the Travel and Holiday Offers and Discounts.</p> <p>Overseas: Developers will develop the Integration of the API's and CMS as per the Specification and Integration Plan through the Middleware Layer to the Database.</p> <p>Overseas: Testers test a full set of the input and output tests from the Test Plans for both types of APIs and the CMS and record the results and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Tests, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: Publishing the Travel and Holiday Offers and Discounts from the Database and supplied through the Middleware and Application Layers.</p>
1.1.46	<p><u>Environment Configuration</u></p> <p>Australia Supporting: The BA's provide the Environment Configuration Plan for API's and Content Management System (CMS) with the Database.</p>

	<p>Overseas: Developers will carry out the Environment Configuration of the API's and CMS with the Database as per the Plan.</p> <p>Overseas: Testers test the full-set of tests for the API's and CMS when accessing the Database as per the respective Test Plans and Integration Plan.</p> <p>Australia: Project Managers monitor progress of the Tests, hold Change Board and update Project Plans and Report on Status.</p> <p>Knowledge Gained: Configuring the API's and CMS to work with the Database and to display data correctly in the different languages.</p>
1.1.47	<p><u>Produce User and Administrator Documentation</u></p> <p>Australia Supporting: BA's will produce the Specifications that define the scope of the Administrators documentation for the Technical Writer to produce and Proofread the drafts.</p> <p>Australia Supporting: The Technical Writer writes the User Guide and Administrators Technical Reference Manual. These documents cover all the sub-systems from 1.1.42 to 1.1.46</p> <p>Overseas: Developers supply input to the Technical Writer for both documents.</p> <p>Overseas: Testers check these documents and any errors require a Change Request to be raised.</p> <p>Australia: BA's do the final Proofread of these documents and then sign them off.</p> <p>Australia: Project Managers monitor progress for delivery of the documents, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: The knowledge gained from producing and using the APIs, CMS and Environment Configuration with the Database documented in the User Guide and Administrators Technical Reference Manual to match the targeted audience.</p>
1.1.48	<p><u>Beta Test and Hand-over to Operations</u></p> <p>Australia Supporting: The BA's provide the Beta Test and Hand-over Plans for Middleware Components (i.e. User Management Legacy Adaptor), REST Services, APIs and CMS and interfacing with the Database.</p> <p>Overseas: Developers will support the Testers when required and fix any bugs or other problems and sign-off the Change Requests.</p> <p>Overseas: Testers will complete the full Beta Test as per the Plan, testing the Legacy to REST Services interfaces and the APIs and CMS data displays.</p> <p>User Testers: Also representative groups of Users from Travel Wholesalers, their Suppliers and End Clients are organised to do tests and any bugs require a Change</p>

	<p>Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Beta Test, hold Change Board and update Project Plans and Report on Status. Also conduct the Hand-over to Operations as per the Plan.</p> <p>Knowledge Gained: Interfacing between the applications and the Database and between the Application and Middleware Layers. How to work with User Testers and give constructive feedback and notification when problems are resolved.</p>
1.2	<u>Packaging</u>
1.2.1	<p><u>Packaging Market Research</u></p> <p>Australia Supporting: The BA's carryout Packing Market Research by surfing the web and checking out what different software suppliers do for Packaging their product offerings.</p> <p>Overseas: Developers and Testers are asked for their input and any new forms of Packaging that appeared quick and easy to use.</p> <p>Knowledge Gained: The two commonest types of Packaging are to download an ISO image, check image quality using a #check and if that is alright, then burn the image on to one or more DVDs or order a set of boxed DVDs. This assumes no Engineering Support at the Client Site and therefore the process must be clear and easy to follow.</p>
1.2.2	<p><u>Packaging Feasibility Study</u></p> <p>Australia Supporting: The BA's contact 100 people from each group of Travel Wholesalers and their Suppliers and ask their views on Packaging.</p> <p>Travel Wholesalers and their Suppliers: Most of them expressed the view that Boxed DVDs for Application Software (includes Application and Middleware Layers and Database and REST Services) and their related documents on DVDs would be easy to use and install. Also only requiring one or two clicks to install and one to Restart the PC, Laptop or other Mobile Device. Another point was if it was only supplied in US or UK English that would not be a problem.</p> <p>Australia: Project Managers monitor progress of the Packaging Feasibility Study, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: DVD Boxed set for software and documentation and in US or UK English. Any Mobile Device loaded from a PC or Laptop with a suitable cable connecting the two products.</p>
1.2.3	<p><u>Packaging Design</u></p> <p>Australia Supporting: The BA's contact the Overseas Developers and Testers for their view on installation from DVD and then produce the Design Specification.</p>

	<p>Overseas: Developers and Testers felt that splitting the installation with first doing the Application Software and then doing the Database with several DVDs due to its size. Would make it easy for the Users to do and complete.</p> <p>Australia: Project Managers monitor progress of the Packaging Design, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: On how to do Packaging Design and the Technical Case for doing it that way. Developing the different scripts for installing both the Application Software with main application, APIs and CMS and the Database.</p>
1.2.4	<p><u>Packaging Implementation</u></p> <p>Australia Supporting: The BA's work with the Developers to implement the Design Specification.</p> <p>Overseas: Developers would produce the loading script for loading the Software and Documents onto the DVDs and this includes the installation script for installing the software and documentation on to the required platform (i.e. PC, Laptop or Mobile Device).</p> <p>Overseas: Testers will test the Packaging Implementation by completing a full installation of the software and documentation.</p> <p>Australia: Project Managers monitor progress of the Packaging Implementation, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: How to tailor the Packaging Installation to meet the needs of the End Users, by making it as easy as possible for them.</p>
1.2.5	<p><u>Produce User and Administrator Documentation</u></p> <p>Australia: BA's define the scope of the User Guide and Administrator Technical Reference Manual for the Technical Writer to produce and Proofread the drafts and sign-off both issued products.</p> <p>Australia Supporting: The Technical Writer writes the User Guide and Administrator Technical Reference Manual.</p> <p>Overseas: Developers supply input to the Technical Writer for both the User Guide and Administrator Technical Reference Manual.</p> <p>Overseas: Testers check both the User Guide and Administrator Technical Reference Manual and any errors require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the deliverables, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: Recorded in both the User Guide and Administrator Technical Reference Manual for the benefit of all the current and new Technical and Business Users.</p>

1.2.6	<p><u>Beta Test and Hand-over to Operations</u></p> <p><u>Australia Supporting:</u> The BA's provide the Beta Test and Hand-over Plans for Packaging of the Application software and Database.</p> <p>Overseas: Developers will support the Testers when required and fix any bugs or other problems and sign-off the Change Requests.</p> <p>Overseas: Testers will complete the full Beta Test as per the Plan, testing the Packaged Products.</p> <p>User Testers: Also representative groups of Users from Travel Wholesalers, their Suppliers and End Clients are organised to do tests and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Beta Test, hold Change Board and update Project Plans and Report on Status. Also conduct the Hand-over to Operations as per the Plan.</p> <p><u>Knowledge Gained:</u> Installation of Packaged Products and how to work with User Testers and give constructive feedback and notification when problems are resolved.</p>
1.3	<u>Product Database</u>
1.3.1	<p><u>Product Database Market Research</u></p> <p><u>Australia Supporting:</u> Business Analysts (BAs) do the B2C Market Research to check requirements for Travel Wholesalers, their Suppliers and End Client usage. Produces Wireframes for each language the system covers and their use of acceptable abbreviations. The Travel Wholesalers will sign-off the completed set of Wireframes, estimate with 20 languages and 20 form's will require 5 people per language, so requiring 100 people to complete this task.</p> <p>Australia: Project Managers review Requirements with the BA's and sign-off. Checking that all web pages have been signed-off and have no outstanding errors or changes in text or background colours. Update Project Plans and Report on targets.</p> <p><u>Knowledge Gained:</u> Local language layouts for the online Database forms on each page and related abbreviations and interfacing with the Travel Wholesalers to gain buy in. Also the colours used have to meet local needs in Asia and Middle Eastern countries.</p>
1.3.2	<p><u>Product Database Design</u></p> <p><u>Australia Supporting:</u> BAs perform analysis of existing Database Tables and then design the default schema and draw up the Specification with data sets and Test Plans. With the Database architecture Specification based on current best practice and included.</p> <p>Overseas: Developers will use the Specifications to develop the default schema in the Database and it's architecture with interfacing through the Middleware and Application Layers to the Users.</p>

	<p>Overseas: Testers will test the Database with the default schema using the Test Plans and any bugs or errors require a Change Request to be raised. An error would be a page in the wrong order or missing or wrong text.</p> <p>Australia: Project Managers monitor progress of the deliverables, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: In designing, developing and testing the Database default schema and in its performance with different data sets.</p>
1.3.3	<p><u>Product Database Planning</u></p> <p>Australia Supporting: BAs draw up the Migration Plans for the data sets to move from the Legacy Database to the new Database using new technology and tools. Disaster Recovery (DR) Specification and Test Plan will be produced to handle Mobile Devices (Smart Phone and Tablets), PC or Laptop to Amazon Cloud Services.</p> <p>Overseas: Developers will use the Migration Plans to write scripts to complete the loading of the data sets to the new Database.</p> <p>Overseas: Developers will enable the Amazon Cloud Services Infrastructure to allow interfacing of the PCs, Laptops and Mobile Devices. Also the DR configuration to ensure an always “On Service”. This requires the Live, Standby and DR Cloud Solution to operate without any human input.</p> <p>Overseas: Testers shall do a full test of the data sets using the Migration Plans and any errors require a Change Request to be raised.</p> <p>Overseas: Testers shall test the Amazon Cloud Services Infrastructure for PCs, Laptops and Mobile Devices and place a full set of Bookings as per the DR Test Plan and exercise the Amazon Cloud Services Management Tools to move through the Live, Standby and DR Cloud Solution. With support from the BAs and Developers as required.</p> <p>Australia: Project Managers monitor progress of the deliverables, hold Change Board and update Project Plans and Report on Status.</p> <p>Knowledge Gained: How to do Migration of the data sets and write the loading scripts. Configuration of the Amazon Cloud Services Infrastructure for both day-to-day operation and the DR Solution.</p>
1.3.4	<p><u>Product Database Implementation</u></p> <p>Australia Supporting: BAs produce the Implementation Plan which invokes the Migration Plans and requires loading of all the data sets.</p> <p>Overseas: Developers will run Reports on the data sets and on the Amazon Cloud Services Infrastructure as per the Implementation Plan. This will confirm the data sets are loaded and that devices can be seen.</p> <p>Overseas: Testers shall test using PCs, Laptops and Mobile Devices the Sub-sets of the</p>

	<p>Booking data sets using the Migration Plans and any errors require a Change Request to be raised. Again test the DR Solution using the Amazon Cloud Services Management Tools to ensure everything is switched between the Live, Standby and DR Systems in the Cloud.</p> <p>Australia: Project Managers monitor progress of the deliverables, hold Change Board and update Project Plans and Report on Status.</p> <p>Knowledge Gained: Doing Bookings and using PCs, Laptops and Mobile Devices and usage of the Amazon Cloud Services Management Tools for the DR Solution.</p>
1.3.5	<p><u>Produce User and Administrator Documentation</u></p> <p>Australia: BA's define the scope of the User Guide and Administrator Technical Reference Manual for the Technical Writer to produce and Proofread the drafts and sign-off both issued products.</p> <p>Australia Supporting: The Technical Writer writes the User Guide and Administrator Technical Reference Manual.</p> <p>Overseas: Developers supply input to the Technical Writer for both the User Guide and Administrator Technical Reference Manual.</p> <p>Overseas: Testers check both the User Guide and Administrator Technical Reference Manual and any errors require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the deliverables, change log and update Project Plans and Report on Status.</p> <p>Knowledge Gained: Recorded in both the User Guide and Administrator Technical Reference Manual for the benefit of all the current and new Technical and Business Users.</p>
1.3.6	<p><u>Beta Test Hand-over to Operations</u></p> <p>Australia Supporting: The BA's provide the Beta Test and Hand-over Plans for Middleware Components (i.e. User Management Legacy Adaptor), REST Services, APIs and CMS and interfacing with the Database in the Amazon Cloud Services.</p> <p>Overseas: Developers will support the Testers when required and fix any bugs or other problems and sign-off the Change Requests.</p> <p>Overseas: Testers will complete the full Beta Test as per the Plan, testing the Legacy to REST Services interfaces and the APIs and CMS data displays with the Database in the Amazon Cloud Services.</p> <p>User Testers: Also representative groups of Users from Travel Wholesalers, their Suppliers and End Clients are organised to do tests and any bugs require a Change Request to be raised.</p> <p>Australia: Project Managers monitor progress of the Beta Test, hold Change Board and</p>

	<p>update Project Plans and Report on Status. Also conduct the Hand-over to Operations as per the Plan.</p> <p><u>Knowledge Gained</u>: Interfacing between the applications and the Database and between the Application and Middleware Layers, when operating in the with the Database in the Amazon Cloud Services. How to work with User Testers and give constructive feedback and notification when problems are resolved.</p>
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