Lanshore Implementation Methodology

Commissions

Lanshore LLC.
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Lanshore methodology is a unique asset with specific details that allows for the successfully implementing SPM solutions. Each phase included in our methodology involves client business and technical resources. A strong commitment from these resources throughout the project will facilitate effective knowledge transfer and aid in the overall success of the project.

The Lanshore Solution Deployment component emphasizes deployment activities and follows the traditional waterfall approach. Lanshore has modified and augmented this traditional approach to leverage business, project and architecture toolkits to make an on time, on budget, and high quality delivery ensuring a successful completion to your project.

Project Phases

The Lanshore Implementation Methodology has seven key phases where Lanshore staff and Client personnel interact on a daily basis to implement an SPM solution. It is important to note that delivery dates can often be impacted in both a positive and negative manner depending upon the availability of Client resources during critical periods throughout the engagement. At the end of each of the project phases, Lanshore will leverage software vendor architects to conduct a Quality Assurance review of the deliverables.

Prepare Phase

During the initial phase of the project, a preliminary team that includes the Project Manager and selected Senior resources will focus on preparation activities to ensure project success. This initial phase will focus on preparing and planning the project including a thorough review of the Statement of Work, creation of a Project Startup document, establishment of project management controls and mechanisms, and an initial high-level project work plan for approval by Lanshore and the Client.

This phase will provide the foundation for each of the subsequent project phases.

Project Plan

- Detailed Project Plan
- Project tasks, deliverables, resources and timeline for the Define Phase of the project
- Links with major project milestones throughout the remaining phases in the project lifecycle
- Dependencies and critical path items
- Client and Team resourcing

Define Phase Meeting Schedule

- Lanshore specific meeting and process documents
- Calendar with detail meeting layouts, required FTE’s
- Customer Subject Matter Experts mapping and tasks required for attendance
- High level agenda for the Define Phase meetings
- Roles and Responsibilities Matrix – this spreadsheet defines the roles and responsibilities for the project phases and major tasks/milestones within each phase

Estimation Templates

- Estimates for Data Integration
- Estimates for Compensation Plans
- Estimates for Reports and Outbound Feeds
- Estimates for Data validation and History

Define Phase

During this phase of the project, the project team will partner with Client to define the detailed functional requirements and scope of implementation. The typical deliverables produced as a result of this phase include Use Cases, Business Requirements Definitions, Domain and Event Diagrams, Project Glossary and Stakeholder Requests. Throughout this phase, work products will be created as input to the formal deliverables and reviewed with the Client for refinement prior to inclusion in the final deliverables. Review, refinement, and signoff of the expected deliverables will complete the Define phase.

The Lanshore project team will require the highest level of involvement from Client business and technical resources. The Client resources that will be the most involved during this phase include subject matter experts with strong business and technical knowledge that will provide specific details of the project requirements. The level of involvement from each of these resources varies by engagement; however, it is typical for these personnel to spend a significant amount of their time during this phase meeting with the project team to ensure the functional requirements are accurately captured.

The following describes the deliverables for the Compensation Plan and Process Definition Part.

This section is critical in the driving of Client compensation process and compensation plans. These items allow for the ability to not simply automate current plans and processes. This deliverable is based upon the scope of work and approach defined within the above section including the work products described below. The following tools have been successfully utilized at several large multi-channel, multi-business unit customers.

The To-Be business process flows will be used as input to the technical design phase to ensure the designs take into account the “Optimized” compensation plans and business requirements. These templates are planned based upon the scope of work defined.

The following templates and tools are for Compensation, Compensation Re-Design, Data Interfaces, Pre/Post Processing, and Reporting/Data Warehouse

Business Toolkit Deliverables

Data Element Mapping Description Document

- Elaborates the data elements required for a specific data interface
- Includes the current state of existence
- Delivered for each data integration interface individually

Data Integration Business Requirements Document

- The comprehensive Data Integration Requirements document
- Describes all business related data integration requirements
- Preliminary levels of gap analysis for the current state of existing data interfaces where appropriate
- Each data interface will be described in detail including defining source systems, destination systems, frequency rules, data elements, and system use cases
- All data integration interfaces will be encapsulated within this one single document

Compensation Business Requirements Document

- Comprehensive Compensation Business Requirements document
- Describes all business requirements for each compensation component, use cases and flows
- All business requirements specific to product sets will be prepared and delivered individually
- Sign off and review will be encapsulated within this one single document

Compensation Hierarchy Business Requirements Document

- Comprehensive document describes the business requirements surrounding commission hierarchies
- Broker Hierarchies (when appropriate)
- Agent Reporting Hierarchies (when appropriate)
- Multiple Product related Hierarchies

Report & Data Warehouse Requirements Document

- The comprehensive Report and Data warehouse data Requirements document
- Describes all business related Report/DW and data integration requirements
- Preliminary levels of gap analysis for the current state of existing all business related Report/DW and related data interfaces where appropriate
- Each Report/DW data interface will be described in detail including defining source systems, destination systems, frequency rules, data elements, and system use cases
- All Report/DW data and data integration interfaces will be encapsulated within this one single document

Revised Project Planning

- Detailed update of the project tasks
- Deliverable changes
- Resource changes
- Timeline changes
- Re-Estimation if necessary (Using Templates in Prepare Stage)
- Risk Templates
- Scope Templates and Change Control Templates
- The remaining phases in the project lifecycle.

Compensation Plan "Optimization" & Process Definition

- Comprehensive view of the future business Compensation Plan definitions
- Level 0 Business Process Flow Diagram
- Level 0 Step Detail
- Level 1 Business Process Diagram
- Level 1 Step Detail
- Level 1 Actor Glossary
- Level 2 Activity Diagram
- Level 2 Activity Description
- Level 2 Actor Glossary

Design Phase

The Design Phase of the project involves the functional and technical design of the solution based on the business requirements resulting from the Define phase. This phase is driven by the deliverables created in the previous phase including the Use Case Models and Business Requirements Definitions. The typical deliverables produced as a result of this phase include System Interaction Diagrams, Technical Specifications and Data Element Mapping. An updated project plan will be delivered upon the completion of this phase.

In addition, Lanshore recommends the Client testing team begin reviewing the functional requirements at this time and defining a Test Strategy document. Along with this Test Strategy document, a formal project plan for the testing phases should be developed by the testing team to define test cycles, resources required, dependencies amongst components, and delivery dates.

During the Define phase, the level of involvement by Client business users typically reduces slightly while the level of involvement by technical resources remains high. The beginning of this phase often provides the best opportunity for compensation analysts and power users to attend training. As with the previous phase, deliverables will be reviewed, refined, and signed off at the culmination of the phase.

The following templates and tools are for Compensation, Compensation Optimization, Data Interfaces, Pre/Post Processing, and Reporting/Data Warehouse

Business Toolkit Deliverables

Data Integration Detailed Technical Design Document

- Comprehensive Data Integration Detailed Technical Design document
- Describes the technical design of the solutions required to address the business requirements as detailed within the Data Integration
- Business Requirements document
- Each data interface will be described in detail including a System Interaction Diagram
- Technical Design Specification document

Commission Hierarchy Conceptual Design Specification Document

- Document describes the conceptual design of the commission hierarchy

Report Detailed Design Document

- Describes all business requirements for each report including preliminary gap analysis of the current state versus future state
- Detailed descriptions of each report including data elements, use cases, frequency, mode of delivery and compliance requirements

Compensation Detailed Technical Design Document

- Compensation Detailed Technical Design Document describes the technical design for all solutions required to address the business requirements as detailed within the Compensation Business
- Requirements document
- Technical design specific to product sets will be prepared and delivered individually
- Specific Boolean Logic
- Required call outs and data mapping
- Multi-Dimensional Lookup design
- Rate table design

Revised Project Plan

- The revised project plan will detail the project tasks, deliverables, resources and timeline for the Develop phase of the project. In addition, the project plan will provide a high-level overview of major project milestones throughout the remaining phases in the project lifecycle.

Project/Program Management – Scope Management

Mechanisms to request scope changes and for the project managers to track these requests will be implemented. Meetings will be held weekly to discuss outstanding change requests. Only change requests that have been mutually approved by both parties will be executed.

During this process, any increases in task estimates and overall project costs will be handled via the change control mechanisms. Lanshore has prepared the estimates contained within this statement of work based on requirements and assumptions identified herein. In the event that unforeseen requirements materially impact the scope of this project the project team and Client agree to identify a mutually agreeable change control item.

The project manager from the delivery team will mitigate project risks through timely decisions, controlled project scope, and effective management of project issues. We will provide weekly status and project financial updates.

Factors that affect the price and are part of change control include:

- ✓ Additional identification of system functionality and business scope increases.
- ✓ Changes to time frame.
- ✓ Ability of Client resources to participate.
- ✓ SME availability.
- ✓ Client IT support staff availability
- ✓ Availability of system environments.
- ✓ Unknown functionality not found until detailed design.
- ✓ Any limitations in the quality of the data received from the other systems requiring Lanshore to complete significant data massaging.

Issue Tracking and Resolution

A set of issue tracking documents will be implemented, mutually acceptable to both the Lanshore project team and Client. Management from both parties will identify and document all project issues. Lanshore will be responsible for the management and tracking of issues. The prioritization of unresolved issues will be the responsibility of the Client Project Manager. Only items that have been mutually approved and prioritized will be executed.

Quality Assurance

Quality Assurance checkpoints will be specifically identified in the detailed work plan. Approval from both the project team and Client will be required at each check-point before project continuation is allowed. This method of 'check-pointing' allows customer participation and a constant feedback mechanism into the development of the system. These checkpoints may include code reviews, user feedback, project plan reviews, scope reviews, and architecture reviews. A Summary of Findings document will be completed upon the completion of each QA checkpoint.

Transition Plan

Lanshore teams often provide a turnover document upon completion of all deliverables. Each turnover document is specific and tailored to the client; however, the following is an example outline:

Scripts Run Book

- Script Names
- Schedule
- Contingency Plans

Manual Process

- Step by step instructions on manual operations within the GUI
- Adjustments
- Troubleshooting

Object Definition

- Category/Classifier structure and uses
- Territory definition
- Fixed value requirements
- Participant and position key fields