



*Partnerships Built on Agile Solutions*

# Star Software: Best Practices

**Client:** CSC Denmark

**Project title:** AMANDA-Lotus

**Project domain:** Lotus Notes

**Business domain:** Workflow Automation and Software Maintenance

## Background

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Star Software and CSC collaboration Started in 1997 and covered a variety of projects of different sizes calling for a number of different skills. The end users for these projects included the Danish Parliament, Danish State Enterprise Registry, Danish Ministry of Labor, and Government of Cyprus. Star has a frame subcontracting agreement with CSC under which it has performed 15 Task Orders since 1997. The Amanda-Lotus project and post installation maintenance are detailed in Task Orders N<sup>o</sup>N<sup>o</sup> 10-13.

## Project scope

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AMANDA (an acronym for the "employment market's new database" in Danish) is an electronic data processing system, which connects companies and applicants for jobs and training. The end-customer for the project is the Danish Ministry of Labor. AMANDA is a huge project that has been in development for several years and takes in several sub-projects.

The primary contractor for the project, CSC Denmark, decided to outsource certain sub-projects to Star. Besides AMANDA-Lotus, these sub-projects included a planning system for regional offices of the ministry built with SAS tools, components of a registration system for the unemployed built with Seer HPS tools, and a web-interface to AMANDA. The total amount of development performed by Star in the AMANDA project is 274 person/months.

AMANDA-Lotus is a part of workflow automation project for the Ministry of Labor. The development started in 1999 and ended in 2000. Star developed several Lotus bases according to requirements defined by CSC Denmark. Star also assisted CSC in onsite acceptance at the end-client's premises.

## Product requirements

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Star was responsible for the development of 5 Lotus bases - 'Equipment and Tenancy', 'Registration of Activity and Time', 'Official Journeys', 'Training Planning', and 'Journal System'. These databases are parts of the so-called Internal System which supports document flow in all the 18 regional offices of the ministry.

### **Sub-system 'Equipment and Tenancy'**

The objectives of the sub-system 'Equipment and Tenancy' are as follows:

- Registration of information concerning the particular 'Tenancy' including 'Basic Data', 'Energy Expenditures', 'Economy', 'Contact Person', 'Parking' and 'Room/office'.
- Registration of 'Type of Equipment' including information on 'Purchase', 'Phasing Out' and 'Positioning'.

There is one 'Equipment and Tenancy' database per regional office.

### **Sub-system 'Official Journeys'**

The objectives of the sub-system 'Official Journeys' are capturing of information about the ministry employees' official travel and the monthly run account for later calculation and payment.

There is one 'Official Journeys' base per regional office.

### Sub-system 'Registration of Activity and Time'

The primary objective of this sub-system is registration of the ministry employees' activities. Processing of the registered data is performed in SAS.

There is one 'Registration of Activity and Time' sub-system per regional office.

### Sub-system 'Training planning'

The objectives of the sub-system 'Training planning' are as follows:

- Registration of training requests/ needs
- Managing the needs for courses
- Course administration
- Economic management concerning course arrangements
- Managing the course time-expenditures

There is one 'Training Planning' base per regional office and one in a central information system.

### Sub-system 'Journal System'

The primary purpose of the 'Journal System' is to provide tools for archiving all incoming and outgoing letters, reports and other documents in the ministry mailing system using a standard format according to so-called 'Journal Schedules'.

## Project technologies and methodology

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**Development Environment:** Lotus Notes 4.5

**Operating Systems:** Windows; OS\2

The choice of Lotus Notes as the primary automation environment is explained by the existing corporate standards of the end-client and by the fact that Lotus Notes features powerful replication tools. In addition, the client's mailing system had been already built using Lotus Notes.

AMANDA-Lotus was Star's first experience with Lotus Notes. However, in the course of its earlier cooperation with CSC Denmark, Star had already demonstrated repeatedly its ability to rise to challenges and to quickly learn new tools. Among the new technologies Star had acquired for CSC were Seer HPS and SAS. Before the Start of AMANDA-Lotus project, Star had also participated in two small pilot projects.

During the contractual period of maintenance Star's responsibilities were to provide speedy and ultimate resolution of all uncovered bugs, to add new features in accordance with Change Requests from CSC, to construct archives for existing bases, and to assist with integration of the bases with other sub-systems.

CSC maintained a special database containing information about errors detected in all of the 18 regional offices of the ministry, latest releases and patches. Star had to fix a problem, develop a patch and upload it to the database.

The project Started in June 1999 and was finished in December 2000 using a project team of 3 members during development stage and one permanently assigned specialist during maintenance stage.

## Project summary

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**Total effort:** 44 person/months, including 4 on-site.

**Duration:** June 1999 - November 2000

**Team size:** 3

**Pricing:** Fixed price up to December 1999, Time & Materials from December 1999 up to November 2000.

## Star Software: Contact information

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