



SOLOMON ISLANDS GOVERNMENT

SIG ICT SERVICES

2016 Reviewed SIG ICTS IS Team's Information Systems Development Procedure Document

Preface

The development of application information systems and web-based information systems is still one of the areas which ICT Services outsources to potential developers locally and internationally. The procedure to outsource this service is carried out in accordance with standard ICT project management theorems and the procedures laid down in the Procurement and Contract Administration Manual and the SIG Financial Instructions 2010.

This new systems development procedure has been formulated by SIG ICT Services in 2015 for use by the Solomon Islands Government (SIG) Ministries/Agencies together with SIG ICT Services when the development of any new information system is required by the Ministry/Agency.

Procedure

STEP 1:

Scenario 1: The Ministry/Agency initiates the request for a new application information system to be developed to help achieve their business goals/policies thru enhancement/automation of their business processes.

Scenario 2: Through its findings, SIG ICTS recommends a new information system to be developed for the particular Ministry/Agency.

Upon receiving the formal request from scenario 1; or scenario 2; the SIG ICTS project team does an initial assessment of the request and then either recommends moving forward with the project or otherwise may advise the Ministry/Agency on another way forward which will therefore not be carried out with this procedure.

If the SIG ICTS project team agrees to move forward then the **first meeting** (creating the team meeting) is scheduled and agreed by SIG ICTS and the Ministry/Agency key representatives.

STEP 2:

Meeting from Step 1 convenes and a **Task-Force Group (or Reference Group)** and a **Working Group** are formed with two key project "pushers" identified, one each from the Ministry/Agency and SIG ICTS. This is based on the ICT Project Model formulated by SIG ICT Services.

Terms of reference (TOR) formulation will then be delegated and to be consulted upon and written up. A Terms of Reference (TOR) for the Task-Force Group (or Reference Group) and another Terms of Reference (TOR) for the Working Group.

The members of the Task-Force Group (or Reference Group) shall be the executives of the Ministry/Agency and SIG ICT Services senior management. The Working Group members shall be the operational officers from the Ministry/Agency and SIG ICT Services.

STEP 3:

Upon finalization and approval of the TOR by the Task-Force Group (or Reference Group), the SIG ICTS project team led by the identified project “pusher” for SIG ICTS will then start the **research and consultation work** required for the drawing up of the ICT Project **Case Study Document or Terms of Reference Document**.

The Project Case study document (or Project Terms of Reference) may contain but not limited to, the Ministry/Agency policies, business processes flow diagrams and needs in relation to the requested new application system, and also the system analysis document from SIG ICTS in accordance to the requirements of the Ministry/Agency.

STEP 4:

The Project Case Study (or Project Terms of Reference) upon completion by the SIG ICTS project team is then submitted to the SIG ICTS Senior management for approval. The Task-Force group (or Reference Group) and the Working group will then have to options to move forward for the procurement process;

Option 1: Direct recommendation by SIG ICTS project team and SIG ICTS senior management based on the past performances of identified recommended local or international system developers/vendors. The recommended developer/vendor will get the final approval through the procedure outlined in the **Procurement & Contract Administration Manual 2010** for such case.

Option 2: The evaluation and recommendation of the chosen developer will be done through the procedure outlined in the **Competitive Bidding Procedure** under the **Simplified Competitive Bidding Format document**, which is in accordance to the **Procurement & Contract Administration Manual** and **SIG Financial Instructions 2010**.

Take note that the Project Case Study document (or Project Terms of Reference Document) and attachments are being forwarded to the interested and recommended developers/vendors during when the chosen procurement options above are carried out.

STEP 5:

After the completion of the procurement processes in step 4, the winning developer/vendor is then called in to carry-out a “**Conditions of Satisfaction**” (COS) meeting with the Task-Force Group (or Reference Group) and the Working Group.

The outcome of the meeting will be a COS document (template and professional examples available in SIG ICTS) which is written up by the developer/vendor during the meeting.

The developer will then build a “**Project Overview Statement**” (POS) from the Project COS (or Project TOR) document put together during the meeting and after.

At the developer/vendor’s own timing, the POS document (template available in SIG ICTS) will be written and submitted to the Task-Force (or Reference Group) and Working Group for sighting and final approval.

A final copy of the POS document shall be handed in to SIG ICTS, signed by the developer/vendor.

STEP 6:

The **two identified “pushers”** (one from SIG ICTS project team and one from the Ministry/Agency) of the project are then required to **get the templates of the;**

1. **Binding Contract &**
2. **Service Level Agreement,**

From SIG ICTS Project team for the start of the formulation and consultation work required to compile and finalize the Binding Contract and Service Level Agreement.

The committees and agencies to consult with during this step are the

- Working Group
- Task-Force Group (or Reference Group)
- Developer/Vendor
- Attorney General's Office (for vetting)
- Procurement Unit of the Ministry/Agency and MoFT Procurement (Chief Procurement Officer).

STEP 7:

The **signing of the Contract and Service Level Agreement** by the **Ministry/Agency executive** together with the **Director SIG ICT Services** and **Developer/Vendor** is completed.

The technical implementation of the project then gets underway. The following (but not limited to) attitude are expected to be adhered to during the whole project implementation;

- The two “pushers” with the developer/vendor should have **regular meets** and review of duties within the project scope.
- All **technical requirements of the developer/vendor** on the SIG ICTS infrastructure should be met if relevant and appropriate to the project and SIG ICTS Infrastructure standards.
- The two “pushers” should work closely with the developer/vendor and get timely reports of the progress to the Task-Force group (or Reference Group).
- With the **schedule** outlined in the **developer/vendor's project proposal**, the two pushers shall use **MS Project software as a tool** to monitor the progress of the project's milestone completions and the full project completion.
- **Acceptance Tests** should be carried out by the Ministry/Agency concerned and the two “pushers” on each completed **milestone** of the project.
- After completion of the project, **checklist** should then be prepared by SIG ICTS Project team for the checklist after project completion. Checklist should include the **confirmation of user training**, system administration training, **user manual**, and training manual.

End of Procedure.