

## **Systems Development and Hosting**    [\(MS Word Version\)](#)

### Project Goals

These questions are designed to help us understand what you want accomplished. Answers to these questions will assist us in establishing the scope of the work to be undertaken.

1. What are the goals of this project? *(Are there both long-term and short-term goals? What are they?)*

### Project Management

The following questions help us define the type of communication your organization prefers and provide us with contacts with whom we will be working.

1. Do you want us to serve as a Project Manager and oversee the development and implementation of a third-party contractor?
2. Do you want us to serve as a Project Manager and oversee the development and implementation by your own staff?
3. Who will be the person in charge of the project on your behalf?
4. Will we work with a single point of contact, or will we have multiple points of contact? What role do you anticipate each point of contact to play?
5. Do you have a preference as to the process you want us to use in working with points of contact? *(Do you want us to use group meetings, individual work sessions, meetings by functional groups, telephone and e-mail exchanges?)*
6. What is the priority of this project for points of contact? *(Are they a dedicated to this project or do they have competing responsibilities?)*
7. What is the process you would like us to follow when we need clarification, receive conflicting information, or need a decision made?

### Deliverables

As a customer, you probably have expectations on what you will receive at the end of this undertaking. These questions are designed to give us some idea of these expectations.

1. What deliverables do you want from us?
2. What documentation do you require on the application? *(System, user, on-line help, training documentation.)*
3. Do you want us to deliver training on the use of the application? *(We can provide training in a train-the-trainer format, or we can provide training for all users.)*
4. What is the desired timeframe for the completion of this project? *(It is helpful for us to know this information as it may have an impact on recommendations we make regarding this project.)*

### Systems Development

Answers to these questions will give us some idea of your expectations regarding application development.

1. What type of application development languages do you support?
2. Do you have coding standards that must be adhered to? *(If yes, what are they?)*
3. Will we be required to perform any data conversion? *(If yes, will this be done manually or will it be automated?)*
4. What are your testing requirements for acceptance? *(What kind of testing documentation/certification do you require?)*

## Operational Issues for Hosting an Application

Answers to these questions will help us learn more about your application hosting needs.

1. Do you currently have any web applications? *(If yes, please list them and provide a description of each.)*
2. Who maintains the existing applications?
3. What kind of connectivity do applications have to databases?
4. What type of scripting languages do you utilize? *(JavaScript, Perl, VBScript, etc.)*
5. What are your archival needs?
6. What are your backup requirements? *(Please give us an idea of the backup schedule you prefer, as well as whether you desire full backups, incremental backups, or a combination of each.)*
7. What is an acceptable downtime in the event that your application fails?
8. What is your preference regarding a maintenance window? *(A maintenance window is an established timeframe in which we will be able to take your application down to perform routine maintenance on the application or server. It is almost always during a low-traffic period for your application.)*
9. What level of maintenance support for applications are you looking for? *(Application maintenance, project management, code review, database maintenance, help desk support for end-users, etc.)*
10. Do you have preferences regarding the kinds of hardware/software used in support of hosting? *(If yes, what are they?)*