



STG Client	DaimlerChrysler Corporation is the fourth largest automotive manufacturer in the world. (www.daimlerchrysler.com)
Project Name	DealerConnect Service Contracts Re-Write Project – Phase One Service Contracts Product Design
STG Service Offering	Application Development & Integration, J2EE/XML Technology
Project Results	This project is a multiphase project and Phase One was delivered on time and within budget. As a result of STG's high-quality and on-time delivery, STG has been awarded Phase II.
Project Description	<p>The DealerConnect Service Contracts system is a re-write of the existing Service Contracts System used by the Chrysler Group in North America. This Service Contracts group supports the entire extended warranty business of the Chrysler Group North America.</p> <p>The entire DealerConnect Service Contracts project comprises of two major Phases:</p> <p>Phase One: Product Design (re-write of existing Plan-id System), Phase Two: Sales and Admin (re-write of existing Sales and Administration System)</p> <p>By hosting this system on the DealerConnect portal, Chrysler Group will be able to sell increase number of service contracts via the dealer channel.</p>
STG Solution	<p>Overview STG was responsible for Requirements Definition, Technical Architecture Definition, software development and deployment for Phase One, Product Design.</p> <p>Process STG applied the PRIDE J2EE/XML framework in conjunction with the RUP Process and the PRIDE Project Management Framework. The project process included three major stages namely Requirements Definition, Architecture Definition and Data Model Definition. STG mapped the activities in the PRIDE J2EE/XML framework to the stages mentioned above towards developing the project deliverables.</p> <p>Architecture Definition The application model proposed was a J2EE n-tier MVC based model leveraging current DealerCONNECT Architecture Standards and Framework. The application data will be stored in IBM DB2 databases on the Mainframe. Stored Procedures will be used for Data Access. The Presentation Layer, Business Layer and Data Access Layer will all be separated conforming to proper J2EE Standards and simultaneously satisfying the MVC Model</p>



Requirement.

Requirements Definition

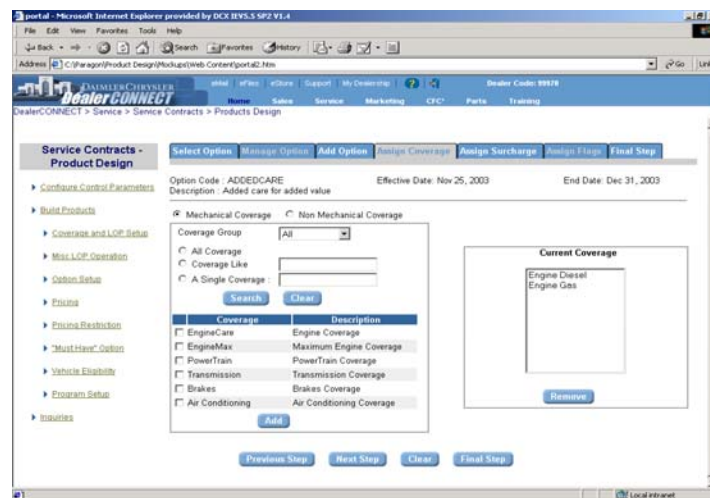
STG conducted several sessions and one-on-one meetings with the Service Contracts Business Customers to define the process gather business rules and screen requirements. All these business rules and process requirements were formulated into Use Cases and Process Flows and the screen requirements were formulated into DealerCONNECT Web Screen Mockups and Screen Definition Document.

Data Model Definition

STG facilitated several sessions to define and validated new logical data model for the Product Design Application. Several Suggestions and industry standard guidelines were imparted to the Data Model Definition team to ensure that the Data Model was valid and satisfied all the system requirements.

Application Development

Application programs were constructed using WebSphere Application Development (WSAD) IDE and HTML editors. Application components included JSPs, Java beans (Session Beans, Data Access Beans, and Command Beans etc.), and Java Scripts and HTML pages. STG team conducted Unit Tests on all components programs.



Testing

STG team conducted System/Integration Tests, Performance Tests and User Acceptance Tests. Test Scripts were developed using Mercury Interactive automated testing tool set. Load and Performance tests were performed using the Load Runner tool. Network Performance was performed using Application Analyzer tool.



	<p>Knowledge Transfer STG performed Knowledge Transfer activities using our PRIDE KA/KT process framework. All components of the application and associated documentation were transferred to client personnel using formal training sessions, one-on-one sessions and documentation.</p> <p>Configuration Management STG performed configuration management activities using the process framework provided within the PRIDE methodology. All application components and document deliverables were version controlled using Visual Source Safe.</p> <p>Documentation STG developed several technical and end user documentation. This includes documentation towards technical design of the application and the architecture of the application. End User documentation included the online help facility.</p> <p>Project management STG was responsible for project management. STG applied its PRIDE Project management Framework activities towards managing various aspects of this project. In addition, STG also used the PRID Online delivery portal for managing the project and associated communication.</p>
Technology Used	Rational Rose, J2EE, Struts, JSP, Servlet, XML, IBM WebSphere 5.0, IBM WSAD 5.0 IDE, COBOL, DB2, OS/390