



Project co-funded by the
CIVIL JUSTICE PROGRAMME
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iSupport

cross-border recovery
of maintenance obligations
*pour le recouvrement
transfrontière des
obligations alimentaires*

iSupport Tender, Maintenance and Governance Working Group (5)
Thursday 19 February 2015, 15h00 UTC (16h00 ECT)

General description of the iSupport Transition activities
Working paper

1 Transition activities

1.1 Table of activities

Transition iSupport - responsibilities	Developer	Service Provider	HCCH
Establishment of systems, methods and tools.		X	
Planning and coordination.		X	
Establishment of the maintenance services.		X	
Risk management.		X	
Overall coordination of activities.			X
Test environment during development phase.	X		
Test environment for maintenance.		X	
Transfer of knowledge.	X	X	X
Deployment during project phase.	X		
Deployment during maintenance phase.		X	
Download environment.		X	
Installation after development phase.		X	
Follow-up phase.	X	X	

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2 Description of activities

2.1 Establishment of systems, methods and tools

Establish management information systems and tools, technology and management architectures, service management processes, and measurement methods and metrics to meet requirements.

2.2 Planning and coordination

Plan and coordinate the resources to ensure that the requirements of service strategy are effectively realised in service operation.

2.3 Establishment of the maintenance services

Establish all processes to be able to handle the services.

2.4 Risk management

Identify the risks to minimise the change of failure and disruption across transition activities. Describes risk impact and treatments.

2.5 Overall coordination of activities

Coordinate the activities between the developer, the service provider and HCCH.

2.6 Test environment during development phase

Provide the test environment during development phase.

The developer establish an environment which is accessible for the project team members, for WG members and for the pilot, worldwide.

2.7 Test environment for maintenance

Provide the test environment for maintenance. The service provider implements a DTAP (Development, Testing, Acceptance and Production) environment. The program is developed on a Development system. This development environment might have no testing capabilities. Once the developer is ready, the product is copied to a Test environment, to verify that it works as expected. This test environment is standardized and in close alignment with the target environment. Integration tests can be done in this environment as well. If the test is successful, the product is copied to an Acceptance test environment. During the Acceptance test, HCCH, WG members etc. can test the product if needed in this environment to verify whether it meets their expectations. If HCCH accepts the product, it is deployed to a Production environment, making it available to all users of the system.

In case the software is open source and States are able to change their local configuration, the SP should take into consideration the test environment for this.

2.8 Transfer of knowledge

Transfer of knowledge starts during the development phase. Transfer of knowledge takes place from all sides so that the SP can influence the development.

2.9 Deployment during project phase

Draft help-documents for technical users and develop technical jobs like the database scheme.

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Deployment to the States who were participants in the Pilot is included in the project. The Developer is responsible for the deployment to these States.

2.10 Deployment during maintenance phase

After the project, deployment to other States takes place. From that point, the service provider is responsible for the deployment.

2.11 Download environment

Create and maintain an environment for installation.

The technicians at the States can download from here to install iSupport on their own system.

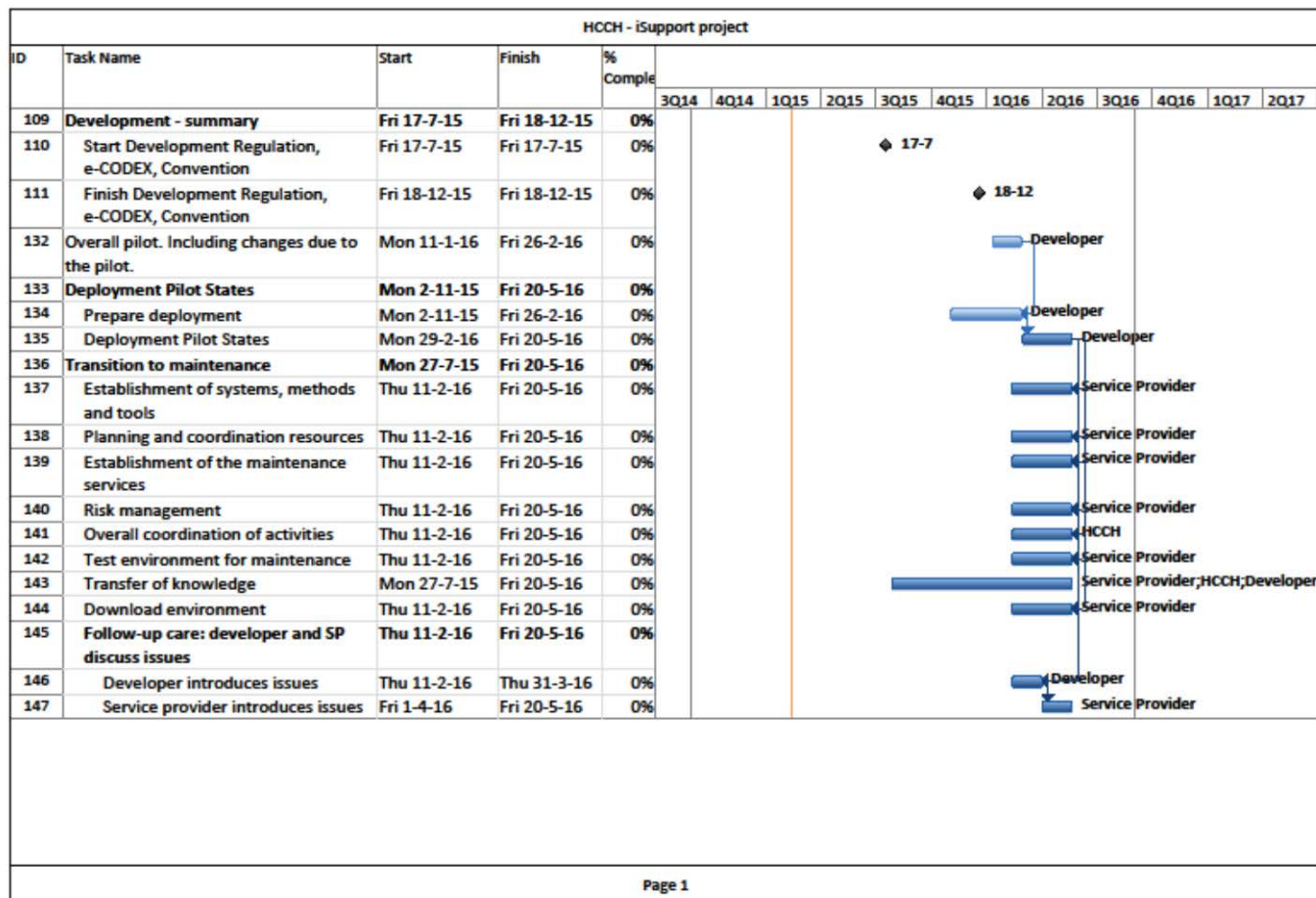
2.12 Installation after development phase

Installation, apart from the Piloting states (see Deployment), is not included in the project, but part of the maintenance. The Service desk is available to assist the installation remotely. Assistance in situ is not included in the project; the States can order this directly at the service provider.

2.13 Follow-up phase

Follow-up phase: The developer and the service provider discuss all open issues which can influence the (in)stability of iSupport when installed in the States. First stage: the developer introduces the open issues. Second stage: the service provider introduces the open issues.

3 Time lines



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