



Boston Government Services LLC

RECEIPT INSPECTION OF SOFTWARE

BGS-WA-01-PC-01

Revision 0

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Date

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Revision History

Rev. #	Date	By	Type1	Changes
0	02/19/2016	D. Newton	N	Initial Issue of BGS-WA-01-PC-01. This work add addresses CAR-15-28 corrective action #2.

¹ M = major change, mc = minor change, N = new

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Purpose

This Work Aid provides instructions for the receipt, inspection and testing of software which has been acquired (either developed or supplied) as part of the contract award process. Specifically, this Work Aid supports the receipt, inspection and testing of software specific contract awards.

This work aid outlines the process to perform a receipt inspection of with software that has been acquired as part of the contract award process on software development contracts. This Work Aid details the review and verification of the following;

- a) Software Source Code
- b) Software Planning Work Products
- c) Software Requirements Work Products
- d) Software Design Work Products
- e) Software Implementation Work Products
- f) Software Testing Work Products
- g) Software Installation and Acceptance Work Products
- h) Software Maintenance Work Products
- i) Hardware/Hosting Requirements
- j) Cybersecurity Assessments
- k) Backups or Restoration Media
- l) Help Desk Statistics and Work Products
- m) List of Current Users with Contact Information
- n) Licensing Agreements
- o) Working Groups, Steering Committees, or Others

Scope

During the contract award process for software development contracts, a review of the lifecycle documentation and supporting elements will need to be understood and reviewed to ensure that all documentation supports the version of software being transitioned. It is important to understand risks associated with the current condition of the software program in its entirety prior to completing transition. For example, there are times when the latest software build that is currently in production may have outdated or incomplete documentation. This Work Aid is intended to provide a comprehensive listing of items that must be considered at transition in order to the reduce risk associated with software development contracts.

During the transition/review process, one should schedule meetings with Subject Matter Experts (SME), see a demo or the product, understand the basic functionality of the system, and gain an understanding of the interfaces and processes prior to reviewing the documentation so one can identify if key items are missing or need more clarification. If possible, request access to the test environment and step through the functionality to gain an understanding of the “end state”.

Be careful not to spend your time reviewing irrelevant or documentation that is not up to date. Understand the terminology that the existing team is using for the project as well as all known issues with the Project. This will help with further project planning and anticipation of risks. It is important to ensure that BGS is able to identify and understand all information needed to

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successfully transition a project. At a minimum you should have answers to following questions:

- Who are the Program stakeholders?
- Is the software received at transition the software that is in production?
- Is the documentation complete, and does it match the version in production?
- Is there hardware that needs to be transferred or procured?
- Is there any third party software involved? What are their contact information, license agreements, renewal dates or costs?
- Who are the subject matter experts (SMEs)?
- What is project's current status?

Activities

The following areas provide a brief description of focus areas to look at during transition, if you identify any incomplete, missing or conflicting items, **notify your Functional Manager immediately**;

a) Software Source Code

Inspection of the Software Source Code should include a physical inspection of the electronic media to make sure that it is not damaged and is in usable condition. Ensure that the Source Code includes any previous versions in addition to the version which is currently in Production use. Check for file dates, build numbers, file sizes, etc to verify that the version in Production matches what is received at transition.

Identify required tools needed to open and inspect the Source Code to ensure that it could be retrieved from the electronic media, opened and read. You should move a copy of the source code into the software configuration management tool once you have verified the integrity of the code.

b) Software Planning Work Products

Identify any current or existing software planning work products that can provide insight as to what was done previously as well as work efforts required to make changes. Look for information which supported the changes in the software such as project plans, project charters, project meeting notes, software change requests, regulatory changes, known issues, environmental changes, etc... These item will assist in understanding the lifecycle of the program and provide historical value in the evolution of the program.

c) Software Requirements Work Products

Identify all software requirements work products which identifies functional, performance, security, interface & safety requirements, installation considerations, design inputs, and any design constraints. The software requirements work products should be up to date with the current production version and able to be read and understood. Identify any incomplete or missing documentation. Make sure that the software requirements are able

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to be traced to test plans. In addition to software requirements documentation, ensure that a requirements traceability matrix is able to be identified.

If you receive documentation that is in PDF form only, request Word versions of the documents. Many times, graphics used in the documentation are developed in third party programs like Mathcad, Visio, etc..., make sure you are able to identify these as well as request the native files that they were created in. Identify any external interfaces that the system may have and ensure requirements are documented.

d) Software Design Work Products

Identify all software design work products such as software design documents, requirements to design traceability matrixes and design to requirements traceability matrixes. The software design work products should cover the following areas.

- i) System Architecture
- ii) File and Database Design
- iii) Human-Machine Interface
- iv) Detailed Design Elements
- v) External Interfaces & Contact Information
- vi) System Integrity Controls

e) Software Implementation Work Products

Identify software implementation work products associated with the application developer's interaction with the code during the development activities. These would include developer notes, developer's comments, software change requests, coding standards, etc. This would also include any documentation that would have identified process steps for routine changes.

f) Software Testing Work Products

Identify software testing work products that include testing activities such as functional correctness, system stability, overall system operability, system security, and system performance requirements. This documentation would be test plans that include the testing of the requirements identified in the software requirements work products..

g) Software Installation and Acceptance Work Products

Identify software installation and acceptance work products that represents activities required to install the software, databases, or data that comprise the software product onto the hardware platform at the sites(s) of operation. These documents will be completed test reports representing the successful execution of a test plan.

h) Software Maintenance Work Products

Identify software maintenance work products such as existing work aids, software change requests, known issues or work arounds. These work products would assist in maintaining

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control over the software's day-to-day functions and identify regularly occurring activities which prevent the software performance from degrading to unacceptable levels. This documentation would also identify activities that would occur on a recurring basis.

i) Hardware/Hosting Requirements

Identify all hardware and hosting requirements necessary to transition the software and begin servicing the users. This could include procuring new hardware, identifying a hosting facility or migrating to a cloud provider. Understanding the management environment prior to migration will be critical to establishing the new production environment and which may require server operating system upgrades, resolving legacy hardware issues, and other items that were not clearly identified prior to award.

j) Cybersecurity Assessments

If applicable, identify any current cybersecurity assessments that have been executed against the system. This will expedite the relocation of existing systems as well as provide an understanding of prior vulnerabilities that would need to be addressed. This can also include any vulnerabilities within the application itself which would need to be dealt with. Check for PII and any other data attributes that would require further review.

k) Backups or Restoration Media

Request any backups or restoration media that is needed. Identify any third party tools that may require restoration media. Be aware that some original media may not be able to be acquired and the only executable is with the prior contractor. If applicable, identify all software elements that would require restoration media. If the original media is not available, request a copy from the contractor during transition.

l) Help Desk Statistics and Work Products

Identify help desk statistics, work products, frequently asked questions, work aids, tips and tricks, etc. Attempt to get an export of all of the help desk tickets in a pdf, excel or csv format.

m) List of Current Users with Contact Information

Identify all current users and contact information. Request any distribution lists and existing email templates for communication with users.

n) Licensing Agreements

Identify any existing licensing agreements for support software or services used by the system. Ensure that you have the proper contact information to transition support for these items so you do not cause an interruption of service. This would also include URL's, security certificates, or database licensing.

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o) Working Groups, Steering Committees, or Others

Identify any working groups, steering committees, software control boards, joint application development groups or other customer oriented groups. Ensure you have contact information for them and understand what their roles and responsibilities are supporting the program. Request copies of their Charters if applicable.

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Receipt Inspection Software Checklist

Receipt Inspection Performed By: _____

Receipt Inspection Date: _____ **Contract Number** _____

Software Name: _____

Using BGS-WA-01-PC-01- Receipt Inspection Software Work Aid, review each of the following areas and determine if the information is acceptable or not. If you

Software Review Area	Information Acceptable (Y or N)	Issues Identified
a) Software Source Code		
b) Software Planning Work Products		
c) Software Requirements Work Products		
d) Software Design Work Products		
e) Software Implementation Work Products		
f) Software Testing Work Products		
g) Software Installation and Acceptance Work Products		
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m) List of Current Users with Contact Information		
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