

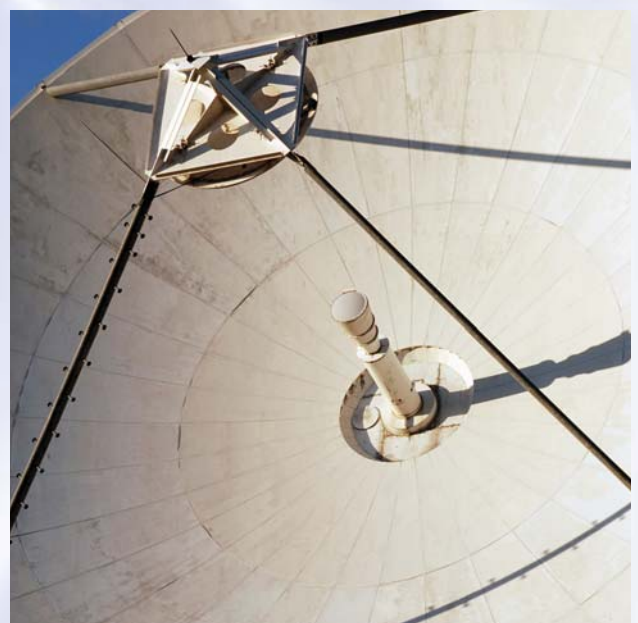


Delivering Successful Acceptance Strategies on Complex Programmes



A major defence company was engaged as Prime Contractor and System of Systems Integrator for an extensive tactical voice and data communications systems for the UK Armed Forces. For the British Army in particular, this was a transformational programme providing a step change in operational capability through improved situation awareness, access to new on-line planning tools, and improved ways to exercise command and control, all within a secure communications environment.

This was a complex programme comprising an extensive set of user requirements compiled from diverse user communities and implemented across a wide variety of user platforms on land, sea and in the air. Maintaining user requirement sets and development documentation in a way which would adequately support customer acceptance was a major challenge and Harmonic was asked to provide support.



Creating Enduring Confidence and Clarity in Customer Acceptance

Harmonic provided programme coordination and project management for a number of key threads leading to successful customer acceptance including management of systems release tests, Qualification and Verification, and Acceptance.

Managing the acceptance programme proved particularly challenging as many of the necessary activities had fallen behind schedule due to competing pressures to satisfy the on-going urgent operational needs of the armed forces. This had led to a degree of informality in some areas of documentation which threatened to undermine effective acceptance.

Harmonic tackled this challenge from a number of directions with focus on the following key activities:

- Initial priority was placed on updating user and systems requirement sets to a status which could be agreed between the prime contractor and the MoD, and supported by a wide community of sub-contracted systems. This required extensive stakeholder management, but once completed, enabled the DOORS database to be updated so that it correctly reflected the contractually agreed position.
- With the updated requirement sets in place, the next priority was to develop a new acceptance strategy with the MoD which included new approaches to both Technical Field Trials and Operational Field Trials. Once the approach was agreed detailed test plans, processes, procedures and scripts were developed.
- Finally, Harmonic implemented the test programme liaising with all stakeholders to ensure the tests were successfully conducted. These were complex tests involving the testing of real equipment in the field under demanding circumstances.



The Benefits

Harmonic's project management expertise provided significant benefit to this complex programme including:

- Closure of key contract milestones through a well defined and implemented customer acceptance process
- A set of enduring improved processes and procedures for customer acceptance
- A set of baselined project documentation which can be taken forward to support the management of additional capability insertion through the life of the system
- Improved customer and sub-contractor interfaces for issues around requirements management and acceptance



For more information about how Harmonic can assist across the programme lifecycle contact: Harmonic Limited, The Hatchery, Eaglewood Park, Ilminster, Somerset TA19 9DQ Tel: 01460 256500 Email: enquiries@harmonicltd.co.uk www.harmonicltd.co.uk

