



STG Client	La-Z-Boy, Incorporated is the largest US Residential furniture manufacturer in the United States of America. (www.la-z-boy.com)
Project Name	Accelerated Service Assistance Program (ASAP)
STG Service Offering	Application Development & Integration, Microsoft Internet Technology
Project Results	The project was delivered on time and within budget. The application implementation was considered a major success. The launch was followed by a presentation to the dealer community in an annual dealer conference held the following month. During this meeting, the application received very positive response from the dealer community. The application is expected to save significant costs to our clients and also improve business process efficiency.
Project Description	<p>La-Z-Boy required STG to develop an enterprise level automated service and warranty system for their furniture Dealers. The vision behind the project was to deliver prompt, accurate service with the availability of on-line tracking of status for the Dealers.</p> <p>The business drivers were to eliminate the manual paper process, reduce the number of customer service calls from Dealers and eliminate the legacy Service Order entry system.</p> <p>The project involved 30 STG personnel with over 15 La-Z-Boy team members. The project required quick turn-around times, extensible design, detailed project management and resource planning for each phase.</p>
STG Solution	<p>STG was responsible for providing an end-to-end solution for this project. STG was responsible for all application development life cycle activities including requirements gathering, analysis, technical design, construction, testing and deployment. The project was successfully completed and on time.</p> <p>Process</p> <p>STG applied the PRIDE Microsoft Windows DNA/ XML development framework in conjunction with the PRIDE Project Management process. The project was broken into two Business Releases based on the functional priorities, time-lines for release and size. Each Business Release of the project included six major stages namely Requirements Gathering and Analysis, Technical Design, Construction and Unit Testing, System and Integration Testing, User Acceptance Testing and Deployment. STG mapped the activities in the PRIDE Microsoft Windows DNA/ XML framework to the Business Releases and stages mentioned above towards developing the project deliverables.</p>

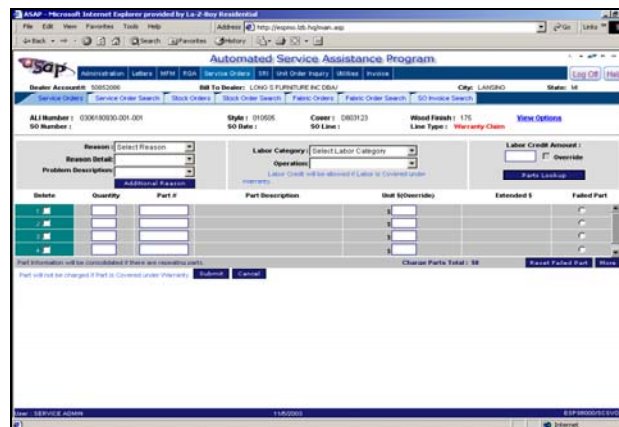


Architecture

The application was developed in the Microsoft Windows 2000 Server environment with Microsoft Internet Information Server (IIS) as the Web Server. The application used IBM DB2 relational database as the main transaction database and also performed validations against an IMS Database containing Bill of Material (BOM) information. The application was developed using n-tier COM+ architecture. The application integrated with the back-end DB2 database using IBM DB2Connect Middle-ware and with the IMS database using COMTI. The user interface layer, the business logic layer and the data access layer were separated.

Requirements and Design

STG conducted requirements workshops towards gathering business and system requirements. These were use case sessions that gathered all the different business scenarios in the context of the application process flow. UML based Use Case models were developed for each use case. The use cases were used as inputs towards developing Visio activity diagrams and to facilitate object oriented design sessions. Class Diagrams were generated using Rational Rose Modeler based on the design sessions. Mockup screens were developed to define the User Interface requirements. Batch process requirements were also gathered and designed by STG.



Construction

Application programs were constructed using Microsoft Visual Studio IDE and HTML editors. Application components included Active Server Pages (ASP Pages), Visual BASIC DLL's (for Data Objects, Business Objects and Utility Objects), Java Scripts, Cascading Style Sheets (CSS), XML Data Islands and HTML pages. STG team conducted Unit Tests on all components programs.

Testing

STG team conducted System/Integration Tests, Load Tests and



	<p>User Acceptance Tests. Test Scripts were developed using Mercury Interactive automated testing tool set. Test results were recorded in Test Director tool and reports were utilized for quality management purposes.</p> <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 (VSS).</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 Methodology STG applied the PRID Project Management framework in managing the project activities. PRIDE PMF closely follows the principles of PMBOK of Project Management Institute.</p> <p>Quality Assurance Process STG deployed a quality assurance team that was responsible for defining quality objectives, standards and governance methods. The quality team was responsible for reviewing the project deliverables and the project processes periodically to ensure compliance with quality requirements and achievement of objectives. During testing the team used Test Director tool to track and monitor defects. Defect trends were analyzed across the different functional sub-systems and component types to determine common issues and resolution.</p>
Technology Used	Rational Rose, Microsoft Visual Interdev, Active Service Pages, COM, IIS, JavaScript, HTML, IBM DB2, Mercury Interactive, Windows NT