

PROJECT DEFINITION & DELIVERABLES

Project

When completed, Project G5350 will be a computer-based training (CBT) program titled: Lotus Notes Database Applications. All screen captures, commands, dialog and files will be in German. When ABC Training receives the completed program, they sell it to corporations that need to train their employees how to use Lotus Notes. Any of the client's employees or customers can also use the Project G5350 program to challenge the Lotus certification exam.

Centurion localizers build this CBT program for ABC Training, who in turn markets it to their clients. Completion of this project will require use of at least seven computer programs and utilities, including graphics manipulation and sound wave utilities; the project will require a full-time team of localizers plus several consultants.

Program

First, ABC Training needs to mail Centurion a copy of the English version of this Lotus Notes training program. By reviewing and analyzing the English version, Centurion localizers determine any special steps they need to take for duplicating the program for the German market (like modifying logos or graphics).

Localizers will use the German Lotus Notes application for making new screen captures that duplicate those taken with the English Lotus Notes. They will also use the German version of the Windows operating system. Native German speakers will provide script vocalization for the CBT and German-speaking localizers will process and edit these scripts as required.

Priority

Schedule = 1

Quality = 2

Cost = 3

All of these factors are important to Centurion. Company controllers have set the budget for this project according to how many hours they estimate it will take to translate the scripts in the European office, build the CBT program at Centurion, and then getting the drafts through the Centurion testing department. Centurion is responsible for building and shipping the final product to the client (ABC Training). Going over budget could mean that Centurion would not realize a profit on the project. However, if the project is completed under budget but does not measure up to ABC Training quality standards, it will be rejected by the client and sent back for revision, which could cost the company even more.

Schedule is considered the number 1 priority with Centurion because if ABC Training schedules are not met, the client could consider giving future projects to our localization competitors. Schedule deadlines are very important to ABC Training as they have already promised the CBT programs to their clients by specific dates.

Schedule

- Date Project G5350 received at Centurion: March 3
- Project infrastructure completion date: April 17
- Project goes to Testing April 24
- First Delivery Date (CBT on CD without sound) May 5
- Final Delivery Date (CBT on CD with sound) May 19

This project is scheduled for a maximum of 10 weeks, which includes building, testing, fixing, recording and shipping. In the past, deadlines for the German and French CBT programs have not been met. However, CBT program quality is improving and timelines have been followed more closely this quarter, so there is a strong chance that Project G5350 will be completed on schedule.

Personnel

Software Production Manager	Shauna
Liaison with NTC Office	Shauna
Team Leader	Ann
Project Leader, Localizer	Ann
Team Member, Localizer	Kerry
Team Member, Localizer	Daniel
Lotus Consultant	Terrence
German Translation Consultant	Boris
Voice Talent	Boris
Network and Hardware Consultant	Peter
Area Supervisor	John

Testing

The German Testing Unit consists of one full-time tester and three part-time testers. These testers go through every step of the program. The first time, they follow directions, checking for continuity and functionality and comparing screen dialog (script) with the voice. For the second pass, testers deliberately do not follow directions in order to check error messages. Testers use the in-house bug-tracker for recording problems, bugs and inconsistencies. These reports are automatically sent to the Testing Manager, Software Production Manager, Team Leader and localizers.

In general, one week is reserved for testing the program and fixing the bugs. Since testing time includes not only the test but the time spent by localizers fixing the problems, then one week is often not enough time. Whenever possible, projects need to be in the testing and fixing phase for a full two weeks in order to meet Centurion standards and assure release of a quality product. Two weeks have been allotted for testing of the Lotus Notes program.

Deliverables

- CBT CD program with tests, online help, graphics and simulations (with no sound)
- Multimedia CBT CD that is identical to the same as CBT above but with a German voice reading the script

During the construction and testing phase, all files associated with the program are kept on a server dedicated to ABC Training projects. Workers and testers can all “run” the program by creating a shortcut between these files and the program engine. After the Testing Manager gives the project a stamp of approval, the program can be released.

The project files (scripts, graphics, lessons, SMTs, help files, code, etc.), together with the program engine, are burned onto a CD-ROM disk. This CD is then installed on a “clean” computer and briefly tested before shipment to ABC Training. After the project is accepted, a team member burns another CD-ROM disk to create an archive copy for Centurion.